



SERVICES FOR
INDEPENDENT LIVING

Welcome!

INCLUSION | INTEGRITY | INNOVATION

Program Sponsors

- Services for Independent Living
- Western Reserve Area Agency on Aging

And special thanks to the Ohio Developmental Disabilities Council for their support and vision.



Housekeeping

- Participants will be muted. If you have thoughts or questions, please share them in the chat box. We will try to get to as many as possible.
- If you need SW credits for this webinar, you will need to sign in via the chat box. Please put your name, that you need SW credits and your license number if you have it. At the end of the presentation, you will need to sign out as well. You will then be emailed a Feedback Form. Once that is received, you will be sent your certificate.
- If you need a certificate of attendance, please follow the same guidelines as for SW credits excepts in the chat box area, indicate you need a certificate of attendance.
- We are not able to offer CRC credits as originally hoped.
- Slides will be available on our website: www.sil-oh.org



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Outreach Coordinator
Laketran

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Executive Director
Senior Transportation Connection



COVID-19 Challenges and Opportunities

June 10, 2020



Today's Presentation

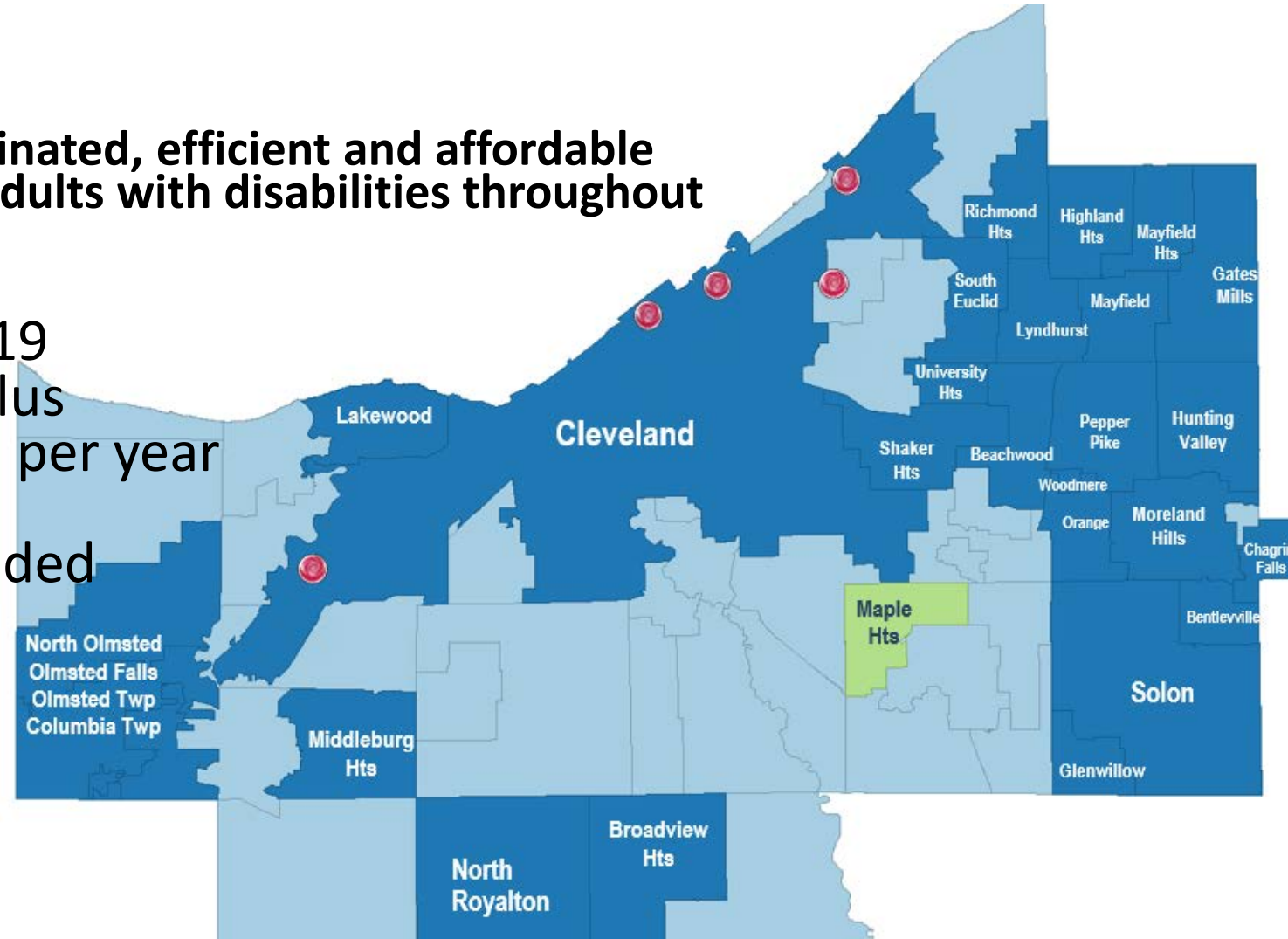
- A brief overview of Senior Transportation Connection
- Critical decisions points
- Managing resources
- Personnel
- New opportunities
- Challenges



Senior Transportation Connection

- Since 2005, STC provides coordinated, efficient and affordable transportation to seniors and adults with disabilities throughout Cuyahoga County, Ohio.

