



**East Bay  
Paratransit**

## **RIDERS GUIDE**

1750 Broadway  
Oakland, CA 94612  
[www.eastbayparatransit.org](http://www.eastbayparatransit.org)  
Phone: (510) 287-5000

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## INTRODUCTION

East Bay Paratransit is a public transit service for people who are unable to use regular AC Transit buses or BART trains because of a disability or a health-related condition. East Bay Paratransit was established by AC Transit and BART to meet the requirements of the Americans with Disabilities Act (ADA). East Bay Paratransit transports riders in accessible vans equipped with a wheelchair lift.

You should carefully read this Guide to learn all about East Bay Paratransit.

Alternative accessible formats are available upon request. Please contact Customer Service at 510-287-5000 to speak to a representative or visit the website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) and click "Contact Us".

## DISCLAIMERS

- The East Bay Paratransit Riders Guide may contain omissions or errors. The Guide is not legal advice, and it does not create any legal obligation on the part of anyone. In the event of a conflict between the Guide and any law, policy or contractual obligation of AC Transit, BART, or East Bay Paratransit, the law, policy, or contract will prevail.
- East Bay Paratransit does not compensate riders for their expenses or losses due to any problem with the service, nor is East Bay Paratransit liable for any inconvenience or expense caused as a result of using the program.
- East Bay Paratransit service is only available within  $\frac{3}{4}$  of a mile of an operating AC Transit bus route or BART station during the same hours that buses and trains are running.
- Service is curb-to-curb with door-to-door service provided upon request.
- Please refrain from wearing scented products aboard the vehicles, as there may be persons on board with environmental sensitivities.

## TO CAREGIVERS AND SOCIAL SERVICE AGENCIES

This document was written for all paratransit riders and is phrased as if the rider is reading the document. We know that many caregivers and others will assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider.

**However, if the person you take care of will be riding without an attendant, it is very important that he or she be able to follow the Rider Responsibilities and Behaviors (See page 17).**

**Contacting East Bay Paratransit:**

**(510) 287-5000**

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

**Other important phone numbers  
are on the back cover of this Guide**

## RIDER ADVISORY COMMITTEE

East Bay Paratransit has a rider advisory committee called the Service Review Advisory Committee (SRAC), which meets every other month in Oakland. You can attend meetings and speak to the committee. You can also apply to be a member of the Committee.

When you speak to a Customer Service Representative, ask them to put you in touch with the SRAC Coordinator.

Visit [www.eastbayparatransit.org](http://www.eastbayparatransit.org) and click “Rider Advisory” for more information.

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**Contact East Bay Paratransit...See Back Cover**

## **ELIGIBILITY**

To use East Bay Paratransit, you must apply through the Eligibility Certification Department and be found eligible for the service. The process for new applicants includes both a paper application and an in-person assessment (IPA). East Bay Paratransit will provide a free ride to and from your IPA on one of our vehicles. Upon completion of your IPA you will receive a letter that explains the determination of your eligibility and what kind of service you may receive. If the eligibility process takes longer than 21 days, then you will be presumptively eligible to use the service until a final determination is made.

If you have questions about eligibility, call East Bay Paratransit at (510) 287-5000 and press 5 when you hear the recording.

### **Full Eligibility**

If you are unable to use AC Transit buses or BART trains independently, you will have full eligibility for paratransit. That means you will be allowed to take all your transit trips on paratransit. You may choose to travel on AC Transit or BART when you can, for example when traveling with an attendant.

### **Conditional Eligibility**

If the Eligibility Certification Department determines that you are able to use AC Transit or BART independently for some trips, but not others, you will be given conditional eligibility. You will be allowed to take some of your trips using East Bay Paratransit service.

We will explain which trips you may take on East Bay Paratransit, and which trips you should plan to take on fixed route transit. We may refuse to provide a paratransit trip that you are able to take on AC Transit or BART.

### **Temporary Eligibility**

If your disability is temporary or your health is expected to improve, you will be given paratransit eligibility for a limited time, after which you are expected to return to using regular AC Transit buses or BART trains.

### **Length of Eligibility**

Your eligibility to use East Bay Paratransit service is assigned for a period of five (5) years. You must reapply every five (5) years for continuous service, regardless of your eligibility status.

Reapplication is required even when your disability is permanent and unchanging. East Bay Paratransit will send instructions to you on how to reapply before your eligibility expires.

## **Denial of Eligibility**

To qualify for East Bay Paratransit services, you must have a disability or health-related condition that prevents you from using fixed route, bus or rail, public transit independently. Based on your written application and in-person assessment (IPA), the Eligibility Certification Department may determine you have the necessary transit skills and functional ability to use AC Transit buses and/or BART trains without the assistance of another person. This will result in a denial of eligibility for East Bay Paratransit services. Reasons for the denial will be noted in the letter you receive.

If you disagree with this decision, you have the right to appeal, and instructions on how to appeal will be included with your letter. An Appeals Panel, consisting of Staff from AC Transit or BART and a member of the Service Review Advisory Committee, will hear the appeal. If the Panel upholds the decision, and your disability or health-related condition changes in the future, you may re-apply for ADA paratransit.

