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24. Transportation Resources

Transportation is another of those services that are difficult to access, yet so important for many people with TBI. There has been an increase in paratransit programs in many of our cities, yet there are still many problems. Some cities don't have good services for wheelchairs, especially during non-standard hours (evenings or weekends); others have trip limits (number of trips/month or destinations); others will only transport to and from medical appointments; others require advance notice. With all these restrictions, it can be difficult for many to access these transportation resources.

The programs in our area's cities are listed below, with their limits and restrictions.

Ambulance Service

Bayshore

408/244-3300

Headquarters:

370 Hatch Drive

Foster City, CA 94404

Website: <www.bayshoreambulance.com>

- Pick-up from anywhere in California and will transport anywhere in California.

MV Transportation

408/292-3600

555 Tully Road

San Jose, CA 95111

- Service area includes all of California.

Air Ambulance Service

Aerocare Medical Transport Systems

800/823-1911

Aeromedical Ambulance Services, Inc.

43 West 730 US Route 30, Suite 200

Sugar Grove, IL 60554

24. Transportation Resources

Air Ambulance Network

727/934-3999

800/327-1966

FAX: 813/937-0276

905 Martin Luther King Jr. Drive, Suite 330

Tarpon Springs, FL 34689

Critical Care Medflight

800/426-6557

530 Briscoe Boulevard

Lawrenceville, GA 30045

Global Air Response

800/631-6565

310/858-9967

7211 South Peoria, Suite 200

Englewood, CO 80112

REACH

800/338-4045

451 Aviation Boulevard, Suite 201

Santa Rosa, CA 95403

Specialized Door-to-Door Service (Paratransit) & Public Transportation

AC Transit

510/817-1717

1600 Franklin Street (ground floor)

Oakland, CA 94612

Website: <www.actransit.org>

- Provides wheelchair accessible bus services throughout Alameda county (from Richmond/Pinole in the North, to Fremont in the South, and to Castro Valley in the East).
- East Bay Paratransit provides paratransit services for people with disabilities who are unable to use the regular bus services throughout Alameda County and is also available to and from points in San Francisco. Call 1-510-287-5000 for information.

24. Transportation Resources

ACE (Altamont Commuter Express)

800/411-RAIL (7245) or 209/944-6220

949 East Channel Street

Stockton, CA 95202

Website: <www.acerail.com/main/acerail.htm>

- Provides weekday commuter train service between the San Joaquin Valley and the Santa Clara Valley. Trains are wheelchair accessible.
- Call for ticket prices.

BART (Bay Area Rapid Transit)

Customer Service

Bay Area Rapid Transit District

P.O. Box 12688

Oakland, CA 94604-2688

Website: <www.bart.gov>

- Provides transportation services for the general public throughout the San Francisco Bay Area.
- Offers a rider's guide with information on disabled access.

CalTrain

800/660-4287

1250 San Carlos Avenue

P.O. Box 3006

San Carlos, CA 94070-1306

Website: <www.caltrain.com>

- Provides train service between San Francisco and Gilroy.
- Call or check online for prices.

Central Contra Costa Transit Authority (CCCTA)

925/676-1976 or 925/676-7500

2477 Arnold Industrial Way

Concord, CA 94520

Website: <www.cccta.org/wb>

- Provides bus and (LINK) paratransit services for people with disabilities who cannot ride regular buses throughout the Central Contra Costa County community for a fee of \$3.00.

24. Transportation Resources

Coastside Opportunity Center

650-726-9071 ext. 10
99 Avenue Alhambra
P.O. Box 1089
El Granada, CA 94018

Website: <www.coastside.org>

- Provides transportation within San Mateo County to elderly and people with disabilities for medical appointments, shopping, bank, etc.
- Call for cost.

Community Services Agency

650/968-0836
204 Stierlin Road
Mountain View, CA 94043

Website: <www.csacares.org>

- Provides accessible escorted transportation for medical and dental appointments to residents of Los Altos, Los Altos Hills, and Mountain View who qualify for the service.
- Call for enrollment information.

Fresno Area Express (FAX)

559/621-RIDE (7433)
Manchester Transit Center
3590 North Blackstone
Fresno, CA 93706

Website: <www.ci.fresno.ca.us/fax/>

- Provides transportation services within the greater Fresno Metropolitan area.
- Handy Ride Paratransit Service (1-559-443-5650 voice and 1-559-443-5662 TTD) is available for use by people with disabilities.

