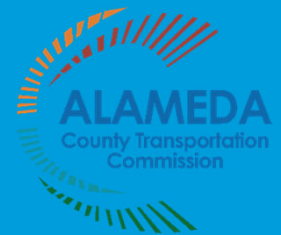




Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities

AC Transit General Manager's Access Committee | September 9, 2025



Agenda

- Paratransit Needs Assessment Overview
- Existing Conditions
- Committee Engagement
- Community Outreach
- Discussion



Paratransit Needs Assessment Overview

- The goal of the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) is to **identify the current and future needs** of older adults and people with disabilities in Alameda County and to create an actionable plan to meet those needs.
- This effort will **propose solutions and strategies** to make it easier to travel throughout Alameda County.
- This assessment will **update** the [2017 Needs Assessment](#).
- This assessment aligns with the 2026 updates to the **Countywide Transportation Plan (CTP)** and the **Countywide Active Transportation Plan (CATP)**.



Needs Assessment Components

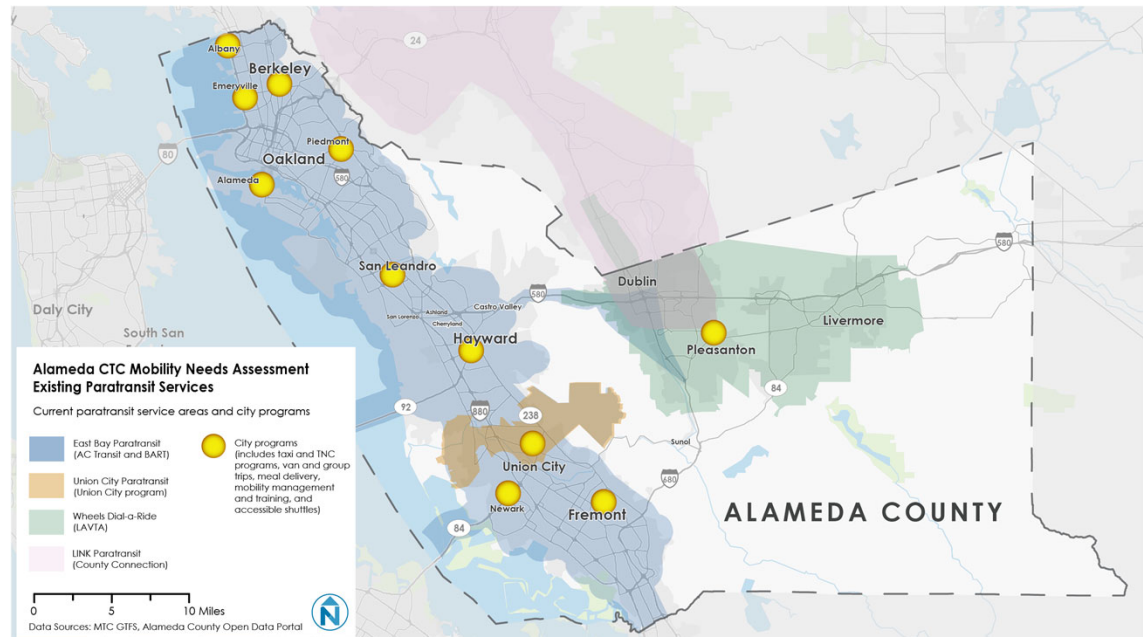
- Look at **existing and future conditions** in Alameda County for where needs currently exist and where needs may develop, including transportation infrastructure and facilities to determine existing gaps and accessibility barriers.
- Review relevant local and national **peer programs** to understand best practices that Alameda CTC may consider implementing.
- Conduct **community engagement** to understand the lived experiences of those who utilize accessible transportation.
- Develop **recommendations for potential strategies** that can address the identified needs.



Existing Conditions

Transportation services are provided throughout Alameda County:

- Americans with Disabilities Act (ADA)-paratransit
- City programs
- Community-based/non-profit transportation



Existing Conditions (continued)

- Alameda County is **getting older** and transportation programs for older adults will need to meet increased demand.
- Older adults and people with disabilities primarily **live in the same areas where transportation service is concentrated.**
 - Additionally, Alameda County's High Injury Network (HIN) overlaps with areas where older adults and people with disabilities are concentrated. **Safety improvements along the HIN will need to consider strategies to increase access and mobility for these communities.**
- The majority of older adults have **access to transportation** but may not use it or do not know how to use it.

Existing Conditions (continued)

- **Need to improve access to digital literacy and resources**

- There is a need for more affordable internet access and technical training on digital devices for older adults.
- Various assessments have found that older adults also struggle with digital mediums to book and pay for paratransit.

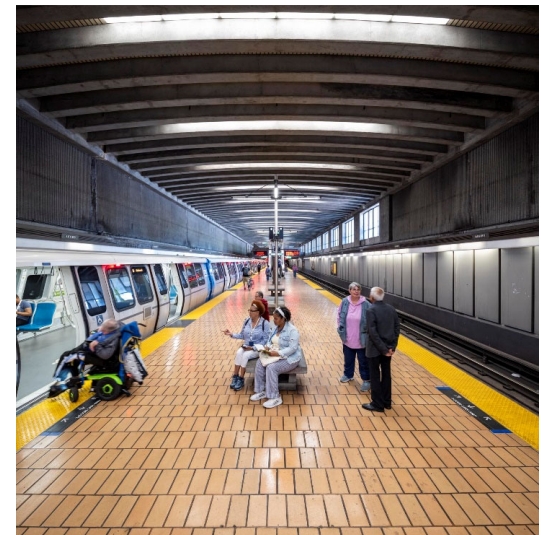
- **Funding Concerns**

- The funding landscape is changing, and future funding may not adequately meet transit agencies and cities' costs to provide reliable and high-quality accessible transportation.
- At the same time, many non-profits or community-based organizations who may be able to run volunteer driver programs, meal delivery, or other programs may be unaware of funding opportunities, such as 5310 funding through MTC.