## **Visitor Eligibility**

Visitor requests are handled by our eligibility department. Visitors can use East Bay Paratransit for up to 21 days in a 12-month period after presenting either a valid ADA Paratransit card or other paperwork showing they are certified for ADA paratransit services by another agency.

We also grant visitor service to individuals whose disability is visibly apparent, such as users of mobility devices, white canes, or service animals, or who present information they are unable to use fixed route, bus or rail, independently. We request a form of identification, in order to create a profile on our database for the rider.

The Eligibility Certification Department accepts a variety of documentation – such as a copy of a valid ADA Paratransit card or an email from a home agency.

For those whose disability is apparent, basic forms of documentation are accepted.

## **BRINGING OTHER PEOPLE**

ADA eligible riders, their personal care attendants (PCAs), and their companions are allowed to use East Bay Paratransit. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for the PCA and/or companion when you make the reservation for yourself.

### **Personal Care Attendants (PCAs)**

A PCA is someone you need to help you to perform daily activities, such as eating, dressing, personal hygiene, or finding your way.

When you apply for paratransit, you will be asked about your need for a PCA. Personal care attendants pay no fare when they ride with you.

**Fraudulently claiming to travel with an attendant to avoid paying a fare for a companion may result in suspension of service.**

### **Companions**

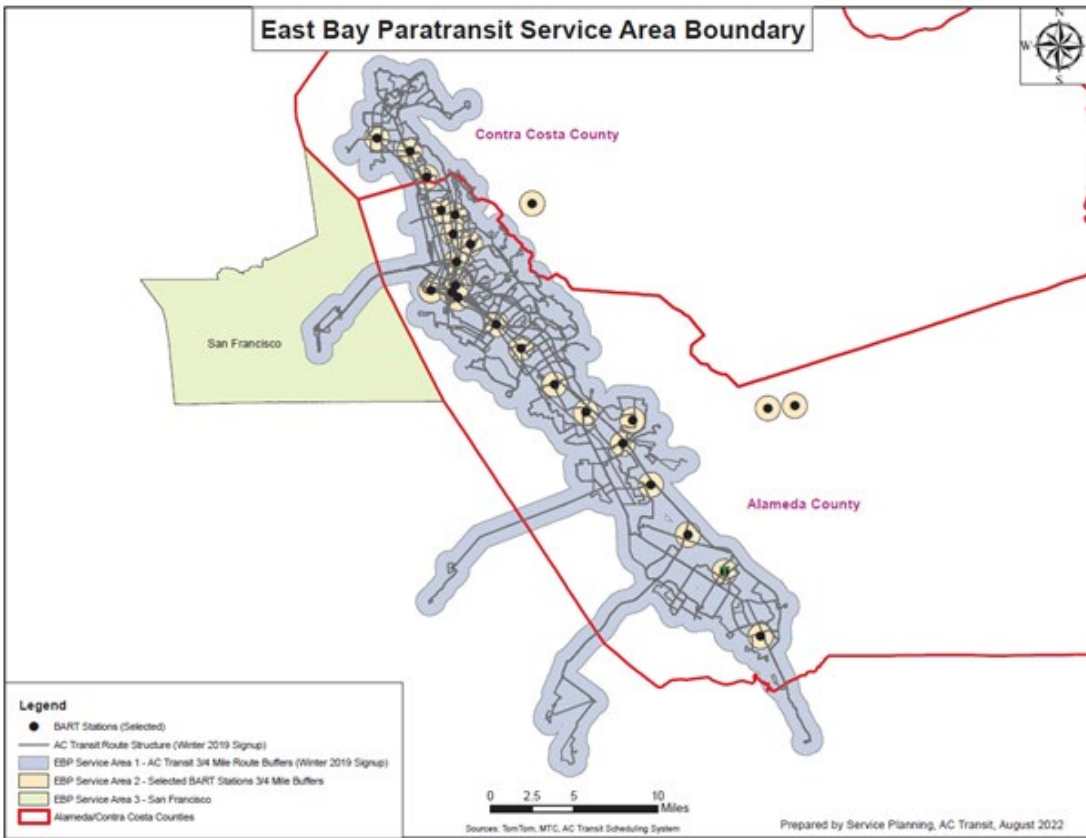
A companion is a person who is traveling with you but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation.

Additional companions may be added on the day of service ONLY if there is room available on the vehicle.

Companions pay the same fare as you to ride paratransit.

# SERVICE AREA

East Bay Paratransit serves the following cities within the AC Transit and BART areas shown on the map below:



- Alameda
- Albany
- Berkeley
- Castro Valley
- El Cerrito
- El Sobrante
- Emeryville
- Fremont
- Hayward
- Hercules \*
- Kensington
- Milpitas (part)
- Newark
- Oakland
- Piedmont
- Pinole (part) \*
- Richmond
- Rodeo \*
- San Leandro
- San Pablo
- Union City

You can also go to and from any of these cities to anywhere in San Francisco. You can go elsewhere in the Bay Area, beyond these cities by transferring to other ADA paratransit services.