Fresno County Rural Transit Agency (FCRTA)

559/233-6789
2100 Tulare Street, Suite 619
Fresno, CA

Website: <www.ruraltransit.org>

- Provides transportation services within rural incorporated areas of Fresno County to the general public, elderly, and people with disabilities

24. Transportation Resources

Golden Gate Bridge, Highway & Transportation District

415/455-2000

1011 Andersen Drive

San Rafael, CA 94901

<http://www.goldengate.org/>

- Provides transportation to the general public and people with disabilities through the “Golden Gate Transit” and “Golden Gate Ferry” public transit systems (San Francisco county)
- All transportation services are accessible to people with disabilities.

Livermore Amador Valley Transit Authority/WHEELS

925/455-7500 or 511 (General Information)

925/447-3278 (Flex Route Service-DART)

925/455-7510 (Paratransit-Dial-A-Ride)

925/455-7555 (Administration)

877-735-2929: TTY

1362 Rutan Court, Suite 100

Livermore, California 94551

Website: <www.wheelsbus.com>

- WHEELS provides transportation services to the general public and people with disabilities for the Tri-Valley communities of Dublin, Livermore and Pleasanton. All services are accessible for people with disabilities.

Merced County Transit (AKA The Bus)

Merced Transit Customer Service

209/384-3111 or 800/345-3111 (English/Spanish)

209/385-7601 x 5344 (Hmong or Lao)

715 Martin Luther King Jr. Way

Merced, CA 95340-6041

Website: <web.co.merced.ca.us/pubwrks/transport>

- Provides transportation services for the general public and people with disabilities throughout Merced County.
- Operates Dial-A-Ride service for the elderly, people with disabilities and also to the general public when there is no a bus route near their home (not available to the public in the cities of Merced and Los Banos).

24. Transportation Resources

Metro Para Cruz

831/425-4664

831/425-8993: TDD

Santa Cruz Metropolitan Transit District

370 Encinal Street Suite 100

Santa Cruz, CA 95060

Website: <www.scmttd.com/paratr.html>

- Offers door-to-door paratransit services in Santa Cruz County to people with disabilities.
- Call for price information.

Modesto Area Express (MAX)

209/577-5295

City of Modesto Transit Division

P.O. Box 642

Modesto, CA 95353

Website: <www.modestoareaexpress.com>

- Provides transportation services as well as service to connect to ACE and BART trains to the general public and people with disabilities who live in the Modesto area and the buses are wheelchair accessible.
- Provides specialized Dial-A-Ride transportation services for people with disabilities. Call 1-209-527-4900 for more information.

Monterey-Salinas Transit (MST)

831/899-2555 (Monterey)

831/424-7695 (Salinas)

One Ryan Ranch Road

Monterey, CA 93940

Website: <www.mst.org>

- Offers MST RIDES ADA Program to provide people with disabilities who are unable to ride regular bus services with curbside-to-curbside service as long as reservation are made before 5 pm the day before the ride is needed.
- Reservations can be made up to two weeks prior to the day the ride is needed. Call for an application and information.

24. Transportation Resources

Muni (San Francisco Municipal Railway)

Accessible Services Department

415/923-6142

949 Presidio Avenue #150A

San Francisco, CA 94115

Website: <www.sfmuni.com/cms/mms/home/home50.htm>

- Provides transportation services around the San Francisco area to the general public and people with disabilities and almost all bus lines are accessible to wheelchair.
- Offers paratransit services to people with disabilities who are unable to use bus and light rail services. For more information please call the Paratransit Broker office at 415/351-7000 or by TTY at 415/351-3942.

MV Trans., Inc.

209-521-1274:V/TDD

1001 9th Street

Modesto, CA 95354

- Offers transportation services to people with disabilities in the Modesto area.

Outreach Paratransit

408/436-2865

926 Rock Avenue Suite 10

San Jose, CA 95131

Website: <www.outreach1.org>

- Provides pre-scheduled door-to-door transportation for mobility limited persons by taxi, accessible van and escort. Same day trips provided.
- San Jose, Mon.-Fri., 8-5.

24. Transportation Resources

Sacramento Regional Transit District

916/321-2800 (Administration)
916/321-2877 (Bus & Lightrail Information)
916/321-2849 (Pass & Ticket Book Orders)
916/483-4327: TTD
P.O. Box 2110
Sacramento, CA 95812-2110

Information for paratransit:

916/557-4685 (To register for service)
916/557-4686: TDD
916/429-2744 or 800/956-6776 (To request a ride)
916/429-2009 (To cancel a ride)
916/429-2568: TDD

Website: <www.sacrt.com>

- Provides transportation services within Sacramento region to the general public and people with disabilities through the use of buses, light rail and paratransit services.
- All services are accessible for people with disabilities.

