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

Public Transit
ADA Paratransit
City Programs
Other Resources

(510) 208-7400
AccessAlameda.org
June 2018
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PURPOSE OF THIS GUIDE

Use this guide to discover what transportation services are available in your community (for seniors and people with disabilities). These services include:

- **Public Transit**, including buses, trains, and ferries
- **Paratransit**, for on-demand origin-to-destination trips—mandated by the Americans with Disabilities Act (ADA)
- Other **City Programs**
- **Training** on how to use available public transportation services
- **Volunteer Drivers**

Services (by provider) include:

- **Provided by Transit Agencies** – Public Transit, ADA Paratransit
- **Provided by Cities** – City Programs
- **Provided by Community Organizations** – Travel Training, Volunteer Drivers
OVERVIEW OF SERVICES IN YOUR COMMUNITY

For a summary of services in your community, consult the corresponding page below.

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1 Oakland also provides services for Piedmont.
2 Hayward provides services for San Lorenzo, Castro Valley, and unincorporated areas.
3 Fremont provides some services for Newark and Union City.
4 Pleasanton provides services for Sunol.
TYPES OF SERVICES

Public Transit | Page 23

Public transit is a regularly scheduled bus, train, or ferry service available to the general public.

Agencies that provide public transit service in Alameda County include AC Transit, BART, Union City Transit, and LAVTA/Wheels—to name a few. They connect to other Bay Area agencies including SF Muni, Caltrain, VTA (Valley Transportation Authority), SamTrans, and Golden Gate Transit.

Accommodations for seniors and people with disabilities include priority seating, wheelchair lifts, audible stop announcements, and elevators at BART stations.

ADA Paratransit | Page 34

On-demand origin-to-destination transportation service is mandated by the Americans with Disabilities Act (ADA) for people who can’t use public transit due to a disability.

Paratransit is available in the same areas and at the same times as regular public transit.

Paratransit services in Alameda County include East Bay Paratransit, Union City Paratransit, and Wheels Dial-A-Ride.
Beyond ADA Paratransit, many cities in Alameda County operate their own transportation programs for seniors and people with disabilities.

These cities may provide subsidized taxi or van/shuttle services, as well as other supplemental services.

**Travel Training | Page 50**

Hands-on travel training sessions teach you how to use public transit safely and comfortably.

Travel training is provided by different community organizations across Alameda County.

**Volunteer Drivers | Page 56**

Volunteer driver programs connect riders to a network of volunteers who provide door-through-door rides.

Door-through-door services provide additional assistance to passengers by escorting them from their homes to the vehicle and from the vehicle inside their destination.

**Additional Resources | Page 60**
Need Help? Call 211

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.

This Document is Available in Other Formats and Languages

The information in this document is available in Braille, English, Spanish, Chinese, Persian Farsi, Tagalog, and Vietnamese. For other formats, visit AccessAlameda.org.
SERVICES IN YOUR COMMUNITY

Look up available services by community in this section.
Public Transit:

- AC Transit
- San Francisco Bay Ferry

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

City Program Contacts

Phone: (510) 747-7513
Website: [AlamedaParatransit.com](http://AlamedaParatransit.com)
Address: 1155 Santa Clara Ave, Alameda CA 94501

City Programs

Loop Shuttle

_Tue/Wed/Thu: 8:30 a.m. – 4 p.m._

Free shuttle open to the public, serving key destinations for seniors and people with disabilities in Alameda.
Group Trips

- **Leisure Club Group Trips**: Free and available to adults with developmental disabilities who are Alameda Leisure Club Members.

- **Monthly Group Trips**: Available to Mastick Senior Center members. Cost varies by trip.

Subsidized Taxi Program

*Mon – Fri: 6 a.m. – 9 p.m. Sat – Sun: 9 a.m. – 7 p.m.*

- **Medical Return Trips**: Available to Alameda residents enrolled with East Bay Paratransit.

- **Premium Taxi Trips**: Available to Alameda residents 70 years or over enrolled with East Bay Paratransit.

Scholarship Program

For Alameda Point Collaborative residents and low-income Paratransit Program members.
Public Transit

- AC Transit

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

City Program Contacts

Phone: (510) 524-9122

Website: albanyca.org/seniortransportation

Address: 846 Masonic Ave, Albany, CA 94706

City Programs

Door-To-Door Service for Shopping

Available to Albany residents who are:

- 80 years or older, OR
- 18 years or older and East Bay Paratransit certified
Group Trips
Available to Albany residents 50 years or older.

