



City of Emeryville
CALIFORNIA
Senior Center

City of Emeryville

Transportation Services



Your Measure B & BB tax dollars at work

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**Filing a Service Complaint, Recommendation or
Comment**

Important Telephone Numbers

Keep these numbers handy to help you with your travel needs and to get your questions answered:

8 To-Go Advanced Reservations 510-596-3778

8 To-Go Same Day Reservations 510-385-0911

Emeryville Senior Center 510-596-3730

BART Service 510-441-2278

AC Transit 510-891-4706

East Bay Paratransit 510-287-5000

Dept. of Transportation/Health & Human Services 511/211



General Information

The City of Emeryville offers 8-to-Go, a shared on-demand shuttle service for residents of the 94608 zip code, who are over the age of 70 and persons 18-69 who are eligible for paratransit. This program continues to meet the growing and changing transportation demands of a significant number of transit passengers who fall in the gaps of private and public transportation services.

The Goal of 8-to-Go is to provide excellent shared, on-demand shuttle services for these citizens in the 94608 zip code area by the safest, most cost efficient, effective, and friendly manner possible. 8-to-Go is made possible through a grant by the Alameda County Transportation Commission (A-CTC) and Measure B & BB Funds.

The cost for the program is only \$1 per one-way trip!

Riders must purchase a \$10 punch card.

Punch cards are available only at the Emeryville Senior Center.

PRINT TOO SMALL?

**PLEASE CALL THE OFFICE (510) 596-3730
FOR A LARGE PRINT RIDER GUIDE.**



Application & Eligibility

Residents in the 94608 Zip code (Age 70 & older)

An 8-to-Go application and an Emeryville Senior Center application must be completed for riders to be eligible to use the service. To qualify, one must reside in the 94608 zip code. To request these applications, call (510) 596-3730. To obtain an application online, please visit:

[*http://www.ci.emeryville.ca.us/documentcenter/view/131*](http://www.ci.emeryville.ca.us/documentcenter/view/131)

Completed applications may be mailed to or dropped off at the Emeryville Senior Center, located at: 4321 Salem Street, Emeryville, CA 94608.

Residents in the 94608 Zip code (Ages 18-69)

Riders must be EBPT certified. To obtain an application, please call the Emeryville Senior Center at (510) 596-3730 or East Bay Paratransit at (510) 287-5000.

To obtain an application online, please visit:

[*www.eastbayparatransit.org*](http://www.eastbayparatransit.org)

Other Discounted Transportation Opportunities

- Taxi Reimbursement Program - for Emeryville Residents only.
- Discount East Bay Paratransit Tickets - for Emeryville Residents only.

See pg. 16 for more information on these transportation programs.

Scheduling a Trip

Reservations

Arranging transportation with 8-to-Go is quick and easy. Call (510) 596-3778 to schedule a trip. When calling to make a reservation, be prepared to tell the dispatcher:

- I. The rider's name, telephone number and pick-up location.
- II. If a personal Care Attendant will accompany the rider (see pg. 10).
- III. Information about the mobility device the rider will be using, such as a wheelchair.
- IV. The exact address of the destination and a telephone number, if available.
- V. The time the rider would like to arrive at the destination.
- VI. Information about the return trip, if applicable.
- VII. If a service animal will accompany the rider (see pg. 11).

How Far in Advance Can a Rider Call?

A trip can be scheduled up to 2 weeks in advance. The important thing is to remember that 8-to-Go is not an unlimited resource. Rides are reserved on a "First Come, First Serve" basis. There are about 300 active users, so the earlier a trip is scheduled, the easier it is for us to accommodate your reservation. Each rider will be limited to 6 one-way or 3 round trips per week.



Scheduling a Trip

Can I make same-day reservations?

Yes, but we CANNOT guarantee you a reservation. Remember, the service is first come, first serve. To make a same day reservation you must call the driver directly. The number is: (510) 385-0911.

