



ALAMEDA COUNTY TRANSPORTATION COMMISSION

# State of the System



A presentation to the Joint PAPCO and ParaTAC Meeting

Naomi Armenta, Principal Planner, Nelson\Nygaard

February 28, 2022

---

# Alameda County Transportation Commission

The Alameda County  
Transportation Commission  
**plans, funds and delivers**  
transportation programs and  
projects that expand access  
and improve mobility to foster  
a vibrant and livable  
Alameda County.



# Alameda County Transportation Commission

In 2000, Alameda County voters reauthorized Measure B increased the percentage of net revenue for Special Transportation from 1.5 to 10.45 percent.

Measure B funds operations for ADA-mandated services and city-based paratransit programs.

Measure B also funds discretionary grant programs in Alameda County.

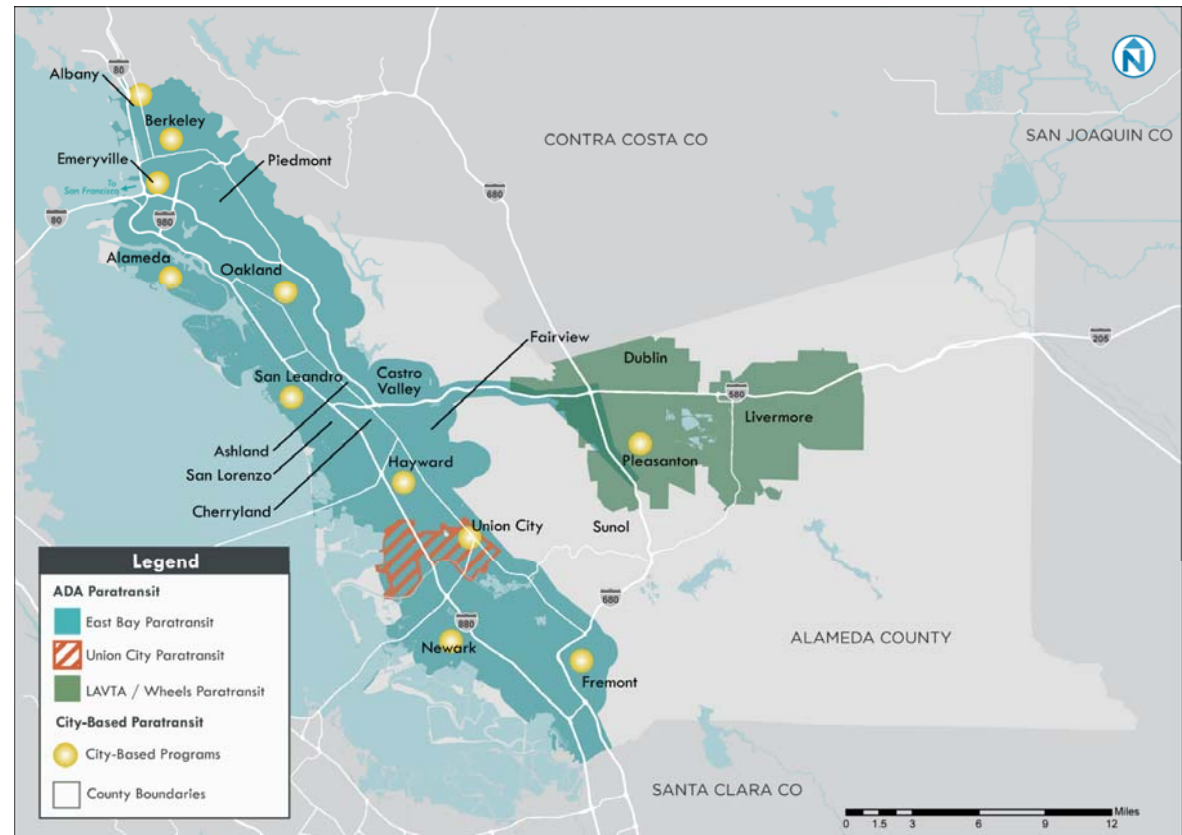
In 2014, the passage of Measure BB further augmented funding to local cities and paratransit providers to continue transportation services through 2045.



