

SR 25-573 Item 2.C.

Realign Paratransit Coverage

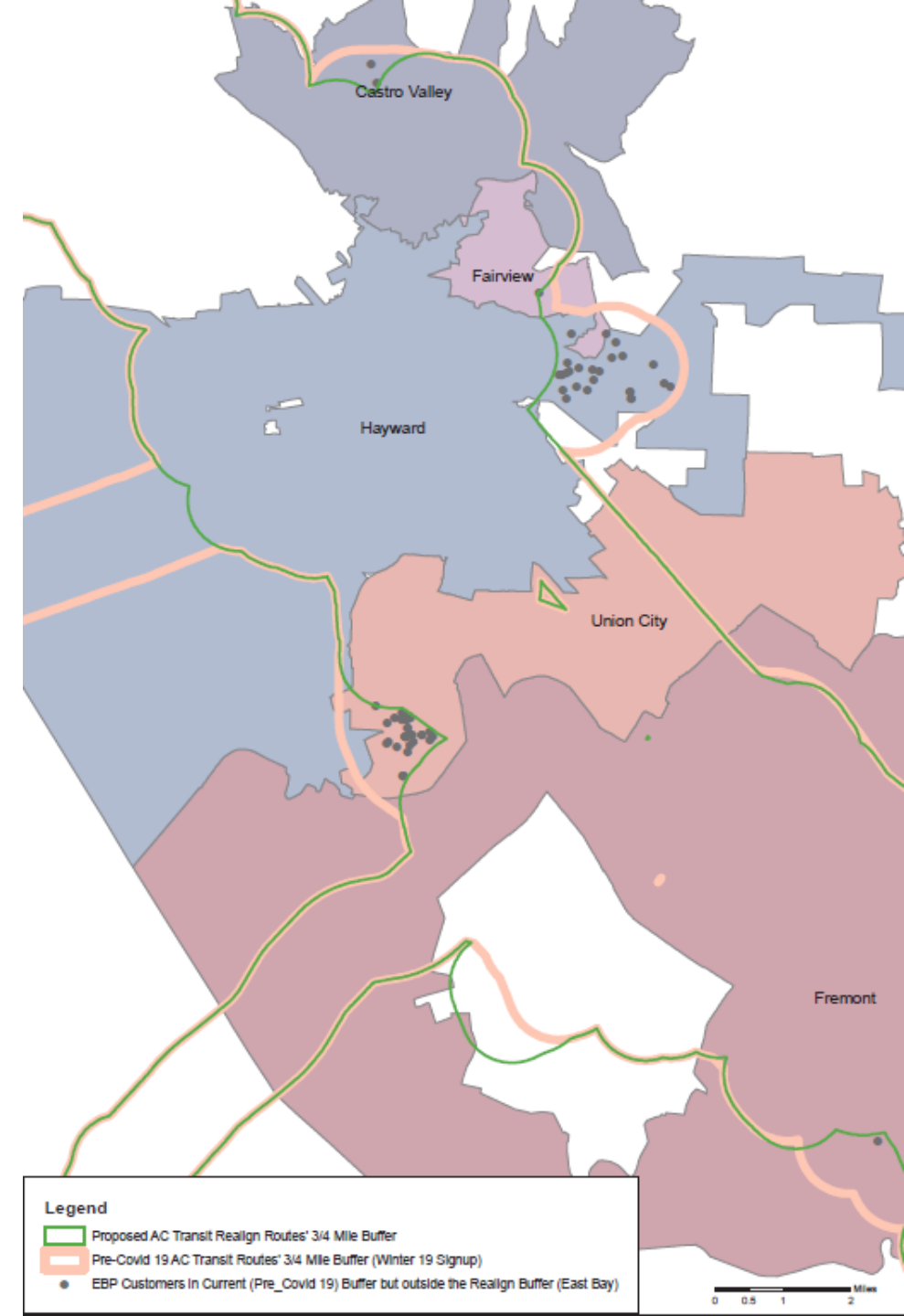
BART/AC Transit Interagency Liaison Committee

2.12.2025



Background

- August service changes will reduce fixed-route coverage in some places to improve service and reliability elsewhere.
- The Americans with Disabilities Act requires complementary paratransit coverage within 3/4 –mile of fixed route service.
- Shrinking the paratransit coverage area to conform to the new fixed-route network would leave 76 current customers outside of the East Bay Paratransit coverage area.

