

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

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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.

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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.

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[City Programs | Page 45](#)

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](#)

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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.

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SERVICES IN YOUR COMMUNITY

Look up available services by community in this section.

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ALAMEDA

510-747-7513

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

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.

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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.

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ALBANY

510-524-9122

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

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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

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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

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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).

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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)

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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:

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- 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.

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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

Website: <http://fremont.gov/index.aspx?nid=366>

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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.

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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

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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.

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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.

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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

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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)

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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.

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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

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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

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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

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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

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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)

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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.

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Quick Guide: Public Transit in Your Community

Community	AC Transit	Wheels	Union City Transit	Emery Go-Round	BART	Amtrak	SF Bay Ferry	Other Fixed-route Public Transit
Alameda	■						■	
Albany	■							
Berkeley	■			■	■	■		West Berkeley Shuttle
Castro Valley	■				■			
Dublin		■			■			County Connection (CCCTA)
Emeryville	■			■		■		
Fremont	■				■	■		ACE, VTA, Dumbarton Express
Hayward					■	■		
Livermore		■						ACE
Newark	■							Dumbarton Express

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Community	AC Transit	Wheels	Union City Transit	Emery Go-Round	BART	Amtrak	SF Bay Ferry	Other Fixed-route Public Transit
Oakland	■			■	■	■	■	Broadway "B"
Piedmont	■							
Pleasanton		■			■			ACE
San Leandro	■				■			San Leandro LINKS
San Lorenzo	■							
Sunol								
Union City	■		■		■			Dumbarton Express

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Public Transit Agency Contact Information

AC Transit
(510) 891-4700
actransit.org

**Altamont Corridor
Express (ACE)**
(800) 411-7245
ace.rail.com

**Amtrak
Capital Corridor**
(800) 872-7245
amtrak.com

BART
510-464-6000
bart.gov

Broadway “B”
(510) 891-7142
[meetdowntownoak.com/shu
ttle.php](http://meetdowntownoak.com/shuttle.php)

County Connection
(925) 676-7500
cccta.org

Dumbarton Express
(510) 891-4777
dumbartonexpress.com

**Emery
Go-Round**
(510) 451-3862
emerygoround.com

San Francisco Bay Ferry
(415) 705-8291
sanfranciscobayferry.com

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Public Transit Agency Contact Information

San Leandro LINKS

(510) 577-3200

sanleandrolinks.com

Union City Transit

(510) 471-1411

uctransit.org

Valley Transportation Authority (VTA)

(408) 321-2300

vta.org

West Berkeley Shuttle

(510) 451-3862

westberkeleyshuttle.net

Wheels

(925) 455-7500

wheelsbus.com

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How Much Does It Cost to Use Public Transit?¹

Public Transit Agency	One-Way Fares					
	Adult Cash Fare ¹		Seniors 65+ ²		Individuals with Disabilities ^{2 3}	
	Regular	Transbay/ Express	Regular	Transbay/ Express	Regular	Transbay/ Express
AC Transit	\$2.35	\$4.50	\$1.15	\$2.20	\$1.15	\$2.20
Altamont Corridor Express (ACE)	Varies by distance	50% discount	50% discount			
Amtrak	Varies by distance	10% discount	10% discount			
BART	Varies by distance	62.5% discount	62.5% discount			
Broadway "B"	Free	NA	Free	NA	Free	NA
County Connection	\$2.00	\$2.25	\$1.10 Free 10AM-2PM	\$2.20 Free 10AM-2PM		
Dumbarton Express	\$2.35	\$4.50	\$1.15	\$2.20	\$1.15	\$2.20
Emery Go-Round	Free	NA	Free	NA	Free	NA

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Public Transit Agency	One-Way Fares					
	Adult Cash Fare ¹		Seniors 65+ ²		Individuals with Disabilities ^{2 3}	
	Regular	Transbay/ Express	Regular	Transbay/ Express	Regular	Transbay/ Express
San Francisco Bay Ferry	Varies by distance	Discount available	Discount available			
San Leandro LINKS	Free	NA	Free	NA	Free	NA
Union City Transit	\$2.00	NA	\$1.00	NA	\$1.00	NA
Valley Transportation Authority	\$2.25	\$4.50	\$1.00	\$1.00	\$1.00	\$1.00
West Berkeley Shuttle	Free	NA	Free	NA	Free	NA
Wheels	\$2.00	NA	\$1.00	NA	\$1.00	NA

¹ Clipper fares may be lower. Public Transit fares are subject to change. Please check transit agency website for up-to-date information.

² Discount applies to full fare.

³ Fares for people with disabilities require eligibility certification from a transit agency.

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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.

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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.

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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.

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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.

