The following programs are funded by the Alameda County Transportation Commission through Measure B funds:

- Fremont Paratransit
- Union City Paratransit
- Tri-City Taxi Voucher Program
- VIP Rides Program
- Drivers for Survivors Program
- Tri-City Mobility Management & Travel Training Program

For more information on Measure B, visit: www.alamedactc.org

Do you know who to call when you are trying to find a ride to the doctor? Or when you have questions about renewing your driver’s license?

If you are a senior or a person with a disability living in Fremont, Newark or Union City, a Transportation Resource Specialist from the Tri-City Mobility Management Program can help you to:

- Access transportation alternatives, such as paratransit, taxi, and volunteer driver programs, if you are not able to drive and cannot take public transit
- Learn how to use local public transit buses or BART
- Help you to obtain and learn how to use a Clipper Card
- Renew your driver’s license and maintain driving safety as you age
- Address any other transportation need you have

Transportation planning assistance is available over the phone or by appointment at Fremont City Hall or the Fremont, Newark or Union City Senior Centers. For more info or to schedule an appointment, call (510) 574-2053 or (510) 574-2033.

Fremont Paratransit provides wheelchair-accessible rides for medical appointments and other needs.
Eligibility:
1) Fremont & Newark residents who cannot use public transit due to a disability;
2) Fremont residents 80 years of age & older; OR,
3) Newark residents 70 years of age & older.

Service Area: Rides in Fremont, Newark & Union City.
Service Hours: Mon-Fri, 8am-6pm.
Limited rides on Sat & Sun, 9am-3pm.
Trip Limits: Rider maximum of 208 one-way trips/year.

For more information or application assistance, call (510) 574-2053.

Eligibility: Union City residents who cannot use public transit due to a disability.
Service Area: Union City; limited service to Fremont, Newark & southern Hayward.
Service Hours: Operates during the service hours of active Union City Transit routes.

For more information or application assistance, call (510) 673-5373.

Eligibility: Individuals who cannot use public transit due to a disability.
Service Area: Rides within Alameda County (except the eastern Alameda County), western Contra Costa County and San Francisco.
Service Hours: Operates during the service hours of active AC Transit & BART routes in a given area.

For more information or application assistance, call (510) 287-5000.
Wheelchair Breakdown Transportation Service

The Alameda County Transportation Commission oversees a service which provides transportation to people in mechanical or motorized wheelchairs or scooters in the event of a mechanical breakdown. This service is free!

The program will also pick up a stranded wheelchair if someone is taken to the hospital in an emergency. Request a Wheelchair Breakdown Transportation Service sticker for your wheelchair by contacting Fremont Paratransit at (510) 574-2053. For wheelchair breakdown assistance, call toll-free: 1-877-50-WHEEL (1-877-509-4335).

Hospital Discharge Transportation Service

The Hospital Discharge Transportation Service is operated by the Alameda County Transportation Commission.

The service provides same-day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation following discharge from the hospital. There is no charge for the service.

Service is available from participating hospitals in Alameda County (including Kaiser and Washington Hospital) to destinations within the county. Hospital discharge planners will make the necessary transportation arrangements for patients who are being discharged.

For more info about the Hospital Discharge Transportation Service, call (510) 574-2053.

Paratransit Stops at Kaiser

Do you travel to Kaiser Fremont and Union City for your doctor appointments? Both medical centers have designated stops for paratransit vehicles to decrease the confusion about where paratransit riders will be pick-up and dropped-off.

Each stop has a “paratransit stop” sign, designated parking, a convenient sheltered waiting area outside, and a back-up waiting area just inside the building lobby during bad weather. In addition, each paratransit stop is named based on its proximity to buildings at the medical facility.

Did You Know…

Providing the complete address and name of your designated paratransit stop to the reservation agent helps ensure the driver is able to locate you promptly.

When you are scheduling a ride to a Kaiser medical facility, be sure to give the reservation agent the correct address of your pick-up and drop-off locations, and the correct name of the desired paratransit stop.

