

To: Board of Directors

Date: August 13, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Paratransit Report COVID-19 Update #4

Background:

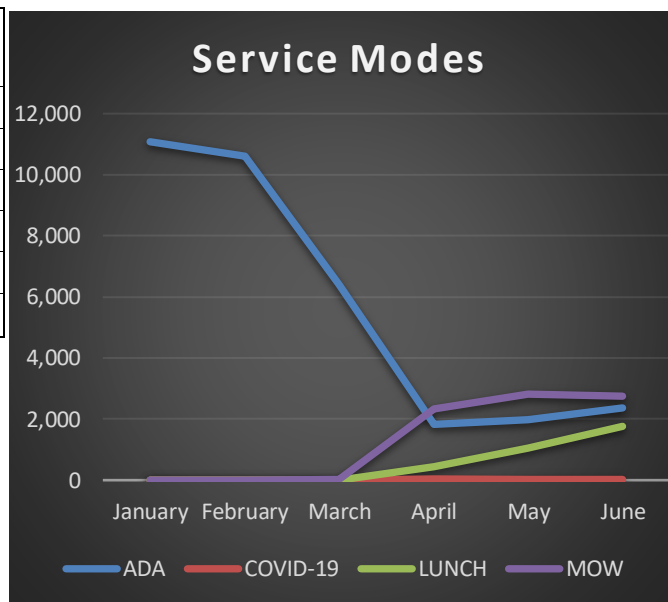
For the past four months since the shelter in place order issued by the California Governor, paratransit ridership has dropped over 80%. LINK continues to make adjustments to the services based on the on-going needs of the community. Staff has provided monthly update on services that include, meal deliveries, lunch deliveries for school students and transporting COVID positive passengers for the County health department.

Service Trends:

We have documented below the sheer volume of community engagement we have been able to accomplish since COVID-19 impacted our normal paratransit services. As you can see over the past 6 months normal Paratransit trip volume dropped. The month of February was normal, being the shortest month. March normally sees an increase in Paratransit ridership, but as of March 16, 2020, there was a sharp decline due to COVID-19 and the state mandate to shelter at home. April saw the lowest recorded month in Paratransit riders, then we started to see an increase in ridership by the end of the month as the County started to reopen. Meals on Wheels delivery continued to rise with a slight decrease in June when paratransit rides started to increase. Staff will continue to monitor regular paratransit service, as we are eager both to continue serving our community in our traditional ways safely while offering them alternatives services to fill their needs.

CCCTA SIP Service Modes

	ADA	COVID-19	LUNCH	MOW
January	11,079	0	0	0
February	10,606	0	0	0
March	6,402	0	0	28
April	1,827	40	446	2,346
May	1,984	26	1,045	2,817
June	2,372	38	1,762	2,759



County Connection and County Health Department Training Health and Safety Training update.

County Connection hosted a Health and Safety training session via zoom to discuss and answer pressing questions regarding transit's service continuation process. This training session was recorded and CCCTA extended invitations to all the transit agencies in the region. The purpose of the training was to hear directly from the health department on how to incorporate health and safety measures in order to resume some of our normal activities, like fare collection, front door boarding, exemptions from face covering under the ADA and field reliefs just to name a few. The training was very informative and copies of the training has been shared with East Bay Paratransit, Tri-Delta, WestCat, SF Paratransit, Marin Transit and VTA.

Financial Implications:

None

Recommendation:

None for Information only

Action Requested:

None for information only