
East Bay Paratransit

1722 Broadway
Oakland, CA 94612

APPLYING FOR EAST BAY PARATRANSIT SERVICE

Carefully read the following information below, about East Bay Paratransit. If you believe you qualify for service, call (510) 287-5000 and push 5 after you have been connected, to arrange an interview. **Make your interview appointment first.**

Complete and sign the attached application. Bring it with you to your interview.

DO NOT MAIL IN YOUR APPLICATION.

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 and push 5 after you have been connected, or use TTY (510) 287-5065.

EAST BAY PARATRANSIT SERVICE

East Bay Paratransit is a special transportation service operated by AC Transit and BART to comply with the Americans with Disabilities Act (the ADA). By law, it is only available to people who are **prevented** from independently using AC Transit's or BART's regular service due to disabilities or disabling health conditions.

ADA paratransit provides many travel opportunities for people with disabilities, but it has 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 from 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 may be considerably longer than taking a taxi or driving.
- Fares vary, depending on distance. When you make a reservation, your Customer Services Representative will tell you the fare.

Phone: (510) 287-5000

www.eastbayparatransit.org

- Companions, including children, pay full fare. Qualified 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 can assist riders to and from the street door of their origin or destination, if necessary.
- If you and your wheelchair or scooter together weighs 600 pounds or more, East Bay Paratransit will not be able to provide you transportation.

EAST BAY PARATRANSIT'S ELIGIBILITY APPLICATION PROCESS

East Bay Paratransit's decision about your 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 parts.

1. **YOU MUST SIGN UP FOR A REQUIRED IN-PERSON INTERVIEW.**
Call our offices at (510) 287-5000 and press 5 when you are connected.
2. You must complete and sign the written application form.

Transportation to the interview

If you need paratransit transportation to the interview, tell the receptionist when you call for an interview. A trip will be arranged for you at no cost.

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 will receive limited eligibility. If you are never able to use AC Transit or BART, you will receive unconditional unlimited eligibility.

We are required to make a decision on your eligibility within 21 days after receipt of a complete, signed application and completion of your interview. If we do not make a decision within 21 days, we will provide paratransit to you on a temporary basis until we do make a decision.

You will not receive temporary paratransit if we are unable to complete the processing of your application because you do not supply complete information or do not arrange an interview.

You will receive notice of your eligibility determination by mail. If you do not agree with the eligibility determination, you have the right to appeal. Information on how to file an appeal will be included with your eligibility notice. If you have not received a written response from us about your eligibility within 21 days of your interview, call us at (510) 287-5000 to check on the status of your application.

Because many individuals coming to our offices have allergies and/or breathing issues, please refrain from wearing scented products to your interview.