Subsidized Taxi Program
Available to Albany residents who are:

- 80 years or older, OR
- 18 years or older and East Bay Paratransit certified
BERKELEY

510-981-7269

Public Transit

- AC Transit
- Amtrak
- BART
- Emery Go-Round
- West Berkeley Shuttle

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

City Program Contacts

Phone: (510) 981-7269
Website: ci.berkeley.ca.us/ContentDisplay.aspx?id=3992
Office: 1901 Hearst Ave, Berkeley, CA 94709
Senior Centers: 1901 Hearst Ave, Berkeley, CA 94709, and Ellis St, Berkeley, CA 94703
City Programs

Wheelchair Van Program
Available to Berkeley residents who are 18 years or older and East Bay Paratransit certified and travel by wheelchair.

Group Trips
Eligible to seniors participating in City of Berkeley senior centers.

Subsidized Taxi Program
Available to Berkeley residents who are:
- 80 years or older OR
- 70 – 79 years with income less than 30% of area median income OR
- 18 years or older and East Bay Paratransit certified

Medical Return Trips Program
Medical Return Trips are available to the same people as the Subsidized Taxi Program (above).
DUBLIN & LIVERMORE

Public Transit

- ACE
- BART
- Wheels

For more information on public transit, see p. 23

ADA Paratransit

- Wheels Dial-A-Ride (p. 42)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

Volunteers Assisting Seniors with Transportation (VAST/SSPTV) (p. 59)
EMERYVILLE

(510) 596-3730

Public Transit

- AC Transit
- Amtrak
- Emery Go-Round

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

City Program Contacts

Phone: (510) 596-3730
Website: emeryville.org/paratransit
Address: 4321 Salem St, Emeryville, CA 94608

City Programs

Door-to-Door Service

8 To Go available to residents of Emeryville and Oakland living in the 94608 ZIP code who are:
- 70 years or older; OR
- 18 years or older and East Bay Paratransit certified.

**Group Trips**
All members of the Emeryville Senior Center are eligible. Membership to the Emeryville Senior Center is open to anyone over 50 years old. Emeryville residence not required.

**Same-Day Transportation**
Taxis and Transportation Network Companies (Lyft/Uber) are eligible for reimbursement to Emeryville residents who are:

- 70 years or older, OR
- 18 years or older and East Bay Paratransit certified

**Scholarship Program**
Subsidized East Bay Paratransit tickets are available to Emeryville residents who are 18 years or older AND East Bay Paratransit Certified.
FREMONT AND NEWARK

510-574-2053

Public Transit

- AC Transit
- ACE
- Amtrak/Capital Corridor
- BART
- Dumbarton Express
- VTA

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

City Program Contacts

Fremont also provides some transportation services for Newark and Union City.

Phone: (510) 574-2053
Address: Building B, 3300 Capitol Ave, Fremont, CA 94538

Volunteer Drivers
- Multiple providers (p. 56)

City Programs

Door-to-Door Service
Pre-scheduled, accessible transportation for Fremont and Newark residents who are: unable to use public transit independently because of a disability or disabling health condition, OR 70 years or older.

Group Trips
Available to organizations in Fremont serving seniors and/or persons with disabilities.

Same-Day Transportation
Taxi and Transportation Network Companies (Lyft/Uber) subsidized rides available to residents of Fremont and Newark similar to Door-to-Door, and Union City who are ADA certified or 80 years or older.

Tri-City Mobility Management Program
Individualized trip planning, transportation service linkages, coordination, advocacy and community outreach for Fremont, Newark, and Union City residents.
HAYWARD

510-583-4230

Public Transit

- AC Transit
- Amtrak
- BART

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

- Multiple providers (p. 56)

City Program Contacts

Hayward also provides services for San Lorenzo, Castro Valley, and other nearby unincorporated areas.

Phone: (510) 583-4230
Website: hayward-ca.gov/paratransit
Address: 777 B St, Hayward, CA 94541
City Programs

Door-to-Door Service
Available to residents of Hayward or adjacent unincorporated areas who are:

- 18 years or older with a medical or disabling condition that prevents use of other public/private transportation, OR
- 70 years or older

Group Trips
Eligibility is the same as the Door-to-Door Service. Group trips primarily available to senior housing complexes, skilled nursing facilities, and community organizations with a group of four or more individuals.

