Transportation Services for Seniors and People with Disabilities in Alameda County

Accessible Transit in Alameda County

ADA Paratransit Programs and Eligibility Requirements

Alameda County’s City-Based Paratransit Programs

Information Resources

www.AccessAlameda.org

Access Alameda

Fall 2012/4th Edition
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Information in this brochure is subject to change.
Check with your transit provider for the most up-to-date information.
Traveling in Alameda County and throughout the Bay Area doesn’t have to be difficult. Depending on where you live, where you’re going, how old you are, and your ability to use public transit, dozens of transit systems and transportation programs—including a range of special services for seniors and people with disabilities—may be available to you. Some examples include the following:

- **Local public transit systems**, including AC Transit, BART, Union City Transit, and WHEELS.

- **Local shuttle services** such as Emery Go Round, the West Berkeley Shuttle, and San Leandro LINKS.

- **Rail and bus services that provide regional connections** such as AC Transit, BART, Amtrak, and Altamont Commuter Express (ACE).

- **Ferries** between the East Bay and San Francisco.

- **Paratransit services** mandated by the Americans with Disabilities Act (ADA) such as East Bay Para transit, Union City Para transit, and WHEELS Dial-a-Ride.

- **Local city-based transportation programs and shuttles** for seniors and persons with disabilities.
• **Van and bus programs** sponsored by social service agencies, cities, senior centers and hospitals. Some examples include the Kaiser-Permanente shuttle from the MacArthur BART station, the Bay Area Community Services Oakland Senior Shuttle, and transportation provided by Alzheimer’s Services of the East Bay.

This brochure provides information to help you find accessible transportation options that are available to seniors and people with disabilities in Alameda County. While one service may meet all of your transportation needs, you may want to use a combination of programs and services for travel to different destinations.

The next three sections describe a range of accessible transportation services. For those people whose disability prevents their use of public transit this guide provides information on how to become eligible to use services required under the Americans with Disabilities Act. A special focus of this brochure is on city-based transportation programs that provide special transportation options for seniors and people with disabilities in addition to traditional transit services.

For information about transportation services not discussed in this brochure (such as specific transit schedules and fares and local shuttle services) call 511 or visit www.511.org.
Using Public Transit

Buses and trains are the most convenient forms of public transportation for many people. Regular bus routes and trains require less planning than paratransit: buses and trains run on a schedule and stop at specific locations, so you always know when and where you can board. It’s a good idea to arrive at the stop a few minutes early.

Regular public bus fares can also be 50 to 75 percent less expensive than paratransit, before the additional discounts available to seniors and people with disabilities (see page 28 for information on the Bay Area’s Regional Transit Connection Discount Clipper Card). If you are unfamiliar with using public transit, travel training may be available to teach you how to travel comfortably and safely on a bus or train. Call the Alameda County Para Transportation Information line (1-866-901-7272) for more information about travel training opportunities.

The Americans with Disabilities Act (ADA) requires that transit agencies make their services accessible to people with disabilities. Here are some of the features you will find on public transit systems in Alameda County:

- Buses equipped with wheelchair and passenger lifts or low floor ramps to allow easy access for people with disabilities.
- Priority seating on buses and trains for those who need it, as required by federal law.
- Bus drivers trained to secure wheelchairs in designated spaces.
- Bus drivers trained to allow passengers extra time to be seated and to get on and off the vehicle, when needed.
- Announcement of bus or train stops at major intersections and transfer points. At the request of bus passengers, specific destinations can be announced.
• BART stations with elevators and escalators to all levels, and no steps to climb when boarding trains.

• Route and schedule information provided by transit agencies—available by telephone, on-line or in print—including the best way to reach your destination. This information is available in accessible formats such as braille or large print if needed (contact the transit agency to request alternative formats).

If you have questions about the public bus and train services in your area, call 511, visit www.511.org, or contact your local transit agency directly:

**AC Transit:** Serves most cities in Alameda County and Western Contra Costa County.

- 510-891-4700
- www.actransit.org

**BART:** Provides rail service in Alameda, Contra Costa, San Francisco, and San Mateo counties. There are 19 BART stations spread across Alameda County, with bus connections to every station.

- 510-465-2278
- www.bart.gov

**WHEELS:** Serves the Tri-Valley area (Livermore, Dublin, and Pleasanton).

- 925-455-7500
- www.wheelsbus.com

**Union City Transit:** Provides local service in Union City.

- 510-471-1411
- www.unioncity.org
Two types of paratransit services are available in Alameda County: ADA paratransit and city-based paratransit programs. This section discusses ADA paratransit. Please see page 13 for information on Alameda County’s city-based programs.

**ADA Paratransit Overview**

Enacted in 1990, the Americans with Disability Act (ADA) required that paratransit be provided as a “safety net” for people who, due to a disability, are unable to ride regular buses and trains some or all of the time. ADA paratransit is a parallel service to regular public transportation services (buses and trains). This means paratransit services operate in the same area, on the same days, and during the same hours as regular public transit.

Paratransit service may be provided on small buses, vans, taxis, or in sedans. It is generally a shared ride service that must be reserved at least one day in advance. The service picks you up at your door or at the curb and takes you to your destination. The vehicle may make several stops on the way to your destination to pick up or drop off other passengers. The pick up time you are assigned may vary by up to one hour from the time you requested. Paratransit drivers do not enter people’s homes or their destination locations. Riders who need extra assistance beyond what the driver provides may bring an assistant or “attendant” with them at no additional charge. Check the agency’s rider guide for more detailed information about the service provided. See page 25 for more information on riding with an attendant.
Before using paratransit, a person must be certified eligible due to a disability that prevents use of regular buses or trains some or all of the time. According to the law you may be eligible for ADA paratransit if either of the following applies:

- Your disability prevents you from boarding, riding, or getting off a bus or train without the help of someone else.