Facility maps illustrating the location of the designated paratransit stops at the Kaiser Fremont and Kaiser Union City medical facilities are available from the Fremont Paratransit office.

To request a map, call (510) 574-2053.

Paratransit Stops at Kaiser

Kaiser Fremont Medical Center
4 Paratransit Stops:
- Hospital Paratransit Stop
  39401 Civic Center Drive
- Embarcadero Paratransit Stop
  Niles Paratransit Stop
  Ohlone Paratransit Stop
  39400 Paseo Padre Parkway

Kaiser Union City Medical Center
2 Paratransit Stops:
- Building A Paratransit Stop
  3555 Whipple Road
- Building B Paratransit Stop
  3553 Whipple Road

Each Kaiser medical facility has designated paratransit stops.
Don’t Get Suspended from Service - Avoid No-Show and Late Cancels!

If you don’t take a trip you have reserved on paratransit, and you didn’t call to cancel it ahead of time, it is called a no-show.

Also, canceling a trip on the same day of your trip carries the same penalties as no-showing (refer to your Paratransit Program’s Riders Guide for specific time frames for canceling trips).

No-shows and late cancellations are a very serious violation of paratransit service’s rules for riders. No-shows delay vehicles and service to other riders, are costly to the Paratransit Program, and use up space that other riders could use.

Also note that if you fail to meet a vehicle within the scheduled pick-up window and the paratransit service is unable to contact you, any subsequent trips scheduled for the same day will be automatically cancelled unless you contact the your paratransit service provider.

Be aware that a pattern of repeated no-shows or late cancels (more than 3 times during a 3 month period) can lead to a suspension from your paratransit service.

Remember: Riders are not penalized for no-shows or late cancels that occur because of sudden emergencies which make it impossible to cancel a trip with proper advance notice.

Remember the 5 Minute Rule!

Always be ready for your paratransit ride! Once your paratransit vehicle arrives within the designated pick-up window, the driver is only allowed to wait 5 minutes for you to board the vehicle.

If you do not meet the vehicle when it arrives, your driver will attempt to find you and the paratransit dispatcher will try to call you. If you cannot be located or choose not to start boarding within five minutes of the vehicle’s arrival, the driver may leave to be on time for their next pick-up. If you miss your pick-up, there may be a substantial wait for a replacement pick-up, and you may be penalized for failing to take the trip. Plan your trips with extra time to avoid missing your ride!

VIP Rides Program

The VIP Rides Program is for seniors and people with disabilities residing in Fremont, Newark or Union City who:

- Need destination assistance when traveling in the local community; AND,
- Do not have a relative, friend or paid caregiver who can accompany them to provide assistance.

The program, which is operated by Life Eldercare, links seniors and disabled individuals with volunteers who accompany and assist them on trips for medical appointments, grocery shopping or errands.

Volunteers provide transportation in their own car for persons who can walk and accompany individuals using wheelchairs on their local paratransit service. Destination assistance provided by volunteers includes: provide a steadying arm while walking, push a wheelchair, assist with shopping, carry packages, etc.

Application and service certification required. For more information on the VIP Rides Program, call Life Eldercare at (510) 574-2096.

Drivers for Survivors Program

The Drivers for Survivors Program is for cancer patients who reside in Fremont, Newark or Union City who need transportation to and from cancer treatment (radiation or chemotherapy) and related medical appointments. Clients are matched with volunteers who provide transportation for individuals (ambulatory only) in their own cars.

Application and service certification required. For more information, call Drivers for Survivors at (510) 579-0535
Individuals who are enrolled with the Fremont or Union City Paratransit Programs are eligible to receive subsidized taxi rides! (see page 2 for paratransit eligibility guidelines)

The Tri-City Taxi Voucher Program was developed in response to feedback from seniors and persons with disabilities who voiced the need for affordable, same-day transportation services in our local area.

The Tri-City Taxi Voucher Program is operated by the City of Fremont. The program is funded by the Alameda County Transportation Commission through Measure B funds.

