

**East Bay  
Paratransit  
Consortium**

**AC Transit  
and BART**

**All About East Bay Paratransit...**

**What East Bay Paratransit can do for you and how to  
contact us.....**

**January 2011**

## **What is East Bay Paratransit?**

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 disabling health condition. East Bay Paratransit transports riders in sedans, or in vans equipped with a wheelchair lift. East Bay Paratransit was established by AC Transit and BART to meet requirements of the Americans with Disabilities Act (ADA).

## **Where does East Bay Paratransit go?**

East Bay Paratransit serves the following cities:

- Alameda
- Albany
- Berkeley
- Castro Valley
- El Cerrito
- El Sobrante
- Emeryville
- Fremont
- Hayward
- Kensington
- Milpitas (part)
- Newark
- Oakland
- Piedmont
- Pinole (part)
- Richmond
- 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.

## **When does East Bay Paratransit run?**

ADA paratransit is designed as a direct substitute for regular bus or BART service. Therefore, East Bay Paratransit service is only available near operating bus and BART lines. Specifically, paratransit service is available within 3/4 of a mile of an AC Transit bus route or within 3/4 of a mile of a BART station during the same hours that buses and BART 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 any particular trip you might want to make.

## **How does someone become able to use the service?**

To use East Bay Paratransit, you must apply through the Eligibility Certification Department and be found eligible for the service. The process includes both a paper application and an in-person interview. Only people who have a disability or a health condition that prevents them from using buses or BART trains are eligible to use the service. Please note that not all disabilities will make a person eligible for paratransit.

## **Once eligible, how are rides arranged?**

Travel on East Bay Paratransit is by advance reservation only. No same day reservations are accepted. 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 as early as seven days in advance.

Either you or your caregiver can call to make a reservation for you. Your reservation request will be entered into our reservation system where your trip will be assigned to a vehicle. Assignment to a particular vehicle is at East Bay Paratransit's discretion.

## **Do I travel alone in the vehicle?**

East Bay Paratransit is a "shared-ride" service. This means that other riders with different destinations 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.

## **How much does East Bay Paratransit cost?**

### **One Way Fares:**

<b>For service in the East Bay</b>	
<i>Fare</i>	<i>Distance</i>
\$4.00	0 to 12 miles
\$6.00	>12 miles, up to 20 miles
\$7.00	>20 miles

Travel to and from San Francisco is distance based and costs between \$6.00 and \$10.00, depending where you start and end. However, 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.

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 as soon as you get into the vehicle. You may pay in cash, with tickets, or with a combination of the two. If you are paying with cash, bring exact change because the drivers cannot make change.

Tickets are available in \$4.00 or \$1.00 denominations and come in books of ten.

### **Does the driver give any assistance?**

Yes, the driver will help in several ways. For example, the driver can assist with up to two small grocery bags, or lend an arm to lean on while riders get into the sedan or van. The driver will help riders using wheelchair(s) on and off the lift and secure their chair in the van. But drivers must be able to see the sedan or van at all times, so they can not go into a home, or go past the ground floor lobby of any building. They cannot look for riders in an office, apartment or waiting room. And they cannot move someone in a wheelchair up or down steps.

### **When will my ride come?**

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 at any time during the window, but you must be ready to leave and go to 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.

Be ready! The driver is allowed to wait only 5 minutes for you! It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your driver will attempt to find you and East Bay Paratransit will attempt to telephone 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, there may be a substantial wait for another pick-up from East Bay Paratransit. In addition, you may be penalized for failing to take the trip.

### **What do I do if I think my ride has not arrived for me?**

If your vehicle has not arrived by the end of the pick-up window, you can telephone 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.

### **What if there is a problem with a trip?**

Customer services staff are available on the telephone during all hours that East Bay Paratransit operates. They can help with things like an estimated arrival time for a ride that is running late. To register a commendation or a complaint, you can speak to an agent or leave a telephone message with the details.

Can I get more information on how to use East Bay Paratransit?

All certified riders are given a Riders Guide that has many details about using East Bay Paratransit. Riders may request materials in accessible formats, including large print, Braille, audiotape, or computer disc. If you have misplaced your Riders Guide, call the certification department at (510) 287-5000 to ask for another copy.

### **How to contact East Bay Paratransit:**

East Bay Paratransit Office  
1722 Broadway  
Oakland, CA 94612  
(510) 287-5000

Toll Free 1-800-555-8085  
Fax (510) 628-0719  
TTD/TTY (510) 287-5065  
[www.eastbayparatransit.org](http://www.eastbayparatransit.org)