About the Service
The Hospital Discharge Transportation Service is a collaborative project between the Alameda County Transportation Commission (Alameda CTC), and area hospitals including Kaiser-Hayward, Eden Hospital in Castro Valley, and Highland Hospital in Oakland.

The service provides same-day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation following discharge from the hospital.

The Alameda CTC has contracted with MV Transportation to provide the transportation services associated with this project.

The Hospital Discharge Transportation Service is supported by funds from Measure B, a 1/2 cent sales tax measure passed by Alameda County voters in 2000.

Service Characteristics

- The service is available 9:00 am – 7:00 pm, 7 days a week.
- Transportation is provided to the rider’s home or a Skilled Nursing Facility within Alameda County.
- A ride is available within one hour of calling for a reservation.
- The service is operated using wheelchair-accessible vehicles, and a boarding chair is available on all vehicles.
- Transportation is provided at no cost to the rider.

Eligible Riders

- Riders must live in Alameda County and be unable to use public transit (a short-term or temporary disability is OK).
- Riders do not need to be enrolled in a Paratransit Program to use the Hospital Discharge Transportation Service, but are asked to fill out an application for services.

The Hospital’s Role

- Participating hospitals are asked to purchase vouchers in advance from Alameda CTC at $5.00 per voucher. Each voucher is good for one passenger’s trip using the service.
- Service is scheduled through a special telephone number to be used by hospital staff only.
- Hospital staff maintain a log of trips taken and fax this log to Alameda CTC in order to ensure continued program funding.
- Hospital staff or volunteers are asked to assist riders in completing Alameda County’s new Universal Paratransit Application (accepted by all city-based paratransit programs in Alameda County) and an ADA paratransit application, in order to provide for riders’ future trips to and from medical treatment.

For additional information, please contact:

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