Subsidized Taxi Program
Eligibility is the same as the Door-to-Door Service.
OAKLAND & PIEDMONT

510-238-3036

Public Transit

- AC Transit
- Amtrak
- BART
- Broadway “B”
- Emery Go-Round
- San Francisco Bay Ferry

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

- VIP Rides (p. 58)

City Program Contacts

Oakland also provides services for Piedmont residents.
Phone: (510) 238-3036; Monday – Friday 8:30 a.m. – 5 p.m., excluding most holidays

Website: oaklandca.gov/services/human-services-index/transit-services/paratransit-services/apply-for-paratransit-services

Address: 150 Frank H. Ogawa Plaza, #4353, Oakland, CA 94612

City Programs

Wheelchair Van Program
Mon – Sat: 8 a.m. – 5 p.m.; limited Sunday services
Available to residents who travel by wheelchair who are:

- 70 years or older, OR
- 18 – 69 years and East Bay Paratransit certified

Group Trips
Mon – Sat: 8 a.m. – 8 p.m.
Available to senior groups, age 50 years or older, from senior centers and independent senior living residences.

Subsidized Taxi Program*
24 hours / 7 days per week
Available to residents who are:

- 70 years or older, OR
- 18 – 69 years and East Bay Paratransit certified

* Non-accessible; available for users with folding manual wheelchairs
PLEASANTON

(925) 931-5376

Public Transit

- ACE
- BART
- Wheels

For more information on public transit, see p. 23

ADA Paratransit

- Wheels Dial-A-Ride (p. 42)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

- Volunteers Assisting Seniors with Transportation (VAST/SSPTV) (p. 59)
City Program Contacts

Pleasanton also provides some services for Sunol.

Phone: (925) 931-5376

Website: cityofpleasantonca.gov/gov/depts/cs/senior/transit.asp

Address: Pleasanton Senior Center: 5353 Sunol Boulevard, Pleasanton, CA 94566

City Programs

Service Hours  Mon – Fri  8:15 a.m. – 4:30 p.m.
Office Hours   Mon – Fri  9 a.m. – 3 p.m.

Door-to-Door Service

Pleasanton Paratransit is available to Pleasanton and Sunol residents who are: 70 years or older, OR 18 years or older and ADA-certified.

Accessible Fixed-route Service

Eligibility is the same as Door-to-Door Service.

Scholarship/Subsidized Fare

Fee assistance is offered to qualified residents of City Programs.

Subsidized Taxi Program

Available to individuals who are eligible for Wheels Dial-A-Ride.
SAN LEANDRO

(510) 577-7985

Public Transit

- AC Transit
- BART
- San Leandro LINKS

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

- Multiple providers (p. 56)

City Program Contacts

Phone: (510) 577-7985
Website: sanleandro.org/depts/rec/paratransit.asp
Address: 13909 E. 14th St, San Leandro, CA 94578
City Programs

FLEX Shuttle
Available to San Leandro residents who are:

- 60 years or older, OR
- 18 years or older and East Bay Paratransit-certified

Subsidized Taxi Program
Available to San Leandro residents who are:

- Registered FLEX Shuttle members, AND
- 70 years or older, OR
- 18 years or older and East Bay Paratransit-certified
UNION CITY

(510) 675-5373

Public Transit

- AC Transit
- BART
- Dumbarton Express
- Union City Transit

For more information on public transit, see p. 23

ADA Paratransit

- East Bay Paratransit (p. 41)
- Union City Paratransit (p. 43)

Travel Training

- Multiple Providers (p. 50)

Volunteer Drivers

- Multiple Providers (p. 56)

City Program Contacts

Phone: (510) 675-5373
Website: unioncity.org/172/Paratransit
Address: 34009 Alvarado-Niles Rd, Union City, CA 94587
City Programs

Door-to-Door Service
Origin-to-destination ADA paratransit service within Union City. Paratransit Plus provides limited non-ADA service to Union City ADA certified clients within southern Hayward, northern Fremont, and northern Newark.

Same Day Transportation
Taxi and Transportation Network Companies (Lyft/Uber) services are available to Union City residents who are:

- ADA certified or 80 years or older
PUBLIC TRANSIT

About Public Transit

Public transit is a regularly scheduled bus, train, or ferry service available to the general public. Public transit always features:

- **Fixed routes and schedules.** Routes, stop locations, and schedules are consistent day-to-day.

- **Accommodations for people with disabilities.** Public transit vehicles must be accessible for people with disabilities.

- **Reduced fares for seniors and people with disabilities.** Discounts of 50% or more for seniors (65+) and people with disabilities.

