

## Attachment 2 : Alternative Paratransit Systems

### UNION CITY PARATRANSIT:

Website: <https://www.unioncity.org/172/Paratransit>

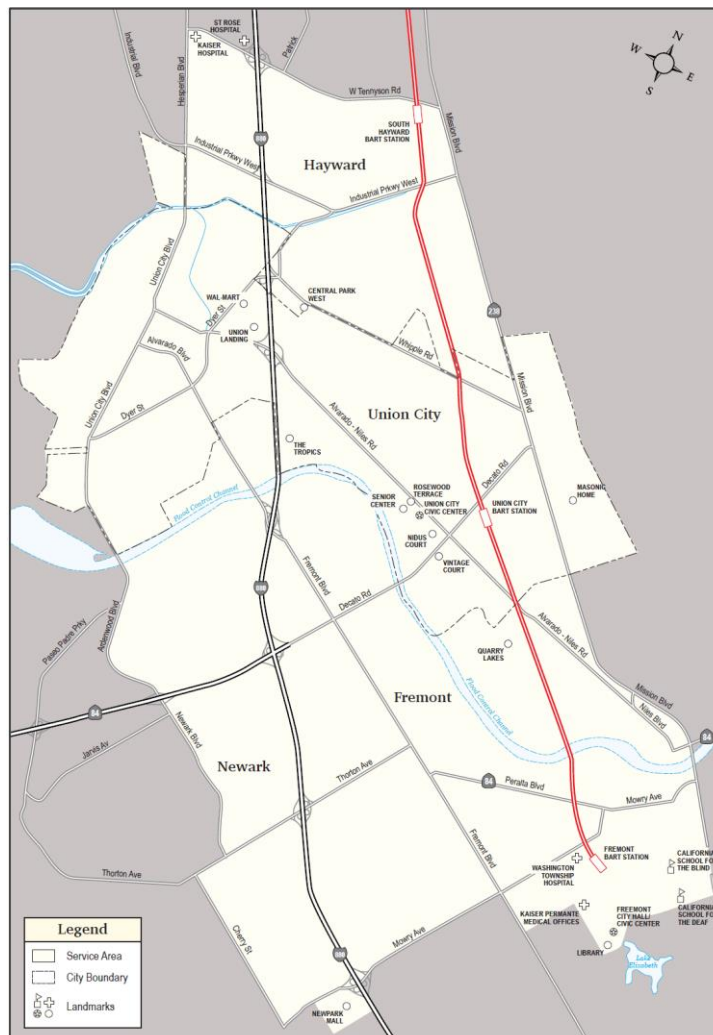
**UNION CITY PARATRANSIT** provides shared ride, origin-to-destination transportation for individuals who are unable to ride regular Union City fixed route buses because of a disability or disabling health condition. Service is provided in accessible, lift-equipped vehicles. For more information or to request an application, call Union City Paratransit at 675-5373.

**ELIGIBILITY:** In order to use ADA paratransit service, you must be certified as eligible. Eligibility is determined on a case-by-case basis. According to ADA regulations, eligibility is strictly limited to those who have specific limitations that prevent them from using accessible public transportation.

**FARES:** \$2.75/ride

**SERVICE HOURS:** Monday-Friday, 4:32 a.m. to 10:41 p.m. / Saturday & Sunday, 6:51 a.m. to 7:41 p.m.

**SERVICE AREA:** Union City, Fremont, Newark and Hayward (Map below)



**RIDE-ON TRI-CITY! - TRANSPORTATION SERVICES**

Website: <https://www.fremont.gov/government/departments/human-services/transportation-mobility/transportation-services>

Ride-On Tri-City! provides affordable transportation services for seniors and people with disabilities living in the Tri-City area.

**ELIGIBILITY:** Must be:

- Fremont, Union City, Newark residents over 70 years of age and older, OR
- Fremont, Union City, or Newark resident who has a disability or health condition that prevents the use of public transportation (buses and BART).
- Individuals may take a maximum of 30 one-way trips per month.

