



Alameda County Paratransit Program

JANUARY 2018

PROGRAM OVERVIEW

Mobility is essential to maintaining independence, health, social connections and employment opportunities. The Alameda County Paratransit Program is committed to enhancing mobility for Alameda County's older residents and people with disabilities, whether for work, recreation, social or other types of trips. The program provides transportation services throughout the county and performs outreach at several events per year about programs and services for seniors and people with disabilities.

The Paratransit Program provides the following resources in Alameda County for seniors and people with disabilities:

- **[Access Alameda website](#)**: Provides information on public transit, Americans with Disabilities Act-mandated paratransit services and city-based paratransit programs. A printed Access Alameda guide is also available in multiple languages and formats.
- **[2-1-1 Resource Finder](#)**: Provides confidential help to find [transportation services online](#) or via phone.
- **[City mobility management services](#)**: Coordinates and manages city resources for the City of Emeryville; cities of Fremont, Newark, Union City; and City of Pleasanton.
- **Travel training**: Educates individuals on how to use fixed-route transit safely and independently through trip and fare planning and fosters peer-to-peer support networks within communities.
- **[Volunteer driver programs](#)**: Offers a network of volunteers that provide door-through-door rides.
- **Paratransit Advisory and Planning Committee (PAPCO)**: Makes recommendations to improve the planning and coordination of transportation services for seniors and people with disabilities in Alameda County.
- **Paratransit Technical Advisory Committee (ParaTAC)**: Supports PAPCO by exchanging technical information amongst Alameda CTC-funded paratransit providers in Alameda County.



PROGRAM BENEFITS

- Funds a wide variety of paratransit services for seniors and people with disabilities.
- Helps seniors and people with disabilities navigate throughout Alameda County using the available transportation options.
- Improves mobility for seniors and people with disabilities, allowing individuals to be more independent, healthy and social.

MOBILITY NEEDS ASSESSMENT

In June 2017, Alameda CTC published a [Paratransit Needs Assessment](#) to collect input from Alameda County stakeholders, analyze current data and demographics and assess the latest industry trends to inform program priorities.



PROGRAM SERVICES

The Alameda County Paratransit Program is funded by Measure B and Measure BB transportation sales tax dollars. The Alameda County Transportation Commission (Alameda CTC) distributes funding to 11 local jurisdictions for their city-based paratransit programs and three transit agencies for Americans with Disabilities Act-mandated paratransit operations. In addition, Alameda CTC oversees paratransit community and technical advisory committees and through its Comprehensive Investment Plan awards grants to paratransit projects for seniors and people with disabilities such as the Countywide Mobility Management Program, travel training, volunteer driver programs, group trips, taxis and shuttles.

RESOURCES FOR TRANSPORTATION PROVIDERS

- **Provider Resource Toolkit:** Provides education and information on the transportation needs of seniors and people with disabilities, best practices in providing services, how-to guides, performance measures, case studies and other resources for service providers.
- **Direct local distributions:** Funds the paratransit programs of local jurisdictions and transit agency operations through monthly Measure B and Measure BB payments.
- **Discretionary funds for paratransit programs:** Results in funding awards from Alameda CTC for city paratransit programs and local nonprofit organizations through the agency's Comprehensive Investment Plan process.
- **Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities funds:** Provides grants for local jurisdictions, transit agencies and nonprofit agencies that provide transportation services to the elderly or people with disabilities.

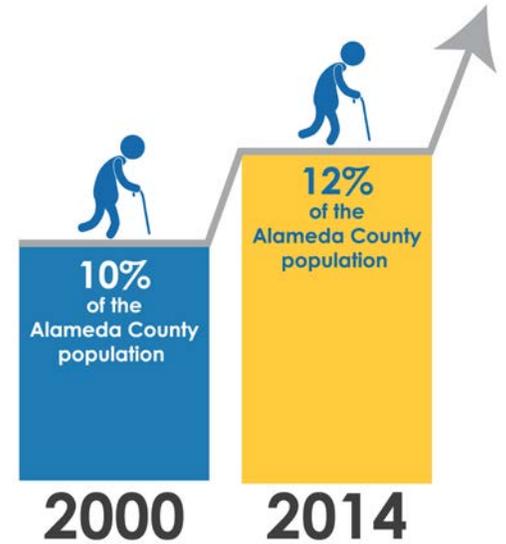
MOBILITY MANAGEMENT

Rather than a "one size fits all" solution, Alameda CTC facilitates mobility management, an overarching approach to transportation focused on individual customer travel needs. It improves awareness of transportation



options and reduces customer confusion, expands travel options and access for consumers and provides more cost-effective and efficient service delivery through improved coordination and partnerships. To learn more about national efforts visit: www.nationalcenterformobilitymanagement.org.

MOBILITY CHALLENGES AND CONSIDERATIONS



The number of seniors in Alameda County is on the rise and is just below average for the nine-county Bay Area region.

- Seniors are four times as likely to have a disability: 35 percent of seniors have a disability compared to 9 percent of the general population.
- The percentage of people with a disability in each Alameda County jurisdiction ranges from 5-12 percent.
- Approximately 19 percent of seniors do not have a personal vehicle.
- In Alameda County, 50 percent of older adults cannot fully cover their living expenses, and one in five Alameda County residents lives in poverty.
- Nearly half of East Bay Paratransit (the largest provider of paratransit trips in the county) trips in 2016 were for medical appointments.
- About 43 percent of residents speak a language other than English at home, and 31 percent of residents are foreign born.

Note: Information on this fact sheet is subject to periodic updates.