In This Section

- What makes public transit accessible? (p. 24)
- Where is public transit available? (p. 25)
- How much does public transit cost? (p. 29)
- What is a Clipper Card? (p. 31)
What Makes Public Transit Accessible?

- Priority seating on buses and trains.
- Designated spaces for wheelchairs for at least two wheelchairs.
- Audible announcements of bus or transit stops.
- Buses are equipped with wheelchair lifts or low floor ramps to allow easy entrance and exit.
- Bus drivers trained to assist with securing wheelchairs and to allow passengers extra time to be seated and to get on and off the vehicle.
- BART stations have elevators and escalators to all levels and level boarding from platforms to trains.
- Route and schedule information is available by telephone, online or in print (in accessible formats such as Braille or large print if needed).

Have Questions? Call 5-1-1

Have questions about the public transit services in your area? Call 5-1-1, visit 511.org, or contact your local transit agency directly.

The 5-1-1 service provides information on how to connect to public transportation in other counties as well.
Quick Guide: Public Transit in Your Community

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## ACCESS ALAMEDA GUIDE 2018
Alameda CTC

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Public Transit Agency Contact Information

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<tr>
<td>AC Transit</td>
<td>(510) 891-4700 actransit.org</td>
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<tr>
<td>Altamont Corridor Express (ACE)</td>
<td>(800) 411-7245 ace.rail.com</td>
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<td>Amtrak Capital Corridor</td>
<td>(800) 872-7245 amtrak.com</td>
</tr>
<tr>
<td>BART</td>
<td>510-464-6000 bart.gov</td>
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<td>Broadway “B”</td>
<td>(510) 891-7142 meetdowntownoak.com/shuttle.php</td>
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<td>County Connection</td>
<td>(925) 676-7500 cccta.org</td>
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<td>Dumbarton Express</td>
<td>(510) 891-4777 dumbartonexpress.com</td>
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<tr>
<td>Emery Go-Round</td>
<td>(510) 451-3862 emerygoround.com</td>
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<tr>
<td>San Francisco Bay Ferry</td>
<td>(415) 705-8291 sanfranciscobayferry.com</td>
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Public Transit Agency Contact Information

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<td>San Leandro LINKS</td>
<td>(510) 577-3200</td>
<td>sanleandrolinks.com</td>
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<tr>
<td>Union City Transit</td>
<td>(510) 471-1411</td>
<td>uctransit.org</td>
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<td>Valley Transportation Authority (VTA)</td>
<td>(408) 321-2300</td>
<td>vta.org</td>
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<td>West Berkeley Shuttle</td>
<td>(510) 451-3862</td>
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<td>Wheels</td>
<td>(925) 455-7500</td>
<td>wheelsbus.com</td>
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<td>Broadway “B”</td>
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<td>$2.25</td>
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<tr>
<td>Dumbarton Express</td>
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<td>$4.50</td>
<td>$1.15</td>
<td>$2.20</td>
</tr>
<tr>
<td>Emery Go-Round</td>
<td>Free</td>
<td>NA</td>
<td>Free</td>
<td>NA</td>
</tr>
</tbody>
</table>

¹ 2018 costs
² For the day of service
³ Discount also available for students and youth

### Notes
- **AC Transit**
  - Adult Cash Fare: $2.35
  - Transbay/Express: $4.50
  - Regular: $1.15
  - Transbay/Express: $2.20
  - Regular: $1.15
  - Transbay/Express: $2.20
- **Altamont Corridor Express (ACE)**
  - Varies by distance: 50% discount
- **Amtrak**
  - Varies by distance: 10% discount
- **BART**
  - Varies by distance: 62.5% discount
- **County Connection**
  - $2.00
  - $2.25
  - $1.10
  - $2.20
  - Free 10AM-2PM
- **Dumbarton Express**
  - $2.35
  - $4.50
  - $1.15
  - $2.20
  - $1.15
  - $2.20
- **Emery Go-Round**
  - Free
  - NA
<table>
<thead>
<tr>
<th>Public Transit Agency</th>
<th>Adult Cash Fare&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Seniors 65+&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Individuals with Disabilities&lt;sup&gt;2,3&lt;/sup&gt;</th>
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<td>Varies by distance</td>
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<td>Wheels</td>
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<sup>1</sup> Clipper fares may be lower. Public Transit fares are subject to change. Please check transit agency website for up-to-date information.

<sup>2</sup> Discount applies to full fare.

<sup>3</sup> Fares for people with disabilities require eligibility certification from a transit agency.
Clipper Cards

Clipper® is an electronic transit card that can be used on most transit services in the Bay Area.