- Your disability prevents you from getting to or from a bus or train stop.

More detailed information on ADA paratransit eligibility begins on page 10.
ADA Services in Alameda County

For more information about the ADA paratransit programs in Alameda County, call 511 or contact your local transit agency directly:

East Bay Paratransit Consortium | 510-287-5000 or 800-555-8085

• **Service:** East Bay Paratransit, the largest paratransit provider in Alameda County, is sponsored by AC Transit and BART to meet the requirements of the ADA. Service is available in the same area where BART and AC Transit operate: from Richmond or Pinole in the North, to Fremont in the South, and to the Pleasanton/Dublin BART station in the East. Service is also available to and from San Francisco.

• **Service Hours:** Available during hours when AC Transit buses or BART trains are running in the specific service area.

• **Eligibility:** East Bay Paratransit provides ADA-mandated transportation for people who are unable to use AC Transit buses or BART trains because of a disability or a disabling health condition.

• **Application required to apply for East Bay Paratransit services:** To use East Bay Paratransit you must be certified as eligible based on your inability to use buses or trains. If you live in the East Bay Paratransit service area, apply directly to East Bay Paratransit. If you live in Union City or the WHEELS service area, you should apply directly to those operators for ADA certification. Call East Bay Paratransit at 510-287-5000 to have an application mailed to you, or download an application at www.accessalameda.org.
• **Service**: WHEELS Dial-A-Ride provides ADA paratransit services for the Livermore-Dublin-Pleasanton area.

• **Service Hours**: Operates 24 hours a day, 7 days a week. Local paratransit service is also provided for the Pleasanton area by Pleasanton Paratransit Service. Pleasanton residents should use Pleasanton Paratransit Service during the time that it operates (see page 20 for information on Pleasanton Paratransit Service).

• **Eligibility**: Program is available to individuals in Livermore, Dublin, and Pleasanton who, due to a disability or health-related condition, (1) cannot independently board, ride, and/or disembark from an accessible transit bus or (2) cannot get to or from a boarding or disembarking location.

• **Application(s) required to apply for WHEELS Dial-A-Ride**: Apply to WHEELS (applications can be requested by calling 925-455-7500 or downloaded from the web at www.wheelsbus.com) or to another Bay Area transit agency. Pleasanton residents who are eligible for WHEELS Dial-a-Ride should also complete a Pleasanton Paratransit Service application.
Union City Paratransit | 510-476-1500

- **Service**: ADA curb-to-curb paratransit service throughout Union City is provided in accessible, lift-equipped vehicles. For ambulatory passengers, a sedan is available.

- **Service Hours**: Monday-Friday 4:15 am–9:20 pm  
  Saturday 7:00 am–7:30 pm  
  Sunday 8:00 am–6:30 pm  
  Service operates every day except holidays.

- **Eligibility**: Union City Paratransit is available to residents who, because of a disability or health-related condition, are unable to ride regular buses. Persons eligible for Union City Paratransit will also be eligible for East Bay Paratransit and other ADA paratransit services.

- **Application(s) required to apply for Union City Paratransit**: ADA applicants should obtain and submit an application for the Union City program. Persons eligible for Union City Paratransit are eligible for East Bay Paratransit. Applications can be obtained by calling 510-675-5373 or can be downloaded from the web at www.unioncity.org/transit/paratransit.htm.
How Do I Become Eligible for ADA Paratransit Service?

Applying for Eligibility

The eligibility process may vary slightly by transit agency, so you should call your local transit agency to find out more information. In general, the process includes the following steps:

• Call your transit agency — East Bay Paratransit, WHEELS Dial-A-Ride, or Union City Paratransit — to request an application form.

• Follow the directions on the form provided by your agency. Your agency staff may contact you, ask you to send additional information, contact a health professional to get more information, or invite you for an in-person evaluation of your ability to ride public transportation.

• An evaluation could involve a discussion with a trained professional about why you cannot use public transportation. Or, you might be asked to try out a number of actions that would be needed when using a bus or train. You may bring somebody with you to the evaluation and you may also bring additional documentation, but these are not required.

• Within 21 days after your application is received or after you completed an in-person evaluation, the transit agency will send you a letter regarding your eligibility. If you do not receive this letter within 21 days, you will be given temporary eligibility to use paratransit until a final decision is made. Many city-based programs provide a limited interim service to
individuals awaiting ADA certification. Contact your local city program (see page 31) for more information.

• If your eligibility application for ADA paratransit service is approved, you will receive a brochure with more information about paratransit, including information about reserving a ride.

What If I Am Able to Use Public Transit, But With Difficulty?

A person who is able to use buses and trains all of the time to get around, even though it may be difficult or inconvenient, does not qualify for ADA paratransit. To qualify for ADA paratransit, you must be unable to use buses or trains some or all of the time because of a physical, cognitive, visual, or psychiatric disability. Difficulty using public transportation, or being diagnosed as having a disability, are not automatic grounds for paratransit eligibility. Similarly, eligibility is not based on your age, your inability to speak English, or inconvenient bus service.

If you are unfamiliar with using public transit, travel training can help you to travel more comfortably using buses and trains. Travel training can also introduce you to some of the features of buses and trains that make them accessible to people with disabilities and mobility limitations. Call the Alameda County Paratransit Information line (1-866-901-7272) for more information about travel training opportunities.
Types of ADA Eligibility

The transit agency may find you to be fully eligible, conditionally eligible, temporarily eligible, or ineligible to use paratransit.

• **Fully eligible** riders may take paratransit trips at any time the service is available. Depending where you live, you may also be eligible to take some or all of your trips using your local city-based program.