East Bay Paratransit coordinates with WestCAT to provide early morning, late night, and Sunday ADA Paratransit Service as follows:

Mon-Fri	4:44 - 6:00 am	and	8:00 pm - 12:14 am
Saturday	5:50 - 9:00 am	and	7:00 - 11:03 pm
Sunday	7:10 am - 10:04 pm		



## SERVICE HOURS / DAYS

ADA paratransit is designed as a complimentary service for fixed-route public transit. **Therefore, East Bay Paratransit service is only available during the days and hours of an operating bus or rail service.**

Specifically, paratransit service is available within  $\frac{3}{4}$  of a mile of an AC Transit bus route or BART station, during the same hours that buses and trains are running on those routes. Both the origin and destination of the paratransit trip must meet this standard. The East Bay Paratransit Customer Service Center will tell you if paratransit will be available for a particular trip you want. East Bay Paratransit observes the following holidays. Service coverage on holidays is identical to the AC Transit and BART holiday schedules.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

# FARES

ONE WAY FARES for service in the East Bay	
Fare	Distance
\$4.00	0 to 12 miles
\$6.00	>12 miles, up to 20 miles
\$7.00	>20 miles

ONE WAY FARES for service to / from San Francisco*			
1) If your trip starts or ends in:	2) And your pick-up or drop-off is:		
	Up to Civic Center BART	Beyond Civic Center BART	Any Daly City address
	3) Your fare is		
Zone 1: Alameda, Berkeley, Emeryville, Piedmont, Oakland	\$6.00	\$7.00	\$8.00
Zone 2: Albany, Castro Valley, El Cerrito, El Sobrante, Kensington, Orinda BART, San Leandro, San Lorenzo, Richmond, San Pablo.	\$7.00	\$8.00	\$9.00
Zone 3: Fremont, Hayward, Hercules, Milpitas, Newark, Pleasanton BART, Pinole, Union City	\$8.00	\$9.00	\$10.00

\* San Francisco trips which go beyond the BART service territory that are carried by East Bay Paratransit also pay an additional MUNI paratransit fare of \$2.50.

## Paying Your Fare

When you make a reservation for a trip on East Bay Paratransit, you will be told the fare for your trip. You must pay your fare before or as soon as you board the vehicle. You may pay in cash, with tickets, a combination of the two, or through the Contactless Payment App. If you are paying with cash, bring exact change because the drivers cannot make change or stop to get change. Tickets are available in \$4.00 or \$1.00 denominations and come in books of ten.

## **Purchasing Tickets**

You can buy books of East Bay Paratransit tickets at the following locations:

- In person or by mail from East Bay Paratransit, 1750 Broadway, Oakland, 94612. Shipping and handling charges are added to mail orders.
- AC Transit Customer Service Center, 1600 Franklin St., Oakland, 94612.
- BART Customer Service Center, Lake Merritt BART Station, 800 Oak St, Oakland, 94607.

## **Using credit cards to purchase tickets**

You may use credit cards to purchase East Bay Paratransit fare tickets in two different ways:

- Visit our website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org). Click the Fares link at the top of the home page, then click the “Purchase Tickets” tab. This will take you through screens to complete your credit card order. Tickets will be mailed and will include postage and handling costs. There is a maximum of \$200.00 per order using a credit card online.
- Visit the reception desk at 1750 Broadway, Oakland, CA, Monday – Friday, 8:00 am- 5:00 pm.

If you prefer to use a check, you may continue to order tickets by completing an order form and submitting your check. You may obtain the order form from our website: [www.eastbayparatransit.org](http://www.eastbayparatransit.org) or by calling 510-287-5000 to have a form mailed to you.

## **Contactless Payment App**

East Bay Paratransit has a Contactless Payment App for iPhone and Android. It's the easiest way to pay for trips in advance and eliminates the need for paper tickets or cash. The Contactless Payment App offers helpful features for riders and their families to see upcoming trips and choose which trips to pay for.

Download the app and create an account to start using the app today. For more information visit the website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) or call the Customer Service Center at 510-287-5000.

# RESERVATIONS

**Travel on East Bay Paratransit is by advance reservation only.** Reservations are made on the phone to the East Bay Paratransit Customer Service Center. Reservation calls are accepted from 8:00 a.m. to 5:00 p.m. every day, including weekends. You can make a reservation one (1) to seven (7) days in advance. **No same-day reservations are accepted.**

## Information You Must Provide

Either you or your caregiver can call to make a reservation for you. Have this information ready when making your reservation:

- Your name, home address and phone number.
- Your pick-up address.
- Your drop-off address.
- The date you want to travel.
- The time you want to be picked up or the time you want to be dropped off at your destination.
- Whether you are traveling with a personal care attendant or companion.
- Whether you are traveling with a service animal.
- Whether you will be using a mobility device such as a wheelchair, walker, or scooter.
- Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find door, etc.

## Your Reservation Request

You have the option of requesting a reservation based either on the pick-up time you want, or the time you want to be dropped off at your destination. If you want to be dropped off at a particular time, the reservation system will calculate a pick-up time for you. It will take into consideration traffic and the fact that other riders may be picked up and dropped off along the way.

The Customer Service Representative will offer you the best reservation time possible. However, the exact pick-up time you want may not be available. The trip will be negotiated within one hour before or one hour after your requested time. Customer Service Representatives are only allowed to check a limited number of different times for your reservation if you aren't happy with the times initially offered.

## **Pick-Up Window**

When you make your reservation, you will be given a 30-minute range of time called a “pick-up window”, during which you can expect the East Bay Paratransit vehicle to pick you up. Your vehicle may arrive at any time during the 30-minute “pick-up window”.

