
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). You may fax or email a copy of your application prior to a scheduled in-person assessment. You can also bring your original completed application with you to the assessment.** All persons seeking eligibility for East Bay Paratransit must set up an in-person assessment. During the assessment, 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(s) you would use most when traveling to the in-person assessment.** *If you use more than one mobility aid, please only bring the one you will use most often when traveling in the community.* Transportation to and from the assessment will be provided, if necessary, at no cost to you. This process will take approximately 30-45 minutes. If you need help filling out the application, tell the Certification Analyst when you schedule your interview.
- Step 4 Your application and information gathered during the assessment will be reviewed and an eligibility determination will be made within 21 days of receipt of a complete application and in-person assessment.

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 condition(s).

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 before or after 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 is comparable to the same trip on fixed-route service.
- Fares vary, depending on distance. When you make a reservation, your Customer Service Representative will tell you the fare.
- Companions, including children, pay full fare. Qualified personal care 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 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.
- Drivers can assist riders to and from the door of their origin or destination, if necessary, as long as they don't leave the vehicle out of their sight.
- 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

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 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. Your application will be reviewed and an eligibility determination will be made within 21 days of receipt of a **completed** application and in-person assessment. You will receive a notice as to whether or not you are eligible. This review will be based on your ability to use AC Transit and BART's regular service. The Certification Analyst 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.

East Bay Paratransit is required to make a decision on your eligibility within 21 days after receipt of a complete, signed application and completion of your in-person assessment. If we do not make a decision within 21 days, we will provide paratransit to you on a presumptive eligibility basis until we do make a decision. You will not receive any eligibility nor paratransit service if we are unable to complete the processing of your application because you did not supply complete information or did not arrange an assessment.

You may be found:

- **Unconditionally** eligible for East Bay Paratransit
- **Conditionally** eligible for some trips on East Bay Paratransit
- **Temporarily** eligible for East Bay Paratransit; or
- **Ineligible** for East Bay Paratransit.

If you are found conditionally eligible, temporarily eligible or 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.

PLEASE refrain from wearing scented products to your in person assessment as many individuals coming to our offices have environmental sensitivities.