
East Bay Paratransit

1750 Broadway
Oakland, CA 94612

Information Materials and Application Instructions for East Bay Paratransit

Thank you for your interest in East Bay Paratransit. Please read the information materials carefully, following the steps below. These materials explain transportation requirements of the Americans with Disabilities Act (ADA) and will help you assess if you may qualify for East Bay Paratransit.

- Step 1 Read carefully "East Bay Paratransit Service" starting on the next page.
- Step 2 After completing Step 1 if you think East Bay Paratransit might be appropriate for you and you are interested in applying, please complete the Application form.
- Step 3 Once the application is complete, **call to set up an in-person interview at (510) 287-5000, Option #5 or TTY (510) 287-5065 (8:00 a.m. – 5:00 p.m., Monday – Friday). Do not mail or fax your application. Bring completed application with you to the interview.** All persons seeking eligibility for East Bay Paratransit must set up an in-person interview. During the interview, we will review the application with you and help complete it if necessary. We will also discuss your assessment of your own travel abilities and limitations in more detail. Please bring your primary mobility aid or aids you would use when traveling in the community to the in-person assessment. Transportation to and from the interview will be provided if necessary at no cost to you. This process will take approximately 30minutes. If you need help filling out the application, tell the receptionist when you schedule your interview. A little more time will be set up for your interview, so the Certification Analyst can assist you to complete your application.
- Step 4 Your application will be reviewed and an eligibility determination will be made within 21 days of receipt of a complete application and in-person assessment interview. If you have questions, need help completing the application, or want to request this form in an accessible format, call the East Bay Paratransit Certification Department at (510) 287-5000, press # 5 when you hear the recorded message or TTY (510) 287-5065.

Phone: (510) 287-5000 or Fax: (510) 287-5069
www.eastbayparatransit.org

EAST BAY PARATRANSIT SERVICE

AC Transit and BART operate East Bay Paratransit to comply with the Americans with Disabilities Act (ADA). Under the ADA, service is only available to people who are unable to independently use AC Transit's or BART's regular service due to a disability or disabling health conditions.

ADA paratransit provides various travel opportunities for people with disabilities, but there are service limitations. It is important that you understand the following characteristics of East Bay Paratransit before you apply.

- Advance reservations are required for each trip. There are no same day reservations.
- The requested pick-up time may be unavailable, and trips may be offered as much as one hour from the time requested.
- There is a 30 minute pick-up window for each reservation. Your vehicle may arrive at any time during that half-hour.
- It is a shared ride service. Others may be in the vehicle. Travel time may be considerably longer than taking a taxi or driving.
- Fares vary, depending on distance. When you make a reservation, your Customer Services Representative will tell you the fare.
- Companions, including children, pay full fare. Qualified attendants travel free. Drivers do not act as attendants.
- Drivers cannot enter a rider's residence or go past the lobby of a public building.
- Drivers can assist riders to and from the street door of their origin or destination, if necessary.
- All wheelchair accessible vehicles are equipped with passenger lifts or ramps that meet ADA specifications. All lifts will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48" by 30" (measured 2 inches above the ground), with a combined weight of up to 800 pounds including the passenger. East Bay Paratransit may not be able to transport you if you exceed these standards.

Application Process

East Bay Paratransit service provides specialized transportation for persons who are unable to independently use AC Transit's or BART's regular service due to a disability or disabling health condition. East Bay Paratransit is provided by AC Transit and BART as part of the requirements of the Americans with Disabilities Act (ADA).

In order to use East Bay Paratransit, you must first be certified as eligible. Please read the following instructions thoroughly before filling out the attached application form. **All information that you supply will be kept strictly confidential.**

If you have questions, need assistance or want the application materials in an accessible format, call the East Bay Paratransit's Certification Office at (510) 287-5000 and push 5 after you have been connected, or use TTY (510) 287-5065.

1. You may fill out this application yourself, or you may get help from anyone familiar with you and your condition. If you need help filling out the application, tell the receptionist when you schedule your interview. A little more time will be set up for your interview, so the Certification Analyst can assist you to complete your application. When completing this application, please keep in mind, the more detailed information you provide enables East Bay Paratransit to make the most appropriate determination regarding your transportation needs.
2. Once the application is complete **call to set up an in-person interview at (510) 287-5000, Option #5 (8:00 a.m. – 5:00 p.m., Monday – Friday). Do not mail or fax your application. Bring completed application with you to the in-person assessment interview.** All persons seeking eligibility for East Bay Paratransit must set up an in-person interview. During the interview, we will review the application with you. We will also discuss your assessment of your own travel abilities and limitations in more detail. You must bring your primary mobility aid or aids you would use when traveling in the community. Transportation to and from the interview will be provided if necessary at no cost to the applicant. This process will take approximately 30 minutes.

3. Your application will be reviewed and an eligibility determination will be made within 21 days of receipt of a **complete** application and in-person assessment interview. You will receive a notice as to whether or not you are eligible. This review will be based on your ability to use regular AC Transit and BART's regular service. The reviewer may request additional information from you or your health care professional. Please note that verification from a licensed health care professional **does not** automatically qualify you for East Bay Paratransit service.

We are required to make a decision on your eligibility within 21 days after receipt of a complete, signed application and completion of your interview. If we do not make a decision within 21 days, we will provide paratransit to you on a temporary basis until we do make a decision.

You will not receive temporary paratransit if we are unable to complete the processing of your application because you do not supply complete information or do not arrange an interview.

4. You may be found:
 - Eligible for all your travel needs within the service area on East Bay Paratransit, (full eligibility);
 - Eligible for some trips on East Bay Paratransit (conditional eligibility) depending on the nature of your disability; or
 - Not eligible for East Bay Paratransit.
5. If you are found ineligible for East Bay Paratransit services and you disagree with the determination, you may appeal the decision. Information on the appeals process will be sent to you with your eligibility determination letter.

Many individuals coming to our offices have allergies and/or breathing issues. PLEASE refrain from wearing scented products to your interview.