• **Conditionally eligible** riders may take paratransit for some trips, but may be required to take regular transit for other trips, depending on whether certain disabling or environmental conditions affect the trip in question. You may be eligible to take some or all of your trips using your local city-based program, depending on their eligibility requirements.

• **Temporarily eligible** riders are given eligibility for the period of time their disability is expected to prevent them from using regular transit. Persons who are temporarily eligible for ADA paratransit may also be eligible for their local city-based program, depending on the eligibility requirements.

If you are **denied eligibility** this means that the agency has determined that you are able to take regular transit, and you may not use paratransit service. If you disagree with the agency’s decision, you may appeal. Instructions on how to appeal are included on the application form (see page 7 for application information). Even if you are found ineligible for ADA paratransit, you may still be eligible to use your own city-based paratransit program, depending on the eligibility requirements.
Many of Alameda County’s cities provide their own local paratransit programs. These local programs typically provide transportation services for both seniors and persons with disabilities, although some programs are restricted to ADA-eligible persons. The table on the following page shows the communities served by each city-based program.

Many of these programs are not mandated by Federal law, but have been implemented by Alameda County cities to provide additional transportation alternatives to community members who may not have other transportation options. Alameda County voters passed the local transportation sales tax, known as Measure B, which funds many of these programs.
**Paratransit Service by City**

The table below lists the communities served by each city-based paratransit program. It also lists the ADA paratransit services that serve each community. The map on the facing page shows the geographic areas covered by Alameda County’s three ADA paratransit services, as well as the location of the city-based programs. Each city-based program is described in more detail starting on page 18.

<table>
<thead>
<tr>
<th>City-Based Program</th>
<th>Serving Residents Of...</th>
<th>ADA Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td>Alameda</td>
<td>East Bay Paratransit (EBP)</td>
</tr>
<tr>
<td>Albany</td>
<td>Albany</td>
<td></td>
</tr>
<tr>
<td>Berkeley</td>
<td>Berkeley</td>
<td></td>
</tr>
<tr>
<td>Emeryville</td>
<td>Emeryville</td>
<td></td>
</tr>
<tr>
<td>Fremont</td>
<td>Fremont</td>
<td></td>
</tr>
<tr>
<td>Hayward</td>
<td>Hayward, Castro Valley, San Lorenzo</td>
<td></td>
</tr>
<tr>
<td>Newark</td>
<td>Newark</td>
<td></td>
</tr>
<tr>
<td>Oakland</td>
<td>Oakland, Piedmont</td>
<td></td>
</tr>
<tr>
<td>Pleasanton</td>
<td>Pleasanton, Sunol</td>
<td></td>
</tr>
<tr>
<td>San Leandro</td>
<td>San Leandro</td>
<td></td>
</tr>
<tr>
<td>Union City</td>
<td>Union City</td>
<td></td>
</tr>
</tbody>
</table>

*WHEELS Dial-a-Ride also serves Dublin and Livermore and connects to EBP at BART. During some hours, Pleasanton Paratransit provides ADA service instead of WHEELS.*
Alameda County
ADA and City-Based Paratransit Programs

City-Based Programs

ADA Paratransit Programs
- Union City Paratransit
- East Bay Paratransit
- WHEELS Dial-a-Ride
- City-Based Paratransit Program
Which Service is Right for Me?

Different types of transit services are appropriate for different groups of riders. Many regular transit services meet most people’s transportation needs, at least some of the time. Depending where you live, your age, and any disability you may have, you could be eligible for other transportation programs and services.

<table>
<thead>
<tr>
<th>Which service is right for me if I am...</th>
<th>Regular Bus and Rail Service</th>
<th>A City-Based Transportation Program</th>
<th>An ADA Paratransit Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>A senior citizen?</td>
<td>✓</td>
<td>Depends on program in your city</td>
<td>Depends on your physical ability</td>
</tr>
<tr>
<td>Certified ADA-eligible?</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Disabled, but not ADA-certified?</td>
<td>✓</td>
<td>Depends on program in your city</td>
<td>No</td>
</tr>
<tr>
<td>Neither a senior nor have a disability?</td>
<td>✓</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
City-Based Program Summary

Services provided by Alameda County’s city-based programs are described on the following pages in alphabetical order. While each city-based program is unique, all of the city-based programs provide some form of door-to-door or curb-to-curb service, meaning riders can be picked up at home or another location and dropped off at their destination. Other services these programs provide may include:

- Wheelchair Van Program
- Medical Return Trips
- Accessible Fixed-Route Shuttle
- Group Trips Program
- Volunteer Driver Program
- Travel Training
- Scholarship/Subsidized Fare
- Meal Delivery

Eligibility: City-based program services are generally available to residents 18 years of age and older with a verified disability, ADA Paratransit-certified residents or those awaiting certification, and/or residents aged 80 and older (some programs have lower age limits). Please check with the individual city for specific eligibility requirements.