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Quick Guide: ADA Paratransit in Your Community

Community	East Bay Paratransit	Wheels Paratransit	Union City Paratransit
Alameda	■		
Albany	■		
Berkeley	■		
Castro Valley	■		
Dublin		■	
Emeryville	■		
Fremont	■		
Hayward	■		
Livermore		■	
Newark	■		
Oakland	■		
Piedmont	■		
Pleasanton		■	
San Leandro	■		
San Lorenzo	■		
Sunol¹			
Union City	■		■

1 ADA Paratransit is not available in Sunol. For other options, see pgs. 17-18.

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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.

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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-person² 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.

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- 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.

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Types of Eligibility

There are different types of eligibility.³ Regardless of your ADA eligibility, you may be eligible to use other transportation programs offered by your city (p. 48-49).

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

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.*

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How Do Paratransit Trips Work?

Make a reservation.

Reservations typically must be made at least one day in advance.

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.

Driver Assistance

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.

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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

Hours	Varies by area. Available when and where either AC Transit or BART operates.
Eligibility	<ul style="list-style-type: none">▪ 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 .

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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.
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Eligibility	<ul style="list-style-type: none">▪ 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.
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How to Apply	Call Wheels to have an application mailed to you or download one at AccessAlameda.org .
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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.

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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.

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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)

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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.

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.

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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.

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Quick Guide: City Programs in Your Community

Community	Page	Phone Number	Accessible Shuttles	Ride Programs	Group Trips	Same-Day Transportation
Alameda	p. 2	(510) 747-7513	■	■	■	■
Albany	p. 4	(510) 524-9122		■	■	■
Berkeley	p. 6	(510) 981-7269		■	■	■
Castro Valley	p. 13	(510) 583-4230	Services provided by Hayward			
Dublin	p. 8	(925) 455-7510	Services provided by Wheels			
Emeryville	p. 9	(510) 596-3730		■	■	■
Fremont	p. 11	(510) 574-2053		■	■	■
Hayward	p. 13	(510) 583-4230		■	■	■
Livermore	p. 8	(925) 455-7510	Services provided by Wheels			
Newark	p. 11	(510) 574-2053		■		■

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Community	Page	Phone Number	Accessible Shuttles	Ride Programs	Group Trips	Same-Day Transportation
Oakland	p. 15	(510) 238-3036		■	■	■
Piedmont	p. 15	(510) 238-3036	Services provided by Oakland			
Pleasanton	p. 17	(925) 931-5376		■	■	
San Leandro	p. 19	(510) 577-3462	■			■
San Lorenzo	p. 13	(510) 583-4230	Services provided by Hayward			
Sunol	p. 17	(925) 931-5376	Services provided by Pleasanton			
Union City	p. 21	(510) 476-1500		■		■

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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)

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Quick Guide: Travel Training in Your Community

Countywide Travel Training Programs: Through the Looking Glass, Lighthouse for the Blind, BORP¹ (p. 53)

Community	The CIL ²	USOAC ³	Easy Does It	CRIL ⁴ / Hayward	LAVTA Wheels	Tri-City	City of Pleasanton	City of San Leandro
Alameda	■	■						
Albany	■	■						
Berkeley	■	■	■					
Castro Valley	■	■		■				
Dublin				■	■			
Emeryville	■	■						
Fremont						■		
Hayward	■	■		■				
Livermore				■	■			

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Community	The CIL ²	USOAC ³	Easy Does It	CRIL ⁴ / Hayward	LAVTA Wheels	Tri-City	City of Pleasanton	City of San Leandro
Newark						■		
Oakland	■	■						
Piedmont	■	■						
Pleasanton				■	■		■	
San Leandro	■	■		■				
San Lorenzo	■	■		■				
Sunol				■	■		■	
Union City						■		

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

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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.

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Local Providers

Center for Independent Living (The CIL)

(510) 841-4776 x 3118

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

Individual training for seniors 70+ and people with disabilities in Pleasanton and Sunol.

City of San Leandro

(510) 577-7985

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

<http://crilhayward.org/our-services/bart-travel-training.php>

Individual and group training for people with disabilities and seniors in Hayward. Training primarily provided in Central and Eastern Alameda County.

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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.

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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)

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Quick Guide: Volunteer Drivers in Your Community*

Community	Drivers for Survivors	VIP Rides	Volunteers Assisting Seniors with Transportation
Alameda			
Albany			
Berkeley			
Castro Valley	■	■	
Dublin			■
Emeryville			
Fremont	■	■	
Hayward	■	■	
Livermore			■
Newark	■	■	
Oakland		■	
Piedmont		■	
Pleasanton			■
San Leandro	■	■	
San Lorenzo	■	■	
Sunol			■
Union City	■	■	

*Volunteer Driver program available at time of publication
(June 2018)

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Volunteer Driver Programs and Contact Information

Drivers for Survivors

Provider: City of Fremont

Website: 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/

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).

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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.

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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.