County Connection

Agenda Item # 9.b.

To: Board of Directors **Date:** November 11, 2026

From: John Sanderson, Director of ADA & Specialized Services **Reviewed by:** WC.

SUBJECT: Wheelchair Breakdown Service (WBS)

Background:
Strategy number 21, of the Contra Costa County Accessible Transportation Strategic Plan (ATSP) calls for a Wheelchair Breakdown Service (WBS) for Contra Costa County. In its capacity as the countywide "Coordinating Entity" (CE) charged with coordinating the implementation of the ATSP, the Contra Costa Transportation Authority (CCTA) has proposed a three-year plan to create a new full-featured WBS service. Separately, County Connection has long provided wheelchair accessible same day trips home for wheelchair users whose devices break down in the community, whether they are registered County Connection LINK riders or not, as well as providing wheelchair accessible transportation in response to mutual aid requests from Contra Costa emergency service providers. This memo describes County Connection's traditional practice for providing assistance to stranded wheelchair users, outlines CCTA's proposed program, and highlights potential conflicts as well as opportunities for coordination between the two.

County Connection's traditional response to reported wheelchair breakdowns:
For many years, County Connection LINK has provided safe transport home for wheelchair users whose devices break down or otherwise become inoperable, for example due to a flat tire or a dead battery. These trips are available anywhere within the LINK service area, regardless of the wheelchair user's ADA paratransit eligibility status, typically within one hour of the request.

Despite providing a crucial safety net for individuals who use wheelchairs in central Contra Costa County, this service remains largely unknown. Wheelchair breakdown trips have traditionally been provided on an informal ad-hoc basis, as an extension of the LINK paratransit service, rather than as a distinct program. In addition, County Connection has not traditionally publicized or promoted wheelchair breakdown service, either to existing LINK riders or to the community at large. Staff from the ADA & Specialized Services and Marketing departments have begun discussions about how to inform potential users of this crucial transportation lifeline, without overwhelming system capacity or creating confusion among our riders.

CCTA's proposed WBS program:
Although the ATSP dates from 2021, CCTA first introduced plans to create a new WBS program at the October 2026 meeting of the Accessibility Advisory Committee. CCTA's presentation to the AAC is included as Attachment 1, and CCTA's feasibility assessment is included as Attachment 2.

CCTA's WBS program scope includes two options, described in Attachment 2 as a "Comprehensive WBS", or alternatively as "WBS-Adjacent Services." CCTA's memo, identifies five functional needs for a Comprehensive WBS program:

1. On-demand transportation for wheelchair users who have experienced a breakdown in the field;
2. A telephone hotline and hotline operator, to receive calls for assistance, troubleshooting of minor issues, and dispatch repair technicians for more serious issues;
3. Repair technicians trained and equipped to respond on-site in real time to requests for reports of mechanical failure;
4. An inventory of spare parts for various models of wheelchairs and other mobility devices; and
5. Loaner devices that a user can borrow while their regular device is being repaired.

The WBS adjacent services identified in the memo include: Same-day accessible transportation for a wheelchair user whose device has broken down, dedicated wheelchair charging stations at transit hubs throughout the county, procuring a shared inventory of loaner wheelchairs and other mobility devices, and hosting community workshops to teach wheelchair users how to repair their own devices.

CCTA's plan calls for a three-year phased runway for the proposed WBS program. Year 1 will be focused on outreach, data collection, and setting up the first round of repair workshops. Year 2 will add a sub-regional pilot program. In Year 3, the initiatives from years 1 and 2 will be evaluated and a decision made – whether CCTA should implement a comprehensive WBS program countywide on an ongoing basis, or limit the program to WBS adjacent services.

The estimated startup costs for the WBS program are between $100,000 and $250,000 per year. Identified funding sources for the three-year startup include Measure X, TNC Access for All revenue, and FTA Section 5310 operating assistance. CCTA is the local access fund administrator for Contra Costa County's TNC Access for All program, and currently holds a reserve of approximately $1.7 million in TNC Access for All funds.

Overlap between County Connection's current practices and CCTA's proposed WBS program:
County Connection's long-established practice has been and continues to be to provide safe transportation home for wheelchair users whose devices have run out of battery power or otherwise become disabled. However, there is no established funding source for County Connection to recoup the cost of providing these trips.

CCTA's memo calls for "existing paratransit providers" to provide same day rides home for stranded wheelchair users at an estimated cost of $80 to $150 per trip, but does not propose a mechanism to reimburse operators. Since County Connection already provides this service when called upon to do so, Staff are working internally and with CCTA to integrate our current practice into CCTA's plans for ATSP implementation, by partnering to offer safe transportation home to wheelchair users who depend on it, and by promoting the program to inform the community of this valuable service.

Financial Implications:
None. Wheelchair breakdown trips are currently provided under the existing LINK paratransit contract.

Recommendation:
None; information only.

Action Requested:
No action requested; provided for information only.

