

**To:** Marketing, Planning & Legislative Committee  
**From:** Rashida Kamara, Manager of Accessible Services

**Date:** 4/30/2020

**Reviewed by:** WC.

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**SUBJECT: Social Distancing Guidelines on Future LINK service**

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### Background

Transdev staff continue to work with County Connection during the COVID-19 pandemic, in making sure ADA paratransit Service continues. They have also taken on additional critical community needs, by delivering meals, groceries and relocating the homeless. At the county's request, Transdev has also started transporting COVID-19 patients to the hospital for testing or to hotels to quarantine while they await results.

Transdev never skipped a beat since the Shelter in Place order. They have kept vehicles sanitized, drivers trained and reporting to work as the service required. They have remained in communication with social service agencies, dialysis units and convalescent homes. This was especially important since we started to see positive passenger cases appear on the LINK system. They quickly worked to minimize the risk, by reducing the number of persons traveling on the bus at any given time.

As the county continues to work to flatten the curve, we have had to think of how this will affect ridership once restrictions on travel start to increase when the orders are lifted. At the moment, we are transporting one passenger at a time. Once service levels increase, we can assume a certain level of social distancing will continue. We must be prepared to see how this will impact the number of passengers we can transport at a time, what resources will be needed to accommodate the entire service and how fares will be collected. We may have to overhaul our fare collection methods, like the use of credit cards, Mobile pay, advance payment systems and post billing options.

Transdev and County Connection Staff conducted an exercise to determine how many passengers may fit in our paratransit vans and minivans if social distancing will continue. Below are the results of the test. Social distancing is measured at 6 ft from the person next to you. The capacity captured below does not include the drivers.

Vehicle Capacity with Social Distancing:

<b>22' Cutaway</b>	<b>Ambulatory passengers</b>	<b>Wheelchair Passengers</b>	<b>Ambulatory/Wheelchair Passengers</b>
Vehicle capacity	15	4	6
With social distancing	3	2	2

<b>Mini Van</b>	<b>Ambulatory Passengers</b>	<b>Wheelchair Passengers</b>	<b>Ambulatory/Wheelchair Passengers</b>
Single Riders	2	1	3
Priority Seating	1	0	1

**Financial Implications:**

As we continue to evaluate the situation, we realize there will be a financial impact on the overall cost. We are yet to be able to give an estimate, but we do know we cannot use past passenger counts to estimate future cost.

**Recommendation:**

Staff recommends that the MP&L Committee forward this to the full board as information only.

**Action Requested:**

None, for information only.