Be prepared to board the vehicle at the start of the pick-up window. The driver is only allowed to wait five (5) minutes. If the driver is unable to locate you, they will contact East Bay Paratransit Dispatch to try to contact you. If Dispatch fails to contact you within the five (5) minutes the driver is allowed to wait, you will be charged a “no-show”. (See “No-Shows and Late Cancels”, page XX)

## **Shared Rides**

East Bay Paratransit is a “shared-ride” service. This means that other riders will be picked up and dropped off along the way and the routing is not necessarily linear. Your trip may take longer than if you took a taxi or drove yourself. Your ride may take a similar amount of time as the same trip would take on an AC Transit bus, including transfers and wait times.

## **Vehicle Types**

Service on East Bay Paratransit is provided with accessible lift vans.

## **Calling with Questions**

The Customer Service Center at East Bay Paratransit is open 7 days a week during all hours of operation (roughly from 4:00 am until after midnight). You can call at any time with questions about your reservation or your trip.

## **Changing Your Reservation**

**You must call the reservation number by 5:00 pm at least the day before to make changes to your trip.**

**Requests for changes on the day of your trip cannot be accommodated.** Do not ask the driver to make changes to your trip, such as dropping you off at a different address. Drivers are not allowed to make changes to the trips they are assigned.

## **Cancelling a Trip**

Cancel a trip you do not plan to take immediately. You can call (510) 287-5000, option 3, to cancel at any time, even outside of business hours.

You must cancel an unwanted trip at least ONE (1) HOUR before the start of your pick-up window in order to avoid a no-show or late cancel.

## **Standing Orders**

If you need to go to the same place, at least once a week for at least a month, you can request a “standing order” through the Customer Service Center. Once set up, East Bay Paratransit will continue to pick you up without the need for you to make an individual reservation for each trip. If there is no immediate space for your standing order, you may be put on a wait list. While you are on the wait list, you can make individual reservations for each day’s trips in the normal fashion. Standing order rides are normally cancelled automatically on holidays. However, if you want your standing order trip on one of the holidays, call and make a reservation for that day.

See section “Service Hours/Days” on page 5 for a complete list of East Bay Paratransit holidays.

There are other, special rules for standing orders. Visit the website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org), or call 510-287-5000 to request a Standing Orders brochure that explains this service, and the associated rules in detail.

## **Regional Trips**

Regional trips are long distance paratransit trips outside of the East Bay Paratransit service area. Part of the trip is on East Bay Paratransit and part is on a different ADA paratransit service. In many cases you can make a reservation for the whole trip through East Bay Paratransit. We will contact the other paratransit provider to arrange the part of your trip that is on their service. Although it is possible to schedule a regional trip the day before service, it is much more likely you will get the reservation you want if you call as early as you can - up to seven days in advance of when you want to travel.

While East Bay Paratransit can accommodate a trip request called in the day before service, the other Paratransit provider(s) may not be able to accommodate your trip request. If you prefer, you can call both East Bay Paratransit and the other paratransit system on your own to make reservations.

Incidents that occur while traveling with another paratransit provider or dissatisfaction with their policies and procedures cannot be addressed by East Bay Paratransit.

# TAKING YOUR PARATRANSIT TRIP

## Pick-up

Remember, when you make your reservation, the Customer Service Representative will confirm your trip by giving you a 30-minute pick-up window. Your vehicle may arrive to pick you up at any time during the window, but you must be ready to board the vehicle at the beginning of your pick-up window.

**It is your responsibility to wait where you will be able to tell that the vehicle has arrived. Drivers are not allowed to leave sight of their vehicle.**

At most the driver can announce their arrival at your door or at the lobby of a building, if that can be done without losing sight of the vehicle. Service is curb-to-curb with door-to-door service provided upon request. Drivers are not allowed to lift or carry riders, or mobility devices, up and down steps. Drivers are only able to assist ambulatory passengers up or down three (3) external steps.

## 5 Minute Rule

**Be ready! The driver is allowed to wait only 5 minutes for you!** It is your responsibility to be ready to take your trip at the start of your pick-up window. If you do not meet the vehicle when it arrives, your driver will attempt to find you and East Bay Paratransit will attempt to call you. If you cannot be located or choose not to start boarding within five minutes, the driver may leave and continue to their next pick-up.

If you miss your pick-up, East Bay Paratransit may not be able to send another vehicle. In addition, you may be penalized for failing to take the trip. Any remaining trips you have scheduled will not be automatically cancelled.

## Reminder Calls

East Bay Paratransit calls riders to remind them about scheduled trips and when their vehicle is close by.

If you have a trip scheduled, that is not a standing order, you will receive a reminder phone call the night before. If you have multiple trips scheduled, the message will include information about each of your trips and will ask you to call us to cancel any trips you do not want.

All riders will receive an “imminent arrival” call on the day of service letting you know when your vehicle is approximately ten minutes from your pick-up location. You are still obligated to be ready at the start of your 30-minute pick-up window and you must board within five (5) minutes of the arrival of the vehicle.



## **Early Pick-ups**

Sometimes your vehicle will arrive before the beginning of the pick-up window. If your vehicle arrives before the pick-up window, you may choose to board right away or wait until the start of your confirmed pick-up window.

