

==== EAST BAY PARATRANSIT ====

RIDERS GUIDE

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DISCLAIMERS

- The East Bay Paratransit Riders Guide may contain omissions or errors. The Guide is not legal advice, and it does not create any legal obligation on the part of anyone. In the event of conflict between the Guide and any law, policy or contractual obligation of AC Transit, BART, or East Bay Paratransit, the law, policy or contract will prevail.
- East Bay Paratransit does not compensate riders for their expenses or losses due to any problem with the service, nor is East Bay Paratransit liable for any inconvenience or expense caused as a result of using the program.
- Service with East Bay Paratransit is provided primarily with lift vans, although other types of vehicles are occasionally used, as appropriate. Assignment to a vehicle is exclusively at East Bay Paratransit's discretion.

TABLE OF CONTENTS

Introduction	1	Taking Your Paratransit Trip	11
To Caregivers/Social Service Agencies	3	Pick-up.	11
		5 Minute Rule	11
Eligibility	3	Early Pick-ups	11
Full Eligibility	3	Late Pick-ups	11
Limited Eligibility.	3	No-Shows and Late Cancels	11
Temporary Eligibility	3	Appeals	13
Length of Eligibility	3	Using the lift	13
Visitor Eligibility	3	Children as eligible riders	13
		Children as companions	14
Bringing Other People	4	Package limitations	14
Personal Care Attendants	4	Life Support Equipment	14
Companions	4	Traveling with Animals	14
Service Area	5	Driver Responsibilities & Behaviors	15
Map of Service Area	5		
		Rider Responsibilities & Behaviors	16
East Bay Paratransit Fares	6	Minimal Behaviors	16
One Way Fares	6	Caregiver Responsibility	16
Purchasing Tickets	7	Rider Behavior on East Bay Paratransit	17
		Penalties	17
Service Hours/Days	7	Appeals	18
		Exceptions to the Rules	18
Reservations	7	Feedback	18
Information You Must Provide	8	Complaints	19
Your Reservation Request	8	Praise	18
Pick-up Window	8	Comment Cards	18
Shared Rides	8	Survey	18
Vehicle Types	9	Rider Advisory Committee	19
Standby	9	Brochures	19
Calling with Questions	9	Lost and Found	19
Changing Your Reservation	9		
Canceling a Trip	9	Other Paratransit Systems	20
Standing Orders	9	Contact East Bay Paratransit ...see back cover	
Regional Trips	10		

Introduction

East Bay Paratransit is a public transit service for people who are unable to use regular AC Transit buses or BART trains because of a disability or a disabling health condition. East Bay Paratransit transports riders in sedans, or in vans equipped with a wheelchair lift. East Bay Paratransit was established by AC Transit and BART to meet requirements of the Americans with Disabilities Act (ADA).

This Riders Guide describes how to use East Bay Paratransit. Think of the Guide as the “Driver’s Manual” for Paratransit. You should carefully read this Guide to learn the “rules of the road.”

East Bay Paratransit publishes several brochures on different aspects of the service. Look at the end of this Guide for a list of brochures that you may find useful.

To Caregivers and Social Service Agencies

This document was written for all paratransit riders and is phrased as if the rider is reading the document. We know that many caregivers and others will assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider.

However, if the person you take care of will be riding without an attendant, it is very important that he or she be able to follow the basic rider responsibilities that start on page 15.

Contacting East Bay Paratransit is easy

Call (510) 287-5000

**Other important phone numbers
are on the back cover of this Guide**

Eligibility

To use East Bay Paratransit, you must apply through the Eligibility Certification Department and be found eligible for the service. The process for new applicants includes both a paper application and an in-person interview. If you are eligible you will receive a letter that explains your eligibility and what kind of service you will receive. If you have questions about eligibility, call East Bay Paratransit.

Full Eligibility

If you are never able to use AC Transit buses or BART trains without having another person there to help you, you will have full eligibility for paratransit. That means you will be allowed to take all your transit trips on paratransit. You may choose to travel on AC Transit or BART when you can, for example when traveling with an attendant.

Conditional (Limited) Eligibility

If the Eligibility Certification Department determines you are able to use AC Transit or BART independently for some trips, but not others, you will be given conditional eligibility. You will be allowed to take some of your trips using East Bay Paratransit service. We will explain which trips you may take on East Bay Paratransit, and which

trips you should plan to take on regular transit. We may refuse to provide a paratransit trip that you are able to take on AC Transit or BART.

Temporary Eligibility

If your disability is temporary or your health is expected to improve, you will be given paratransit eligibility for a limited time, after which you are expected to return to using regular AC Transit buses or BART trains.

Length of Eligibility

Your eligibility to use East Bay Paratransit service is assigned for a period of three years. You must reapply every three years for continuous service, regardless of your eligibility status.

Reapplication is required even when your disability is permanent and unchanging. East Bay Paratransit will send instructions to you on how to reapply before your eligibility expires.

Visitor Eligibility

Visitor requests are handled by our eligibility department. Visitors can use East Bay Paratransit for up to 21 days in a 12-month period after presenting either a valid ADA Paratransit card or other paperwork showing they are certified for ADA paratransit services.

We also grant visitor service to individuals whose disability is visibly apparent, such as users of wheelchairs, white canes, or service animals, or who present information they are unable to use the fixed route system. We request a form of identification, if possible, in order to create a profile on our database for the rider.

The eligibility department accepts a variety of documentation – such as a copy of an ID card, an email from a home agency, or other identification with the rider's name and address. For those whose disability is not apparent, basic forms of disability documentation are accepted.

Bringing Other People

ADA eligible riders, their personal care attendants, and their companions are allowed to use East Bay Paratransit. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

Companions

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You can always take one companion, but additional companions can only be added on the day of service if there is room. Companions pay the same fare as you to ride paratransit.

Personal Care Attendants

A personal care attendant is someone you need to help you to perform daily activities, such as eating, dressing, personal hygiene, or finding your way. When you apply for paratransit, you will be asked about your need for a personal care attendant. