



TAC Meeting - 09/11/12  
HANDOUT

# HDTS and WSBTS Program Updates

A Presentation by  
Paratransit Coordination Team, Alameda CTC  
September 11, 2012



# Mobility Programs

The Alameda CTC administers four mobility programs that are available to Seniors and persons with disabilities in Alameda County.

- **Hospital Discharge Transportation Service**

- *This service provides accessible rides home or to a nursing facility upon discharge from a participating hospital and is free to riders.*

- **Wheelchair Scooter Breakdown Transportation Service**

- *This service provides rides home or to a repair facility for stranded individuals and is free to riders.*

- **Same Day Taxi Program**

- *Accessible same-day service available in South and Central County*

- **Paratransit Waiting Areas**

- *Improvements at high-volume facilities such as hospitals and dialysis centers*

# Hospital Discharge Transportation Service

- Became a Countywide Program under ACTIA in 2006
- This service provides accessible rides home or to a nursing facility upon discharge from a participating hospital and is 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*
  - *Patients may have a new need for paratransit services*

# Hospital Discharge Transportation Service

- **Eligibility Requirements**
  - *A resident of Alameda County*
  - *18 years of age or older*
  - *Unable to drive and unable to use public transportation (AC Transit buses or BART trains) independently due to a medical or disabling condition. The medical or disabling condition may be long-term or temporary.*
- Hospital Staff gives the patient a voucher to pay for the ride
  - *Cost is \$5 per voucher to the Hospital*
  - *Operating hours are Monday-Sunday, 9:00 a.m. – 7:00 p.m.*
- 35 rides per month on average last fiscal year

# Hospital Discharge Transportation Service

## ■ Participating Facilities

- *Alameda County Medical Center, Highland Hospital - Oakland*
- *Eden Medical Center - Castro Valley Hospital*
- *Eden Medical center - San Leandro Hospital*
- *Kaiser Permanente - Fremont*
- *Kaiser Permanente - Hayward*
- *Kaiser Permanente - Oakland*
- *St. Rose Hospital - Hayward*
- *Valley Care Medical Center – Pleasanton*



# HDTS Monthly Ridership

	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>
<b>Jul</b>	7	15	44	25
<b>Aug</b>	13	35	45	
<b>Sep</b>	15	28	31	
<b>Oct</b>	18	30	33	
<b>Nov</b>	15	21	30	
<b>Dec</b>	17	25	34	
<b>Jan</b>	15	40	34	
<b>Feb</b>	20	35	17	
<b>Mar</b>	18	42	30	
<b>Apr</b>	17	37	32	
<b>May</b>	7	32	32	
<b>Jun</b>	14	24	32	
<b>Total</b>	<b>176</b>	<b>364</b>	<b>394</b>	
<b>Avg/Mo</b>	<b>15</b>	<b>30</b>	<b>33</b>	

# Wheelchair Scooter Breakdown Transportation Service

- This service provides a one-way ride home or to a repair facility for stranded individuals in manual or motorized wheelchairs or scooters in the event of a mechanical breakdown. WSBTS is free to riders within Alameda County.
- This service is also available to pick up a stranded wheelchair if someone is taken to the hospital in an emergency.
  - *Service can also be requested by consumers or police/fire*
- Transportation occurs within one hour of request
  - *Service is available 24 hours a day*
- 9 rides per month on average this fiscal year
- *Call Toll-Free 1-877-50-WHEEL*