## **Late Pick-ups**

If your vehicle has not arrived by the end of the pick-up window, you can call East Bay Paratransit to find out the estimated arrival time. If your ride arrives late, you may decline to take the trip and you will not be penalized.

## **No-shows and Late Cancels**

If you fail to take a trip you have reserved on East Bay Paratransit, it is called a **No-Show**. A trip cancelled less than one hour prior to the scheduled start of your pick-up window is called a **Late Cancel**. No-Shows and Late Cancels are serious violations of East Bay Paratransit's rules for riders.

## **No-Show and Late Cancel Penalties**

You will be penalized if you have a **pattern of repeated No-Shows or Late Cancels**. Your service could be suspended for up to four (4) weeks if you have six (6) or more No-Shows and/or Late Cancels in a calendar quarter.

A variety of factors, including your frequency of scheduled trips and percentage of No-Shows and Late Cancels will be reviewed and taken into consideration prior to any suspension.

You will not be penalized for No-Shows or Late Cancels that occur due to unforeseen circumstances which make it impossible for you to cancel more than one hour before your trip. You will not be issued a No-Show if your ride arrived outside of the pick-up window or if a reservation error was made by the Customer Service Representative.

You are encouraged to discuss your record with Staff if you feel you received a No-Show or Late Cancel in error. A warning letter will be sent to you after four (4) No-Shows and/or Late Cancels.

**On the occasion that you No-Show the first part of a round trip, East Bay Paratransit will not automatically cancel any other scheduled trips on that day.** Our Staff will attempt to determine whether you still want all other scheduled rides. If you do not want any other trips, you must call East Bay Paratransit immediately at 510-287-5000.



If a rider's total number of No-Shows and/or Late Cancels exceed 20% of their scheduled trips in a calendar quarter, the rider is subject to suspension.

Examples

<b>Calendar Quarter Month</b>	<b>Scheduled Trips</b>	<b># of No-Shows and Late Cancels</b>	<b>% of scheduled trips No-Showed and Cancelled Late</b>
April	25	2	
May	12	3	
June	7	3	
<b>Total</b>	<b>44</b>	<b>8</b>	<b>18%</b>
<b>NOT SUBJECT TO SUSPENSION</b>			

<b>Calendar Quarter Month</b>	<b>Scheduled Trips</b>	<b># of No- Shows and Late Cancels</b>	<b>% of scheduled trips No-Showed and Cancelled Late</b>
April	25	5	
May	12	3	
June	7	6	
<b>Total</b>	<b>44</b>	<b>14</b>	<b>31%</b>
<b>SUBJECT TO SUSPENSION</b>			

Schedule of Period of Suspension

<b>Violations exceeding 20% of scheduled trips in a Calendar Quarter</b>	<b>Period of Suspension</b>
1 <sup>st</sup> violation	7 days (1 week)
2 <sup>nd</sup> violation	14 days (2 weeks)
3 <sup>rd</sup> violation	21 days (3 weeks)
4 <sup>th</sup> violation and subsequent violations	28 days (4 weeks)

**No-Show and Late Cancel Suspension Appeals**

If you are suspended, you have the right to appeal. You will be sent information about how to appeal with your suspension letter. A panel, consisting of Staff from AC Transit or BART and a member of the Service Review Advisory Committee, will hear the appeal.

Riders who appeal a suspension will be allowed to continue to use East Bay Paratransit pending the outcome of an appeals hearing.

## **Mobility Device Securement / Using the Lift**

East Bay Paratransit vehicles have wheelchair lifts and securement devices that meet ADA requirements. All lifts will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48" by 32" (measured 2 inches above the ground), with a combined weight of up to 800 pounds including the rider. East Bay Paratransit may not be able to transport you if you exceed these standards.

**Upon boarding, all mobility devices are required to be secured by the driver.** Mobility devices will be secured to the paratransit vehicle via a four-point tie-down system or similar device. We may refuse to transport you if you will not allow your mobility device to be properly secured prior to transport.

You will not be denied boarding if your mobility device is unable to be secured or if you do not have working brakes.

If you are able to walk but find using the stairs difficult, you may board the vehicle using the lift. All vehicles are equipped with manual wheelchairs. The driver will have you sit in a wheelchair while going up the lift. Once on board you will transfer to a regular seat.

## **Children on Paratransit**

Children may travel on East Bay Paratransit—as eligible riders and as companions. **Children pay the same fares as adults.** All children until the age of eight, or until they reach a height of 4 feet 9 inches, must travel in a child safety seat in compliance with California State Law.

**Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle.**

East Bay Paratransit will not transport a child without a safety seat. Our drivers will help you carry or install your child's safety seat. Drivers are not permitted to lift or carry children.

## **Children as Eligible Riders**

Children whose disability (as opposed to their age) would prevent them from using regular buses and trains by themselves may be eligible for paratransit. Very few children under the age of 5 meet this requirement because systemwide policy requires an adult to accompany all children under the age of 5. Children under the age of 5 who are eligible must travel with a parent or a personal care attendant. Older eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

## Children as Companions

Eligible riders may bring one child as a companion. You must make a reservation for the child when you make the reservation for yourself. You may bring additional children, only if space is available by calling the day of service to find out if there is room. The eligible rider must be able to manage the child, or children, by themselves or with the help of their personal care attendant.