Application(s) required: Complete the city-based Paratransit Services Application available as an insert in this guide or on-line at www.accessalameda.org. Please check with individual cities for any other necessary forms.
City of Alameda | 510-747-7506

Available services:

• City-based door-to-door or taxi program
• Medical return trips
• Accessible fixed-route shuttle
• Group trips program
• Travel training
• Scholarship/subsidized fare

City of Albany | 510-524-9122

Available services:

• City-based door-to-door or taxi program
• Group trips program
• Travel training
• Meal delivery

City of Berkeley | 510-981-7269

Available services:

• City-based door-to-door or taxi program
• Wheelchair van program
• Medical return trips
• Travel training
• Scholarship/subsidized fare
City of Emeryville | 510-596-3730

Available services:

• City-based door-to-door or taxi program
• Group trips program
• Travel training
• Meal delivery

City of Fremont | 510-574-2053

Available services:

• City-based door-to-door or taxi program
• Group trips program
• Volunteer driver program
• Travel training
• Meal delivery

City of Hayward | 510-583-4230

Available services:

• City-based door-to-door or taxi program
• Group trips program
• Travel training
• Meal delivery
City of Newark | 510-791-7879

Available services:

• City-based door-to-door or taxi program
• Volunteer driver program
• Travel training
• Meal delivery

City of Oakland | 510-238-3036

Available services:

• City-based door-to-door or taxi program
• Wheelchair van
• Accessible fixed-route shuttle
• Travel training

City of Piedmont

See City of Oakland.

City of Pleasanton | 925-931-5376

Available services:

• City-based door-to-door or taxi program
• Accessible fixed-route shuttle
• Volunteer driver program
City of San Leandro | 510-577-3441

Available services:

• City-based door-to-door or taxi program
• Accessible fixed-route shuttle
• Travel training

City of Union City | 510-476-1500

Available services:

• City-based door-to-door or taxi program
• Volunteer driver program
• Travel training
**Paratransit Tips**

**How to Get the Most Out of Your Paratransit Program**

- If you are traveling to an appointment, then give the reservation agent the time you need to arrive at your destination. When planning your trip, you or the agent should factor in “cushion” time for you to exit your house, board and disembark from the vehicle, and travel from the paratransit vehicle to your destination.

- When scheduling a return trip from an appointment (such as a medical appointment), allow some additional time in case the appointment runs a little late.

- Before you call to schedule your ride, make sure you have the phone numbers for your home, cell phone, and destination (such as a doctor’s office) to give to the person scheduling your ride.

- Describe your pick-up and drop-off locations clearly when scheduling your ride so the driver will be able to locate you easily.

- Tell the reservation agent if you are traveling with an attendant, service animal, and/or mobility device so the appropriate vehicle can be sent for your ride.

- Many paratransit programs assign a “window” of time for your pick-up. Be sure to be at the pick-up location at the beginning of your pick-up window. Call your paratransit provider if your ride does not arrive during the pick-up window for your trip. The dispatcher can check on the status of your ride.

- If you have recurring travel needs at the same time on the same day, ask your provider about scheduling a “standing order.”

- Let your paratransit provider know as soon as possible if there is a change in your trip plans or if you need to cancel your ride.

- All paratransit programs provide the opportunity for riders to file complaints or commendations. Check with your provider for information on how to give your own feedback.
A number of resources can help you travel safely on transit and paratransit. If you use a wheelchair or scooter, please also see page 27 in the “Resources” section for information on Alameda CTC’s Wheelchair and Scooter Breakdown Transportation Service.

Choosing a Mobility Device for Use on Transit and Paratransit

If you are purchasing a new or replacement wheelchair or scooter, the type of device you choose may have an important impact on your ability to board transit and paratransit vehicles safely. It can also impact the driver’s ability to effectively secure your wheelchair in the vehicle for safe travel. In order to ensure that vehicles will be able to safely accommodate your mobility device, keep the following in mind when selecting a mobility device:

- Vehicles used to provide ADA paratransit and fixed-route transit service vary in their ability to accommodate mobility devices on bus or van lifts and in securement locations. The ADA now requires that transit providers must accommodate wheelchair users whose weight combined with their wheelchair is within the weight limit of the vehicle manufacturers. The earlier ADA definition of a common wheelchair which weighs no more than 600 pounds when occupied, and is no more than 30 inches wide and 48 inches long no longer applies. For many vehicles the new weight limit could be 800 pounds or more. However, since the weight limits vary from one vehicle to the next, it is critical that riders contact their transportation provider before riding to find out if they are able to use their vehicles. Some very large wheelchairs, scooters, and reclining chairs may exceed the dimensions of even the newer vehicles. Vehicle lifts may not be able to accommodate larger devices, and there may be too little space to maneuver inside the vehicle. Because of this, the transit provider may refuse to provide service.
• If you do have a choice when purchasing your wheelchair, you should contact program staff prior to purchasing a very large mobility device because vehicle manufacturers’ weight limits vary among transportation programs.

• When traveling on transit or paratransit, it is best if you use a wheelchair that has been designed and tested for use as a seat in motor vehicles. Wheelchairs that comply with a special safety standard are referred to as “WC19” or “transit” wheelchairs. WC19 wheelchairs have four crash-tested securement points where tiedown straps and hooks used on transit vehicles can be easily attached. Wheelchairs that meet the design and performance requirements of this standard will be labeled to show that they comply with WC19. If a WC19 wheelchair is not available, the next best choice is a wheelchair with an accessible metal frame where the tiedown straps and hooks used to secure the device on a motor vehicle can be attached at frame junctions.

For more information, contact the transportation program serving your community, or visit www.accessalameda.org for links to additional resources.

**AC Transit Wheelchair Marking and Tether Strap Program**

This program provides riders using mobility aids such as wheelchairs or scooters with the opportunity to meet with AC Transit staff to identify and mark the best points for securing the mobility aid on AC Transit buses. If a mobility device has securement points that are of irregular size or are difficult to access, tether straps designed to work with the securement devices used on AC Transit buses can...
be installed. There is no charge for participation in the program. For more information, call 510-891-7113.

**Traveling with an Escort or Personal Care Attendant**

Some people travel with an attendant when using transit or paratransit. For example, a paratransit rider may require assistance within their home when preparing for a trip, or an escort from the paratransit vehicle to their ultimate destination. Typically paratransit drivers are not able to provide this level of assistance. In other cases, riders cannot be safely left alone and/or require supervision even while in the vehicle for their own safety and the safety of other passengers and the paratransit driver. In such cases, an escort or personal care attendant (PCA) accompanying the rider may be necessary for ensuring safe travel.

