

ALL ABOUT EAST BAY PARATRANSIT



East Bay Paratransit

September 2023

What is East Bay Paratransit?

East Bay Paratransit is a public transit service for people who are unable to use regular buses or trains, like those operated by AC Transit and BART, because of a disability or a health-related condition. East Bay Paratransit transports riders from their origin to their destination 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:

<ul style="list-style-type: none">▪ Alameda▪ Albany▪ Berkeley▪ Castro Valley▪ El Cerrito▪ El Sobrante▪ Emeryville▪ Fremont▪ Hayward▪ Hercules (limited) *▪ Kensington	<ul style="list-style-type: none">▪ Milpitas (limited)▪ Newark▪ Oakland▪ Piedmont▪ Pinole (limited) *▪ Richmond▪ Rodeo (limited)*▪ 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		

When does East Bay Paratransit run?

ADA paratransit is complimentary services to fixed-route, such as bus or BART. **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 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 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 assessment (IPA). Only people who have a disability or a health-related condition that **prevents** them from using buses or BART trains are eligible to use the service.

Once eligible, how are rides arranged?

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.**

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 ride may take a similar amount of time as the same trip would take on an AC Transit bus, including transfers and wait times. This means your trip may take longer than if you took a taxi or drove yourself.

How much does East Bay Paratransit cost?

ONE WAY FARES for Service in the East Bay	
<i>Fare</i>	Distance
\$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 \$2.50.

When you make a reservation for a trip on East Bay Paratransit, you will be told the fare for your trip. If paying with cash and/or tickets you must pay your fare 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. Tickets do not have an expiration date.

Does the driver give any assistance?

Yes, the driver will help in several ways. For example, the driver can assist with up to two (2) small grocery bags, or lend an arm to lean on while riders get on or off the van. The driver will help riders using mobility devices on and off the lift and secure a mobility device in the van. Drivers must be able to see the Vehicle at all times, so they cannot 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. 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.

When will my ride come?

When you make your reservation, the Customer Service Representative will confirm your trip by giving you a 30-minute range of time called a “pick-up window.” Your vehicle may arrive at any time during the window, but you must be ready at the start of your pick-up window. It is your responsibility to wait where you will be able to tell that the vehicle has arrived.

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, , the driver may leave and

continue to their next destination.

If you miss your pick-up, East Bay Paratransit may not be able to send another vehicle, or there may be a substantial wait for another pick-up. In addition, you may be penalized for failing to take the trip.

What do I do if my ride has not arrived?

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.

What if there is a problem with a trip?

Customer Services Staff is available all hours that East Bay Paratransit operates. To register a commendation or a complaint, you can speak to an agent, submit a comment through our website (www.eastbayparatransit.org) or leave a voice mail message with the details.

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

All certified riders are given a “Rider’s Guide” that has many details about using East Bay Paratransit. Riders may request materials in accessible formats. If you have misplaced your Riders’ Guide, call the certification department at 510-287-5000, option #5, to ask for another copy.

How to contact East Bay Paratransit:

East Bay Paratransit Office 1750 Broadway
Oakland, CA 94612

(510) 287-5000

Toll Free 1-800-555-8085

Fax (510) 287-5069

TTD/TTY (510) 287-5065

www.eastbayparatransit.org