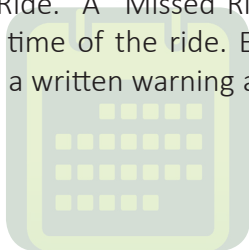
Return Reservations

Most individuals who reserve trips with 8-to-Go ask for a “round trip” reservation. It can be difficult to estimate how much time you spend at a particular appointment. If an appointment runs past the scheduled return time, the rider needs to call and alert the driver of the delay. 8-to-Go will make every effort to reschedule a new pick-up time. If you are unsure what time you will need a return ride, please schedule the trip with your best estimate. This will at least reserve a space on the schedule and help ensure that you will be accommodated on the day of your trip.

Canceling Reservations

To cancel a reservation, please call 510-596-3778.

Riders should call 8-to-Go as soon as they can to cancel a reservation. Changes to the reservation will be accommodated on a “space available” basis. We realize that emergencies arise so rides not canceled at least two hours before scheduled trip will be considered a “Missed Ride.” A “Missed Ride” is defined as a no-call or no-show at the time of the ride. Excessive “Missed Ride” infractions will result in a written warning and possible suspension of service.



8-to-Go Service Area

The 8-to-Go service area covers all of the 94608 zip code, which includes all of Emeryville, a part of Oakland as well as part of Berkeley, and the MacArthur BART station, Alta Bates, Summit, Kaiser and the (Lifelong 60+) Clinic.

Trips outside the area will not be honored for any reason. There are other options for transportation, including the Emeryville Senior Center Taxi Reimbursement Program or discounted Paratransit Tickets. For more information, please see page 16 or contact the Emeryville Senior Center Office at (510) 596-3730.



Rider Responsibilities

Each rider will be given a pick-up time when they make a reservation. An 8-to-Go vehicle should arrive at the pick-up location between 10 minutes before and 10 minutes after the scheduled time. You should be ready to be picked up at the curb no less than 10 minutes before your scheduled pick-up time. Since the vehicle must adhere to a tight schedule, each rider should be prepared to board the vehicle 10 minutes before the schedule time. The driver is authorized to wait an additional 5 minutes for all riders beyond the pick-up time. If you are not at your pick-up location 5 minutes after your appointment, the van will move on to its next ride and your ride will be considered a “missed ride.”

If the 8-to-Go vehicle does not arrive by 15 minutes past the schedule pick-up time, call (510) 596-3778 to report the vehicle late and receive further assistance.

Rider Responsibilities

Personal Care Attendants & Companions

A personal Care Attendant (PCA) is someone who is essential to a rider's mobility. One (1) PCA may accompany each rider, free of charge. The PCA must be picked up and dropped off at the same location as the rider. The PCA must ride on the bus with the client. Riders requiring the assistance of a PCA must include this information on the initial eligibility application and inform staff at the time the ride is booked.

Mobility Devices & Wheelchairs

Riders must ensure that their mobility device or wheelchair meets ADA standards for size (less than 48 inches by 30 inches) and that the combined weight of the mobility device and the rider does not exceed 600 pounds. Wheelchairs must be in good working order with functional brakes. Lap belts are required for all wheelchair users. Riders in wheelchairs and electrical carts must have their own lap seatbelts. We do not loan seatbelts and do not assist with securing riders with their personal seatbelts, however, the driver will assist with securing the mobility device. If you do not own a lap seatbelt, you can contact any local medical supply company to purchase one. If a driver arrives to pick you up and you do not have a lap seatbelt, your ride will be canceled and you will not be transported. If a rider has a question about whether a mobility device can be accommodated, please call the Emeryville Senior Center prior to your ride.



Rider Responsibilities

Service Animals

A “Service Animal” is defined as an animal trained to help persons with disabilities.

Riders who require the use of a service animal must include this information on their initial eligibility application, including what the animal has been trained to do. Riders may bring their service animals on board 8-to-Go free of charge. No other animals are allowed on 8-to-Go vehicles.

Safety Requirements

For the safety and comfort of all riders, please observe the following rules:

- I. All passengers (including those in all types of mobility chairs) must be secured by a personal lap seat belt.
- II. Passengers must remain seated until the vehicle comes to a complete stop.
- III. No eating, drinking, smoking or littering while on board the vehicle.
- IV. No physical or verbal abuse of other riders and/or the driver.
- V. No radios or any other sound generating equipment (other than medically necessary devices) are to be played on board the 8-to-Go vehicle.
- VI. Riders must also adhere to the Emeryville Senior Center Code of Conduct. Please see staff for more details.