How Does It Work?
The card keeps track of transit passes, discount tickets, and ride books you have purchased, as well as cash value. Your Clipper Card will apply all fares, discounts, and transfer rules that are appropriate for you. Discounts vary by agency.

How Can You Get One?
Adults can get a standard Clipper Card for a small fee. See p. 32-33 for other types of cards.
To order a standard card, visit clippercard.com/ClipperWeb/getTranslinkOrderCard.do.

Am I Eligible for Discounted Fares?
Special cards are available to people with disabilities, seniors, and youth, which allow cardholders to pay discounted fares on most public transit services. People with disabilities who require a travel attendant can request a discount card for the attendant.
Regional Transit Connection (RTC) Clipper Card for People with Disabilities

Who Is It For? – People with eligible disabilities

How Can You Get One?

1. Review the information at
   511.org/transit/accessibility/discount

2. Complete the Eligibility form at
   511.org/transit/accessibility/eligibility

3. Gather supporting documentation, e.g., California Department of Motor Vehicles Placard Registration, Medicare card, or Medical Certification form.

4. Contact your local transit agency (p. 25-28) to submit the application and a small fee, and take your photo.

Senior Clipper Card

Who Is It For? – Seniors (age 65+)

How Can You Get One?

Fill out an application at clippercard.com/ClipperWeb/discounts/senior.do.

Return it by mail, email, or fax. Address and numbers are listed in the application.
Youth Clipper Card

Who Is It For? – Youth (min. age 5; max. age varies by agency)

How Can You Get One?
Fill out an application at clippercard.com/ClipperWeb/discounts/youth.do. Return it by mail, email, or fax. Address and numbers are listed in the application.
ADA PARATRANSIT

About ADA Paratransit

Paratransit is an on-demand, origin-to-destination transportation service for people who cannot use public transit due to a disability.

In This Section

- Where is ADA paratransit available? (p. 35)
- Who is eligible for ADA paratransit? (p. 36)
- How do paratransit trips work? (p. 40)
- Information about ADA paratransit providers. (p. 41-43)

Paratransit and the ADA

The Americans with Disabilities Act (ADA) requires that paratransit be provided as a safety net for people who, due to a disability, are unable to ride public transit some or all of the time. ADA paratransit is a supplemental service to regular public transit, usually provided by small buses, vans, taxis, or sedans. It operates in the same areas, on the same days, and during the same hours as regular public transit, and typically must be reserved at least one day in advance.
## Quick Guide: ADA Paratransit in Your Community

<table>
<thead>
<tr>
<th>Community</th>
<th>East Bay Paratransit</th>
<th>Wheels Paratransit</th>
<th>Union City Paratransit</th>
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<td>Sunol¹</td>
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</tbody>
</table>

1 ADA Paratransit is not available in Sunol. For other options, see pgs. 17-18.
Am I Eligible for ADA Paratransit?
You may be eligible for ADA paratransit¹ if your disability prevents you from either:

**Using Transit**
Your disability prevents you from boarding, riding, or getting on or off a bus or train without the help of someone else, some or all of the time.

**Getting To and From Transit**
Your disability prevents you from getting to or from a bus stop or train station, some or all of the time.

If either of these apply to you, follow the steps on the next page to apply for ADA paratransit.

¹ The eligibility process varies by ADA paratransit provider.
Applying for ADA Paratransit Service

1. Fill out an application.

   Download an application at AccessAlameda.org/application or contact your paratransit provider directly (p. 41-43). Submit the application according to the agency’s instructions.

   Note: The provider may contact you, ask for additional information, contact a health professional, or invite you for an in-person evaluation of your ability to ride public transit.

2. Receive an evaluation.

   If an evaluation is necessary, it could take place in-person or by phone, and may involve either:

   - Discussing why you cannot use public transit.
   - Undertaking a set of physical actions that would be needed to use public transit.

3. Receive your eligibility status.

   Within 21 days of receiving your application or completing an evaluation, the paratransit provider will send you a letter regarding your eligibility.

   - If approved, you will receive a brochure with more information.

2 Rides to and from in-person evaluations are complimentary.
If you don’t get a letter within 21 days, you will be given temporary eligibility until a decision is made.

You may appeal the decision. Instructions on appealing are included in the letter of eligibility.
Types of Eligibility

There are different types of eligibility. Regardless of your ADA eligibility, you may be eligible to use other transportation programs offered by your city (p. 48-49).

