

**EXCERPTS FROM THE  
TRANSIT SUSTAINABILITY PROJECT  
DRAFT PARATRANSIT FINAL REPORT  
AUGUST 2011**

## Inventory of Paratransit Services

The principal focus of the paratransit element of the TSP is ADA paratransit. There are currently 19 ADA paratransit programs in the Bay Area, as listed in Figures 1 and 2. BART and AC Transit jointly provide ADA paratransit in the East Bay as the East Bay Paratransit Consortium. BART has agreements with several local transit systems, including San Francisco MTA and CCCTA to provide service corresponding to BART service in their areas. Marin County Transit and Golden Gate Transit jointly provide Whistlestop Wheels, with responsibility for Marin local and inter-county trips respectively. SamTrans has two paratransit services: Redi-Wheels for the urban areas along San Francisco Bay and RediCoast for the rural Coastside.

**Figure 1. ADA Paratransit Services – North Bay**

Transit Agency	Paratransit Service	Jurisdictions Served
Benicia Breeze*	Benicia Breeze Paratransit	Benicia and into Vallejo, Pleasant Hill, Concord, and Martinez
City of Petaluma	Petaluma Paratransit	Petaluma
City of Vacaville	City Coach Special Services	Vacaville
City of Vallejo*	Vallejo RunAbout	Vallejo
Fairfield/Suisun Transit	DART	Fairfield, Suisun City, into Vacaville and Vallejo
Golden Gate Bridge, Highway and Transportation District (Golden Gate Transit – GGT)	Whistlestop Wheels	Portions of Marin, San Francisco, Sonoma and Contra Costa Counties (inter-county)
Marin County Transit District	Whistlestop Wheels	Marin County (local)
Napa County Transportation Planning Agency (VINE)	VINE Go	Napa Valley: Calistoga, St Helena, Deer Park, Rutherford, Oakville, Yountville, Napa, American Canyon, portions of Vallejo in Solano County and portions of Santa Rosa
Sonoma County Transit	Sonoma County Paratransit	Sonoma County

\* Combined under Solano County Transit (SolTrans) as of July 1, 2011.

**Figure 2. ADA Paratransit Services – Central and South Bay**

Transit Agency	Paratransit Service	Jurisdictions Served
Central Contra Costa County Transit Authority (CCCTA - County Connection)	County Connection Link	Clayton, Concord, Danville, Martinez, Moraga, Orinda, Lafayette, Pleasant Hill, San Ramon, Walnut Creek, and unincorporated areas of central Contra Costa County
City of Santa Rosa (City Coach)	Santa Rosa Paratransit	Santa Rosa
City of Union City	Union City Paratransit	City of Union City and parts of Hayward, Fremont and Newark
East Bay Paratransit (EBP) Consortium (AC Transit and BART)	East Bay Paratransit	Western Alameda and Western Contra Costa Counties, and to and from San Francisco
Eastern Contra Costa Transit Authority (ECCTA - Tri-Delta)	Tri-Delta Dial-a-Ride	Antioch, Brentwood, Oakley, Pittsburg, and unincorporated areas of eastern Contra Costa County
Livermore Amador Valley Transit Authority (LAVTA)	Wheels	Livermore, Pleasanton, and Dublin
San Mateo County Transit District (SamTrans)	Redi-Wheels and RediCoast	San Mateo County and portions of San Francisco and northern Santa Clara County
Santa Clara Valley Transportation Authority (VTA)	Outreach Paratransit	Santa Clara County and immediately adjacent portions of San Mateo and Alameda counties
SFMTA (Muni)	San Francisco Paratransit	San Francisco and immediately adjacent portions of San Mateo County
Western Contra Costa Transit Authority (Westcat)	WestCAT ADA Paratransit	Pinole, Hercules, Rodeo, Crockett, Port Costa, Tara Hills, Montalvin Manor, Martinez, San Francisco, Del Norte BART station

For the most part each operator serves its own area, and passengers who want to travel between areas need to transfer, much as they would on fixed-route transit. The most common exceptions to this occur where operators' fixed-route services overlap. For example, Golden Gate Transit, BART, AC Transit, and SamTrans all have routes that run into San Francisco and they all provide corresponding ADA paratransit service. Some operators provide service beyond this basic requirement as a convenience to their riders, sometimes with financial cooperation of the neighboring operator. Notably, East Bay Paratransit provides service to anywhere in San Francisco with financial participation by San Francisco MTA. Whistlestop Wheels provides some trips beyond its strict ADA required area in San Francisco and Sonoma County under similar arrangements. SamTrans serves designated points in Santa Clara County.

The operators have also made provisions to help customers arrange transfer trips. One of these is the Regional Eligibility Database, which allows any operator to verify the eligibility of anyone

who has been certified as ADA paratransit eligible by any Bay Area operator. Based on an understanding reached by the operators some years ago, many of them will contact a neighboring operator to arrange transfer trips for their customers.

More generally, accessibility staff of a core group of Bay Area transit operators meet monthly as the Accessibility Committee of the Bay Area Partnership to share information and coordinate development of policies of a regional nature. This group oversees the ongoing maintenance and development of the Regional Eligibility Database through a contract with CCCTA.

In addition to ADA paratransit service, many areas have other paratransit services, sometimes provided by transit agencies but often provided by cities or other agencies. There are at least 32 non-ADA paratransit services operated by public agencies in the Bay Area. These services do things that ADA paratransit does not; for example they may serve areas where there is no fixed-route transit, they may provide trips based on same-day request, they may serve people who are not eligible for ADA paratransit, and they may provide a level of assistance that ADA paratransit does not.

These non-ADA paratransit services help meet the demand for specialized transportation in the Bay Area, serving trips for many riders who are eligible or likely eligible for ADA paratransit and who would otherwise increase the demand for ADA paratransit. A listing of known non-ADA paratransit services provided by public agencies in the Bay Area is provided as Appendix A.