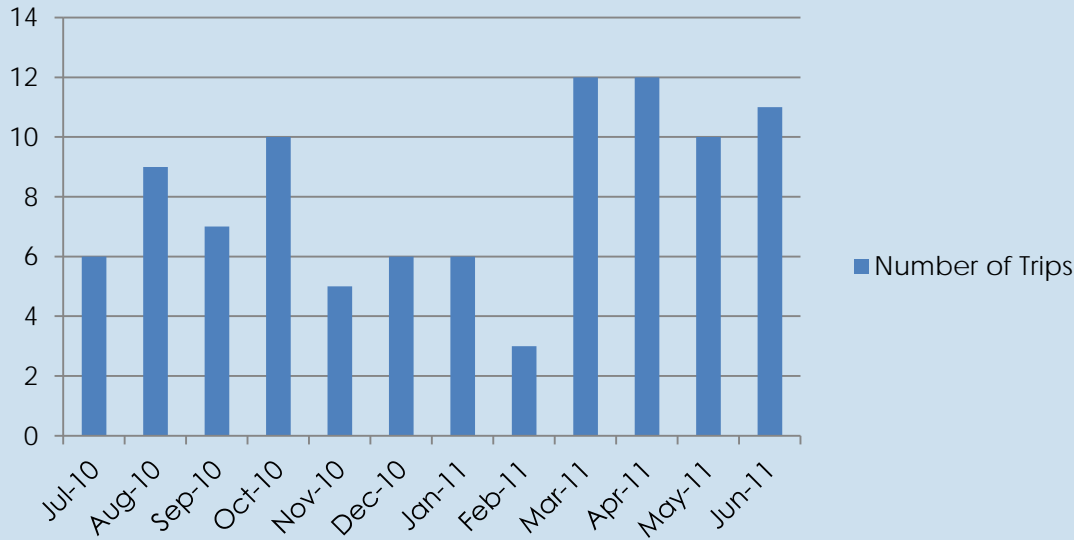
# WSBTS Monthly Ridership

	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>
<b>Jul</b>	10	6	7	4
<b>Aug</b>	7	9	5	
<b>Sep</b>	6	7	9	
<b>Oct</b>	6	10	6	
<b>Nov</b>	9	5	9	
<b>Dec</b>	11	6	11	
<b>Jan</b>	11	6	11	
<b>Feb</b>	6	3	7	
<b>Mar</b>	5	12	8	
<b>Apr</b>	15	12	13	
<b>May</b>	11	10	12	
<b>Jun</b>	10	11	8	
<b>Total</b>	<b>107</b>	<b>97</b>	<b>106</b>	
<b>Avg/Mo</b>	<b>9</b>	<b>8</b>	<b>9</b>	

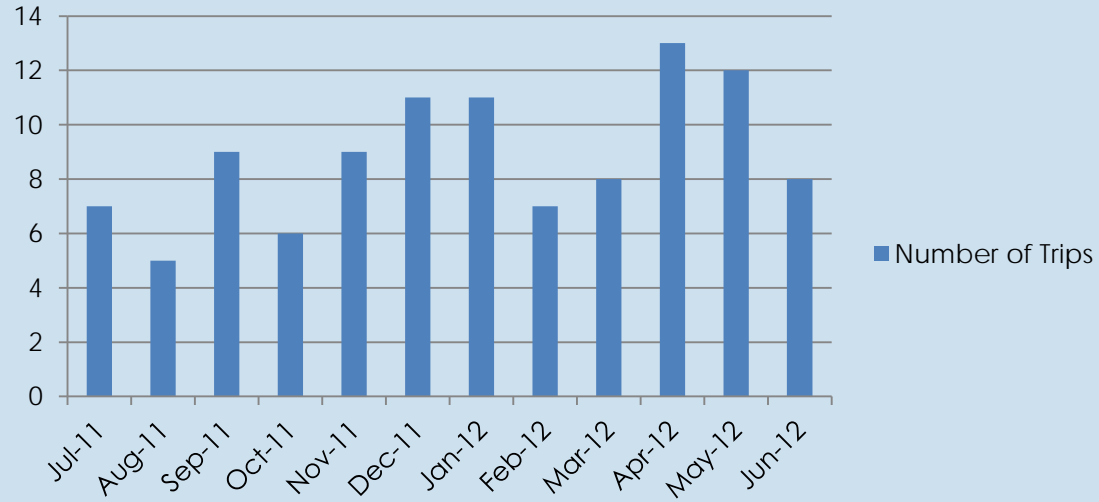


# WSBTS Yearly Ridership

**2010-2011  
Number of Trips**



**2011-2012  
Number of Trips**  
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# Community Outreach

- Program materials including brochures, flyers and stickers are distributed at local Senior Centers and Senior housing facilities on a quarterly basis.
- Program materials are also distributed at various Senior and disabled health and resource fairs throughout Alameda County.
- Paratransit hotline: 1-866-901-PARA (7272)
- Paratransit website: [www.AccessAlameda.org](http://www.AccessAlameda.org)
- To ensure that the service providers understand these programs, the Alameda CTC conducts annual in service trainings with hospital and transportation providers' staff.

# Customer Service

- We welcome your compliments, complaints and suggestions regarding these services. Your feedback helps us improve service quality.
- The Alameda CTC is also compiling a resource list of local repair facilities and other useful information.
- Contact us for service questions or to request program materials for further distribution.

# For more information, contact:

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