## **Package Limitations**

You may only travel with the amount of packages that will fit on your lap or at your feet without obstructing aisles or other seats. Your driver can help you by carrying up to two (2) packages to and from the vehicle that are no larger than grocery bags. You must carry any other packages either by yourself or with the help of a personal care attendant or companion.

## **Life Support Equipment**

You can bring your respirator, portable oxygen, or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you, your personal care attendant, or companion.

## **Traveling With Animals**

### Service Animals

You may bring your guide dog or other service animal that has been trained to help you with your disability. The service animal must be under your direct physical control and must be well behaved at all times. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner. You must tell the Customer Service Representative that you are bringing a service animal when you make your reservation.

### Pets

You may travel with a small pet as long as the animal is fully enclosed in a secure pet carrier that you can manage and hold on your lap or place at your feet without obstructing aisles or other seats. You must tell the Customer Service Representative that you are bringing a pet when you make your reservation.

# DRIVER RESPONSIBILITIES AND BEHAVIOR

**East Bay Paratransit drivers have many responsibilities.**

**Drivers are required to:**

- Get out of the vehicle and let you know they have arrived.
- Offer assistance, into and out of the vehicle.
- Secure every mobility device upon boarding.
- Help carry up to two (2) packages, no larger than grocery bags, to and from the vehicle.
- Operate the vehicle and lift in a safe manner.
- Maintain sight of the vehicle.
- Be courteous at all times.
- Collect the fare listed on their schedule or manifest.
- Give you a receipt for the fare upon request.
- Only transport riders, companions and PCA's assigned to them
- Go only to the destinations listed on the manifest or as notified by dispatch.
- Wear a uniform and a name tag.

**Drivers are NOT ALLOWED to:**

- Lose sight of the vehicle.
- Enter the rider's residence.
- Go past the lobby of a building.
- Leave riders in the vehicle unattended.
- Perform any personal care assistance (i.e., helping a rider get dressed; assist with eating)
- Smoke, eat, or drink in the vehicle.
- Use a cell phone for personal calls, play loud music, or wear headphones.
- Be rude or harassing to riders.
- Take information from the rider about cancellations or changes in reservations.
- Accept tips.
- Lift or carry riders, or mobility devices, up and down steps.
- Assist ambulatory passengers up or down more than three (3) external steps.

All drivers are trained in basic first-aid but they are not medical technicians. If there is a medical or health emergency on-board, the driver will pull over, call 911, and wait for trained help.

# RIDER RESPONSIBILITIES AND BEHAVIOR

Riders, their companions, and their personal care attendants must be responsible in their use of East Bay Paratransit and follow the rules of conduct to ensure the safety and comfort of all riders and the driver. In order to successfully ride East Bay Paratransit services, all passengers must be able to comply with the following standards which were developed in consultation with East Bay Paratransit's Service Review Advisory Committee (SRAC):

## **Minimal Behaviors Required of all East Bay Paratransit Riders, Companions, and Personal Care Attendants**

- Enter and exit the vehicle voluntarily. The rider must be able to follow the driver's instructions. This means the rider should not require an inordinate amount of coaxing or any force, and not require that a specific caregiver or family member be present.
- Stay buckled in their seat or mobility device while the vehicle is moving.
- Keep arms, legs, and head inside the vehicle
- Not attempt to move around the vehicle or require supervision from the driver while the vehicle is in motion.
- Not attempt to exit the vehicle whenever it stops: at stop signs, lights, in traffic, while picking up or dropping off other riders.
- Allow your mobility device to be secured to the vehicle.
- Refrain from using abusive, threatening, inappropriate, racially insensitive, or obscene, language toward other riders, the driver, or East Bay Paratransit Staff.
- Refrain from any sexually related remarks and/or behaviors toward other riders, the driver, or East Bay Paratransit Staff.
- Commit violent or illegal actions.
- Harass other riders or EBP Staff, including racial, sexual, gender, or age-related harassment.
- Refrain from hitting and/or touching other riders, the driver, or the seats of the driver and other riders.
- Refrain from causing injury to oneself, the driver, or other passengers.
- Refrain from sudden or loud verbal outbursts.
- Refrain from distracting the driver or interfering with the vehicle or equipment.
- Avoid No-Shows and Late Cancels or repeated cancellation of reservations.
- Always pay a fare.
- Do not eat, drink, play audio aloud, or litter on the vehicles.
- Do not soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene.
- Do not carry fireworks, flammable liquids, or weapons aboard the vehicle.
- Must not fraudulently obtain paratransit service for themselves or for others.
- Refrain from behaving in ways that disrupt the service or delay the vehicle.

## Caregiver Responsibility

Some riders have cognitive-related conditions such that they cannot be safely left on their own. It is the responsibility of the rider's caregivers or family to clearly identify these riders so that East Bay Paratransit can inform the driver and take appropriate precautions.

However, the driver cannot act as an attendant for these riders. Riders with cognitive-related conditions will be allowed to travel without an attendant as long as they can meet the minimal behavior requirements.

