



ALAMEDA COUNTY TRANSPORTATION COMMISSION

Navigating Through COVID in Alameda County

A presentation to the Joint PAPCO and ParaTAC Meeting

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March 29, 2021

Alameda County Transportation Commission

- Canceled Advisory Committee meetings
 - Moved to Zoom with new guidance from State
- Simplified planning and funding process for Direct Local Distribution (DLD) annual review
- Temporarily adjusted policies to allow for more meal delivery
- Collected and distributed information from Regional, State, and National partners

ADA-Mandated Paratransit

- Decreased ridership and revenue
 - Closure of day programs such as Regional Centers
 - Suspended fares
 - Mask requirements
 - No in-person certifications
- East Bay Paratransit
 - Partnered with three meal delivery programs and delivered 118,000 meals between April 2020 – January 2021
 - Limited passengers to one per bus if possible
 - Ensured drivers and office staff had personal protective equipment
 - Considering contactless payment system

ADA-Mandated Paratransit *(continued)*

- LAVTA Wheels
 - Provided Meals on Wheels deliveries during slow period
 - No shared rides
 - Postponed fare increase
- Union City Transit
 - Suspended Paratransit Plus program (no trips outside of service area)
 - Offered as few shared rides as possible
 - Encouraging pre-paid tickets instead of cash

City Programs

North County

City	Continued	Suspended	New/Changed
Alameda	Shuttle Bus passes	Group trips Door-through-door	Meal deliveries
Albany	Taxi/TNC reimbursement	Group trips Shopping trips	Free trips to Albany vaccine site
Berkeley	Taxi program TNC concierge pilot	Travel training	Electronic outreach
Emeryville	Taxi/TNC reimbursement	Group trips	Shuttle at 3 days/week instead of 5
Oakland	Taxi/Van program	Group trips BACS trips	

City Programs

Central County

City	Continued	Suspended	New/Changed
Hayward	TNC concierge	Group trips ASEB trips Door-through-door Travel training	Meal deliveries from new providers ASEB activity kits
San Leandro	Shuttle TNC concierge		Online travel training Vaccine trips

City Programs

South County

City	Continued	Suspended	New/Changed
Fremont/Newark	Taxi/TNC/WAV Mobility management	Group trips	Coordinating vaccine trips

East County

City	Continued	Suspended	New/Changed
Pleasanton		Group trips	Demand response 3 days/week

Grant Programs

Mobility Management and Travel Training

Grant	Continued	Suspended	New/Changed
Eden I&R Mobility Management Through 211 Alameda County	Phone and online mobility management Outreach to partners	In-person outreach	Increased online outreach Attended NADTC course Fundamentals of Human Services Transportation
TheCIL Community Connections	Maintained communications with partners	Travel training Wheelchair Securement and Mobility Repair workshops	Surveys and focus groups with riders Remote and virtual travel training Developed a virtual Wheelchair Marking and Tether Strap Workshop
United Seniors of Oakland and Alameda County Senior Public Transportation and Education Program	Outreach to riders and wellness checks Advocacy with riders and transit Hosted Roundtable	Travel training	Attending Regional and National meetings of relevance Updating materials and attending training
Fremont Tri-City Travel Training and Mobility Management Program	Mobility management by phone, video, and email	Travel training	Referrals to other social service supports Testing new MM database

Grant Programs

Volunteer Driver / Door-through-Door Programs

Grant	Continued	Suspended	New/Changed
Drivers For Survivors Volunteers Driver Program		Ended service and closed Feb 2021	Was providing essential medical trips only
LIFE ElderCare VIP Rides; Door-Through-Door Transportation		Door-through-Door transportation	Delivered free groceries from food banks and depots
Senior Support Program of the Tri-Valley Volunteers Assisting Seniors with Transportation	Wellness check-ins	Volunteer Door-through- Door transportation	Staff only providing essential medical trips Coordinated telehealth and virtual medical appointments

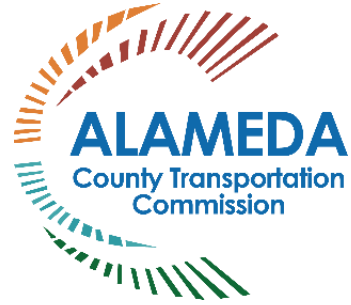
Grant Programs

Transportation Programs

Grant	Continued	Suspended	New/Changed
Bay Area Outreach & Recreation Program	Maintained outreach communications with CBOs	Accessible group trips for people with disabilities for sports and recreation programs	Both vans are inoperable due to vandalism
Easy Does It Emergency Services Fast Accessible Safe Transportation Emergency Repair	Requests for wheelchair repair and transportation down		Increased promotion – webpage, social media, press release Increased training
Emeryville Senior Center Bus Purchase			Postponed purchase
LAVTA Para-Taxi	Taxi/TNC program		
LAVTA Para-Taxi Debit Card Program	Program has soft-launched		Procurement was delayed

What's next?

- Learning from today
- Coordinating resources to help partners
- Move forward safely!



Thank You

For more information, visit

www.AlamedaCTC.org