

## Overview

The Alameda County Transportation Commission (Alameda CTC) sponsors a service called the Wheelchair and Scooter Breakdown Transportation Service (WSBTS) for wheelchair and scooter users in Alameda County that are stranded due to a mechanical breakdown of their mobility device or a medical emergency that has separated them from their chair. The program provides assistance for two basic situations:

1. Transport of a wheelchair or scooter and its owner to a wheelchair/scooter repair shop or other location (as identified by the wheelchair/scooter users) due to mechanical breakdown of the wheelchair or scooter which occurred inside or outside the home.
2. Transport of a wheelchair or scooter to a hospital where the user was transported for an emergency and taken to the hospital without their wheelchair or scooter. For transporting a person to home after a hospital visit, please use the Hospital Discharge Transportation Service.

This service is available 7 days a week, 24 hours a day, and is free to the wheelchair or scooter user.



**For further information on accessible transportation in Alameda County, visit [www.accessalameda.org](http://www.accessalameda.org) or call the Paratransit Hotline at 1-866-901-PARA (1-866-901-7272).**

## What is the Alameda CTC?

The Alameda County Transportation Commission (Alameda CTC) is a newly-formed countywide transportation agency, resulting from a merger of the Alameda County Congestion Management Agency (ACCMA) and the Alameda County Transportation Improvement Authority (ACTIA). The Alameda CTC plans, funds and delivers transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

The Alameda CTC is located at 1333 Broadway Street, Oakland, California, 94612. For general information about Alameda CTC, please call (510) 208-7400 or visit [www.alamedactc.org](http://www.alamedactc.org).

## How is the service funded?

The Alameda County Wheelchair and Scooter Breakdown Transportation Service (WSBTS) is funded by Measure B, Alameda County's 20-year half-cent sales tax approved by voters in 2000.

## How to get involved?

A 28-member committee of accessible transportation consumers, the Paratransit Advisory and Planning Committee (PAPCO), advises the Commission on Measure B paratransit expenditures, annual paratransit plans, and serves as the paratransit coordinating council to MTC on special funds for paratransit vehicles.

# ALAMEDA COUNTY WHEELCHAIR AND SCOOTER BREAKDOWN TRANSPORTATION SERVICE (WSBTS)

**Funded by Measure B, Alameda County's half-cent transportation sales tax.**






# How should I use this service?

## Are you in danger or facing a life-threatening emergency?

**Yes?**  Call 911 immediately!

**No?**  Are you stuck out in the community or at home because your motorized wheelchair or scooter is broken?



### Do you need an immediate ride home or to a repair shop?

**Yes?**  Call toll free  
1-877-50-WHEEL  
(1-877-509-4335)

**No?**  Use public transport, paratransit or alternative transportation. Refer to resource list.

### Did you have to leave your motorized wheelchair or scooter behind because you went to the hospital in an ambulance?

**Yes?**  Call toll free  
1-877-50-WHEEL  
(1-877-509-4335)

**No?**  Use public transport, paratransit or alternative transportation. Refer to resource list.

### A few more things to keep in mind:

- Due to limited funds for this “emergency” service, consumers are limited to one one-way trip per day.
- The provider response time is on a “best effort basis” and can be between 30 minutes to one hour. If a vehicle does not arrive within one hour, call 1-877-50-WHEEL (1-877-509-4335).
- This service can only transport wheelchairs and scooters that do not exceed 30 inches in width and 48 inches in length measured two inches above the ground, or more than 600 pounds when occupied. Please notify the operator if more than one person will be needed to push your device onto the lift.
- Rides must begin and end in Alameda County.
- When you call for service, try to have an address or best (possible) description of your location. The operator will ask you for a phone number where you can be reached by the transportation provider.
- Please help us conserve funds by canceling unneeded rides in a timely manner.
- Consumers who misuse or abuse service may be suspended from further service.
- Questions or customer service issues should be directed to the Paratransit Hotline at 1-866-901-PARA (1-866-901-7272).

For further information on eligibility or program information, contact us at the Paratransit Hotline at 1-866-901-PARA (1-866-901-7272).