

# East Bay Paratransit

1750 Broadway  
Oakland, CA 94612

## RECERTIFY FOR EAST BAY PARATRANSIT SERVICE

Your certification to use East Bay Paratransit services will soon expire. You must complete the recertification application process no later than \_\_\_\_\_ to avoid any interruptions in your paratransit service.

**Please read the instructions carefully**

## AC TRANSIT AND BART 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.**

## RECERTIFYING FOR EAST BAY PARATRANSIT SERVICE

East Bay Paratransit's decision about your continued eligibility will be based on whether you are able to use AC Transit's or BART's buses or trains.

The application process consists of two steps:

- 1. There is a required in-person assessment interview. Call our Certification Department at (510) 287-5000 and press # 5 when you are connected, or TTY (510) 287-5065 to schedule an interview. Certification Hours are from 8:00 a.m. – 5:00 p.m., Monday – Friday.**
- 2. You must complete and sign the written application form and bring it with you to the in-person assessment interview.**

### **DO NOT MAIL or FAX THE APPLICATION**

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.

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Phone: (510) 287-5000 or Fax: (510) 287-5069

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

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.

Transportation to and from the interview will be provided if necessary at no cost to you. This process will take approximately 30 minutes.

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, press # 5 when you hear the recorded message or TTY (510) 287-5065.

## **ELIGIBILITY DETERMINATION PROCESS**

If you are found to be capable of using AC Transit buses and/or BART trains independently all the time, you will not be eligible for paratransit. If you are able to use AC Transit and/or BART for some trips, you may receive limited eligibility. If you are never able to use AC Transit or BART, you will receive unconditional unlimited eligibility.

Within 21 days, East Bay Paratransit is required to make a determination on whether your eligibility status has changed. You will receive a letter notifying you of the determined eligibility status by mail within 21 days. If we do not make a determination within 21 days, contact the Certification Department at (510) 287-5000, press # 5 to check your status. East Bay Paratransit will provide you with paratransit service on temporary basis until a determination has been made. However, you will not receive temporary paratransit service if we are unable to complete the processing of your application because you submit incomplete information or do not arrange and attend an in-person assessment interview if requested.

If you do not agree with East Bay Paratransit's determination, you have the right to appeal. Information on how to file an appeal will be included with your eligibility notice. Appeals must be submitted within 60 days after receiving your eligibility notice in the mail.

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.

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