145,000 weekday trips in 2019
5,000 active clients age 60-plus
Over 1.3 million miles driven per year
30+ partners
60 vehicles: mostly 5310-funded
65 staff
\$4 million budget
GCRTA subcontractor



STC Serves...

- Female (79 percent)
- Age 75 or older (52 percent)
- Minority Populations (48 percent)
- Low Income (59 percent)
- Uses a wheelchair, walker or other mobility aid (60 percent)



Critical Decisions

- March 18 conference call board meeting:
 - **Option 1: Do everything to stay open**
 - Option 2: Continue GCRTA work only
 - Option 3: Close until further notice
- Decision paralysis
- Keeping the Mission in focus
- Board engagement/Leadership
- Management Team
- Minimizing Risk



Managing Resources/operations

Resources

- Advance from Cuyahoga County operating grant
- Grant from Cleveland Foundation Rapid Relief fund
- Payroll Protection Program grant
- Small business loan
- Positive negotiations with vendors/insurance

Operations

Significant reduction in contract revenue

- 500 trips per day reduced to 100
- 9 GCRTA routes per day to 3
- Priority given to dialysis, medical & personal shopping
- PPE provided to all staff
- Vehicles and facility cleaned daily
- Limit of riders on vehicles



Personnel

- Voluntary layoffs based on sonority
- 60 – 70 % drivers and call center reduction
- Facilitated connections to benefits
- Continued health care/voluntary benefits
- Supported those who stayed – lunches, gift cards
- Retained an HR consultant for guidance
- Beginning recall of employees
- Applied for Shared Work Ohio Program
- A very hard loss



New Opportunities

- Meal delivery for Community Partnership on Aging cities
- Shelf stable meal delivery for WRAAA
- SHARE program for high school interns
- Exploring hot meal delivery
- Potential new collaborations with other providers
 - Subcontracts



Challenges

- Ability to return to scale
- Recruitment of drivers
- Overall safety
- Continuously assess risk and exposure



Questions

www.ridestc.org

<https://www.facebook.com/ridestc/>

@Ride_STC

Senior Transportation Connection

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Vaneshia Houston
Paratransit Transportation Manager
Greater Cleveland Regional Transit Authority

GCRTA

COVID-19 Response

Agenda

- Timeline of Events
- Employment Impact
- Health screening
- Personal Protective Equipment
- Sanitation
- Social distancing
- Operator Assistance to passengers

COVID Timeline

- On March 9, 2020, Governor issued Executive Order 2020-01D declaring a state of emergency
- March 10 – Ridership on paratransit begins to decline (-7%)
- Week of March 15th – Ridership down 52% below normal
- Week of March 22nd – Ridership down 70% below normal
- Currently – 64% below normal

Employment

- Provided 80 hours of sick time for COVID-19 employees
- Established COVID-19 task force
- Families First Coronavirus Response Act (FFCRA)
 - Protects employees regardless of sick time
- Moved to virtual meetings
- Non-operational employees began telecommuting
- No GCRTA layoffs
- Reduced hours for Purchased Transportation

Health Screenings

- All employees & visitors entering GCRTA premises
- Face covering or mask is required
- Performed by registered nurse
- Health questions/observation (quick screen for symptoms)
- No touch forehead scanner
 - Symptoms or 100.4 or higher sent home

Personal Protective Equipment (PPE)

- All employees provided
 - KN-95 Masks (up to 5 days of use, disinfect up to 3 times)
 - Disposable Surgical Masks
 - Cloth Masks (3) more are being acquired/produced
 - Disinfecting Wipes
 - Gloves
 - Eye Wear

Sanitation

- CDC approved Tier 1 Disinfecting Solution
 - 100% of vehicles disinfected daily
 - All GCRTA building's touch points (doors, switches, tables) throughout day
- Moon Beam Technology (UV-C) light
 - High traffic areas, transit stations

Social Distancing & Technology

- Decreased efficiency
- Decreased Ride Sharing – fewer people on bus at a time
- Spread trips out amongst vehicles (increased capacity)
- 3 day advanced scheduling
- Assistance only when needed or requested

GCRTA Contact Information

Paratransit: 216-621-9500

ADA Registration: 216-566-5124

www.riderta.org

Vaneshia Houston

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More Information

Ohio Department of Health

COVID-19 Answers

1-833-427-5634 (1-833-4-ASK-ODH)

9:00am-8:00pm

- Call center staff includes licensed nurses and infectious disease experts.

www.coronavirus.ohio.gov