PCAs accompanying riders on ADA paratransit services can travel free of charge. Discounted fares may be available for PCAs traveling on regular buses or trains. Contact your local transit agency or transportation program for more information about policies related to PCAs or escorts. For information on finding transportation escort assistance, call 211, Alameda County’s hotline for social services referrals, or visit Eden Information and Referral’s on-line Resource Finder at www.alamedaco.info.

Opportunities to learn more about transportation alternatives in Alameda County are available via telephone, internet, other printed materials, and community advisory committees (see page 29).
Accessible Transportation Resources in Alameda County

Telephone and On-line Information

Toll-Free 1-866-901-PARA (1-866-901-7272)
For information about any of the paratransit programs in this brochure or to better understand which services might be available to you, call 1-866-901-PARA (1-866-901-7272) for information about paratransit in Alameda County. This is a toll-free call.

www.accessalameda.org
Information about Alameda County’s ADA paratransit programs and city-based programs can be found at www.accessalameda.org. You can learn more about the eligibility requirements for the programs that provide service(s) where you live, print an application, and in some cases, apply on-line.

511 Transportation Information (on-line at www.511.org)
Call 511 or visit the 511 website to connect with your transit agency or any other agency in the San Francisco Bay Area.
511 is a convenient resource for trips within Alameda County or whenever you need to go somewhere else. For information about paratransit, either use the keypad or say “paratransit” at the main menu voice prompt.
At the next voice prompt, say the name of the city where you live for information about the ADA paratransit provider that operates in your area. 511 also provides details on regular public transportation routes and fares. To contact your local city-based program, see the telephone numbers on page 31.
211 Housing, Health, and Human Services Information

Call 211 to speak with an operator about housing, health, and human services resources in Alameda County. 211 is a free, non-emergency referral service that is staffed by live operators 24 hours a day, 7 days a week. Information is available in English, Spanish, Chinese, and Vietnamese. The 211 on-line Resource Finder can be accessed at www.alamedaco.info.

Alameda County Area Agency on Aging Senior Resource Guides

The Area Agency on Aging produces Senior Resource Guides for North, Central, East, and South Alameda County. The Resource Guides provide contact information for a wide variety of nonprofit and public agencies that offer services of potential interest to seniors and their families. These include senior centers, adult day care, in-home services, and medical providers; housing assistance organizations; agencies providing financial assistance; and many others. The resource guides are available in English, Spanish, Chinese, and Farsi. The Resource Guides can be accessed on the Area Agency on Aging website, or by clicking the “Senior Resource Guides” link at www.accessalameda.org.

Wheelchair and Scooter Breakdown Transportation Service

Call Toll-Free 1-877-50-WHEEL

The Alameda County Transportation Commission (Alameda CTC) oversees a service that provides transportation countywide to people in mechanical or motorized wheelchairs or scooters in the event of a mechanical breakdown. The program will also pick up a stranded wheelchair if someone is taken to the hospital in an emergency. This service is free. For assistance, call toll-free 1-877-50-WHEEL (1-877-509-4335).
Travel Training

Travel training is offered by a number of organizations in Alameda County to train seniors and people with disabilities to ride fixed-route transit. For more information and a list of programs, contact the Paratransit Hotline at 1-866-901-7272.

Hospital Discharge Transportation Service

The Hospital Discharge Transportation Service provides same day, door-to-door transportation for individuals who have no other resources for transportation home or to a nursing facility following discharge from the hospital. For more information and a list of participating hospitals, contact the Paratransit Hotline at 1-866-901-7272.

Informational Materials in Other Formats

Information about the transit systems in Alameda County is available in large type, electronically, and on computer disk upon request. Some transit providers have information in Braille and other formats. To receive this information on computer disk or in a large type format, call 1-866-901-PARA (1-866-901-7272) or visit www.accessalameda.org.

Informational Materials in Other Languages

The information in this brochure is available in English, Spanish and Chinese. To request this information in a different language, call 1-866-901-PARA (1-866-901-7272).

Regional Transit Connection Discount Clipper Card

The Regional Transit Connection (RTC) Discount Clipper Card is available to qualified persons with disabilities and senior citizens 65 years of age or older for a small fee. Senior citizens are also eligible for the Senior Clipper Card. The card makes it easier for you to
demonstrate your eligibility and to pay reduced fares on regular transit, bus, rail and ferry systems throughout the San Francisco Bay Area. To get a card, you must apply in-person at your local transit agency. Contact your public transit agency for more information about applying (see phone numbers on page 31).

**Opportunities to Participate**

**PAPCO (Paratransit Advisory and Planning Committee)**

PAPCO is a public membership committee of people who use accessible transportation and is responsible for advising the Alameda County Transportation Commission (Alameda CTC) Board on how funds are distributed to each of the county’s paratransit providers; how paratransit services can be coordinated in Alameda County; and what can be done to improve services and information about accessible transportation options for consumers.

Meetings are open to the public; members are appointed. PAPCO generally meets on the fourth Monday of the month at 1:00 pm at the Alameda CTC office, 1333 Broadway, Suite 300, Oakland. Call Alameda CTC at 510-208-7400 or check on-line at www.alamedactc.org for meeting schedules and locations.

