

All About East Bay Paratransit...

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



What is East Bay Paratransit?

East Bay Paratransit gives rides to people who have a disability or a health condition that prevents them from using buses or BART trains. AC Transit and BART established this service to meet the requirements of the Americans with Disabilities Act. East Bay Paratransit takes riders from where they are to where they want to go, in a sedan or lift-equipped van. It's not necessary to wait at a bus stop or go to a BART station.

Where does East Bay Paratransit go?

East Bay Paratransit goes to the same places that AC Transit goes, from Richmond/Pinole in the north, to Fremont in the south, to Castro Valley in the east, and west into and from San Francisco. Transfers can also be arranged to other paratransit services operating in other parts of the Bay Area.

When does East Bay Paratransit run?

East Bay Paratransit runs during the same days and times as AC Transit buses or BART trains. This varies from neighborhood to neighborhood. East Bay Paratransit's customer services agents can help riders know if East Bay Paratransit operates when and where they want to go.

How does someone become able to use the service?

People who want to use East Bay Paratransit must first fill out an application, and then be certified as eligible to use the service. 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. Call the East Bay Paratransit certification department for more information or for an application.

Once eligible, how are rides arranged?

Call East Bay Paratransit to make a trip reservation anytime between 7:00 am and 7:00 pm, any day of the week. Reservations are taken up to seven days in advance. However, to schedule a ride for tomorrow, call the reservation in no later than 5:00 pm today. Reservations are not accepted for the same day as the trip.

The customer services agent will need to know a few things in order to set up the reservation. The agent will need to know all of these things about where the rider is being picked up and where the rider is going:

1. The street address, city and zip code
2. A phone number where the rider can be reached
3. And either the time the rider wants to be picked up, **or** the time the rider needs to be there.

The service is “shared ride”. That means riders share the vehicle with other paratransit riders going to different places.

How much does East Bay Paratransit cost?

The fare will depend upon how far the rider travels.

For Trips in the East Bay	
Distance	Fare
0 to 8 miles	\$3.00
More than 8, up to 12 miles	\$4.00
More than 12, up to 20 miles	\$5.00
More than 20 miles	\$6.00

It generally costs a little more to go to San Francisco.

The customer services agent says how much the trip will cost when the ride is scheduled. The driver will collect the fare when the rider gets into the sedan or van.

Fares can be paid either in exact change or with East Bay Paratransit tickets. Books of ten tickets are available for purchase by mail from East Bay Paratransit, at the AC Transit and BART ticket offices, and at some stores. There is no fare for personal care attendants, but a companion traveling with the paratransit rider pays the same fare as the rider.

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 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.

What happens on the day of the trip?

Once a reservation is made, the customer services agent will give the rider a 30-minute "window" in which to expect the ride. The paratransit vehicle will come to the pick-up address and the rider must be ready to board the vehicle at the beginning of this 30-minute window. If the driver cannot locate the rider within 5 minutes of arriving, he or she may leave in order to pick up other riders. If a ride is late, call customer services at East Bay Paratransit to find out the estimated time of arrival.

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.

Is there more information?

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. Contact East Bay Paratransit by phone for more help.

How to contact East Bay Paratransit:

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