Attachments:
Attachment 1: CCTA WBS Research Presentation
Attachment 2: CCTA WBS Feasibility Research and Approach Memo

CONTRA COSTA TRANSPORTATION AUTHORITY

OFFICE OF ACCESSIBILITY & EQUITY

Wheelchair Breakdown Service in Contra Costa



Key Topics

01 Community Need

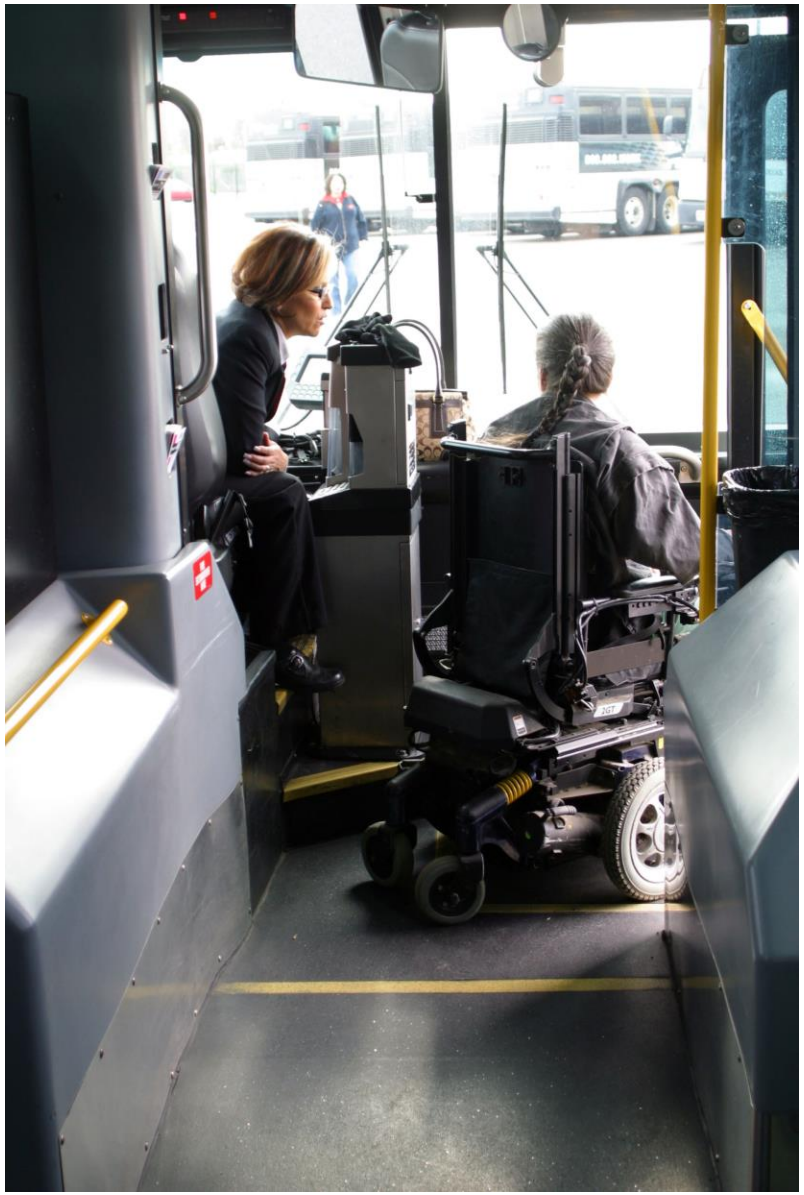
02 What is a Wheelchair Breakdown Service (WBS)

03 CCTA Research and Outreach

04 WBS Program Goals

05 WBS Program Options

06 Phases of Implementation and Next Steps



Community Need

Imagine This

Andy, a power wheelchair use is making a 20-minute trip to their local grocery store using a combination of transit and rolling.

After getting off their bus, Andy starts rolling with their wheelchair on the sidewalk towards the grocery store.

10 minutes away from the store, Andy's power wheelchair battery stops working. Andy is stranded.

His 20-minute trip to the grocery store becomes a three-hour breakdown, as Andy calls family members for help.

What Is a Wheelchair Breakdown Service (WBS)?

- Wheelchair breakdown services provide emergency, roadside-style assistance to people whose power wheelchair, manual wheelchair, scooter, or other mobility device fails while they are out in the community.
- Dubbed the “Triple A” service of mobility devices





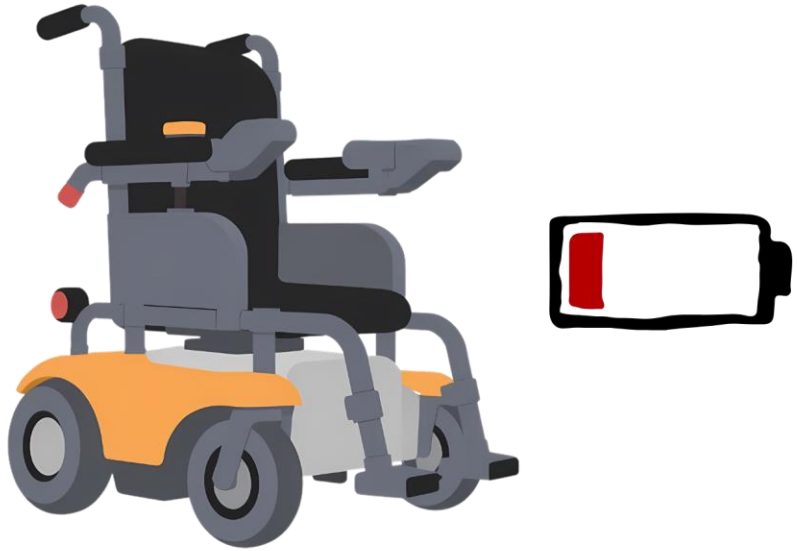
How does a WBS Work?