**FARES:** \$4. Three different services (see below)

**SERVICE HOURS:** 8:00 am - 6:00 pm, seven days a week

**SERVICE AREA:** Fremont, Newark and Union City.

**PROGRAM SERVICES:**

The **Ride-Hailing Service** is a same-day service that is available to Fremont, Newark and Union City residents who are able to use a curb-to-curb service. Rides are on-demand and usually arrive within 5-15 minutes of a ride request. Riders pay the first \$4 of the ride and up to \$16 in additional trip costs is subsidized by the program. Riders are responsible for paying any trip costs over \$20 as well as any tip provided to the driver. There are not additional charges for companions or attendants traveling with a rider. Wheelchair accessible vehicles are not available with this service. Program Uses Lyft and GoGoGrandparent.

The **Taxi Service** is a same-day service that is available to Fremont, Newark, and Union City residents who are able to use a curb-to-curb service. Rides usually arrive within 10-45 minutes of a ride request. Riders purchase taxi vouchers for \$4 each and each voucher subsidizes up to \$20 of taxi meter fare. Only one taxi voucher can be used per one-way trip. Riders are responsible for paying any fare beyond the \$20 voucher subsidy and any tip provided to the driver. There are no additional charges for companions or attendants traveling with a rider. Wheelchair accessible vehicles are not available with this service.

The **Wheelchair Accessible Van (WAV) Service** is available to Fremont and Newark residents who use wheelchairs or who are ambulatory **and** require special door-to-door assistance. 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. There are no additional charges to bring a care attendant or companion with you. Reservations are accepted up to three (3) days in advance. WAV rides are provided in lift-equipped, wheelchair-accessible vans.

**Note:** Wheelchair Accessible Van Service for Union City residents is provided by Union City Paratransit. Ride-On Tri-City! can assist Union City residents (who are disabled and unable to use public transit) get registered for Union City Paratransit.

**HAYWARD OPERATED PARATRANSIT (THE HOP)**

Website: <https://www.hayward-ca.gov/residents/paratransit>

HOP is a city-based paratransit program designed to supplement and complement the services provided by East Bay Paratransit. The City's program provides back-up services when East Bay Paratransit is unable to serve you. For example, you could use HOP instead of East Bay Paratransit when you:

- Are not able to pre-schedule a ride with East Bay Paratransit when needed;
- Live outside of the East Bay Paratransit service area;
- Need transportation before your East Bay Paratransit application can be processed;
- Need a back-up service when an East Bay Paratransit is missed, and there is a long wait for another EBP vehicle to pick you up;
- Are not eligible for East Bay Paratransit services, but still meet HOP eligibility requirements.

**ELIGIBILITY:** To be eligible for transportation services through HOP, an applicant must be:

1. A resident of Hayward, Castro Valley, San Lorenzo, Fairview, Ashland, Cherryland, or unincorporated San Leandro; and
  - Seventy (70) years of age or older; or be between the ages of eighteen (18) and sixty- nine (69) years old with a certified disability;
2. Unable to drive and unable to use public transportation (AC Transit buses or BART trains) independently due to a medical or disabling condition; and
3. 3. Have applied to East Bay Paratransit.

**FARES:** HOP will cover the costs of the first \$4.00 of rides scheduled through the TNC program and cover up to a maximum of \$20.00. With the exception of medical related trips, costs over \$20.00 per ride are not covered by HOP. All costs over \$20.00 are the responsibility of the rider. Through the Means-based Fare Program, HOP will cover the cost up to a maximum of 35.00 for medical-related rides (requires verification).

**SERVICE HOURS:** Service is available Monday through Friday from 8:15am to 5:30pm. All rides must be completed by 6:00pm.

**SERVICE AREA:** HOP curb-to-curb service will transport program participants to and from destinations within the Hayward service area which includes: Hayward, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland, San Leandro, Union City, Newark, Fremont, Pleasanton, Livermore, Dublin, San Ramon, Oakland, and Alameda.

Curb-to-curb service is supported only within the Hayward service area as noted above. East Bay Paratransit trips out of Alameda County may be accommodated on a case-by-case basis.

**PROGRAM SERVICES:**

HOP currently only provides one (1) type of transportation for eligible individuals. The City contracts with Eden I&R, a local nonprofit, to provide curb-to-curb service through TNCs (Transportation Network Companies), such as Lyft and Uber. Uber WAV provides rides in wheelchair accessible vehicles that may include wheelchair ramps, lifts, etc.