



Alameda County Travel Training and Mobility Management Working Group Meeting Notes

Wednesday, June 16, 2021, 2:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Agenda was as follows:

- Welcome and Introductions
- Riding Transit and COVID-19
- Round Robin on Alameda County Activities
- Technical Exchange
- Next Steps

1. Welcome and Introductions

- Krystle Pasco – Alameda CTC
- Naomi Armenta – Nelson/Nygaard
- Marvin Ranaldson – Nelson/Nygaard
- Richard Weiner – Nelson/Nygaard
- Alejo Alvarez – Nelson/Nygaard
- Alyssa Walker – Alameda CTC Paratransit Team
- Kat Kaldis – City of Alameda
- Keenan McCarron – Recreation Supervisor for the Albany Senior Center
- Elodia – Bus driver with the City of Albany
- Kim Burrowes – City of Emeryville
- Shawn Fong – City of Fremont Ride On Tri-City program
- Sandy Rogers – Paratransit Coordinator with City of Hayward
- Hakeim McGee – City of Oakland
- Renee Martinez – East Bay Paratransit Program Coordinator
- Zayda Ortiz – Program Manager for the Center for Independent Living
- Kimberley Pham – Transportation Coordinator with Eden I&R 2-1-1 Alameda County
- Chonita Chew – Travel Trainer at USOAC
- Catherine Callahan – Mobility Manager with SF Paratransit
- Joanna Huitt – Senior Mobility Planner with Marin Transit

- Carmen Cervantes – Vivalon, Marin Access

2. Riding Transit and COVID-19

a. Public Transit and COVID-19 Pandemic: Global Research and Best Practices Report

- i. Naomi Armenta presented on the guidance effective June 15, 2021. Alameda County received guidelines from the state that masks are not required for fully vaccinated individuals except while using public transit (ex: airplanes, ships, ferries, trains, subways, buses, taxis and rideshares) and transportation hubs. There are some exceptions where masks are required for everyone despite vaccination status.
- ii. Shawn Fong advised everyone to refer to the Cal OSHA websites for employment requirements.
- iii. Exemptions to mask requirements for non-vaccinated persons
 1. Younger than 2 years old
 2. Medical condition/mental health/disability
 3. Hearing impaired, communication with hearing impaired
 4. Persons for whom wearing a mask would create a risk to persons related to their work as determined by local, state, federal regulations or workplace guidelines.
- iv. Naomi advised everyone to keep safety at all levels in mind while following guidance.
- v. Does riding public transit increase risk of COVID-19 exposure?
 1. Richard Weiner attended a presentation at the Kennedy Center where they highlighted a report indicating that there is no direct correlation between COVID-19 transmission and use of public transportation. This report is based on extensive research conducted throughout the world.
 2. Cities in the U.S. with the highest number of COVID-19 cases have almost no public transit
- vi. Impact on transit usage by misleading initial public information
 1. Unfortunate consequences as unnecessary fear of public transit usage was created
 2. Frontline workers (particularly in the service industry) were hailed as heroes at the same time as they were being discriminated against due to cuts in transit service

3. COVID-19 transmissions are largely airborne and not from touching surfaces.
 4. Reasons why there is no correlation based on studies include
 - a. COVID-19 is easily transmitted in dense places like bars, choirs, and churches. Generally, there is little talking/singing on transit.
 - b. Airflow enhanced on transit compared to other places where people congregate
 - c. Short duration trips
 5. If the shift continues away from transit usage to private car ridership, there are significant long-term health consequences. There are far higher numbers of traffic fatalities per rider than there are for transit users.
- vii. Sandy asked whether there are current social distancing measures on public transit?
1. The measures require 3 feet between each passenger. Richard noted more people are returning to BART, so it is hard to keep 3 feet apart.

3. Round Robin on Alameda County Activities

a. Updates/Announcements/Questions

i. Sandy Rogers – City of Hayward

1. The senior service is for out of area transportation. Riders will get into vehicles for a \$4 fee but out of area transportation has to be approved. Originally riders were responsible for anything over \$20 but now riders will pick up a fee if it's over \$35 for Uber/Lyft.
2. The opening date is in July, staff are planning to return to the office within the next 30 days.

ii. Kimberly Pham – Eden I&R

1. Starting July 1st, only those on the scholarship subsidy will pay the difference over \$35. Standard subsidy will pay the usual \$4 and pay the difference over \$20 for within the service area and outside of the service area.
2. They have been booking wheelchair accessible rides through Uber. Initially there were technology problems but it has improved.