- Take calls and troubleshoot device issues in real time
- If needed, go to the device user and repair the issue on-site
- Provide safe transportation home if their device can’t be repaired on site.

Community Need

Wheelchair Breakdowns and Repair:

- Repairs and Consequences are common:
  - A study found that*:
  - 56% of wheelchair users reported needing at least one repair in a six-month period
  - 42% experienced an adverse consequence as a result of a need repair
- **Two Core Mobility Device Needs:**
  - Device Repairs (including on site/roadside)
  - Safe Transport



*Data Source: Worobey et al. 2021

CCTA WBS Outreach and Research

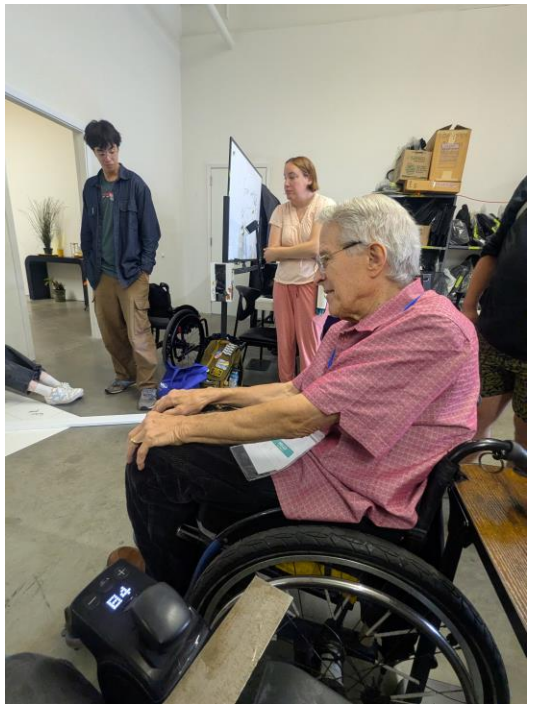
- **ATSP Strategy 21:** WBS identified as a program to build supportive infrastructure for older adults and people with disabilities
- **June-August 2026:** CCTA staff conducted research, outreach, and engagement with Bay Area WBS experts and stakeholders
- **Research Goals:**
  - Determine the feasibility of a Contra Costa WBS
  - Develop options for a WBS program



What did outreach look like?

- **Discussions with experts**
  - John Benson (Center for Independent Living)
  - Liz Henry (Grassroots Open Assistive Tech)
  - Easy Does It
  - Independent Living Resources of Solano and Contra Costa
  - Antioch Medical Supplies
  - Vincent Lopez, Mobility Device specialist at the Independent Living Resource Center San Francisco
- **Attended Repair Events**
  - Bay Area Repair Coalition (BARC) meeting of various repair organizations
  - Grassroots Open Assistive Tech DYI Wheelchair Building Workshop
- **There is opportunity to collaborate with groups doing repair work and build on existing efforts.**







WBS Model: Alameda County
Easy Does It (EDI)

Service Area	**10 Cities in Alameda County** Alameda, Albany, Berkeley, Castro Valley, Emeryville, Hayward, San Leandro, San Lorenzo, and Oakland **2014 Service Area Population of 970,021**
Services Provided	**All WBS Functions** • Hotline to call • Repairs (in-person and over-phone) • Safe transport home • Loaner devices
Years in Operation	**Decades of Experience** 28 Years in Berkeley 7 Years in 10 Alameda Cities



Goals of a WBS

1. **Safe Transport:** Provide safe transportation home for mobility device users when their device breaks down or becomes nonfunctional.
    - **Loaner Devices:** establish a loaner device inventory that can be used when devices are nonfunctional, provided when transport arrives.
2. **Troubleshooting and Repair Support:** Create a county-wide service to help mobility device users troubleshoot device issues in real-time, like charging or a parts malfunction, with a possibility for roadside device repair.
3. **User Confidence:** Increase confidence for mobility device users that if something goes wrong on their trip, they have a safe and reliable source of support to get home.

Program Options





Option One Full Wheelchair Breakdown Service	Option Two WBS-Adjacent Programs
• Safe wheelchair accessible transportation that can provide on demand trips for stranded users • County hotline that can provide remote and in-person troubleshooting • Large scale and higher costs	• Smaller programs that address similar goals • Addressing a specific aspect of WBS such as safe transport for stranded users • Example programs: creating battery charging stations at transit hubs, a loaner device inventory, or free device repair workshops • Smaller scale and lower costs

Full WBS Option

- Create compressive service county-wide to help stranded mobility device users
- **A Full WBS in Contra Costa would:**

  1) Take calls and troubleshoot device issues in real time

  2) If needed, go to the user and repair the issue on-site

  3) Provide safe transportation home if their device can't be repaired on site

  4) Would provide loaner chairs when someone's device is being repaired



Full WBS

WBS Operational Stakeholders

Functional Need	Potential Stakeholders
Safe Transport: bring stranded device users to safe location (using accessible vehicles)	• Contra Costa Paratransit Providers • Alternatively, a vendor with accessible vehicles
Hotline Operator: take calls, troubleshoot issues, dispatch technicians	• Existing Hotlines: 211, 511, Mobility Matters • Mobility device vendor
Repair and Troubleshooting: technicians who can conduct over-the-phone and in-person repairs	• Work with Alameda repair orgs (EDI, GOAT) to build a team of qualified technicians
Parts Inventory: spare parts for repairs and place to store parts inventory	• Work with Contra Costa Independent Living Resources, and Alameda orgs (EDI, CIL, GOAT, etc.) to build cross county parts inventory
Loaner Devices: devices that can be borrowed when someone's device is out of service	• Work with Alameda orgs (EDI, CIL, GOAT, etc.) to build cross county loaner inventory