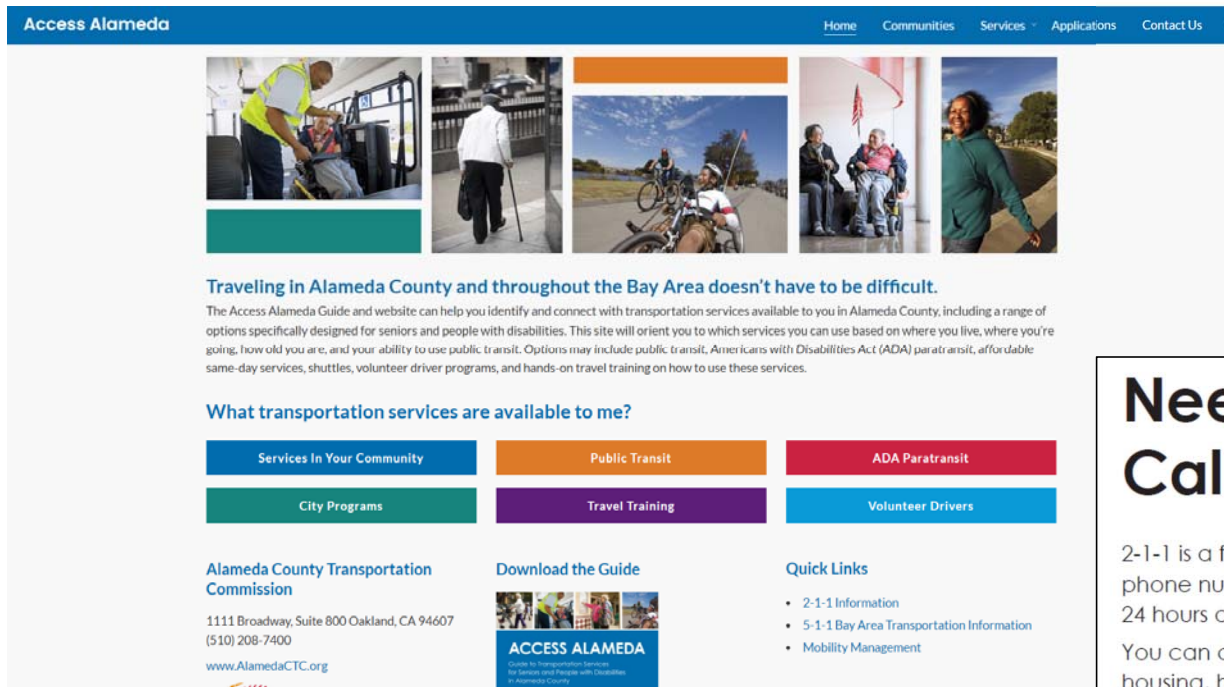


# Transportation Partners

- Paratransit provided by transit agencies (ADA-mandated)
  - East Bay Paratransit
  - LAVTA WHEELS
  - Union City Transit
- City programs
- Non-profit organizations



# Websites, Booklet, 2-1-1



The screenshot shows the 'Access Alameda' website. The header includes the title 'Access Alameda' and navigation links: Home, Communities, Services, Applications, and Contact Us. Below the header is a row of five images: a person in a wheelchair being assisted, a person with a cane, a person on a bicycle, a person in a wheelchair, and a person walking. The main content area features the heading 'Traveling in Alameda County and throughout the Bay Area doesn't have to be difficult.' followed by a paragraph explaining the website's purpose. Below this is a section titled 'What transportation services are available to me?' with a grid of six buttons: 'Services In Your Community', 'Public Transit', 'ADA Paratransit', 'City Programs', 'Travel Training', and 'Volunteer Drivers'. At the bottom, there are three columns: 'Alameda County Transportation Commission' with contact information, 'Download the Guide' with a link to the 'ACCESS ALAMEDA' booklet, and 'Quick Links' with links to '2-1-1 Information', '5-1-1 Bay Area Transportation Information', and 'Mobility Management'.

**Access Alameda**

Home Communities Services Applications Contact Us

Traveling in Alameda County and throughout the Bay Area doesn't have to be difficult.

The Access Alameda Guide and website can help you identify and connect with transportation services available to you in Alameda County, including a range of options specifically designed for seniors and people with disabilities. This site will orient you to which services you can use based on where you live, where you're going, how old you are, and your ability to use public transit. Options may include public transit, Americans with Disabilities Act (ADA) paratransit, affordable same-day services, shuttles, volunteer driver programs, and hands-on travel training on how to use these services.