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>What Does This Mean?</th>
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</thead>
<tbody>
<tr>
<td>Fully Eligible</td>
<td>You may take ADA paratransit trips at any time the service is available.</td>
</tr>
<tr>
<td>Conditionally Eligible</td>
<td>You may take ADA 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.</td>
</tr>
<tr>
<td>Temporarily Eligible</td>
<td>You may be given eligibility for the period of time your disability is expected to prevent you from using public transit.</td>
</tr>
<tr>
<td>Ineligible</td>
<td>You may not use paratransit service if you are able to use public transit.</td>
</tr>
</tbody>
</table>

3 Note: Age, inability to speak English, difficulty using public transit, or being diagnosed as having a disability are not automatic grounds for ADA paratransit eligibility.
How Do Paratransit Trips Work?

<table>
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<tr>
<th>Make a reservation.</th>
<th>Driver Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservations typically must be made at least one day in advance.</td>
<td>Drivers will help you get on and off the bus, but do not enter passengers’ homes or destinations. If you need mobility assistance beyond what a driver can provide, you may bring a personal care attendant at no additional charge.</td>
</tr>
</tbody>
</table>

**Explain where and when you want to go.**
Have addresses and a desired time ready.

**Enjoy the ride!**
The driver will pick you up at your door or at the curb. They may pick up and drop off other passengers during your trip.

**Have a recurring trip?**
If you have travel needs that happen at the same time each week or month, ask your provider about scheduling a standing order.

**Need to travel outside Alameda County?**
See p. 44 for more information on regional trips.
**EAST BAY PARATRANSIT**

East Bay Paratransit is available in the same places where BART and AC Transit operate. Service is also available to and from San Francisco.

**Phone:** (510) 287-5000 or (800) 555-8085  
**Website:** eastbayparatransit.org  
**Address:** 1750 Broadway Street, Oakland, CA 94612

<table>
<thead>
<tr>
<th>Hours</th>
<th>Varies by area. Available when and where either AC Transit or BART operates.</th>
</tr>
</thead>
</table>
| Eligibility | ▪ You must live in the East Bay Paratransit service area (p. 35) AND  
              ▪ Due to a disability or disabling health condition, you must be unable to use AC Transit buses or BART trains. |

**How to Apply**  
Call East Bay Paratransit to have an application mailed to you, or download an application at AccessAlameda.org.
WHEELS DIAL-A-RIDE

Wheels Dial-A-Ride provides ADA paratransit services for the Livermore-Dublin-Pleasanton area.

Phone: (925) 455-7500
Website: wheelsbus.com
Address: 1362 Rutan Court, Suite 100, Livermore, CA 94551

Hours  
7 Days  4:30 a.m. – 1:30 a.m.

Eligibility  
▪ You must be in Livermore, Dublin, or Pleasanton AND
▪ Due to a disability or health-related condition, you must be either (1) Unable to board, ride, or disembark from an accessible Wheels fixed-route transit bus OR (2) Unable to get to or from a boarding or disembarking location.

How to Apply  
Call Wheels to have an application mailed to you or download one at AccessAlameda.org.
UNION CITY PARATRANSIT

Union City Paratransit provides origin-to-destination ADA paratransit service within Union City. Paratransit Plus provides limited non-ADA service to Union City ADA certified clients to destinations within southern Hayward, northern Fremont, and northern Newark. For ADA service to other destinations outside of Union City borders and/or Paratransit hours of operation (including some holidays), please use East Bay Paratransit.

Phone: Information or application: (510) 675-5373
      Reservations: (510) 475-1500

Website: unioncity.org/172/Paratransit

Address: 34009 Alvarado-Niles Road, Union City, CA 94587

Hours
  Mon – Fri 4:30 a.m. – 10:20 p.m.
  Sat  6:45 a.m. – 7:30 p.m.
  Sun  7:45 a.m. – 6:30 p.m.

Eligibility
  ▪ You must be a Union City resident AND
  ▪ Due to a disability or health-related condition, you must be unable to ride a regular bus. Persons eligible for Union City Paratransit will also be eligible for East Bay Paratransit and other ADA paratransit services.

How to Apply
  Call Union City Paratransit to have an application mailed to you or download one at AccessAlameda.org.
REGIONAL TRIPS

Regional Trips

East Bay Paratransit and Wheels Dial-A-Ride can accommodate trips outside of Alameda County. These may require a transfer arranged by the provider. Arrange your regional trip as early as possible to avoid challenges.

Union City Paratransit can provide service to some locations in southern Hayward, Newark, and northern Fremont.