Full WBS Considerations

- **Key Strategies:**
  - Foster collaboration with existing experts and organizations
  - Contribute funding to shared repair team and shared parts and loaner device inventory
- **Program Cost Estimates:**
  - *ATSP Start Up Cost Estimate (2021):* $100,000 to $250,000
  - *EDI FY 2026-2027 WBS Budget:* $255,000



WBS-Adjacent Program Options

- Focus on smaller scale services that achieve similar goals

Program	Description	Cost
Accessible Transportation	Wheelchair accessible transportation which can be provided within the same day to a stranded mobility device user, ensuring a safe ride home.	To be determined based on quotes from organizations that deliver this service.
Countywide Charging Stations in Public Spaces	Build mobility device charging stations in public places (mobility hubs, city halls)	Charging Stations $20,000 Broad Estimate
Loaner Mobility Device Inventory	Create shared-regional or Contra Costa inventory of loaner mobility devices	Loaner Devices and Parts $25,000 Broad Estimate
Community Repair Workshops	Host workshops in Contra Costa to teach users about mobility device repairs and maintenance.	To be determined based on quotes from organizations that deliver this service.

Phased Implementation

- **Goal:** Collect data on community needs, service performance, and repair frequency to implement WBS with confidence

Phase 1 Data Collection and Repair Workshops	Phase 2 Sub County Pilot Of a WBS	Phase 3 Decision Point on Long Term Program Structure
Year One • Host repair and maintenance workshops in Contra Costa County for mobility device users • Collect data on community repair needs and WBS interest	**Year Two** • Choose a sub county region to deliver a WBS pilot program • Create the infrastructure of a WBS in the pilot area • Evaluate success and use of the service	**Year Three** • Make decision on whether to proceed with full county WBS • If not, pivot to other WBS-adjacent programs (charging stations, loaner device inventory, etc.)

Next Steps for CCTA

- Continue relationship building with stakeholders
- Outreach with community on mobility device needs
- Engagement with potential program partners
- Work on setting up community workshops for Implementation Phase 1

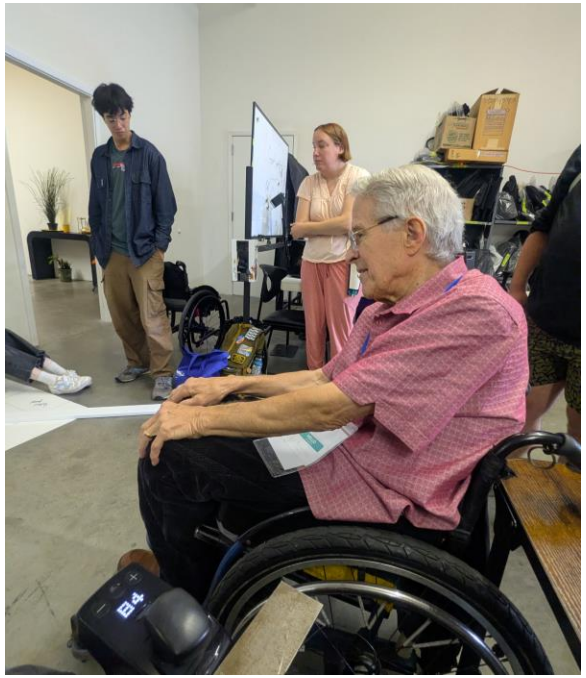


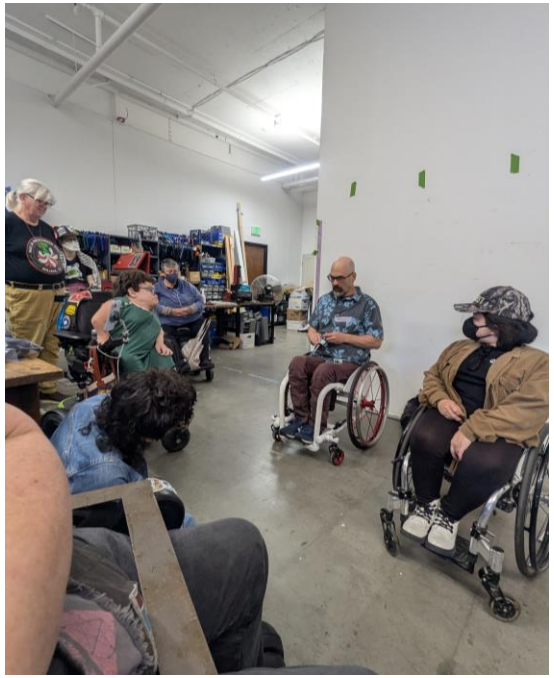
Questions for the AAC to Weigh In On

- What mobility device needs have you seen in your community? Could a WBS help?
- What organizations in your community could support a WBS?
- Do you have any feedback on the phased implementation approach and timeline?



