

DRAFT
East Bay Paratransit (EBP) Recovery Plan

Financial Conditions

AC Transit's proportional share of EBP costs were submitted in mid-March and totaled 33.2 million annually. In late April the total was reduced to 30.4 million annually. The numbers below reflect a fast, medium and slow recovery.

FY 20/21 Cost Projections for AC Transit

| Recovery | Fast | Medium | Slow |
|-----------------|--------------|---------------|--------------|
| Projected Costs | \$30,303,747 | \$22,668,068 | \$17,897,397 |

Slow through fast recovery rates shown above were based on projected Total Billable Hours (TBH) by measuring various percentages of hours over each of the 4 quarters in FY 20/21, compared to the original budget submitted in April.

- Slow recovery was calculated starting at 20% (Q1) up to 40% (Q4) of the TBH
- Medium recovery was calculated starting at 25% (Q1) up to 65% (Q4) of the TBH
- High recovery was calculated starting at 40% (Q1) up to 100% (Q3) of the TBH

Note: At the end of March 2020, daily trips operated was down by 85% compared to pre-pandemic. By June 2020, EBP was operating 75-80% of pre-pandemic daily trips.

Going Forward:

- Per contract, there are multiple tiers of hourly rates charged by the Service Providers (SPs) depending on the amount of service provided; the more service provided, the cheaper the hourly rate. All three of the SPs will be operating at Tier 1 (0-79,000 hours) effective July 1. At the Broker's discretion, certain liquidated damages will be reinstated to ensure optimal and quality operations. The hours will be monitored and reevaluated after January 1, 2021 for possible adjustments.
- The Broker is a cost-plus reimbursement contract. The Consortium only pays for actual costs plus a fixed fee to the Broker.
- The District is verifying with the Alameda County Transportation Commission (ACTC) that food delivery services will be eligible for Measure B/BB funds. The Federal Transit

Administration (FTA) has approved the use of federal funds for this purpose as long as it does not interfere with regular operations.

- On April 27, 2020, AC Transit and BART agreed to cease fare collection for ADA paratransit trips. The loss of revenue by not collecting paratransit fares at this time is estimated at \$35K per month, with AC Transit and BART split at \$24K / \$11K per month. This is to be re-evaluated by the General Managers in August 2020.

Operations

Prior to the shelter-in-place (SIP) order of March 16, 2020, East Bay Paratransit (EBPC) trip requests were declining starting the first of March, as fears about the spread of the virus were intensifying. After the order was issued on March 16th, service demand declined precipitously by 82% from February 28 through May 31 of this year.

Average trips/weekday

| | |
|----------|-------|
| February | 2,645 |
| March | 1,417 |
| April | 433 |
| May | 480 |
| June | 630 |

Service Providers:

EBPC is maintaining its pre-March 16th service coverage area and service span by weekday, Saturday and Sunday day types for essential trips. Due to lack of demand on weekends, the Broker worked with providers on the distribution of routes and allows one of the three providers to temporarily shut down. This process is rotated each weekend among the three providers. As demand for service slowly increases, the SPs will also slowly increase the number of trips provided.

Broker:

The Paratransit Broker's office (Transdev) was rapidly reduced to 40% of staff active and the others furloughed. In normal circumstances about 85 individuals work in the office. A reduction in staff is partly due to the suspension of in-person assessments (IPAs) were suspended and new applicants receiving phone interviews and presumptive eligibility.

Food Delivery:

Below is the cost of the food delivery services provided by EBP over the last quarter. Food delivery has enabled EBP to keep drivers engaged, as well as serve the community. The District's proportional share of these costs is \$346,859 through June.