An attendant or caregiver must be present at the pick-up point and the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver arrives, it can seriously disrupt the driver's schedule or paratransit operations. If East Bay Paratransit encounters absences of an attendant or caregiver, service to the rider may be suspended and the situation may be reported to adult protective services.

## Penalties for Behavior or Fraud

Suspension is the penalty for offenses involving behavioral issues or fraud. Based on the seriousness and frequency of the offense, penalties follow the progressive procedure below. However, immediate indefinite suspension of service may be imposed, if that is necessary to preserve the safe operation of East Bay Paratransit.

Unless immediate suspension is warranted, a rider will receive a written and/or verbal warning before being suspended to correct the behavior or address fraud.

	Period of Suspension
1 <sup>st</sup> Suspension	Up to 14 days
2 <sup>nd</sup> Suspension*	Up to 21 days
3 <sup>rd</sup> Suspension*	Up to 30 days

*\*within two years of the previous suspension*

Anyone who commits a physical assault or other illegal act will also be subject to criminal prosecution.

## **Behavioral or Fraud Appeals**

If you are suspended, you have the right to appeal. You will be sent information about how to appeal with your suspension letter. A panel, consisting of Staff from AC Transit or BART and a member of the Service Review Advisory Committee (SRAC), will hear the appeal.

East Bay Paratransit Executive Staff will decide on a case-by-case basis whether a rider who has appealed a suspension can use the service pending the outcome of the appeal hearing. This decision will be based on the safety and security of the system or the seriousness of the fraudulent activity.

## **Exceptions to the Rules**

East Bay Paratransit recognizes some disabilities and conditions may cause people to act in ways that may break some rules. For example, a person may have involuntary verbal outbursts. Health and/or cognitive-related conditions will be taken into consideration before suspending service, but suspension will still be an option if it is necessary for safe operation of the system. Service can be restored when the rider and rider's caregivers develop a plan to ensure the safety of East Bay Paratransit is not compromised.

# **FEEDBACK**

## **Commendations/Complaints**

East Bay Paratransit uses communication to and from our riders to keep track of how the paratransit system is operating. **Please notify EBP when you have a commendation or complaint in any of the following ways.**

Please provide your name, the Customer Service Representative, or the driver who provided the ride:

- Call East Bay Paratransit at 510-287-5000 and leave a message in the Service Comments Mailbox.
- Tell a Customer Service Representative that you want to leave a commendation or make a complaint.
- Fill out a comment card located on the vehicle and give it to the driver or mail it to EBP.
- Write to the East Bay Paratransit (See address on back cover)
- Submit your comment through our website: [www.eastbayparatransit.org](http://www.eastbayparatransit.org) and click "Contact Us".



All complaints are acted on. You will receive a postcard letting you know your complaint was received. You will be notified, in writing, of the resolution of the complaint at the end of the investigation with instructions on how to appeal if you disagree with the resolution.

### **Customer Satisfaction Survey**

Once a year an independent survey firm does a large customer satisfaction survey of East Bay Paratransit riders. The survey questions are asked on the telephone to a random sample of riders. Please help us by participating in the survey if you are contacted.

### **Lost and Found**

Riders and their attendants and companions are responsible for keeping track of their personal possessions while traveling on East Bay Paratransit. If you discover you have left something on a vehicle, call our Customer Service Center at 510-287-5000 to report it. If the item is found, you will be contacted and told where the item is being stored. You will have up to 30 calendar days to retrieve it, before it is donated to charity. If you take an East Bay Paratransit ride to pick up your possession, you will be charged the normal fare.

### **Brochures**

East Bay Paratransit also provides the following brochures:

- All About East Bay Paratransit
- Standing Orders
- Tips for Dialysis

Request one of these brochures by visiting the website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) or by calling 510-287-5000.

Alternative accessible formats are available upon request.



# CIVIL RIGHTS

## **Title VI Compliance**

AC Transit and BART, who operate East Bay Paratransit, are committed to ensuring no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination by East Bay Paratransit under Title VI, you may file a written complaint or call the paratransit offices.

Title VI complaints should be filed as close to the date of the alleged discrimination as possible, but no later than 180 days.

Complaint forms are available on the East Bay Paratransit website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org).

You may also obtain a complaint form or file your complaint over the phone by calling East Bay Paratransit's Quality Assurance Manager at (510) 446-2006 or dial 711 for the California Relay Service.

## **Title II Compliance**

East Bay Paratransit is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of a disability, as provided by Title II of the Americans with Disabilities Act of 1990 (ADA).

Title II is regulated by the Department of Justice (DOJ). East Bay Paratransit's provision of transportation facilities, vehicles and transit services are regulated by the Department of Transportation (DOT).

To file a complaint regarding transportation facilities, vehicles and transit services, please utilize the East Bay Paratransit customer complaint process and form by visiting [www.eastbayparatransit.org](http://www.eastbayparatransit.org). You may also obtain a complaint form or file your complaint over the phone by calling East Bay Paratransit's Quality Assurance Manager at (510) 446-2006 or dial 711 for the California Relay Service.

## **Reasonable Modifications**

East Bay Paratransit is fully compliant with the paratransit requirements of the ADA. We are committed to making reasonable modifications to policies, practices, and procedures to ensure East Bay Paratransit services are accessible to everyone.

