



# Alameda County Paratransit Program

DECEMBER 2024

## 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 adults and people with disabilities, whether for work, recreation, social or other types of trips. The program provides transportation services throughout the county and conducts outreach at several community events per year about programs and services for older adults and people with disabilities.

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

- **Access Alameda website:** Provides information on public transit, Americans with Disabilities Act (ADA)-mandated paratransit services, city paratransit programs and community-based transportation 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:** includes transportation information and referrals, individualized transportation needs assessments and service linkages, trip planning and coordination services, and travel training.
- **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.

**Paratransit Advisory and Planning Committee (PAPCO):** a consumer-based committee that makes recommendations to improve the planning and coordination of transportation services for older adults and people with disabilities in Alameda County.

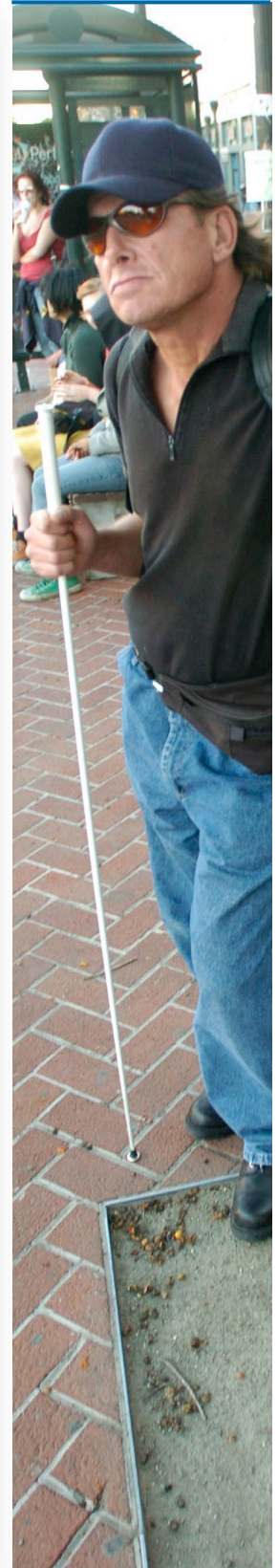
- **Paratransit Technical Advisory Committee (ParaTAC):** Supports PAPCO by exchanging technical information amongst Alameda CTC-funded paratransit providers in Alameda County.

## 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. Alameda CTC is initiating an update to the Paratransit Needs Assessment in 2025.

## PROGRAM BENEFITS

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



## PROGRAM SERVICES

The Alameda County Paratransit Program is funded by Measure BB transportation sales tax dollars. The Alameda County Transportation Commission (Alameda CTC) distributes funding to 11 local jurisdictions for their city paratransit programs and three transit agencies for ADA-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 and programs for older adults and people with disabilities such as city mobility management services, travel training, group trips, Transportation Network Companies (TNCs) like Lyft/Uber, taxis and shuttles.

## RESOURCES FOR TRANSPORTATION PROVIDERS

- **Direct local distributions:** Funds the paratransit programs of local jurisdictions and transit agencies through [monthly Measure BB payments](#).
- **Discretionary funds for paratransit programs:** Provides grants from Alameda CTC for city paratransit programs, transit agencies, and local nonprofit organizations through the agency's Comprehensive Investment Plan process. See Alameda CTC's [Funding Opportunities webpage](#) for more information.
- **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 older adults or people with disabilities.

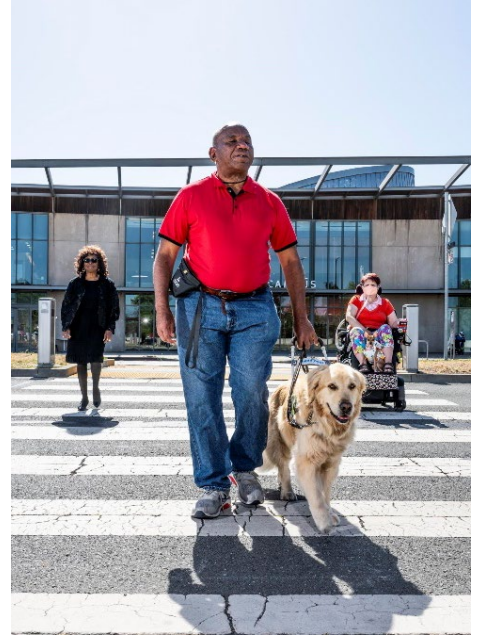
## MOBILITY MANAGEMENT

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](http://www.nationalcenterformobilitymanagement.org).

## MOBILITY CHALLENGES AND CONSIDERATIONS



- Older adults are four times as likely to have a disability: 35 percent of older adults 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 older adults 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.