Questions?







Staff Recommendation

Staff recommends creating a WBS using a phased implementation approach, beginning with community workshops and a sub-county pilot, using data and community feedback from the pilots to inform a decision on expanding to full county implementation. If this approach is not feasible or does not have high user demand, the Authority can instead focus on WBS-adjacent services, which address similar needs at a smaller scale.

Wheelchair Breakdown Service Program Feasibility Memo

The Contra Costa Transportation Authority (CCTA) Accessible Transportation Strategic Plan Strategy 21 established a wheelchair breakdown service (WBS) for Contra Costa County as a short-term objective to create supportive infrastructure for older adults and people with disabilities.[1]

To assess the feasibility of a WBS in Contra Costa, CCTA staff researched existing WBS programs, interviewed WBS experts, and mapped the landscape of potential partners and vendors in the region. This memo presents CCTA's findings and lays out options and recommendations for implementation.

Recommendation: CCTA should implement a comprehensive WBS, beginning with repair workshops and sub-county pilots and use data and community feedback to inform a decision on expanding to full county implementation. This memo outlines action steps towards building a WBS, including a phased implementation timeline. If a full WBS cannot be funded, or if the pilot shows insufficient demand, CCTA should instead pursue WBS-adjacent services, which are smaller-scale programs that address similar needs.

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[1] Contra Costa Accessible Transportation Strategic Plan, page 6-13

Summary & Recommendations Table

This table provides a high-level overview of the memo, with in-depth analysis provided in the following sections.

Key Area	Components / Options	Recommendation
Program Goals	• Troubleshooting: real-time help for device issues (e.g., charging, parts malfunction) • Safe Transport: transportation home when a device breaks down or becomes nonfunctional Sub-goal — Loaner Devices: spare device inventory available while a user's device is out of service • User Confidence: assurance that help is available if something goes wrong mid-trip	Use these goals to anchor program design and implementation decisions.
Program Scope	• Option 1 — Comprehensive WBS: repair hotline, mobile repair technicians, safe transport home • Option 2 — WBS-Adjacent Services: e.g., safe transport, countywide charging stations, regional loaner device inventory, repair workshops	If funding allows, implement a full WBS for Contra Costa. If sustained funding can't be secured, implement WBS-adjacent services.
Implementation Timeline (3 years)	• Phase 1 (Year 1): community device repair workshops to gather local needs data before committing to WBS pilot infrastructure • Phase 2 (Year 2): scoped service pilot in one operator area, informed by Phase 1 data • Phase 3 (Year 3): countywide decision: scale to full WBS or pivot to WBS-adjacent services	Lead with data gathering rather than a pilot, since CCTA currently has no Contra Costa-specific data on need or demand. See Section III for full detail.
Operational Functions (for a full WBS)	• Safe transport (accessible vans/buses, from transit operators, paratransit, or vendor vehicles) • Hotline operator (take calls, troubleshoot issues, dispatch technicians) • Trained technicians for mobile and in-shop repairs	Identify stakeholders that can fulfill each operational function.

Key Area	Components / Options	Recommendation
	• Repair shop and parts inventory, deployable countywide • Loaner device inventory	

Section I: WBS Background

Community Need

For older adults and people with disabilities who use mobility devices, having peace of mind that they can complete a trip without worrying about their device breaking down or being stranded is essential. Mobility device users can face device malfunctions, which can leave users stranded and in potentially unsafe situations.

The need for on-demand device repair assistance is well-documented. Research published by the *Archives of Physical Medicine and Rehabilitation* found that:

- 56% of wheelchair users reported needing at least one repair in a six-month period.
- 42% of users experienced an adverse consequence because of a device needing a repair.[2]

Battery charging and replacement are some of the most common issues mobility device users face. When these problems arise during their trip, users are stranded and need a way to get home safe. A trusted Wheelchair Breakdown Service program can provide assurance that if a device breaks down during a trip, there is help. This assurance is key to independence and confidence for people who use mobility devices.

What is a WBS?

Wheelchair breakdown services provide emergency, roadside-style assistance to people whose power wheelchair, manual wheelchair, scooter, or other mobility device fails while they are out in the community. The concept is modeled on automotive roadside assistance programs (e.g., AAA) and is often provided to users at no cost. In practice, the service looks like this: a user calls a hotline which dispatches a technician to fix the device over the phone or on site and provide safe transportation home if the device cannot be repaired in that moment. This can be provided through a single entity or multiple entities working together, addressing specific functions of the service.

Goals of a Contra Costa County Wheelchair Breakdown Service

Based on research and outreach with existing programs, Authority staff identified goals that a WBS in Contra Costa County should achieve.

1. **Safe Transport:** Provide safe transportation home for mobility device users when their device breaks down or becomes nonfunctional.

[2] Factors Influencing Incidence of Wheelchair Repairs and Consequences Among Individuals with Spinal Cord Injury - PubMed

1.1. **Loaner Devices:** establish a loaner device inventory that can be used when devices are nonfunctional, provided when transport arrives.

2. **Troubleshooting and Repair Support:** Create a county-wide service to help mobility device users troubleshoot device issues in real-time, like charging or a parts malfunction, with a possibility for roadside device repair.
3. **User Confidence:** Increase confidence for mobility device users that if something goes wrong on their trip, they have a safe and reliable source of support to get home.