Enrolled riders with the Fremont, Newark or Union City Paratransit Program can buy taxi vouchers from their respective programs at a cost of $4 per voucher. You can now purchase a maximum of 96 taxi vouchers each year (July 1st - June 30th). Each voucher subsidizes up to $16 of taxi meter fare.

Service is available 24 hours, seven days a week. Participants requesting trips will receive a ride within 45 minutes of their call OR they may schedule a specific pick-up time the same day if they have called with at least 45 minutes notice.

The service is not wheelchair-accessible at present because there are no permitted ramped taxis in the Tri-City area.

For more information on the Tri-City Taxi Voucher Program, or to request an application, contact:

Fremont & Newark residents:
Call Fremont Paratransit at (510) 574-2053.

Union City residents:
Call Union City Paratransit at (510) 675-5373.

Learn how to ride public transit!

Are you looking for an affordable and convenient way to get to the doctor, grocery store, Senior Center or other destinations?

If so, check out the Tri-City Travel Training Program! The program offers a variety of FREE services to help seniors and people with disabilities learn how to use AC Transit, Union City Transit, BART and other regional transit systems, including:

- Group and individualized travel training instruction.
- Workshops to learn how to use a Clipper Card and online trip planning resources
- Transit Adventure Program outings to Bay Area destinations

Through our classroom and field instruction services, participants learn how to:

- Assess their travel skills and needs.
- Plan trips using schedules, maps and online resources.
- Learn how to use a Clipper Card to pay fares.
- Learn to board transit vehicles, make connections between buses and BART and other essentials for riding public transit.
- Master specific transit routes and travel on transit safely.

Workshops are held regularly at the Fremont, Newark and Union City Senior Centers. Individual and small group instruction can be scheduled as needed.

To register for an upcoming Travel Training Workshop or for more info, call (510) 574-2053

Workshop participants learn how to use accessibility features on buses and BART.
Clipper Cards Make Riding Transit Easy!

Clipper is the all-in-one transit card that is used to pay for fares on Muni, BART, AC Transit, VTA, SamTrans, Caltrain, Golden Gate Transit and Ferry, and San Francisco Bay Ferry. The Clipper card keeps track of any passes, discount tickets, ride books and cash value that you load onto it, while applying all applicable fares, discounts and transfer rules. This lets you customize your card for your own transit needs. Cash value on your Clipper card can be used to ride any participating public transit system. You can add value (in the form of both passes and cash value) to your card as you go, or for added convenience, you can set up your card to automatically reload whenever your pass expires or your cash balance falls below $10.

Seniors (65 years & older) can apply for a Clipper Card at the following locations:

- Fremont City Hall, Human Services Dept. - Building B, Monday - Friday, 9 am - 4 pm
- Newark Senior Center (1st Thursday of each Month)
  Clipper card workshop: 9:30 am - 10:30 am
- Fremont Senior Center (2nd Thursday of each Month)
  Clipper card workshop: 9 am to 10 am
- Ruggieri Senior Center (3rd Wednesday of each Month)
  Clipper card workshop: 9 am to 10 am

Senior Clipper card applications are available at the above locations. Each person must complete an application and provide a form of identification that shows date of birth. Senior Clipper cards are issued immediately. There is no cost to get the card, but cards must be loaded with value prior to using the card on transit.

For more information about obtaining a senior, adult or RTC Clipper Card, call (510) 574-2053.

AC Transit Fare Changes

AC Transit is getting ready to implement a new fare policy on July 1, 2014. The policy is designed to: speed boarding, help keep buses on schedule, provide greater convenience and value for riders, and encourage more customers to switch to Clipper. Here are the basics of the new policy:

No More Local Transfers
Customers will no longer buy a 25-cent transfer to ride a second bus. Instead, they will pay the single cash fare on each boarding or buy a Day Pass.

