


HDTs and WSBTS Program Updates

A Presentation by  
Paratransit Coordination Team, Alameda CTC  
November 8, 2011



## Mobility Programs

- **Hospital Discharge Transportation Service**
  - *Provides accessible rides home or to nursing facilities from participating hospitals (free to riders)*
- **Wheelchair Scooter Breakdown Transportation Service**
  - *Transportation home or to repair facility for stranded individuals*
- **Tri-City Taxi Program**
  - *Accessible same-day service pilot*
- **Paratransit Waiting Areas**
  - *Improvements at high-volume facilities*



## Hospital Discharge Transportation Service

- Became a Countywide Program under ACTIA in 2006
- Transportation service that provides rides home or to nursing facilities from participating hospitals (free to riders) within Alameda County
- Rationale
  - Patients may be discharged from a hospital with a health or disability condition that prevents their use of public transit and have no other resources for transportation from the hospital or patients may have a new need for paratransit services
- Hospital Staff gives the patient a voucher to pay for the ride
  - Cost is \$5 per voucher to the Hospital
- 40 rides per month on average this fiscal year



## Hospital Discharge Transportation Service

- **Participating Facilities**
  - *Alameda County Medical Center, Highland Hospital*
  - *Eden Medical Center: San Leandro and Castro Valley*
  - *Kaiser Hayward*
  - *Kaiser Fremont*
  - *Kaiser Oakland*
  - *St. Rose Hospital*
  - *Valley Care Medical Center*



## HDTS Monthly Ridership

FY 10-11		FY 11-12	
Month/Year	Number of Trips	Month/Year	Number of Trips
Jul-10	15	Jul-11	44
Aug-10	35	Aug-11	45
Sep-10	28	Sep-11	31
Oct-10	30	Oct-11	0
Nov-10	21	Nov-11	0
Dec-10	25	Dec-11	0
Jan-11	40	Jan-12	0
Feb-11	35	Feb-12	0
Mar-11	42	Mar-12	0
Apr-11	37	Apr-12	0
May-11	32	May-12	0
Jun-11	24	Jun-12	0
<b>Yr Total</b>	<b>364</b>	<b>Yr Total</b>	<b>120</b>
<b>Avg per/mo</b>	<b>30</b>	<b>Avg per/mo</b>	<b>40</b>



## Wheelchair Scooter Breakdown Transportation Service

- Free countywide transportation service to people in mechanical or motorized wheelchairs or scooters in the event of a mechanical breakdown
- One-way ride home or to repair facility for stranded individuals
- Service is also available to pick up a stranded wheelchair if someone is taken to the hospital in an emergency
  - *Service can be requested by consumers or police/fire*
- Transportation within one hour
- 7 rides per month on average this fiscal year
- *Call Toll-Free 1-877-50-WHEEL*



# WSBTS Monthly Ridership

## FY 10-11

Month/Year	Number of Trips
Jul-10	6
Aug-10	9
Sep-10	7
Oct-10	10
Nov-10	5
Dec-10	6
Jan-11	6
Feb-11	3
Mar-11	12
Apr-11	12
May-11	10
Jun-11	11
<b>Yr Total</b>	<b>97</b>
<b>Avg per/mo</b>	<b>8</b>

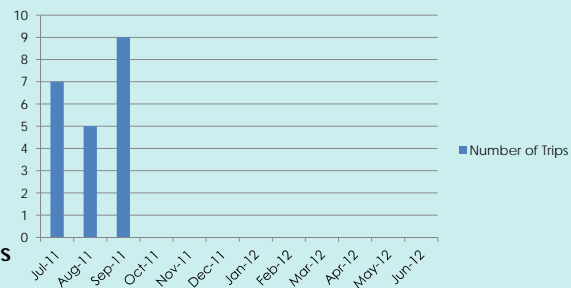
## FY 11-12

Month/Year	Number of Trips
Jul-11	7
Aug-11	5
Sep-11	9
Oct-11	0
Nov-11	0
Dec-11	0
Jan-12	0
Feb-12	0
Mar-12	0
Apr-12	0
May-12	0
Jun-12	0
<b>Yr Total</b>	<b>21</b>
<b>Avg per/mo</b>	<b>7</b>

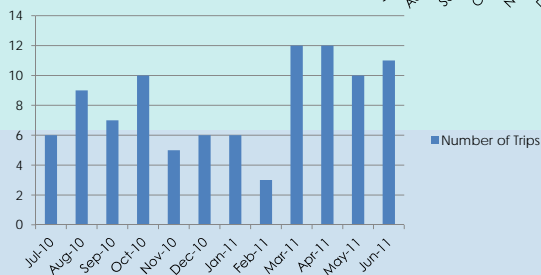


# WSBTS Monthly Ridership

## 2011-2012 Number of Trips



## 2010-2011 Number of Trips



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