These goals should guide the Authority in choosing which type of WBS model to implement.

Potential Funding Sources

Depending on fund availability, a WBS or adjacent services could be supported through Measure X Sales Tax. This is a fund source that supports the implementation of ATSP strategies. Additional funding opportunities may include TNC Access for All Funds (SB 1376) and FTA Section 5310 program focused on the transportation aspect of a WBS.

For reference, Alameda's EDI relies on a combination of city and county funding. Berkeley's Measure E was a key initial funding source for the organization. ACTC is EDI's key funder for the wheelchair rescue aspect of the organization, FASTER. ACTC will provide $242,288 from their Paratransit Discretionary Grant Program to EDI's FASTER service in FY 2026-2027, with FASTER's total budget being $255,000 in FY 2026-2027. FATSER's program budget includes labor costs, vehicle maintenance costs, outreach, insurance, utilities, and most key annual costs to operate FASTER.[3] Through their FASTER WBS, EDI provides over-the-phone trouble shooting, on-site repairs, loaner devices, and if needed in-shop repairs for free as part of their WBS.[4]

Section II: Program Design Options

This section presents two options: a comprehensive (full) WBS, and WBS-adjacent programs.

1. Option One assumes CCTA can secure adequate funding, identified community need, and support for a full WBS, beginning with a pilot and then expanding countywide if deemed appropriate.
2. Option Two offers smaller-scale program options that address similar goals to a WBS.

CCTA should ultimately aim to create a comprehensive WBS using a phased implementation approach, beginning with community workshops and a sub-county pilot and then expanding to full county implementation. If funding cannot be secured, or if the pilot shows limited demand, CCTA can focus on WBS-adjacent services, which address similar needs at a smaller scale.

Option One: Full WBS Service

A WBS service for Contra Costa County would include a device troubleshooting hotline, roadside repair, and safe wheelchair accessible transport home for the device user.

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[3] EDI Funding Application to ACTC for FY 2024-2029 Funding, curtsey of Bruce Curtis
[4] Easy Does it Emergency Services

1) User calls the hotline; a technician attempts to help the user fix the issue over the phone
2) If the issue cannot be fixed remotely, a technician goes into the field to make the necessary fix or repair.
3) If the issue cannot be resolved on the spot, the technician would provide the device user safe transport home.

Potential Stakeholders for Each Operational Function

This section focuses on stakeholders for countywide implementation, but the same partners should also inform the design of a sub-county pilot (see Section III: Phased Implementation). One partner can fulfill multiple functional needs. Additionally, there could be overlap given that different roles must work together.

Functional Need	Potential Stakeholders
Safe Transport: bring stranded device users to safe location (using accessible vehicles)	• Contra Costa Paratransit Providers • Alternatively, a vendor with accessible vehicles
Hotline Operator: take calls, troubleshoot issues, dispatch technicians	• Existing Hotlines: 211, 511, Mobility Matters • Mobility device vendor
Repair and Troubleshooting: technicians who can conduct over-the-phone and in-person repairs	• Work with Alameda repair orgs (EDI, GOAT) to build a team of qualified technicians
Parts Inventory: spare parts for repairs and place to store parts inventory	• Work with Contra Costa Independent Living Resources, and Alameda orgs (EDI, CIL, GOAT, etc.) to build cross county parts inventory
Loaner Devices: devices that can be borrowed when someone's device is out of service	• Work with Alameda orgs (EDI, CIL, GOAT, etc.) to build cross county loaner inventory

Overall Cost

The ATSP estimated that the start-up costs a WBS service in Contra Costa County is between $100,000 and $250,000.[5] This estimate is similar to the annual budget of EDI's WBS program for Alameda County, which is about $255,000 in FY 26-27.

[5] Contra Costa Accessible Transportation Strategic Plan, Page 6-13

Option Two: WBS-adjacent Programs

WBS-adjacent services are less costly alternatives to a full countywide WBS. They address similar goals, including safe transport, device charging, loaner mobility devices, and repair resources.

Program	Description	Cost
Accessible Transportation	Wheelchair accessible transportation which can be provided within the same day to a stranded mobility device user, ensuring a safe ride home.	To be determined based on quotes from organizations that deliver this service.
Countywide Charging Stations in Public Spaces	Build mobility device charging stations in public places (mobility hubs, city halls)	Charging Stations $20,000 Broad Estimate
Loaner Mobility Device Inventory	Create shared-regional or Contra Costa inventory of loaner mobility devices	Loaner Devices and Parts $25,000 Broad Estimate
Community Repair Workshops	Host workshops in Contra Costa to teach users about mobility device repairs and maintenance.	To be determined based on quotes from organizations that deliver this service.

No Strand Wheelchair Tow Program

Need: A fundamental element of a WBS is ensuring no one is stranded in an unsafe situation. Thus, transportation is one of the core aspects of a program. Knowing that no matter what happens, you can get home safely, is a major assurance for mobility device users and provides immediate support in an emergency.

Proposal: Work with existing paratransit providers to provide safe, same day transportation for mobility device users that experience a breakdown in their device. This can include users who are not registered paratransit users and would provide trips within the same day.

Cost: The cost will vary by transit provider and could range from $80 to $150 per trip for the full operational cost.