To make a request for a reasonable modification, visit the website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org). You may also request a form or make your request over the phone by calling East Bay Paratransit's Quality Assurance Manager at (510) 446-2006 or dial 711 for the California Relay Service.

## OTHER PARATRANSIT SYSTEMS

In addition to East Bay Paratransit, most cities in the East Bay also provide some type of paratransit services. Contact your city's paratransit program to see what services they can provide to you.

### Cities with Paratransit Programs

- Alameda (510) 747-7500
- Albany (510) 524-9122
- Berkeley (510) 981-7269
- Castro Valley (with Hayward) (510) 583-4230
- El Cerrito (510) 559-7677
- Emeryville (510) 596-3730
- Fremont (510) 574-2053
- Hayward (510) 583-4230
- Newark (510) 791-7879
- Oakland (510) 238-3036
- Piedmont (with Oakland) (510) 238-3036
- Richmond (510) 307-8028
- San Leandro (510) 577-3462
- San Lorenzo (with Hayward) (510) 583-4230
- San Pablo (510) 215-3095
- Union City (510) 476-1500

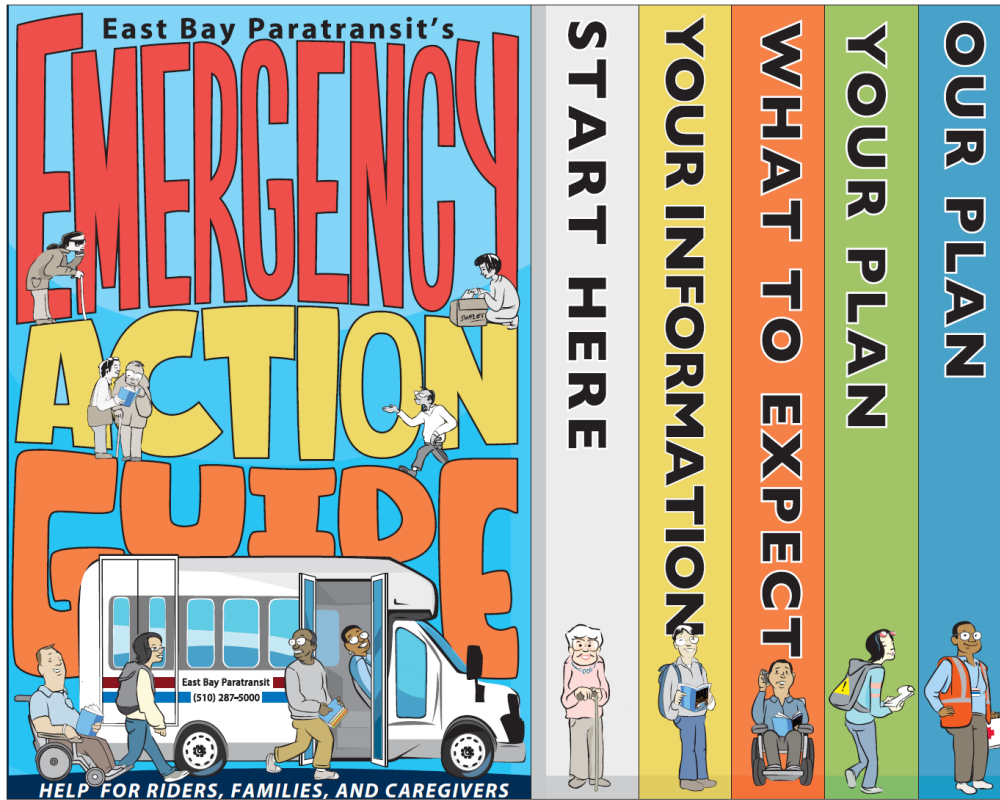
For more information about each of these programs visit:

<https://accessalameda.org> (Alameda County)

<http://www.waytogocc.com> (Contra Costa County).

# EMERGENCY RESOURCES

The East Bay Paratransit Emergency Action Guide is a user-friendly booklet with illustrations with instructions in text and in large print format for members, riders, families and caregivers. Emergency action guide is designed to help you before and during an emergency. Such as a major fire, an earthquake and/or regional disaster.



To request an East Bay Paratransit Emergency Action Guide, call East Bay Paratransit at 510-287-5000.

**FOR LIFE THREATENING EMERGENCIES, CALL 911.**

To get regularly updated information during an emergency call, (510) 899-7653 or visit our website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org).

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# Contact East Bay Paratransit

**East Bay Paratransit Office  
1750 Broadway  
Oakland, CA 94612**

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

**(510) 287-5000**

<b>Toll Free</b>	<b>1-800-555-8085</b>
<b>Fax</b>	<b>(510) 628-0719</b>
<b>711</b>	<b>for CA relay service</b>

- Administration.....Mon – Fri, 8 am to 5 pm
- Cancellations... ..24 hours
- Complaints .....24 hours
- Customer Service Center.....Every day, 4 am to 1 am
- Eligibility Certification.....Mon – Fri, 8 am to 5 pm
- General Information .....Every day, 4 am to 1 am
- Ticket Sales .....Mon – Fri, 8 am to 5 pm
- Reservations.....Every day, 8 am to 5 pm

### **Sponsoring Transit Agencies**

- AC Transit Accessible Services (510)891-7261
  - BART Paratransit Programs (510) 464-6446
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