Special Program Costs in FY19/20

| | April | May | June | Total for FY19/20 |
|-----------------------------|--------------|--------------|--------------|-------------------|
| Meals on Wheels | \$145,702.34 | \$110,131.46 | \$109,494.09 | \$365,327.89 |
| Meals on Feet | \$5,239.68 | \$16,979.20 | \$17,828.16 | \$40,047.04 |
| Alameda County Deliveries | | \$24,570.65 | \$24,827.80 | \$49,398.45 |
| Spectrum | \$3,382.64 | \$20,754.44 | \$23,784.14 | \$47,921.22 |
| Total Special Program Costs | \$154,324.66 | \$172,435.75 | \$175,934.19 | \$502,694.60 |

Going Forward:

- Staff will consult with BART and AC Transit's respective leadership to continue to offer food delivery. This keeps the drivers employed and serves the community at large.
- Staff will participate in the Blue Ribbon Task Force developing recommendations for regional connectivity and messaging as they relate to paratransit service.
- Staff will work with the Regional Center of the East Bay (RCEB) as they attempt to reopen day programs for individuals with an intellectual disability. RCEB consumes approximately 35% of the EBP service and only reimburses EBP for the fares. Staff has initiated conversations regarding going ticketless as well as reimbursement for trips provided (funded through the state Department of Developmental Services (DDS)).
- Regional Trip coordination is a concern for EBP because of its regional extent and geographical location in the center of the Bay Area. Paratransit trips which need to cross the service areas from the adjacent agencies often have a large part of the trip provided by EBP. These trips require transfers of passengers between vans and drivers which increases exposure.

Health and Safety

EBP has been fortunate to have three (3) SPs and a Broker. Each, over this period of time, have had an employee test positive for COVID-19 and had to follow Alameda and Contra Costa counties public health orders, as well as internal protocols and procedures. Because of low demand, delivery of service has been transferred to an alternative SP in the event of temporary SP shutdowns, without disruption. The Broker's work has been transferred to an alternative location or accomplished remotely in the event of a positive case among staff.

Service Providers' Activities:

- SPs are only providing single ride trips.
- All SP's have established accounts for purchasing Personal Protective Equipment (PPE) directly from vendors.

- Vehicles are disinfected daily and if necessary, deep cleaned in the event of a positive employee. The same holds true for administrative office spaces.
- SPs provide available PPE inventory reports weekly to the Broker.
- The Broker purchased face shields to distribute to the SPs. Face shields are worn by drivers when escorting passengers to/from vehicles or when securing a wheelchair (not when driving).
- EPB staff is investigating the cost of the installation of driver compartment shields (\$900-\$3,000) for all 240 vehicles. Total cost range from \$216K-\$720K.

Broker Activities:

- A space planner was engaged to assess the call center office space. Additional spacing, among the cubicles and clear plastic shields have been purchased in anticipation of returning to work.
- A return-to-work training video has been developed by the Broker for employees.
- A preliminary action plan has been developed to conduct IPAs for those deemed “presumptive” and require an IPA in the future.

Going Forward:

The FTA, state and local health authorities and possibly the Blue Ribbon Task Force recommendations will have an impact on operations, health and safety. In order to restore service levels to pre-COVID levels with no denials and proper social distancing may require up to a 75 revenue vehicle increase in order to meet service requirements.

Communications:

Given EBP’s communication and scheduling system, passengers are always up-to-date. Passengers screened as COVID-positive or asking for transport to a testing site are referred to County health officials for transport. Dialysis centers have also been able to provide separate transportation to suspect cases.

Passengers, at the time of booking, are screened. EBP has an ability to conduct effective contact tracing. The most recent case involved tracing back to fifty (50) individual passengers. They were given a preliminary call to inform them that they may have been exposed. Following the results, EBP reached out again to all fifty (50) passengers to inform them the driver had been tested positive. Thanks to the immediate messaging developed in conjunction with the Public Information Officers of both AC Transit and BART, this has become a seamless operation for contact tracing and communications.

Going Forward:

- Messaging will be added to EBPs night-before service calls (demand trips only) reminding passengers to wear face coverings in order to be transported.

- Likewise, messaging will be added to imminent arrivals calls (same day of service) that the passengers must have a face covering in order to be transported.