3. Shawn asked whether wheelchair rides are accessible, and Kimberly responded that there are longer wait times but it is inconsistent. It depends on demand and supply.
4. Not sure about reopening but currently some people are working virtually and some are working at the office.

iii. Keenan McCarron – City of Albany

1. Their 21-passenger bus has been grounded during the pandemic and they are trying to bring it back in to operation in July.
2. They will be starting their Door-to-Door shopping program and rides to the senior center for lunch services.
3. Throughout the pandemic they have been operating their taxi reimbursement program.
4. Hoping to expand their programs.
5. Planning for a soft opening in July for the senior center, slowly testing the waters. Bus service to return.

iv. Shawn Fong – City of Fremont

1. City facilities will open July 6th but some staff will continue teleworking.
2. Travel training program has been suspended since the beginning of the pandemic
3. They are a third-party distributor of Senior Clipper Cards and there have been in-person services by appointment over the last month. In July, this service will resume 8:00 a.m. to 5:00 p.m. every day.
4. Senior centers will open in July and back to transportation related appointments.
5. Unclear when to resume travel training or what demand to expect. They will slowly be bringing back travel trainings. They have a goal to train in multiple languages.
6. There is a new senior center that will open in September to serve the southern part of Fremont.
7. Ride-On Tri-City services are ongoing but demand has been down.
8. They have TNC projects directly with Lyft and through GoGo Grandparent. They are expecting service demand to go up.

v. Joanna Huitt – Marin Transit

1. Marin Access with Marin Transit
2. No service closures except outreach and travel training during the pandemic
3. Last year they started offering free fixed route passes for their fare assistance program
4. Marin Transit has an open procurement for the Marin Access program, and they are hoping to bring together contracts to have services under one umbrella and consolidate their call center.
5. The Marin office is opening in the beginning of July. Carmen added that the Vivalon office has been opening in phases. They opened on Monday for the second phase and they will be fully open in July.
6. Shawn asked about in person certifications. Joanna confirmed in person eligibility will resume.
7. They are receiving newsletters from the resource Unite US and looking into it.

vi. Zayda Ortiz – The CIL

1. Center for Independent Living will be recording different transit videos to post onto their website. They have a partnership with BART and AC Transit. They would like to encourage people to resume public transit. Looking into wheelchair accessibility options.
2. Travel training has been offered virtually but currently there is low enrollment. There is an open position for a Mobility Manager.
3. They have a partnership with Lyft using discount codes.
4. Currently working from home and planning on starting hybrid work but will open the office sometime in September.
5. Shawn asked whether Lyft is subsidized and who is paying for the service. Zayda responded some codes are worth \$20 or \$50, it is essentially a gift card.
6. Joanna asked about the TNC programs and if the rider books the rides for themselves? Are there any education programs for how to use the apps? Zayda replied that there is a direct link on the website for how to use the service.
7. Kimberly stated for Eden I&R the rider calls in and they book the trips for them. Flexible rides for outside operating hours then the rider books their trip themselves. Unfortunately, Lyft can't

disclose the cost prior to confirming the ride. Looking to hire a Transportation Manager.

vii. Chonita Chew – USOAC

1. USOAC working to get the program back up and running. Waiting to get in touch with AC Transit.
2. The mobile app training person is no longer working for them.
3. They have updated most of their materials.
4. Healthy Living Festival will be in person this year. It will be from 8:30 a.m. to 2:30 p.m. on September 13th at the Oakland Zoo. A maximum of 1,400 people can be in attendance.
5. A couple of one-on-one travel trainings will be offered on the new flyer.
6. Post pandemic health/safety training.
7. USOAC has not reopened yet but looking at doing temperature checks.
8. Provided a lot of transportation support to vaccination sites for seniors.

viii. Kim Burrowes – City of Emeryville

1. City of Emeryville is offering their 8-To-Go shuttle service three days a week. They are looking to expand soon. They are receiving more requests for rides so ridership may increase. They have been in operation since the beginning of the pandemic.
2. July 1st they will have a soft opening and slowly introduce new programs
3. Seniors are excited to return and go on trips.

ix. Katherine Kaldis – City of Alameda

1. In negotiation for TNC programs
2. They have a loop shuttle running but not a lot of ridership, but picking up now. People are getting out more.
3. Masks are required in the senior center. They are planning a soft opening in July. There have been classes online and some held outside. When they open, the classes will be outside, no one will be allowed inside the building but they have received pushback.
4. Serving to go lunches, looking at possible in-person lunch.

5. Kim agrees with monitoring how many people are in the room and people need to be registered for a specific reason. Not just for socialization currently.
- x. Catherine Callahan – SF Paratransit
 1. SF Paratransit has been updating their outreach and travel training PowerPoint.
 2. They remained open, but the group van service was paused. Paratransit has been running.
 3. A mix of in person work and virtual work.
- xi. Hakeim McGee – City of Oakland
 1. City of Oakland had the following programs running:
 - a. Taxi, same day door-to-door, wheelchair, etc.
 2. Ridership demand has been down due to COVID-19
 3. For June, they have two group trips with COVID-19 protocols in place. In groups of 10, gradually improving.
 4. No updates on the adult daycare resuming
 5. Mail vouchers offered.
 6. City offices closed but parking open. Human Services department will have a live opening mid-July and in the beginning of August they will have a full opening.

4. Technical Exchange

a. Resources

- i. Attendees added suggestions and Marvin added to the slide in real time.
 1. Kennedy Center
 2. National Aging and Disability Transportation Center
 3. National Center for Mobility Management
 4. Association of Travel Instruction (ATI)
 5. Unite US
 6. 508 Accessibility? – staff will confirm with Joanna Huitt

5. Next Steps

- a. Next contract we will be updating the Access Alameda website first and then updating the paper booklet. New partner on board to assist with that process.
- b. Chonita will have to train seniors with the updated information.

- c. Shawn suggests this group meet every 2-3 months.
- d. Naomi will send the PowerPoint to attendees to add Resources.