

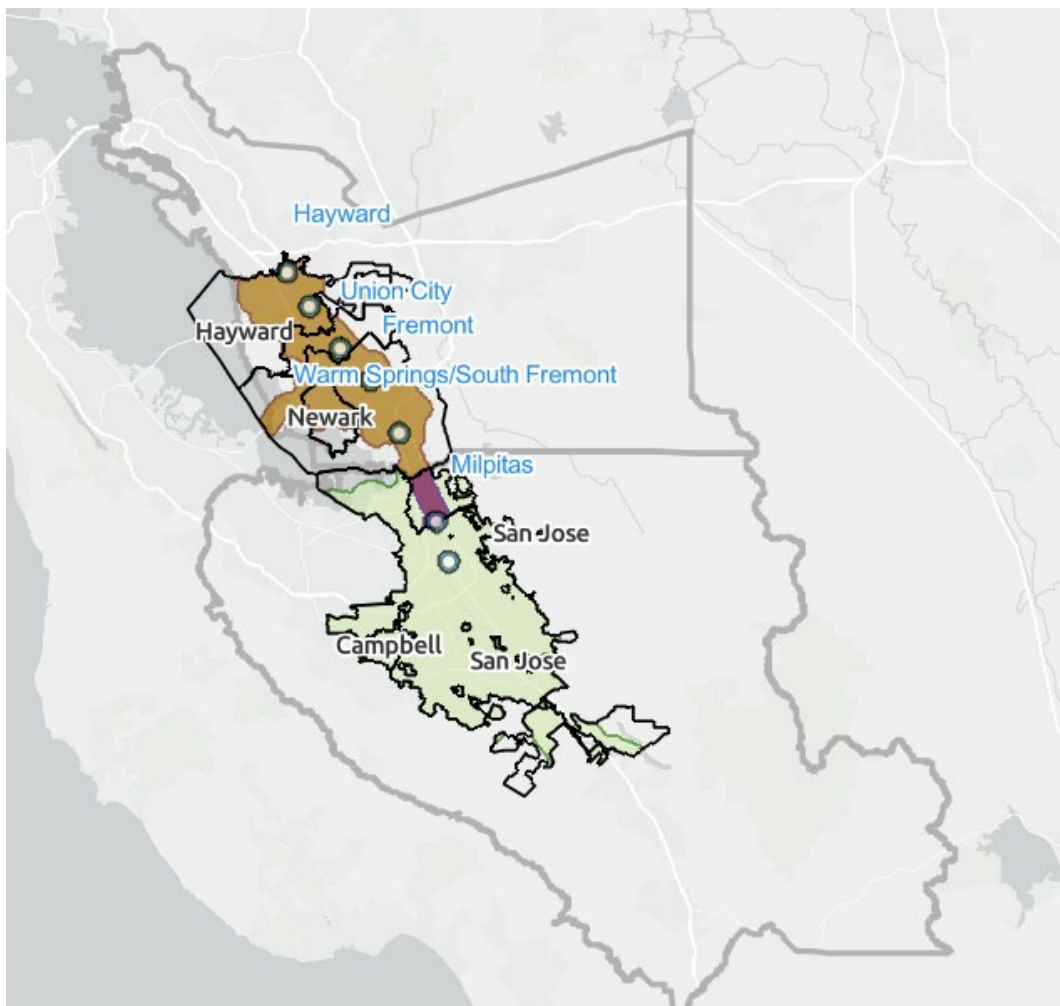
ONE SEAT RIDE PILOT PROGRAM

East Bay Paratransit (EBP) has partnered with Valley Transportation Authority (VTA) on the **One Seat Ride (OSR) Pilot Program**, funded by the Metropolitan Transportation Commission (MTC).

This Pilot Program is intended to improve regional mobility for eligible ADA paratransit riders by providing origin-to-destination service between specified cities in the EBP and VTA service areas without requiring a vehicle transfer.

Depending on the origin and destination, your trip may be eligible for a one-seat ride.

Please contact EBP at 510-287-5000 to book your trip, learn more, and determine whether your trip qualifies for the OSR Pilot Program.



Map of the OSR Pilot Program service area (subject to change)

ONE SEAT RIDE - PILOT PROGRAM

FAQs

What is the One Seat Ride Pilot Program?

The purpose of the One-Seat Ride Program is to provide a greater customer experience for individuals travelling from southern Alameda County (Hayward, Union City, Newark, and Fremont) to northern Santa Clara County (Milpitas, San Jose, and Campbell) without requiring the standard transfer between VTA and EBP at the Warm Springs BART station in Fremont.

What agencies are involved in the One Seat Ride Pilot Program?

East Bay Paratransit (EBP) and Valley Transportation Authority (VTA), who provide paratransit trips via funding by the Metropolitan Transportation Commission (MTC)

What trips are eligible for the One Seat Ride Pilot Program?

Trips within the hours of **7 am and 8 pm**, in which the origin and destination addresses are between one of the cities covered by EBP service and one of the cities covered by VTA service (see below):

- EBP: Hayward, Union City, Newark, and Fremont
- VTA: Milpitas, San Jose, and Campbell

Are all eligible trips guaranteed a One Seat Ride?

Availability is determined independently by the respective paratransit agency.

If only one of the agencies has availability for a One Seat Ride, part of the trip may be a OneSeat Ride. The other part may be a standard transfer trip.

If none of the agencies have availability for a One Seat Ride, the trip will be a standard transfer trip.

How much does a One Seat Ride cost?

EBP charges a distance-based fare of \$4 – \$10 depending on the origin and destination locations. The applicable fares will be provided at the time the reservation is made.

How do I request a One Seat Ride?

Contact the primary transportation agency. For example, if you are traveling from the East Bay Paratransit (EBP) service area to the VTA service area, contact East Bay Paratransit. The Regional Coordinator will review the trip to determine whether it qualifies for a One Seat Ride. If a return trip is needed, the Regional Coordinator will coordinate with VTA and provide the rider with the details for both trips.

What if I miss my One Seat Ride Return trip?

If a client misses their trip, the paratransit agency that will perform the pick-up will determine whether a One-Seat ride is available. If one is not available, the trip will be provided as a standard transfer trip.

Can I get a same day One Seat Ride?

No. Same day trips are NOT permitted.

How does someone make a One Seat Ride reservation?

Contact East Bay Paratransit Customer Service by calling 510-287-5000 at least two (2) days before your desired trip. This also allows time to coordinate with VTA if you need a round trip.