Committee Engagement

Alameda CTC PAPCO and ParaTAC members provided input at their March 2025 meetings:

- Rising costs and **limited funding** may impact availability, affordability, variety, and quality of services provided.
- There are **barriers to reaching and communicating with limited English speakers** even with culturally competent outreach efforts.
- There is a need to better understand the **technological advances** of the transportation industry and the impact of the **digital divide** that was made clear during and post-COVID.



Committee Engagement (continued)

- Riders often don't know where to call across cities and counties to access services. A single point of initial interest and referral (like a mobility manager) seems necessary to **increase awareness of services and an understanding of how to use them.**
- There is limited availability and reliability for **on-demand wheelchair accessible vehicle (WAV) services.**
- More **data on specific transportation needs** for different populations is needed so providers can better understand longer term trends that will help them plan for demand in the future.



Community Outreach

Alameda CTC has begun conducting outreach to receive community input on needs and challenges with accessing paratransit in Alameda County. Events and meetings attended to date include:

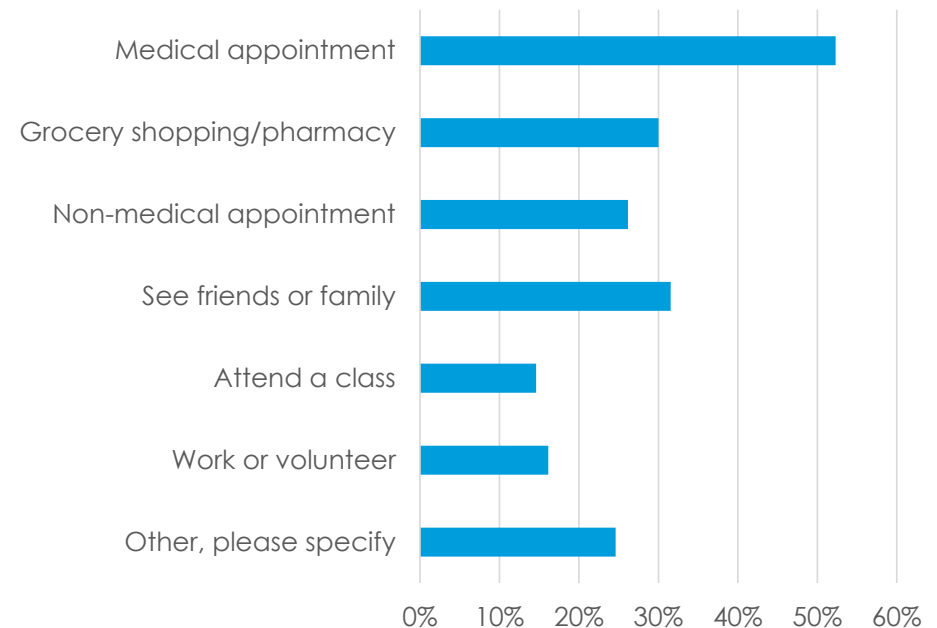
Date	Event	Host Organization(s)
Mar 15, 2025	Transition Conference and Resource Fair	Alameda County and Contra Costa County Developmental Disabilities Councils
Jun 13, 2025	Annual Convention	United Seniors of Oakland and Alameda County (USOAC)
Jun 24, 2025	San Leandro Senior Resource Fair	City of San Leandro Human Services
Jul 18, 2025	Age Friendly Council Meeting	Alameda County Social Services Agency
Jul 25, 2025	ADA Anniversary Event (materials sharing)	Community Resources for Independent Living (CRIL)
Aug 7, 2025	Albany Senior Center Community Resource Expo	City of Albany Recreation and Community Services
Aug 9, 2025	Allen Temple Arms Baptist Annual Holistic Health Fair	Allen Temple Baptist Church

Community Outreach (continued)

Survey

- Alameda CTC started collecting survey responses on June 22nd. The survey will close at the end of September.
- Currently collected 50 responses (as of August 26th)
 - 142 in English
 - 2 in Chinese

What destinations are most difficult for you to get to? Check all that apply.



Community Outreach (continued)

Upcoming Events

- September

- Bayview Council for the Blind
- Pop-ups in Pleasanton, Union City, Castro Valley, and other areas
- USOAC Healthy Living Festival
- Alameda County AAA Senior Information and Assistance Roundtable

- October

- Fremont Wellness Expo



Community Outreach (continued)

- Please [fill out the survey](#) and share the survey with other stakeholders. The survey will be open through September 30th.
- Reach out if you're hosting an event or a meeting that you'd like us to attend or provide a presentation.
- Any questions, translation or format requests, or requests for survey assistance can be directed to paratransit@alamedactc.org.



Our Ask of You

- Take the survey
- Send out the survey link to your community
- Let us know about any upcoming events you'd like us to attend

Questions & Answers



Thank You

For more information, visit

www.AlamedaCTC.org

or contact paratransit@alamedactc.org

Alameda County Transportation Commission • 1111 Broadway, Suite 800
Oakland, CA 94607 • 510.208.7400