**East Bay Paratransit**

Typically, the reservation can be made through East Bay Paratransit. East Bay Paratransit will contact any other paratransit provider(s) to arrange your trip.

**Reservations:** (510) 287-5000

Reserve between one and seven days in advance.

**Wheels Dial-A-Ride**

Wheels Dial-A-Ride can coordinate trips with East Bay Paratransit and County Connection LINK (Contra Costa ADA service). There is a designated transfer point at the East Dublin/Pleasanton BART station.

**Reservations:** (925) 455-7510

Reserve between one and seven days in advance.
CITY PROGRAMS

About City Programs

Many cities in Alameda County provide a set of specialized services for:

People with disabilities.
Residents age 18 years and older with a verified disability.

People who take paratransit.
Residents who are eligible for ADA paratransit—or awaiting eligibility.

Older adults.
Residents age 80 and over; some programs have a lower age minimum to qualify.

In This Section

- What kinds of programs are available? (p. 46)
- Which programs are available in your community? (p. 48)
Types of Programs\(^4\) \(^5\)

**Accessible Fixed-Route Shuttles**
An accessible transportation service that operates on a fixed-route and schedule. Rides do not need to be pre-scheduled.

**Origin-to-Destination Ride Programs**

**Door-to-Door Ride Program**
A pre-scheduled, accessible, door-to-door service available to seniors and/or people with disabilities.

**Wheelchair Van Program**
An accessible van transportation program, usually pre-scheduled, available to eligible individuals who travel by wheelchair or other mobility device.

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\(^4\) Other programs (not provided by cities) include travel training (p. 50), and volunteer drivers (p. 56).

\(^5\) To use these services, if available in your community, complete the City-based Paratransit Services Application available as an insert in this guide or online at [AccessAlameda.org](http://AccessAlameda.org).
Group Trips
Round-trip accessible van rides for pre-scheduled/pre-planned outings like special events, excursions, shopping, or religious services.

Same-Day Transportation
Current providers do not consistently offer wheelchair-accessible vehicles.

Subsidized Taxi or TNC Program
Subsidized taxi or Transportation Network Companies (TNCs, e.g. Uber, Lyft) fares for eligible individuals.

Medical Return Trips Program
Subsidized taxi trips for individuals returning home from medical appointments to eliminate the uncertainty of coordinating trips with a pre-scheduled paratransit provider.

Scholarship/Subsidized Fares
Programs that distribute free or subsidized tickets for public transit and/or paratransit.
### Quick Guide: City Programs in Your Community

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<tr>
<th>Community</th>
<th>Page</th>
<th>Phone Number</th>
<th>Accessible Shuttles</th>
<th>Ride Programs</th>
<th>Group Trips</th>
<th>Same-Day Transportation</th>
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<td>(510) 747-7513</td>
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<td>p. 6</td>
<td>(510) 981-7269</td>
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<td>(510) 583-4230</td>
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<td>Dublin</td>
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<td>Fremont</td>
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## ACCESS ALAMEDA GUIDE 2018
Alameda CTC

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<td>p. 21</td>
<td>(510) 476-1500</td>
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TRAVEL TRAINING

Travel training provides consumers with information and hands-on training to learn how to travel safely and comfortably.

Training sessions involve one-on-one or group instruction designed to teach seniors and people with disabilities how to travel independently on fixed-route public transit. Typically, individuals receive training on how to travel to their most frequent destination (for example, to work or to a medical office).

Several organizations in Alameda County offer travel training classes.

In This Section

- Which travel training providers are available in your community? (p. 51)
- How to get in touch with countywide travel training providers. (p. 53)
- How to get in touch with local travel training providers. (p. 54-55)
Quick Guide: Travel Training in Your Community

Countywide Travel Training Programs: Through the Looking Glass, Lighthouse for the Blind, BORP\(^1\) (p. 53)

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<th>USOAC(^3)</th>
<th>Easy Does It</th>
<th>CRIL(^4)/ Hayward</th>
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1 Bay Area Outreach & Recreation Program
2 The Center for Independent Living
3 United Seniors of Oakland and Alameda County
4 Community Resources for Independent Living
Countywide Providers

Bay Area Outreach & Recreation Program (BORP)
(510) 849-4663 x 1378
borp.org/programs/
Training as needed to participants of BORP.

Lighthouse for the Blind
(415) 694-7357
lighthouse-sf.org/programs/skills/
Individual and group training for people with disabilities and seniors with visual impairments.