Introducing the Day Pass
The new Day Pass will be the best way to travel on AC Transit for customers taking more than two local buses in a day. It’s also the way to go for the no-hassle freedom of unlimited rides. The pass will be good from 3:01 a.m. to 3:00 a.m. and cost $5.00 ($2.50 for senior, youth, and disabled). There will be two ways to get the pass:

- Using Clipper: It’s so simple. Customers just keep cash value on their card and Clipper does the rest. Once fares equaling the Day Pass price have been deducted (always on the third ride), the Day Pass automatically activates. On subsequent rides, the card is tagged but no additional fare is deducted.
- On-Board: Customers deposit the full amount in the farebox and request a Day Pass from the bus operator. On subsequent rides, the pass is swiped at the farebox.

New Clipper Discounts & Added Convenience
Using Clipper will give customers the best deals under the new policy. Clipper customers will pay $2 for a single adult ride (10 cents savings) and individuals with a Youth, Senior or RTC Clipper card will pay $1 for a single ride (5 cent savings). The Day Pass will activate automatically on the third ride and the Local Adult 31-day Pass (available only on Clipper) will be reduced from $80 to $75.

For more information about the new policy, call (510) 574-2053.
Clipper Cards Make Riding Transit Easy!

Clipper is the all-in-one transit card that is used to pay for fares on Muni, BART, AC Transit, VTA, SamTrans, Caltrain, Golden Gate Transit and Ferry, and San Francisco Bay Ferry. The Clipper card keeps track of any passes, discount tickets, ride books and cash value that you load onto it, while applying all applicable fares, discounts and transfer rules. This lets you customize your card for your own transit needs. Cash value on your Clipper card can be used to ride any participating public transit system. You can add value (in the form of both passes and cash value) to your card as you go, or for added convenience, you can set up your card to automatically reload whenever your pass expires or your cash balance falls below $10.

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Service is available 24 hours, seven days a week. Participants requesting trips will receive a ride within 45 minutes of their call OR they may schedule a specific pick-up time the same day if they have called with at least 45 minutes notice.

The service is not wheelchair-accessible at present because there are no permitted ramped taxis in the Tri-City area.

For more information on the Tri-City Taxi Voucher Program, or to request an application, contact:

Fremont & Newark residents:
Call Fremont Paratransit at (510) 574-2053.

Union City residents:
Call Union City Paratransit at (510) 675-5373.

Program Participants can….

- Use up to 96 vouchers per year
- Use multiple vouchers per one-way trip
- Access service 24 hours per day

Learn how to ride Public Transit!

Are you looking for an affordable and convenient way to get to the doctor, grocery store, Senior Center or other destinations?

If so, check out the Tri-City Travel Training Program! The program offers a variety of FREE services to help seniors and people with disabilities learn how to use AC Transit, Union City Transit, BART and other regional transit systems, including:

- Group and individualized travel training instruction.
- Workshops to learn how to use a Clipper Card and online trip planning resources
- Transit Adventure Program outings to Bay Area destinations

Through our classroom and field instruction services, participants learn how to:

- Assess their travel skills and needs.
- Plan trips using schedules, maps and online resources.
- Learn how to use a Clipper Card to pay fares.
- Learn to board transit vehicles, make connections between buses and BART and other essentials for riding public transit.
- Master specific transit routes and travel on transit safely.

Workshops are held regularly at the Fremont, Newark and Union City Senior Centers. Individual and small group instruction can be scheduled as needed.

To register for an upcoming Travel Training Workshop or for more info, call (510) 574-2053
Don’t Get Suspended from Service - Avoid No-Shows and Late Cancels!

If you don’t take a trip you have reserved on paratransit, and you didn’t call to cancel it ahead of time, it is called a no-show.

Also, canceling a trip on the same day of your trip carries the same penalties as no-showing (refer to your Paratransit Program’s Riders Guide for specific time frames for canceling trips).

No-shows and late cancellations are a very serious violation of paratransit service’s rules for riders. No-shows delay vehicles and service to other riders, are costly to the Paratransit Program, and use up space that other riders could use.

Also note that if you fail to meet a vehicle within the scheduled pick-up window and the paratransit service is unable to contact you, any subsequent trips scheduled for the same day will be automatically cancelled unless you contact the your paratransit service provider.

