

Attachment 2
East Bay Paratransit (EBP) COVID-19 Activities Update

This information was provided verbally to the AC Transit/Bart Interagency Liaison Committee (ILC) on May 6, 2020. The order of the information has been updated to coincide with the Draft Recovery Plan (Attachment 1).

Financial Conditions

- Due to the Shelter in Place Orders, EBP ridership has been reduced by approximately 85%.
- There is a large subsidy required per paratransit rider and cost savings will be realized by both agencies due to this lower ridership, as compared to the approved FY20 budget: the current estimate of savings is ~\$8 M with the AC Transit/BART split at \$5.5M/\$2.5M, respectively. This does not include special COVID-19 services such as food delivery assistance.
- The loss of revenue by not collecting paratransit fares at this time is estimated at \$35K per month, with the AC Transit/BART split at \$24K/\$11K per month, respectively. Free fares were implemented on April 27, 2020. The continuance of free fares will be evaluated by the General Managers in August of this year.

EBP Operations

- EBP is maintaining its pre-March 16th service area and hours by weekday, Saturday and Sunday day type for essential trips.
- In person certification was suspended with new applicants receiving phone interviews. Referrals to EBP due to path of travel or distance to the nearest fixed-route bus stop are determined on a case-by-case basis and individuals are granted temporary eligibility.
- Prior to March 2020, daily ridership ranged from 2,500-2,899 trips. Service declined to 30% in early March and continued downward to 15%, with 350-400 daily trips provided at the lowest point.
- Due to lack of demand on weekends, the Broker worked with providers to allow one of the three providers to shut down. This is rotated each weekend among the 3 providers.
- A new bid reflecting the “new normal” was developed and agreed to by the SPs and will took effect in May 2020.

Food Delivery

- Started Meals on Wheels (MOW) delivery on 3/30/2020 providing 2,000 meals per week.
- In collaboration with AC Transit and BART, PIO’s developed messaging for the service.

- BART dispatched a photographer/videographer to capture EBP's food delivery activities. Information was posted to AC Transit and BART social media accounts and the EBP website.
- EBP is also working with the Oakland Housing Authority and others for food delivery services.
- The accounting of food delivery hours and costs are separate from the EBP service hours and EBP will seek FEMA reimbursement if possible.
- In Progress: Collaborating with Sheriff's Assistance League, ALL IN and Councilwoman Larmnin-Hayward, Supervisor Goia's office, 211 and Employment and Human Services (West County only).

Health and Safety

- Note: SPs are responsible for the purchase of PPE for their employees, not the Broker.
- SPs provided information on the distribution of PPE. This is included in the DOC Daily Updates.
- At the request of AC Transit, PPE inventory, by SP, is reported weekly. Inventory was visually verified by the Broker on April 29 and April 30.
- At the onset of the pandemic, BART provided 160 N-95 masks, AC Transit supplied hand sanitizer. The Broker, when able, has provided gloves.
- The Consortium (AC/BART) ordered Hotsy Pacific Equipment and Supplies, for the Broker and SPs to disinfect vehicle interiors and offices.
- BART's procurement department is researching providing additional face masks and gloves as well as the purchase of full-face shields for drivers to use when escorting passengers or securing a wheelchair; it is not to be used while driving.
- AC Transit placed a PPE order through CalAct. EBP is hopeful they will receive a percentage of the masks and gloves from this order.

Communications

March 4, 2020, following Alameda County Health Department Emergency Declaration

- EBP used on-hold messages and our webpage to advise riders of the Health Department advisory to wash hands, minimize travel, stay home and call their doctor if they are having symptoms.
- Providers initiated high level of vehicle cleaning protocols with frequent wipe down of high touch points, handrails, and seatbelts.
- IT department set up SOPs and remote access in preparation for Broker employees to work remotely.

March 16, 2020 Shelter in Place Order for the Bay Area was announced

- EBP activated a "virtual" EBP Departmental (emergency) Operations Center (DOC).
- The Broker began providing Daily DOC briefings to staff that include the status of each Service Provider's (SP) personnel and equipment availability plus active Broker staff.

- Implemented “Essential Trips Only” practice, updated the EBP website and developed call-center agent information/scripts.
- Modified Scheduling software to only allow one passenger on board for the trip duration to provide proper social distancing.
- Sent out robo-calls to all non-essential trip passengers and programs canceling their service temporarily with ability to reschedule for essential trips.
- In collaboration with AC Transit and BART’s Public Information Officers (PIO’s), developed procedures and messaging for passengers and programs when/if an EBP driver tested positive. This did occur and EBP was able to quickly contact all programs and riders who had contact with driver. The driver was isolated, and the Service Provider suspended service and closed its facilities for cleaning but resumed service following subsequent negative test results.
- Suspended the Broker Incentives/Disincentives program and the Broker discontinued Liquidated Damages for the SPs.

April 18, 2020, Alameda County requirement for face coverings for people riding transit

- The Broker updated our website with a rider advisory and sent out robo-calls alerting passengers with scheduled trips. Call center agents began reminding passengers of face covering requirement.
- One of the Service Providers had an employee test positive for COVID-19. The Service Provider suspended service for two weeks and is using the time to clean facilities and vehicles. All work was shifted to the remaining two providers.