San Joaquin Regional Transit District

209/943-1111 or 800-HOW-2-RIDE (Information/Trip Planning)
1533 East Lindsay Street
Stockton, CA 95205-4498
Website: <www.sj-smart.com>

- Provides transportation services to the general public and people with disabilities in San Joaquin County with Metro service within the Stockton Metro area, buses with routes between cities, and commuter service for those traveling long distances.
- Also operates Dial-A-Ride paratransit services for use by people with disabilities who are unable to use regular services.

San Mateo County Transit District (SamTrans)

800/660-4287
1250 San Carlos Avenue
P.O. Box 3006
San Carlos, CA 94070-1306

Website: <www.samtrans.org>

- Provides bus services throughout San Mateo County and into parts of San Francisco and Palo Alto and is accessible to people with disabilities in a wheelchair.
- Also operates Redi-Wheels and Redi-Coast paratransit transportation for those people with disabilities who cannot use the regular bus service.

24. Transportation Resources

Santa Clara County Transportation Agency (VTA)

408/321-2300

800/844-9908

3331 North First Street

San Jose, CA, 95134-1906

Website: <www.vta.org>

- Provides info on buses and the Regional Transit Connection Discount Card Program for Santa Clara County.

Santa Cruz Metro Transit

831/425-8600

831/425-8993: TDD

370 Encinal Street Suite 100

Santa Cruz, CA 95060

Website: <www.scmttd.com/scmttd.html>

- Provides transit information about how to get around in Santa Cruz County.

Santa Rosa CityBus

707/543-3325 (Transit Division)

707/543-3333 (CityBus Information)

707/543-4240 (CityBus Information in Spanish)

707/546-2092 (Santa Rosa Paratransit - MV Transportation)

100 Santa Rosa Avenue Room 6

Santa Rosa, CA 95402

Websites: <ci.santa-rosa.ca.us/default.aspx?PagelId=156> and

<ci.santa-rosa.ca.us/default.aspx?PagelId=157>

- CityBus provides transportation to the general public within the City of Santa Rosa and is wheelchair accessible or have no-step and low floors.
- City of Santa Rosa uses MV Transportation to provide paratransit services to those people with disabilities who are unable to use CityBus.

Sonoma County Transit

707/576-7433 or 800/345-7433

707/585-9817: TDD

355 West Robles Avenue

Santa Rosa, CA 95407

Website: <www.sctransit.com> and <www.sctransit.com/scp.htm>

- Provides transportation to the general public throughout Sonoma County and is wheelchair accessible.
- Provides paratransit services for people with disabilities who are unable to use the regular transit services.

24. Transportation Resources

South County Transit Link

209/745-3052 (Dispatch, 24-hr answering machine included)

800-338-8676 (Toll-Free)

P.O. Box 246

117 Camellia Way

Galt, CA 95632

Websites: <www.sctlink.com> and <<http://www.paratransit.org>>

- Provides Dial-A-Ride and fixed route services to Galt and unincorporated area of South Sacramento County, and River/Delta communities for people with disabilities and the general public.

Stanislaus Regional Transit (StaRT)

800/262-1516 or 800/688-1884 or 209/525-7514

1010 10th Street Suite 4200

Modesto, CA 95354

Website: <www.srt.org>

- Provides information and services relating to transportation services for residents and visitors of Stanislaus County including people with disabilities.

Transportation Agency for Monterey County (TAMC)

831/775-0903

55-B Plaza Circle

Salinas, CA 93901-2902

Website: <www.tamcmonterey.org>

- Offers an Elderly and Disabled Transportation program to assist those populations of people with their transportation needs

Escorted Transportation Services

American Cancer Society

408/879-1032

1715 South Bascom Ave., #100

Campbell, CA 95008

- Volunteers drive cancer patients of all ages to medical appointments. Patients must be ambulatory and have no bone involvement with their disease. Also has a program which offers mileage reimbursement for any driver transporting cancer patients to their medical treatment (when funds are available). No Fee. Call Monday through Friday, 9:00 am to 5:00 pm.

24. Transportation Resources

Outreach

408/436-2865

926 Rock Avenue Suite 10

San Jose, CA 95131

- Provides pre-scheduled door-to-door transportation for mobility limited persons by taxi, accessible van and escort. Same day provided.
- San Jose, Mon.-Fri., 8-5.

Portuguese Organization For Social Services & Opportunities (POSSO)

408/293-0877

1115 E. Santa Clara Street

San Jose, CA 95116

- Provides escort services to seniors in San Jose and Santa Clara. Call between 9:00 a.m. and 4:00 p.m., Monday through Friday, to schedule. Other languages: Portuguese. Requirements: Age 50 or over. Any race, but must be English or Portuguese speaking. Transports: Ambulatory only. No fee. Need to give three weeks notice.