**Local Transportation Advisory Committees**

Transit and paratransit operators seek consumers to participate on advisory committees throughout Alameda County. If you are a regular transit user, your participation would be valued. Some examples of committees in Alameda County include the East Bay Paratransit Service Review Advisory Committee, the City of Alameda Technical Advisory Committee, and the Fremont Paratransit Advisory Committee. Contact the transportation programs you use to find out how you can participate.
Emergency Preparedness Tips*

Five Easy Things You Can Do to Be More Prepared

• Carry a keychain flashlight and whistle with you everywhere

• Write down important information—contacts and resources—and keep it safe

• Ask about preparedness—at your children’s school, your work, or your neighborhood group

• Tell people what they need to know—how to contact you, how to evacuate, how to prepare

• Pack a go-kit that you can carry with you to leave safely in a hurry (see below)

Quick tips for your whistle and flashlight
A whistle and flashlight give anyone their own personal alerting and warning system.
Use this simple code to communicate:

• 1 flash/blow for “Yes”
• 2 for “No”
• 3 for “Help!”

Top Eleven Items to Include in Your Personal Go-Kit
Keep a go-kit at home, work, and any other place where you spend a lot of time. If an emergency strikes, pick up your kit and go! Visit www.firstvictims.org for links and resources related to emergency preparedness.

- Food
- Water
- Clothes
- Flashlight
- Whistle
- Duct Tape
- Garbage Bags
- Radio and Batteries
- First Aid Kit
- Identification Papers
- Personal Support Items—Medication, Eyeglasses, Hearing Aid

*Information provided by CARD – Collaborating Agencies Responding to Disasters (Website: www.cardcanhelp.org).
### Quick List Telephone Information

For information about public transit or transportation anywhere in the Bay Area: Call 511 or visit www.511.org

Clipper Customer Service: 877-878-8883

For referral to health and human services resources in Alameda County: Call 211 or visit www.alamedaco.info

Alameda County Paratransit Info: 866-901-PARA (866-901-7272)

Wheelchair and Scooter Breakdown Transportation Service: 866-50-WHEEL (877-509-4335)

For emergencies: Call 911

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### Public Transit Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Transit</td>
<td>510-891-4700</td>
</tr>
<tr>
<td>BART</td>
<td>510-465-2278</td>
</tr>
<tr>
<td>WHEELS</td>
<td>925-455-7500</td>
</tr>
<tr>
<td>Union City Transit</td>
<td>510-471-1411</td>
</tr>
</tbody>
</table>

### Paratransit

<table>
<thead>
<tr>
<th>City</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td>510-747-7506</td>
</tr>
<tr>
<td>Albany</td>
<td>510-524-9122</td>
</tr>
<tr>
<td>Berkeley</td>
<td>510-981-7269</td>
</tr>
<tr>
<td>East Bay Paratransit</td>
<td>510-287-5000</td>
</tr>
<tr>
<td>or</td>
<td>800-555-8085</td>
</tr>
<tr>
<td>Emeryville</td>
<td>510-596-3730</td>
</tr>
<tr>
<td>Fremont</td>
<td>510-574-2053</td>
</tr>
<tr>
<td>Hayward</td>
<td>510-583-4230</td>
</tr>
<tr>
<td>Livermore/Dublin/Pleasanton (WHEELS)</td>
<td>925-455-7510</td>
</tr>
<tr>
<td>Newark</td>
<td>510-791-7879</td>
</tr>
<tr>
<td>Oakland</td>
<td>510-238-3036</td>
</tr>
<tr>
<td>Pleasanton</td>
<td>925-931-5376</td>
</tr>
<tr>
<td>San Leandro</td>
<td>510-577-3462</td>
</tr>
<tr>
<td>Union City</td>
<td>510-476-1500</td>
</tr>
</tbody>
</table>

www.accessalameda.org
Please read this application packet thoroughly as it provides information on the two types of paratransit services available in Alameda County: **City-based transportation programs and ADA paratransit.**

You may apply for paratransit services using the attached application if you are a resident of: **Alameda, Albany, Berkeley, Castro Valley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, Pleasanton, San Lorenzo, San Leandro or Sunol.**

Individuals are also encouraged to apply for ADA Paratransit service (if they are eligible) so as to maximize available transportation options. If you wish to apply for ADA Paratransit (East Bay Paratransit, WHEELS Dial-A-Ride or Union City Paratransit), you must request the ADA paratransit application form from the agency that serves your area. See page 7 of Access Alameda for more info.

- East Bay Paratransit Consortium | (510) 287-5000 or (800) 555-8085
- WHEELS Dial-A-Ride | (925) 455-7510
- Union City Paratransit | (510) 476-1500

**CITY-BASED PARATRANSIT PROGRAMS:**

Many of Alameda County’s cities provide their own local paratransit programs. A person must meet one of the following criteria in order to be eligible for his/her city-based paratransit program:

- **Senior Eligibility:** Specific age eligibility varies depending on program.

  OR

- **Disability Eligibility:** Person must have a disability or disabling health condition that prevents the use of public transit buses and trains some or all of the time. In order to meet the disability eligibility requirement, a person must either provide a Medical Statement Form (see attached) from a health care professional that verifies their inability to use public transit because of disability or disabling health condition or a letter showing that they are certified for ADA-Paratransit service.

City-based paratransit programs are funded mostly by the local transportation sales tax. Contact individual programs for specific information on services available, service area, hours of operation, fares, etc.
Please submit your application (by mail or fax) along with a copy of your identification card that shows proof of age and residency to the program below that serves your city.