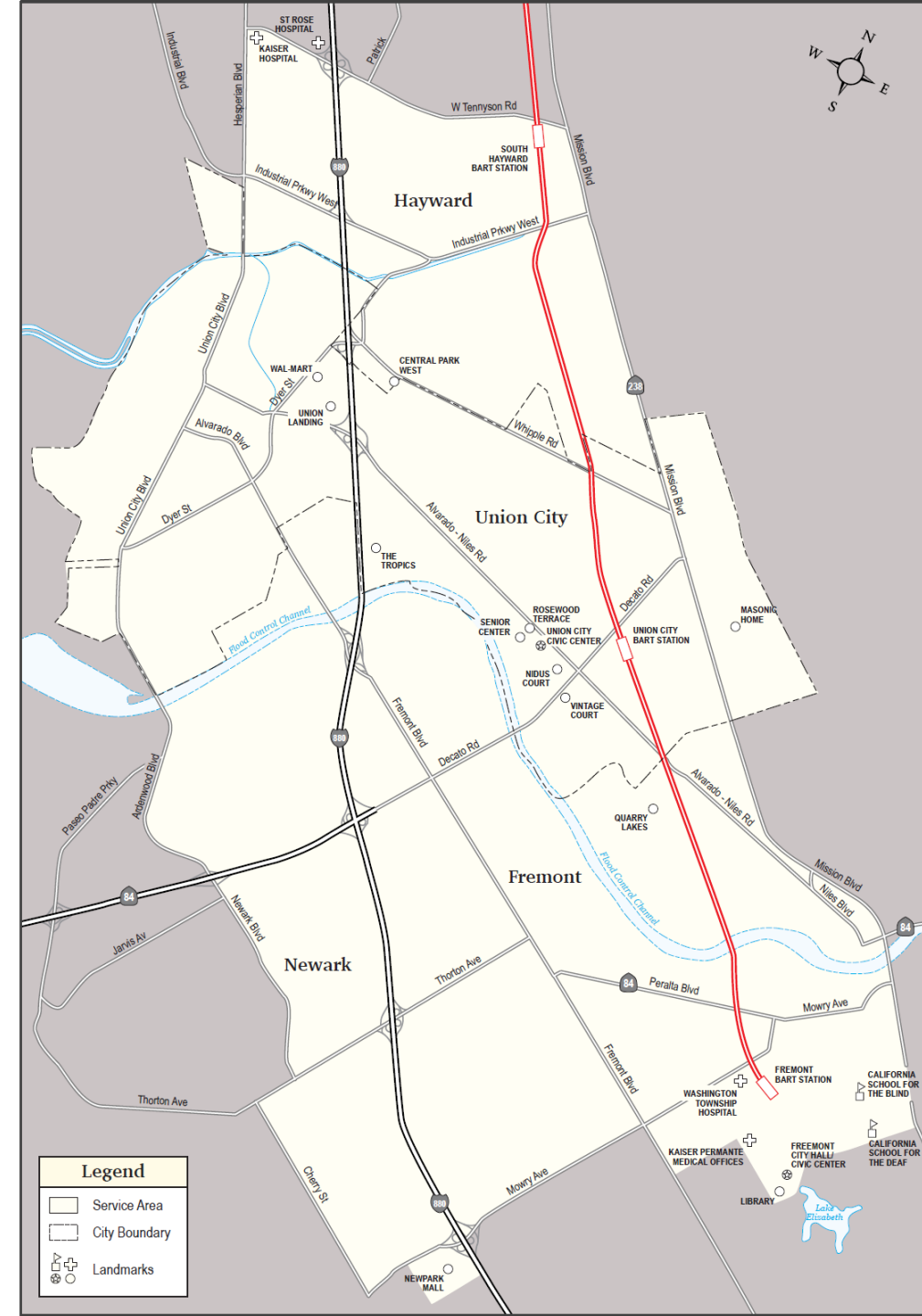


Staff Recommendation

- Staff recommends shrinking the paratransit coverage area to meet the new fixed-route network.
 - Grant the current customers continued access for a period to be determined.
 - No new customers in those areas would be accepted.
 - If an existing customer moves to a location outside of the new coverage area, they would not be able to book trips from that location.
- Eight of the 76 customers live in San Mateo County and will not be grandfathered in.
- Possible alternatives for customers losing access are provided on the next two slides.
- Information will be presented to GMAC on 2/11, EBPAC on 3/4, and AC Transit Board on 3/26

Union City Transit

- Provides shared ride, origin-to-destination transportation for individuals who are unable to ride regular Union City fixed route buses because of a disability or disabling health condition.
- \$2.75/ride. Serves Union City and parts of Fremont, Newark, and Hayward.
- Operates weekdays from 4:32 a.m. to 10:41 p.m. and on weekends from 6:51 a.m. to 7:41 p.m.



Ride-On Tri-City

- Provides three different service types for Fremont, Newark, and Union City Residents:
 - Ride-Hailing Service: Same-day, curb-to-curb service with on-demand requests usually fulfilled within 15 minutes. Riders pay up to \$4 per ride up to \$20. Wheelchair-accessible vehicles are not available.
 - Taxi Service: Same-day, curb-to-curb service. Rides usually arrive within 10-45 minutes of a request. Riders purchase taxi vouchers for \$4 each and each voucher subsidizes up to \$20 of taxi meter fare. Wheelchair accessible vehicles are not available with this service.
 - Wheelchair Accessible Van (WAV) Service: Reservations are accepted up to three (3) days in advance. WAV rides cost \$4 per one-way trip. Fares are paid using a pre-paid vouchers and cost \$40 per book of 10 one-way trips vouchers. WAV rides are provided in lift-equipped, wheelchair-accessible vans.
- 8:00 am - 6:00 pm, seven days a week