# Slide 1:

# Presentation Title: Presentations to the Access For All Committee

# The Impacts Of Covid-19 On Direct Transportation Programs Serving Older Adults And People With Disabilities

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February 12, 2020

Slide 2: Diamond-NEXT  
City, County and Regional Services

* MetroAccess
* DOT Paratransit
* Arlington Intellectual and Developmentally Disabled Services
* Arlington STAR
* Arlington Senior Loops
* Alexandria DOT Paratransit
* Virginia Medicaid (Logisticare)
* Guaranteed Ride Home (MWCOG)
* RouteSource – Enhanced Mobility

Slide 3: Challenges of Providing Paratransit Services

* Need to ensure the safety and reduce the anxiety of passengers to ride
* Retention of experienced operators and staff
* Safe workplace environment for operators and staff
* Disinfected vehicles after every shift
* Disinfected each time there is an exposure
* Face masks
* Hand sanitizers
* Temperature checks
* Adherence to CDC protocol
* Covering fixed operating expenses

Slide 4: Covering Fixed Operating Cost

* Facility Rent
* Facility Utilities
* Management salaries
* Vehicle Depreciation
* Vehicle Insurance
* Technology
* Health Insurance (Including furloughed operators)
* Other Benefits and overhead expenses
* PPE
* COVID Vehicle cleaning and sanitation

Slide 5: Case Study #1: RouteSoucre Enhanced Mobility

* Enhanced Mobility Grant
* Started in October 2017
* Average quarterly ridership - 3,000
* Customers – Passengers with intellectual disabilities
* Funding Sources
* Diamond-National Express 20% vehicle match
* Service Source – Fairfax Community Services Board
* Logisticare – Virginia Medicaid
* FTA 50% match operating, 80% vehicle

Slide 6: RouteSource Enhanced Mobility Ridership CY 2020

Bar Graph showing monthly ridership from January to December 2020

January –1,056 rides

February – 1,139 rides

March – 720 rides

April – 44 rides

May – 3 rides

June – 43 rides

July – 138 rides

August – 181 rides

September – 231 rides

October – 245 rides

November – 242 rides

December – 241 rides

Slide 7: Case Study #2: Arlington County IDDS

* Arlington County IDDS, STAR, and Senior Loop Contract
* Started in 1987
* Average monthly ridership – 5,400
* IDDS Monthly Ridership – 1,800
* Customers – Passengers with intellectual disabilities going to work sites
* Funding Sources
* Arlington County
* Logisticare – Virginia Medicaid

Slide 8: Arlington IDDS Ridership CY 2020

Bar graph showing monthly ridership from January to December 2020

January – 1,855 rides

February – 1,742 rides

March – 885 rides

April – 0 rides

May – 0 rides

June – 0 rides

July – 0 rides

August – 0 rides

September – 0 rides

October – 0 rides

November – 0 rides

December – 0 rides

Slide 9: Take-A-Ways for the AFA Committee

* Contractor transportation providers need to stay in a ready state
* Zero (0) ridership since mid-March for facility-based transportation
* Human service agencies have stopped funding 100%
* Ridership has declined between 50% and 75% for alternative ADA service
* Contract rates have not changed to reflect reduced ridership
* Additional cost for cleaning and providing PPE
* Virginia Medicaid has provided funding to facilities but not transportation
* Contract providers are having great difficulty covering fixed costs

Slide 10: Questions