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# East Bay Paratransit

1722 Broadway  
Oakland, CA 94612

## RECERTIFY FOR EAST BAY PARATRANSIT SERVICE

Your certification to use East Bay Paratransit services is expiring. You must complete the recertification application process no later than \_\_\_\_\_ to avoid any interruptions in your paratransit service.

Please read the instructions carefully. The recertification process has changed.

## RECERTIFYING FOR EAST BAY PARATRANSIT SERVICE

East Bay Paratransit's decision about your continued 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. *There is a required in-person interview. Call our offices at (510) 287-5000 and press 5 when you are connected, to schedule this interview.***
- 2. *You must complete and sign the written application form and bring it with you to the interview. DO NOT MAIL THE APPLICATION.***

### Transportation to the interview

If you need paratransit transportation to the interview, tell the receptionist when you schedule your interview so a trip on East Bay Paratransit can be arranged to bring you to the interview. There will be no charge for a paratransit trip to the interview.

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.

## **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.**