Rider Responsibilities

Oxygen Tank Policies

For medical reasons, some riders may need to have portable oxygen tanks with them while riding in the vehicle.

8-to-Go is able to transport oxygen tanks, however, for safety reasons, all tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs but staff will need to confirm that the installation is safe. Otherwise, only portable tanks may be transported. If you will be riding with an oxygen tank, please be sure to mention this to the dispatcher when you schedule your trip.

Hours of Operation

When can I take a trip?

**Monday thru Friday between
9:00 a.m. - 12:30 p.m. & 1:30 p.m. - 5:00 p.m.**



When can I call for the trip?

Call 24 hours a day. During certain hours you will need to leave a message and a dispatcher will return your call by the next business day.

Services will not be offered on Saturdays, Sundays or on the following holidays:

New Year's Day
Martin Luther King Day
Presidents' Day
Memorial Day
Independence Day
Labor Day

Indigenous Peoples' Day
Veterans' Day
Thanksgiving Day
The day after Thanksgiving
Christmas Day



Driver Responsibilities

The 8-to-Go vehicle will pull up to a safe location close to the entrance or front door of the pick-up location. Drivers are not allowed to enter private residences, and must remain within sight of the 8-to-Go vehicle at all times.

Upon request, drivers will escort riders to and from the front door of a building residence only if the vehicle can remain in the driver's view. If the rider lives in a building where stairs must be used, it is the rider's responsibility to have assistance available as needed.

Drivers will assist riders getting in and out of the 8-to-Go vehicle, but are not permitted to lift, or carry riders or heavy mobility devices. Drivers will assist riders up and down ramps, if necessary. Drivers will safely secure all mobility devices in the 8-to-Go vehicle. In some cases, the driver may suggest for safety reasons, that the passenger transfer to a fixed seat.

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Drivers and/or dispatchers retain the right to deny transportation to any rider who fails to follow the policies outlined in the Rider Guide.

Scheduling Your Ride

Pick-up / Drop off procedures

How much time does each trip take?

On average an 8-to-Go trip should last about 15 minutes.

8-to-Go is a shared ride service. Riders are grouped by pick-up/destination points. The vehicle is routed to try to accommodate all riders in a reasonable time.

Where should I wait?

8-to-Go provides a door-to-door shared, ride service. The driver will drop off-pick-up passengers at the curb of a public street, in front of or close to the rider's home, or other safe pick-up locations. Each rider must be waiting at the sidewalk, or other safe waiting area, or in front or as close to the entrance of the pick-up location as possible.

A driver may not:

- I. Negotiate multiple stairs
- II. Carry more than three packages
- III. Carry purses or other personal items
- IV. Enter private homes
- V. Go beyond the ground floor of office buildings or care facilities

Scheduling Your Ride

Pick-up / Drop off procedures

How long must I wait?

Although the 8-to-Go vehicle will usually arrive within a few minutes of the scheduled time, sometimes the vehicle may arrive early or late due to traffic or other unforeseen circumstances. It is important to be waiting for the vehicles 10 minutes before the scheduled pick-up time. If the vehicle has not arrived within 10 minutes after the scheduled pick-up time, call the dispatcher immediately at (510) 596-3778.

Apartments, Office Complexes & Shopping Centers

8-to-Go has a designated pick-up/drop-off at certain destinations such as medical centers, shopping centers and many other locations. If a rider schedules a trip to one of these destinations, the driver will inform the rider where the pick-up area is located. The rider will need to be at that location for their 8-to-Go pick up.

Beginning April 1, 2018, our 8-to-Go transportation service will be providing shopping days to Pak-n-Save and Trader Joe's on Tuesdays and Thursdays from 3:00 to 4:00pm. If you normally use 8-to-Go for your shopping needs, please schedule your rides during this time so we may accommodate additional riders who shop at the same locations. The driver will pick up starting at 2:30, giving you a full hour to shop. Additional grocery shopping days will **not** be scheduled on an individual basis. If you have questions, please contact the senior center.