<table>
<thead>
<tr>
<th>Program Contact Information</th>
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</thead>
<tbody>
<tr>
<td><strong>City of Alameda Paratransit</strong></td>
</tr>
<tr>
<td>1155 Santa Clara Avenue</td>
</tr>
<tr>
<td>Alameda, CA 94501</td>
</tr>
<tr>
<td>Phone: (510) 747-7506</td>
</tr>
<tr>
<td>Fax: (510) 523-0247</td>
</tr>
<tr>
<td><a href="http://www.AlamedaParatransit.com">www.AlamedaParatransit.com</a></td>
</tr>
<tr>
<td><strong>City of Hayward Paratransit</strong></td>
</tr>
<tr>
<td>777 B Street</td>
</tr>
<tr>
<td>Hayward, CA 94541</td>
</tr>
<tr>
<td>Phone: (510) 583-4230</td>
</tr>
<tr>
<td>Fax: (510) 583-3650</td>
</tr>
<tr>
<td><a href="http://www.hayward-ca.gov">www.hayward-ca.gov</a></td>
</tr>
<tr>
<td><strong>City of Albany Paratransit</strong></td>
</tr>
<tr>
<td>846 Masonic Avenue</td>
</tr>
<tr>
<td>Albany, CA 94706</td>
</tr>
<tr>
<td>Phone: (510) 524-9122</td>
</tr>
<tr>
<td>Fax: (510) 524-8940</td>
</tr>
<tr>
<td><a href="http://www.albanyca.org">www.albanyca.org</a></td>
</tr>
<tr>
<td><strong>City of Newark Paratransit</strong></td>
</tr>
<tr>
<td>35322 Cedar Boulevard</td>
</tr>
<tr>
<td>Newark, CA 94560</td>
</tr>
<tr>
<td>Phone: (510) 791-7879</td>
</tr>
<tr>
<td>Fax: (510) 713-8384</td>
</tr>
<tr>
<td><a href="http://www.ci.newark.ca.us">www.ci.newark.ca.us</a></td>
</tr>
<tr>
<td><strong>City of Berkeley Paratransit</strong></td>
</tr>
<tr>
<td>1901 Hearst Avenue</td>
</tr>
<tr>
<td>Berkeley, CA 94709</td>
</tr>
<tr>
<td>Phone: (510) 981-7269</td>
</tr>
<tr>
<td>Fax: (510) 981-5450</td>
</tr>
<tr>
<td><a href="http://www.ci.berkeley.ca.us">www.ci.berkeley.ca.us</a></td>
</tr>
<tr>
<td><strong>City of Oakland Paratransit</strong></td>
</tr>
<tr>
<td>150 Frank H. Ogawa Plaza #4353</td>
</tr>
<tr>
<td>Oakland, CA 94612</td>
</tr>
<tr>
<td>Phone: (510) 238-3036</td>
</tr>
<tr>
<td>Fax: (510) 238-7724</td>
</tr>
<tr>
<td><a href="http://www.oaklandnet.com">www.oaklandnet.com</a></td>
</tr>
<tr>
<td><strong>City of Emeryville Paratransit</strong></td>
</tr>
<tr>
<td>4321 Salem Street</td>
</tr>
<tr>
<td>Emeryville, CA 94608</td>
</tr>
<tr>
<td>Phone: (510) 596-3730</td>
</tr>
<tr>
<td>Fax: (510) 652-0933</td>
</tr>
<tr>
<td><a href="http://www.ci.emeryville.ca.us">www.ci.emeryville.ca.us</a></td>
</tr>
<tr>
<td><strong>City of Pleasanton Paratransit</strong></td>
</tr>
<tr>
<td>5353 Sunol Boulevard</td>
</tr>
<tr>
<td>Pleasanton, CA 94566</td>
</tr>
<tr>
<td>Phone: (925) 931-5376</td>
</tr>
<tr>
<td>Fax: (925) 485-3685</td>
</tr>
<tr>
<td><a href="http://www.ci.pleasanton.ca.us">www.ci.pleasanton.ca.us</a></td>
</tr>
<tr>
<td><strong>City of Fremont Paratransit</strong></td>
</tr>
<tr>
<td>3300 Capitol Avenue, Building B</td>
</tr>
<tr>
<td>Fremont, CA 94538</td>
</tr>
<tr>
<td>Phone: (510) 574-2053</td>
</tr>
<tr>
<td>Fax: (510) 574-2054</td>
</tr>
<tr>
<td><a href="http://www.fremont.gov">www.fremont.gov</a></td>
</tr>
<tr>
<td><strong>City of San Leandro Paratransit</strong></td>
</tr>
<tr>
<td>13909 E. 14th Street</td>
</tr>
<tr>
<td>San Leandro, CA 94578</td>
</tr>
<tr>
<td>(also City Hall South Offices and Marina Community Center)</td>
</tr>
<tr>
<td>Phone: (510) 577-7988</td>
</tr>
<tr>
<td>Fax: (510) 377-7989</td>
</tr>
<tr>
<td><a href="http://www.ci.san-leandro.ca.us">www.ci.san-leandro.ca.us</a></td>
</tr>
</tbody>
</table>
Alameda County City-Based Paratransit Services Application Form

Please use this application if you are a resident of: Alameda, Albany, Berkeley, Castro Valley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, Pleasanton, San Lorenzo, San Leandro or Sunol. Upon receipt of this form, the program may contact you to submit additional information. ADA paratransit service operators (East Bay Paratransit, Union City Paratransit & Wheels Dial-A-Ride) require a separate application process. Please return this application to the paratransit program to which you are applying. For more information about specific programs, please refer to the Access Alameda brochure, www.AccessAlameda.org, or call 1-866-901-7272.

Name: _________________________________________________________________

Last Name    First Name                 Middle Initial

Daytime Phone: (____) ___________________   Evening Phone: (____) ________________

Cell: (____) ___________   TDD/TTY: (____) ___________ Email: _________________________

Home Address: ____________________________________________________________

Street Address   Apt. #  City     Zip Code

Name of Housing Facility (if applicable): __________________________________________

Birth Date: ________ / ______ / _______    Male ☐    Female ☐

Do you manage your own affairs and deal with your own mail? Yes ☐ No ☐

If “No”, to whom should important correspondence be mailed?

