



Behind the Scenes

Dear Access Stakeholders:

Access Services is continuing to provide essential transportation for all eligible riders during the COVID-19 emergency.

However, in response to the Los Angeles County and City Safer at Home Order, Access has made the following alterations to its service:

Operational Changes

- > On Monday, the Access Board of Directors approved additional social distancing and public health initiatives. For the duration of this emergency, Access will be moving from a shared-ride system to solo trips for customers. Our contractors are also enhancing their vehicle cleaning programs. These changes are being communicated to customers.

Eligibility

- > We have closed our eligibility center in Commerce. As of Monday, all prospective customers will have a phone evaluation and, if found eligible, will receive one-year of eligibility. They will be expected to come back in to be evaluated at that time. Current customers who need to be re-evaluated will now receive a 120-day extension.

Serving the Community

- > We are also discussing providing emergency transportation services to certain entities, like food banks, that need assistance. If you have any organizations that you would like us to engage with, please let me know.

Reports from the Field

- > The system is operating as normal but ridership has declined, on average, 70 percent this week. Contractors are moving to part-time schedules or resorting to lay-offs for some employees. We are continuing to engage with our contractors on this issue.

Sincerely,

Andre Colaiace, Executive Director

Colaiace@accessla.org