Countywide Mobility Device Charging Stations Program

Need: One of the most common mobility device issues CCTA encountered in its research was mobility device batteries dying mid-trip. John Benson emphasized that battery issues leave many users stranded.

Proposal: Leverage CCTA funding to build mobility device charging stations at public buildings, public spaces, and mobility hubs throughout Contra Costa. Example locations include city halls, city parks, BART stations, bus hubs, etc.

Cost: According to the Rural Transit Assistance Program (RTAP), wheelchair charging stations can cost between $400 and $10,000 each.[6] The City of Oswego in New York installed charging stations using the MobilityMatters2Me HandiCharge charging stations which retailed at $750 when they were last in stock. Assuming stations cost around $1,000 each to purchase and install, a pilot with 20 charging stations around the county could cost $20,000.[7]

Strategies and Alternative Models:

- **Strategy:** Consider combining this program with e-bike or e-mobility charging stations to make these charging stations for both mobility devices and e-mobility devices.
- **Alternate Model - Mobile Charging Response:** part of a mobile repair response hotline could be the ability to conduct emergency mobile charging.

Countywide or Regional Mobility Device Loaner and Parts Inventory Program

Need: Mobility device users (wheelchairs, power wheelchairs, etc.) may need a loaner device to use when theirs are broken, being replaced, or repaired. This could also address broader needs.

Proposal: Develop an inventory of spare mobility devices that can be used. Spare devices can be newly procured, recycled or donated devices, or shared between counties and organizations.

Regional Inventory: Work with Alameda organizations to develop two county, regional inventory of loaner mobility devices

- The Independent Living Center of Solano and Contra Costa Counties currently has an inventory of some loaner devices within Contra Costa County which can serve as a starting point.
- Community organizations like EID, GOAT, and CIL already have their hands in the loaner space. EID and GOAT likely already have their own set of loaner devices.
- CCTA can leverage funding to procure additional loaner devices, by funding the purchase of new spare devices or by administering a recycle devices campaign.

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[6] Wheelchair Charging Stations | National RTAP
[7] Wheelchair Charging Station | mobilitymatters2me

- CCTA can partner with Alameda orgs to create a larger inventory with more capacity and shared expertise. Two counties, one inventory, more devices, more expertise.

Cost: The costs of creating a loaner device inventory depend on CCTA's ability to work with partners. Heavy-duty power wheelchairs cost anywhere between $3,000 and $7,000 dollars.[8] Assuming CCTA were to purchase 5 power wheelchairs for $5,000 each, procuring chairs to create a Contra Costa inventory or to add to a regional inventory could cost $25,000.

Community Device Repair and Maintenance Workshops

Need: Contra Costa organizations could benefit from a knowledge sharing campaign with Alameda and San Francisco County. Organizations have spent years building a grass roots base of mobility device experts who help with repair and maintenance. Building this ground-up expertise in Contra Costa could help create a community of repairers who can share their knowledge over time and empower device users to work on preventative care and upkeep of devices that they may not be able to get through insurance.

Proposal: CCTA can work with organizations to host workshops in Contra Costa County to teach device users essential wheelchair repair and maintenance skills.

Cost: The costs varies based on what organizations who provide this service charge as a fee for service.

Section III: WBS Program Phased Implementation

Section I and Section II laid out the community need for a WBS in Contra Costa and outlined possible program options that could address those needs. Through a three phase and three-year gradual implementation approach, Section III outlines steps towards establishing a comprehensive WBS, using data to make ultimate program design and scale decisions.

Need for Data: CCTA lacks Contra Costa-specific data on mobility device repair needs, geographic distribution of demand, or the true scale of the problem locally. Rather than moving directly into a pilot with WBS, which requires upfront investment in hotline, technician, and transport infrastructure, CCTA needs to first gather local data through community engagement.

Phase 1 Data Collection and Repair Workshops	Phase 2 Sub County Pilot Of a WBS	Phase 3: Decision Point on Long Term Program Structure

[8] How Much Does a Power Wheelchair Cost? Average Prices by Type

Year One	Year Two	Year Three
• Host repair and maintenance workshops in Contra Costa County for mobility device users • Collect data on community repair needs and WBS interest	• Choose a sub county region to deliver a WBS pilot program • Create the infrastructure of a WBS in the pilot area • Evaluate success and use of the service	• Make decision on whether to proceed with full county WBS • If not, pivot to other WBS-adjacent programs (charging stations, loaner device inventory, etc.)

Phase One: Community Repair Workshops & Needs Assessment (Year 1)

CCTA should host a series of mobility device repair workshops across the county. These events would be staffed by expert technicians and serve two purposes: providing an immediate benefit to the community and generating the local data CCTA needs to design a right-sized WBS.

Approach

- Host a rotating series of repair workshops at accessible community locations (senior centers, disability service providers, libraries) across the county.
- Partner with EDI, GOAT, and IRL to provide technical staffing and expertise, building on relationships already established during feasibility research.
- Use workshops as an outreach and trust-building opportunity with the community, while also promoting awareness of broader accessibility programs and resources.

Potential Data to collect

- Types and frequency of repairs (e.g., battery/charging issues vs. structural or parts failures)
- Geographic patterns in demand across the county
- Whether users experienced being stranded due to a breakdown, and how they got home
- Interest in and awareness for a future WBS program
- Existing gaps in access to repair, charging, or loaner devices

Why this comes first: Workshops let CCTA test community demand and build partner relationships without committing to hotline, technician, or transport infrastructure. The data collected directly informs where and how to scope the Phase Two pilot including which operator service area to choose, what mix of troubleshooting vs. transport support is actually needed, and how large a technician/parts capacity to plan for.