Name: ___________________________________________ Relationship: ______________________

Daytime phone: (____) ___________________ Cell or Evening phone: (____) ________________

Email: __________________________________________

Mailing Address:
(if different from above)    Street Address or PO Box   Apt. #  City  State  Zip Code

1. How do you currently travel to your most frequent destinations? (Check all that apply)

☐ ADA Paratransit (i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)
☐ Drive myself    ☐ Someone drives me ☐ Buses/BART    ☐ Taxi
☐ Other: ___________________________________________________

2. Have you been certified as eligible for rides with an ADA paratransit service?
(i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)

☐ Fully eligible    ☐ Conditionally eligible    Rider Identification #: ______________
☐ Not eligible/Denied    ☐ Have not applied    ☐ Don’t know

3. Do you use any of the following mobility aids or specialized equipment?

☐ Cane    ☐ White Cane    ☐ Walker
☐ Manual Wheelchair ☐ Power Wheelchair ☐ Power Scooter
☐ Service Animal ☐ Portable Oxygen Tank ☐ Other: _________________________________

4. Do you need a wheelchair lift to get in and out of a vehicle? ☐ Yes    ☐ No    ☐ Don’t know

5. Do you typically travel with assistance from another person (other than driver)? ☐ Yes    ☐ No

6. Please describe your disability or disabling health condition and explain how this condition prevents you from using public transit (i.e. buses or BART):

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

7. Is the above condition you describe:  ☐ Permanent  ☐ Temporary until: ____________

8. Emergency Contact Person: ________________________________________________
   Relationship to you: __________________ Daytime phone: (____) ____________
   Cell phone: (____) ____________ Evening phone: (____) ____________

9. Are you on any of the following forms of income/benefit assistance? (check all that apply)
   ☐ Supplemental Security Income (SSI)  ☐ Cash Assistance Program for Immigrants (CAPI)
   ☐ Medi-Cal; if yes, #: ____________________ ☐ CalWorks  ☐ General Assistance (GA)


12. What is your living arrangement?  ☐ Live alone  ☐ Live w/ spouse/partner
   ☐ Live with adult children  ☐ Live in a skilled nursing facility/nursing home
   ☐ Live in assisted living/residential care home  ☐ Other: ______________

13. What is your race/ethnicity?  ☐ African American  ☐ Asian/Pacific Islander
   ☐ Caucasian  ☐ Hispanic/Latino  ☐ Native American
   ☐ Other: ______________

14. What language(s) do you speak?  Preferred Language: ______________________
   Other Language(s): ______________________

15. If you need future information provided to you in an accessible format, please check which format you prefer:  ☐ Large Print  ☐ Audiotape  ☐ Braille  ☐ CD/Electronic File

I certify that the information in this application is true and correct. I understand that knowingly falsifying information will result in denial of service. I give the City permission to contact me about my paratransit service experience and to verify my enrollment with East Bay Paratransit, Wheels Dial-A-Ride or Union City Paratransit. I understand that my application information will be kept confidential; only information required to provide service or verify service quality will be disclosed under any circumstances.

Applicant’s Signature: ________________________ Date: ________________________

Person who assisted you with application/Phone #: ________________________
Alameda County City-Based Paratransit Services
Medical Statement Form

This form must be completed if the applicant does not meet the “Senior” age eligibility requirement (see pages 2 & 3 of application cover sheet) of the city-operated paratransit service for which he/she is applying. For more information, please call your city’s paratransit program or 1-866-901-7272.

Applicant’s Name: ____________________________    Birthdate: ________________
Address: ______________________________________

Dear Physician, Social Worker or Health Care Professional:
The above named person is applying for the paratransit services in the city where he or she resides. In order to determine whether this applicant is eligible for paratransit services, applicant must provide verification that he/she is unable to utilize public transit services independently due to a disability/disabling health condition. All information provided below is confidential and is used for the sole purpose of establishing eligibility for paratransit services. Please help us determine the eligibility status of this individual by checking and/or completing all of the items below that apply to applicant. Please return this form to the applicant to submit with his/her paratransit application. Thank you.

1. Please describe the applicant’s disability or disabling health condition that prevents use of public transit (i.e. buses and/or BART):

2. Applicant’s condition is:  □ Permanent    □ Temporary until ______________________

3. Due to the conditions noted above, applicant is unable to use public transit services because he/she:
   A. _____ Cannot walk or travel in a wheelchair or scooter to or from a bus or train stop without the help of another person
   B. _____ Cannot board or get off a bus or train without the help of someone else
   C. _____ Cannot wait outside by him/herself for a bus or train to arrive
   D. _____ Cannot stand and maintain balance on a moving public transit vehicle
   E. _____ Cannot see, read and/or comprehend information signs, schedules, maps, etc.
   F. _____ Cannot hear and/or comprehend verbal information given by public transit personnel
   G. _____ Other reason(s): __________________________

4. Are paratransit services needed for applicant to obtain life-sustaining treatment?  □ Yes  □ No (i.e. dialysis, chemotherapy, radiation therapy, etc.)

PRACTITIONER’S STATEMENT:  I hereby state that the information provided above is correct.

Practitioner’s Name: ____________________________    ____________________________
(Print/Type)     (Signature)
Date: _______________    Discipline:  □ Physician    □ Nurse    □ Social Worker
                                    □ Other Practitioner (describe): __________________________
Agency/Organization Affiliation: ________________________________________________
Address: ________________________________________________________________
Telephone #: ___________________    Fax #: ___________________    Email: ___________________