**What transportation services are available to me?**

- Services In Your Community
- Public Transit
- ADA Paratransit
- City Programs
- Travel Training
- Volunteer Drivers

**Alameda County Transportation Commission**

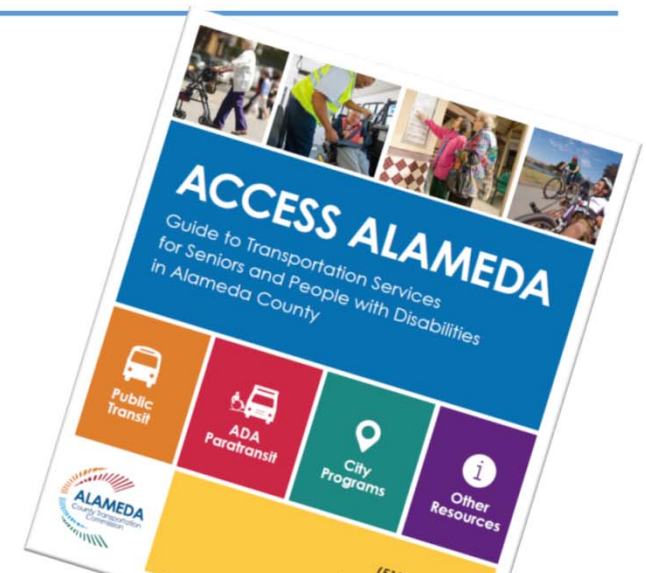
1111 Broadway, Suite 800 Oakland, CA 94607  
(510) 208-7400  
[www.AlamedaCTC.org](http://www.AlamedaCTC.org)

**Download the Guide**

**ACCESS ALAMEDA**  
Guide to Transportation Services  
for Seniors and People with Disabilities  
in Alameda County

**Quick Links**

- 2-1-1 Information
- 5-1-1 Bay Area Transportation Information
- Mobility Management



## Need help? Call 2-1-1

2-1-1 is a free, non-emergency, 3-digit phone number that can be called 24 hours a day, 7 days a week.

You can call 2-1-1 for information on transportation, housing, health, and other human services, such as food, legal, financial, and employment assistance, in your community. Information can be provided in many languages.

Transportation services in Alameda County are also searchable through a transportation-specific 2-1-1 online directory. You can access the directory online at [transportation.211alamedacounty.org](http://transportation.211alamedacounty.org).



## Ridership

- FY 2019-20 ridership data includes the partial impact of the COVID-19 pandemic
- In response to the pandemic, programs reduced planned trips for FY 2021-22

City	FY 19-20 Trips Provided	FY 21-22 Trips Planned
Alameda	15,760	102,750
Albany	5,800	1,100
Berkeley	18,495	20,950
Emeryville	18,000	4,550
Fremont	92,230	39,000
Hayward	88,120	17,000
Newark	23,299	8,450
Oakland	51,005	33,044
Pleasanton	5,883	5,150
San Leandro	16,472	21,640
LAVTA	34,687	40,233
Union City	16,350	17,000
East Bay Paratransit	556,430	415,690
Total	<u>942,531</u>	<u>726,557</u>

---

# COVID Effects on ADA-Mandated Paratransit

- Decreased ridership and revenue
  - Closure of day programs such as Regional Centers
  - Suspended fares
  - PPE, mask requirements
  - No in-person certifications
  - Meal delivery
    - East Bay Paratransit partnered with three meal delivery programs and delivered 118,000 meals between April 2020 – January 2021
    - LAVTA Wheels provided Meals on Wheels deliveries during slow period
  - Strongly encouraged vaccination of drivers, staff
    - Mandates on horizon for some agencies
  - Ridership returning to approximately half of pre-pandemic

---

# COVID Effects on City and Grant Programs

- Dependent on type of program
  - Ridership lower but “essential” trips continued, such as Shuttle to store, taxi to medical appointment
  - “Recreational” trips, such as group trips, stopped
  - Situations that would put individuals into unsafe proximity avoided
    - Volunteer driver programs
    - Group travel training
  - Some programs pivoted by switching to grocery/meal delivery or online training
  - Programs were essential in maintaining contact with individuals and other organizations to help meet needs