Timeline: Months 1-12. Plan for a workshop series with defined touchpoints (e.g., quarterly events) so that data accumulates steadily and can be reviewed at set intervals rather than only at year-end.

Phase Two: Service Pilot in One Operator Service Area (Year 2)

Using Phase One data to inform scope and location, CCTA runs a scaled pilot of the full WBS model (hotline, mobile repair, safe transport) in a sub-region of the county.

Approach options (to be finalized using Phase One findings)

- **EDI Expansion Pilot (West County):** Work with Alameda's EDI to extend WBS repair service into the AC Transit Contra Costa and WestCat service area, with East Bay Paratransit and WestCat handling safe transport.
- **Central County Pilot:** Stand up new WBS infrastructure (hotline, repair capability, safe transport) in County Connection's service area. Costs more to set up, but best tests what building new infrastructure from scratch requires.

Primary goals

- **Data:** Collect operational data on repair and safe-transport demand under real service conditions, building on the baseline established in Phase One. Identify the true cost of a WBS program for Contra Costa County.
- **Partnerships:** Assess the success and long-term feasibility of collaboration with key stakeholders (vendors, transit operators, Alameda partners).
- **Decision:** Use pilot results, together with Phase One data, to decide whether to move to full countywide implementation or pivot to WBS-adjacent services.

Timeline: Months 13–24 (one full year, to capture demand patterns across seasons consistent with research showing many users need repairs within a six-month window).

Phase Three: Countywide Decision & Scale-Up (Year 3)

With two years of accumulating data community-level need from the workshops and operational performance from the pilot, CCTA is positioned to make a well-informed, evidence-based decision.

Decision point: Based on combined Phase One and Phase Two findings, choose one of two paths:

- **Scale to a full countywide WBS**, expanding infrastructure, strengthening partnerships, and growing vendor capacity to operate across all of Contra Costa County.
- **Pivot to WBS-adjacent services** (charging stations, regional loaner inventory) if demand data suggests a full WBS is not warranted, or if funding for a full buildout is not available.

Timeline: Months 25–36, covering both the decision process and the start of implementation on whichever path is chosen.

Community Partnerships for Implementation

At all phases of WBS implementation, coordination with community organizations in Contra Costa County should be prioritized. The program must be anchored in community trust, participation, and input. These organizations could host the repair and maintenance workshops in Phase 1 of implementation, publicize a WBS, and work with CCTA on other programs.

The following organizations have been identified as a starting point for partnership:

- Transit Providers in Contra Costa County including paratransit providers
- Nonprofit / Community based organizations
    - Independent Living Center of Solano and Contra Costa Counties
    - Choice In Aging
    - Mobility Matters
- Senior Centers across Contra Costa County
- Contra Costa Senior Villages
    - Lamorinda Village (Lafayette, Moraga, and Orinda)
    - Mount Diablo Village (Walnut Creek)
    - Walnut Creek Seniors Club (Walnut Creek)
    - Clayton Valley Village (Clayton)
    - San Ramon Valley Village (San Ramon)
- Regional and Adult Day Programs
- Accessibility and accessibility-adjacent county agencies
    - Area Council on Aging and Senior Mobility Action Council
    - Contra Costa Health and Human Services

Appendix

Research Methodology and Outreach

The recommendations in this memo for a WBS in Contra Costa are based on outreach by CCTA staff with stakeholders in the Bay Area mobility device space, research on community needs for people with mobility devices, and research into existing wheelchair breakdown services. CCTA staff met with various mobility device experts in the Bay Area to discuss WBS feasibility in Contra Costa and engaged with the community through outreach at events. Additionally, CCTA's ATSP Workplan Subcommittee was consulted as this research took place.

List of Stakeholder's Spoken with and Events Attended:

- **John Benson**, former *Easy Does It* (EDI) technician and current Residential Access Coordinator at the *Center for Independent Living* in Berkeley. Benson played a key role in establishing the wheelchair rescue aspect of EDI.
- **Liz Henry**, Executive Director of *Grassroots Open Assistive Tech (GOAT).* Henry through GOAT operates a community mobility device customization and parts shop in Oakland. Henry connected CCTA to various East Bay organizations working on mobility devices.
- **Touseefuddin Syed**, Manager of *Antioch Medical Supplies* (AMS). CCTA and AMS discussed what the potential roles and capabilities of a WBS vendor could be for a county-wide service.
- **Bay Area Repair Coalition Meeting (BARC), August 7, 2026.** CCTA staff attended the first BARC meeting hosted by GOAT, a knowledge sharing session between many mobility device organizations and experts in the region. CCTA voiced its interest in WBS and received feedback as part of the discussion. Representatives from GOAT, CIL, and MTC, among other stakeholders, were present.
- **GOAT DIY Wheelchair Community Session, August 8, 2026**. CCTA staff attended a do-it-yourself wheelchair building session hosted by GOAT at their Oakland workshop.
- **Vincent Lopez,** Mobility Device specialist at the Independent Living Resource Center San Francisco to understand the day-to-day technical needs of device repair.