

To: Operations and Scheduling Committee
From: Rashida Kamara, Manager of Accessible Services

Date: September 25, 2020

Reviewed by: *WC.*

SUBJECT: Paratransit Report COVID-19 Update #5

Background:

Seven months ago, the Governor of California issued a shelter in place order due to the rapidly spreading COVID-19 virus. Paratransit service was dramatically reduced as a result of that order. LINK service, along with their contractor Transdev, collaborated with county and city programs to provide essential services to the community. Such services included Meals on Wheels, school lunches, grocery deliveries and the transporting of COVID-19 positive passengers for the County Health department.

In addition, for the past two months, LINK has been working with social service agencies like Regional Center of East Bay to develop safe protocols that would be implemented as part of their reopening plan.

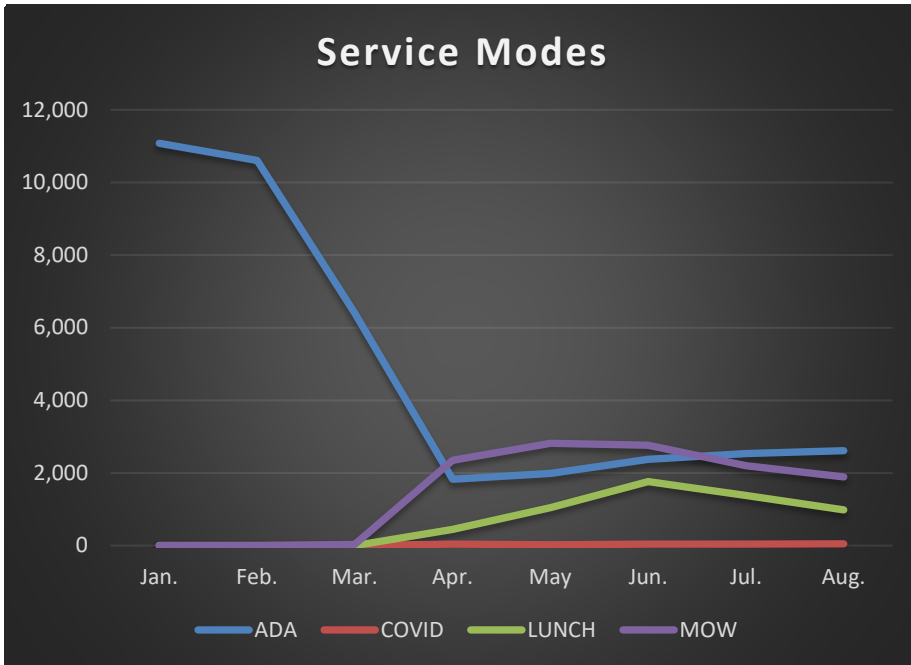
County Connection and County Health Department's, Health and Safety Training update:

LINK has been working with the County Health department to streamline Contact Tracing protocols. Last month, the County Health department provided County Connection with an initial zoom training on their new Contact Tracing protocols. They are launching a new protocol and details will be on their website. This protocol update is a direct result of how procedures continue to change in the transit industry in an effort to keep everyone safe and stop the spread. County Connection was first to receive this training and provide valuable feedback to the County Health department. The County Health department will incorporate our real-life scenarios in the training and will like to make it available via zoom for other transit agencies in the future. There were eight members from the County Health department, two from County Connection and two from Transdev that attended. Some of those contact tracing protocols include:

- Passengers or employees notifying County Connection of a positive status in a timely manner.
- Notifying County Health department of a Positive Status.
- Working with County Health department Investigation team to determine possible exposures.
- Providing on-going training for staff and passengers on how to prevent the spread of COVID-19.
- Providing on-going training for CCCTA management on the developments of the spread, how to contain it, and updated protocols.
- Training the contractor on proper N95 mask fitting. (Although Transdev provide surgical masks, if drivers choose to wear a N95 mask, they must be fitted properly.)

Maintaining this partnership with the County Health department has been extremely helpful in managing our operations in a safe manner and minimizing the spread of COVID-19 on our Transit System.

Service Trends: Each month we continue to document essential services associated with COVID-19 transports in comparison to Paratransit Service. We continue to experience an increase in ADA paratransit trips in comparison to meal trips. In addition, we are also seeing an increase in COVID-19 transport trips. This indicates to us that even though more people are using the service and the state seems to be increasing their reopening plan, the amount of COVID-19 transports indicate there is still a need to be cautious. We continue to practice social distancing, wearing and using proper PPE, and transporting only one passenger at a time.



Month	ADA	COVID-19	LUNCH	MOW
Jan.	11,079	0	0	0
Feb.	10,606	0	0	0
Mar.	6,402	0	0	28
Apr.	1,827	40	446	2,346
May	1,984	26	1,045	2,817
Jun.	2,372	38	1,762	2,759
Jul.	2,538	41	1,379	2,203
Aug.	2,613	48	983	1,894

Recommendation: None for Information only