Be aware that a pattern of repeated no-shows or late cancels (more than 3 times during a 3 month period) can lead to a suspension from your paratransit service.

Remember: Riders are not penalized for no-shows or late cancels that occur because of sudden emergencies which make it impossible to cancel a trip with proper advance notice.

Remember the 5 Minute Rule!

Always be ready for your paratransit ride! Once your paratransit vehicle arrives within the designated pick-up window, the driver is only allowed to wait 5 minutes for you to board the vehicle.

If you do not meet the vehicle when it arrives, your driver will attempt to find you and the paratransit dispatcher will try to call you. If you cannot be located or choose not to start boarding within five minutes of the vehicle’s arrival, the driver may leave to be on time for their next pick-up. If you miss your pick-up, there may be a substantial wait for a replacement pick-up, and you may be penalized for failing to take the trip. Plan your trips with extra time to avoid missing your ride!

VIP Rides Program

The VIP Rides Program is for seniors and people with disabilities residing in Fremont, Newark or Union City who:

- Need destination assistance when traveling in the local community; AND
- Do not have a relative, friend or paid caregiver who can accompany them to provide assistance.

The program, which is operated by Life Eldercare, links seniors and disabled individuals with volunteers who accompany and assist them on trips for medical appointments, grocery shopping or errands.

Volunteers provide transportation in their own car for persons who can walk and accompany individuals using wheelchairs on their local paratransit service. Destination assistance provided by volunteers includes: provide a steadying arm while walking, push a wheelchair, assist with shopping, carry packages, etc.

Application and service certification required. For more information on the VIP Rides Program, call Life Eldercare at (510) 574-2096.

Drivers for Survivors Program

The Drivers for Survivors Program is for cancer patients who reside in Fremont, Newark or Union City who need transportation to and from cancer treatment (radiation or chemotherapy) and related medical appointments. Clients are matched with volunteers who provide transportation for individuals (ambulatory only) in their own cars.

Application and service certification required. For more information, call Drivers for Survivors at (510) 579-0535.
Wheelchair Breakdown Transportation Service

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The program will also pick up a stranded wheelchair if someone is taken to the hospital in an emergency. Request a Wheelchair Breakdown Transportation Service sticker for your wheelchair by contacting Fremont Paratransit at (510) 574-2053. For wheelchair breakdown assistance, call toll-free: 1-877-50-WHEEL (1-877-509-4335).

Hospital Discharge Transportation Service

The Hospital Discharge Transportation Service is operated by the Alameda County Transportation Commission.

The service provides same-day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation following discharge from the hospital. There is no charge for the service.

Service is available from participating hospitals in Alameda County (including Kaiser and Washington Hospital) to destinations within the county. Hospital discharge planners will make the necessary transportation arrangements for patients who are being discharged.

For more info about the Hospital Discharge Transportation Service, call (510) 574-2053.

Paratransit Stops at Kaiser

Do you travel to Kaiser Fremont and Union City for your doctor appointments? Both medical centers have designated stops for paratransit vehicles to decrease the confusion about where paratransit riders will be pick-up and dropped-off.

Each stop has a "paratransit stop" sign, designated parking, a convenient sheltered waiting area outside, and a backup waiting area just inside the building lobby during bad weather. In addition, each paratransit stop is named based on its proximity to buildings at the medical facility.

Did You Know…

- Providing the complete address and name of your designated paratransit stop helps ensure the driver is able to locate you promptly.
- When you are scheduling a ride to a Kaiser medical facility, be sure to give the reservation agent the correct address of your pick-up and drop-off locations, and the correct name of the desired paratransit stop.
- Facility maps illustrating the location of the designated paratransit stops at the Kaiser Fremont and Kaiser Union City medical facilities are available from the Fremont Paratransit office.
- To request a map, call (510) 574-2053.