# City Programs

## North County

City	Services
Alameda	<ul style="list-style-type: none"> <li>• Bus passes</li> <li>• Group trips</li> <li>• Door-through-door</li> <li>• Shuttle (ending)</li> </ul>
Albany	<ul style="list-style-type: none"> <li>• Taxi/TNC reimbursement</li> <li>• Group trips</li> <li>• Shopping trips</li> </ul>
Berkeley	<ul style="list-style-type: none"> <li>• Taxi program</li> <li>• TNC concierge pilot</li> <li>• Travel training</li> </ul>
Emeryville	<ul style="list-style-type: none"> <li>• Taxi/TNC reimbursement</li> <li>• 8-to-go</li> <li>• Group trips</li> </ul>
Oakland	<ul style="list-style-type: none"> <li>• Taxi/Van program</li> <li>• Group trips</li> <li>• BACS trips</li> </ul>



# City Programs

## Central County

City	Continued
Hayward	<ul style="list-style-type: none"><li>• TNC concierge</li><li>• Group trips</li><li>• ASEB trips</li><li>• Door-through-door</li><li>• Travel training</li></ul>
San Leandro	<ul style="list-style-type: none"><li>• Shuttle</li><li>• TNC concierge</li></ul>

## East County

City	Services
Pleasanton	<ul style="list-style-type: none"><li>• Door-to-Door</li><li>• Group trips</li></ul>

## South County

City	Services
Fremont/Newark	<ul style="list-style-type: none"><li>• Door-to-Door</li><li>• Taxi/TNC/WAV</li><li>• Mobility management</li><li>• Group trips</li></ul>



# Grant Programs

## Mobility Management and Travel Training

Grant	Services
Eden I&R Mobility Management Through 211 Alameda County	<ul style="list-style-type: none"><li>• Phone and online mobility management</li><li>• Outreach to partners</li></ul>
TheCIL Community Connections	<ul style="list-style-type: none"><li>• Travel training</li><li>• Wheelchair Securement and Mobility Repair workshops</li></ul>
United Seniors of Oakland and Alameda County Senior Public Transportation and Education Program	<ul style="list-style-type: none"><li>• Outreach to riders and wellness checks</li><li>• Advocacy with riders and transit</li><li>• Travel training</li></ul>
Fremont Tri-City Travel Training and Mobility Management Program	<ul style="list-style-type: none"><li>• Mobility management by phone, video, and email</li><li>• Travel training</li></ul>



---

# Grant Programs

## Volunteer Driver / Door-through-Door Programs

Grant	Services
Drivers For Survivors Volunteers Driver Program	<ul style="list-style-type: none"><li>• Ended service and closed Feb 2021</li></ul>
LIFE ElderCare VIP Rides; Door-Through-Door Transportation	<ul style="list-style-type: none"><li>• Door-through-Door transportation</li></ul>
Senior Support Program of the Tri-Valley Volunteers Assisting Seniors with Transportation	<ul style="list-style-type: none"><li>• Wellness check-ins</li><li>• Volunteer Door-through-Door transportation</li></ul>



---

# Grant Programs

## Transportation Programs

Grant	Services
Bay Area Outreach & Recreation Program	<ul style="list-style-type: none"><li>• Maintained outreach communications with CBOs</li><li>• Accessible group trips for people with disabilities for sports and recreation programs</li></ul>
Easy Does It Emergency Services Fast Accessible Safe Transportation Emergency Repair	<ul style="list-style-type: none"><li>• Requests for wheelchair repair and transportation down</li></ul>
LAVTA Para-Taxi	<ul style="list-style-type: none"><li>• Taxi/TNC program</li></ul>
LAVTA Para-Taxi Debit Card Program	<ul style="list-style-type: none"><li>• Program has launched but slow start</li></ul>

---

## What's next?

- Increased coordination and communication
- What does safe reopening look like for different programs and individuals?



# Thank You

For more information, visit  
[www.AlamedaCTC.org](http://www.AlamedaCTC.org)

Alameda County Transportation Commission • 1111 Broadway, Suite 800  
Oakland, CA 94607 • 510.208.7400