Through the Looking Glass
(510) 848-1112 x8156
lookingglass.org
Training to families with disability issues in Alameda County.
Local Providers

**Center for Independent Living (The CIL)**
(510) 841-4776 x 3118
[cilberkeley.org](http://cilberkeley.org)
Individual training for people with disabilities and seniors. Training primarily provided in Northern and Central Alameda County.

**City of Pleasanton**
(925) 931-5367
[pleasantonseniorcenter.org](http://pleasantonseniorcenter.org)
Individual training for seniors 70+ and people with disabilities in Pleasanton and Sunol.

**City of San Leandro**
(510) 577-7985
[SLParatransit@sanleandro.org](mailto:SLParatransit@sanleandro.org)
FLEX Shuttle orientations for new members by appointment.

**Community Resources for Independent Living (CRIL) and City of Hayward**
(510) 881-5743 x5938
Individual and group training for people with disabilities and seniors in Hayward. Training primarily provided in Central and Eastern Alameda County.
Easy Does It
(510) 845-5513
easydoesitservices.org
Provides workshops on wheelchair repair and maintenance.

Livermore Amador Valley Transit Authority (LAVTA Wheels)
(925) 455-7500
wheelsbus.com
Individual and group training for people with disabilities and seniors age 65 years or older. Serving primarily those in Livermore, Dublin, Pleasanton, and unincorporated areas of the Tri-Valley.

United Seniors of Oakland and Alameda County (USOAC)
(510) 729-0851
USOAC.org
Group training for seniors 55 years or older and people with disabilities in Alameda County. Training primarily provided in Northern and Central Alameda County.

Tri-City Travel Training Program
(510) 574-2053
fremont.gov/index.aspx?NID=1808
Individual and group training for people with disabilities and seniors in the Fremont, Newark, and Union City.
VOLUNTEER DRIVER PROGRAMS

About Volunteer Driver Programs

Volunteer driver programs offer a network of volunteers that provide door-through-door rides.

These programs connect riders to drivers who can provide additional assistance to passengers by escorting them from their homes to the vehicle and from the vehicle to inside their destination.

In This Section

- Which programs are available in your community? (p. 57)
- How to get in touch with an organization that provides volunteer drivers. (p. 58-59)
- Descriptions of each volunteer driver program. (p. 58-59)
Quick Guide: Volunteer Drivers in Your Community*

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*Volunteer Driver program available at time of publication (June 2018)
Volunteer Driver Programs and Contact Information

**Drivers for Survivors**
**Provider:** City of Fremont  
**Website:** [driversforsurvivors.org](http://driversforsurvivors.org)  
**Phone:** (510) 579-0535

Free transportation and supportive companionship for ambulatory cancer patients in Fremont, Newark, Union City, Hayward, San Leandro, Castro Valley, Ashland, Cherryland and San Lorenzo going to all cancer-related medical appointments within a 60-mile radius of ZIP code 94538 (Fremont).

**VIP Rides**
**Provider:** LIFE ElderCare  
**Email:** info@LifeElderCare.org  
**Website:** [lifeeldercare.org/get-help/vip-rides/](http://lifeeldercare.org/get-help/vip-rides/)  
**Phone:**
- Calls from Hayward, Castro Valley, San Leandro, San Lorenzo, Oakland: (510)-856-9010  
- Calls from Fremont, Union City, Newark: (510)-894-0370 x 2

Assisted rides for seniors and people with disabilities who need help with grocery shopping, medical appts, community groups, and errands. Destinations in Alameda County (and Palo Alto for medical).
Volunteers Assisting Seniors with Transportation (VAST)

Provider: Senior Support Program of the Tri Valley

Website: ssptv.org/vast-transportation-program.html

Phone: (925) 931-5387

Trips for seniors 60+ without other options in Dublin, Pleasanton, Livermore and Sunol for the origin of the trip, and throughout the Greater Bay Area to get seniors to their medical appointments/destination.
ADDITIONAL RESOURCES

5-1-1
511.org
Information about public transit, paratransit, or other transportation anywhere in the Bay Area.

2-1-1
transportation.211alamedacounty.org
Free, non-emergency, confidential, 3-digit phone number and service that provides easy access to transportation and housing information, and critical health and human services.

Alameda County Area Agency on Aging (AAA)
(510) 577-1900
A variety of services for the wellbeing of older adults.

Wheelchair Marking and Tether Strap Program
(510) 891-7113

Access Alameda
(510) 208-7400
AccessAlameda.org
Alameda County paratransit information.