Grocery Shopping Schedule (FIXED)		
Tuesdays	2:30pm pick-up/3:00-4:00pm shopping	Trader Joe's
Fridays	2:30pm pick-up/3:00-4:00pm shopping	Pak'N'Save

Other Transportation Services

Taxi Reimbursement Program

To partake in this program (also funded by A-CTC Measure B & BB) you must be a resident of Emeryville (and a member of the Emeryville Senior Center). A non-ADA application must be submitted for this service. If you have submitted an application for the 8-to-Go program, you do not need to fill out another application because you automatically qualify for this program. Every quarter, you will need to complete a taxi reimbursement form and submit it to the office with your receipt. You will be reimbursed up to \$72.00 for every \$80.00 you spend on taxi service each calendar quarter. Participants must be age 70 or older.

Transportation Network Companies (TNCs) - Beginning July 2018, Lyft, Uber, and other TNCs will also be available for taxi reimbursement. Please turn in your receipts in the same manner you would for taxi reimbursement. You will need to print your receipts in order to redeem the reimbursement. There are computers and printers at the Emeryville Senior Center if you do not have one at home. The total combined reimbursements for TNCs and Taxis may not exceed \$72.00 per calendar quarter.

Discounted East Bay Paratransit Tickets

If you are certified by East Bay Paratransit, and an Emeryville resident, you may purchase discounted tickets at the Emeryville Senior Center. Each quarter you may purchase \$20.00 worth of tickets for \$5.00.

Senior Clipper Cards

The Emeryville Senior Center no longer sells discounted BART cards. Senior Clipper Cards are available by mail, and you may obtain an application online or at the Senior Center. You can get the same BART discount with a Clipper Card as the regular BART tickets.

CLIPPER

Customer Service

We welcome compliments, concerns, and suggestions on all our transportation services. We want to make sure we are providing the best service to you!

Filing a Service Concern, Recommendation, or Comment:

Please share your concerns, recommendations, or comments about rides or incidents as soon as possible. All compliments and concerns will be addressed promptly. To assist in researching concerns, please provide the following information:

Rider Name & Address
Telephone Number
Date and Time of Incident/Concern
Details or the Incident

Submit Information to:

Emeryville Senior Center
4321 Salem Street
Emeryville, CA 94608
Attention: Adult Services Supervisor

You may also contact Kim Burrowes at
(510) 596-4308 or kburrowes@emeryville.org



8-To-Go reserves the right to refuse service if rider responsibilities are not followed.

Senior Center Programs

The Senior Center offers a wide variety of programs, services, info & referrals, including but not limited to:

- Zumba
- Tango
- Tai Chi
- Pilates
- Pickle Ball
- Yoga
- HICAP
- AARP
- Movies
- Picnics
- Knitting
- Art
- Computers & Internet Access
- Posture-Oriented Wellness
- Guitar & Folk Singing
- Non-Impact Aerobics
- Line Dance
- Chinese Dance
- Blood Pressure Checks
- Rosen Movement
- Feldenkrais
- Quilting
- Qi Gong
- Nutrition Education



City of Emeryville

The Emeryville Senior Center offers many group trips:



**One Day
Overnight
Week-long**

Become a member to receive the monthly newsletter
and be one of the first to register for upcoming trips.



**Emeryville Senior Center
4321 Salem Street
Emeryville, CA 94608
510-596-3730**

www.emeryville.org/150/50-Adults



**Transportation for Seniors
and People with disabilities
in the 94608 area.**

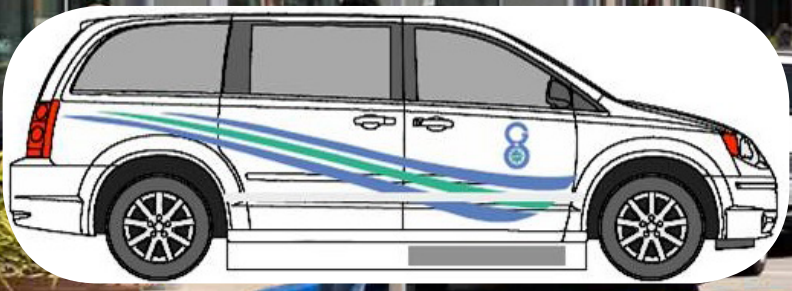
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dollars at work!**



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private traffic regulations
and enforcement.



4321 Salem Street Emeryville, CA 94608
(510) 596-3730