Kaiser Fremont Medical Center
4 Paratransit Stops:
- Hospital Paratransit Stop
  39401 Civic Center Drive
- Embarcadero Paratransit Stop
  Ohlone Paratransit Stop
  39400 Paseo Padre Parkway

Kaiser Union City Medical Center
2 Paratransit Stops:
- Building A Paratransit Stop
  3555 Whipple Road
- Building B Paratransit Stop
  3553 Whipple Road
**Fremont Paratransit Service** (Fremont and Newark Residents)

- **Eligibility:**
  1) Fremont & Newark residents who cannot use public transit due to a disability;
  2) Fremont residents 80 years of age & older; OR,
  3) Newark residents 70 years of age & older.

- **Service Area:**
  Rides in Fremont, Newark & Union City.

- **Service Hours:**
  Mon-Fri, 8am-6pm.
  Limited rides on Sat & Sun, 9am-3pm.

- **Trip Limits:**
  Rider maximum of 208 one-way trips/year.

*For more information or application assistance, call (510) 574-2053.*

**Union City Paratransit Service** (Union City Residents)

- **Eligibility:**
  Union City residents who cannot use public transit due to a disability.

- **Service Area:**
  Union City; limited service to Fremont, Newark & southern Hayward.

- **Service Hours:**
  Operates during the service hours of active Union City Transit routes.

*For more information or application assistance, call (510) 673-5373.*

**East Bay Paratransit Service** (Fremont, Newark and Union City Residents)

- **Eligibility:**
  Individuals who cannot use public transit due to a disability.

- **Service Area:**
  Rides within Alameda County (except the eastern Alameda County), western Contra Costa County and San Francisco.

- **Service Hours:**
  Operates during the service hours of active AC Transit & BART routes in a given area.

*For more information or application assistance, call (510) 287-5000.*

**The Senior Help Line**

The City of Fremont Human Services Department has Senior Service Staff ready to help you!

The Senior Services Team consists of multilingual professionals with diverse backgrounds in social work, nursing, psychology and gerontology.

The staff can help you by listening to your needs and concerns, giving you information about available resources, and helping to find and coordinate services for you such as health care, home delivered meals, counseling, and mental health support.

To qualify for services, seniors must be 60 years of age or older and live in Fremont, Newark or Union City.

Senior Services Staff speak English, Mandarin, Farsi and Spanish. For more info, call the Senior Help Line at (510) 574-2041.

*Become a member of the Fremont Paratransit Advisory Committee! We are looking for paratransit riders and representatives from community service organizations who want to participate in planning for local and regional paratransit services. Paratransit Advisory Committee members advise city staff on the operation of the Fremont Paratransit Program, and relay issues affecting the transportation needs of senior and disabled residents in the Tri-Cities community. The Paratransit Advisory Committee meets four times a year and meetings are open to the public. For more information on the Paratransit Advisory Committee or how to become a committee member, call (510) 574-2033.*
Need transportation help?
Call a transportation resource specialist at (510) 574-2053

The following programs are funded by the Alameda County Transportation Commission through Measure B funds:

- Fremont Paratransit
- Union City Paratransit
- Tri-City Taxi Voucher Program
- VIP Rides Program
- Drivers for Survivors Program
- Tri-City Mobility Management & Travel Training Program

For more information on Measure B, visit: www.alamedactc.org

Getting Help with Your Transportation Needs

Do you know who to call when you are trying to find a ride to the doctor? Or when you have questions about renewing your driver’s license?

If you are a senior or a person with a disability living in Fremont, Newark or Union City, a Transportation Resource Specialist from the Tri-City Mobility Management Program can help you to:

- Access transportation alternatives, such as paratransit, taxi, and volunteer driver programs, if you are not able to drive and cannot take public transit
- Learn how to use local public transit buses or BART
- Help you to obtain and learn how to use a Clipper Card
- Renew your driver’s license and maintain driving safety as you age
- Address any other transportation need you have

Transportation planning assistance is available over the phone or by appointment at Fremont City Hall or the Fremont, Newark or Union City Senior Centers. For more info or to schedule an appointment, call (510) 574-2053 or (510) 574-2033.