



Alameda County Hospital Discharge Transportation Service

About the Service

The Hospital Discharge Transportation Service provides same-day, door-to-door transportation at no cost to 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. This service also helps riders whose mobility needs have changed connect to the local paratransit services that are available in their community.



The Hospital Discharge Transportation Service is a collaborative project between the Alameda County Transportation Commission (Alameda CTC) and participating hospitals in Alameda County. It is funded by Measure B, the transportation sales tax measure passed by Alameda County voters in 2000.

Eligible Riders

- Riders must live in Alameda County
- Riders must be unable to use public transit when they are discharged from the hospital (this can be due to a short-term or temporary disability).
- Riders do not need to be enrolled in a Paratransit Program to use the service

Service Information

- The service is available 9:00am – 7:00pm, 7 days a week.
- Transportation is provided from a participating hospital to either the rider's home or a skilled nursing facility within Alameda County.
- A ride can be available on the same day, with a reservation made at least one hour in advance.

- A ride can also be scheduled for the next day, up to 24 hours in advance.
- The service is operated using wheelchair-accessible vehicles, and a boarding chair is available on all vehicles.
- This transportation service is provided at no cost to the rider.
- Riders who are not already enrolled in a Paratransit Program will be provided with Alameda County's Universal Paratransit Application (accepted by all city-based paratransit programs in Alameda County) and an ADA paratransit application, in order to provide for their future trips to and from medical appointments. Hospital staff or volunteers are asked to assist riders with completing these applications.

Current Participating Hospitals

- Alameda County Medical Center, Highland Hospital - Oakland
- Alameda Health System - San Leandro Hospital
- Alameda Hospital - City of Alameda
- Kaiser Permanente - Fremont
- Kaiser Permanente - San Leandro
- Kaiser Permanente - Oakland
- St. Rose Hospital - Hayward
- Valley Care Medical Center - Pleasanton

For service at one of our participating hospitals, please contact your hospital discharge planner.

For additional information, including a current list of participating hospitals, please contact:

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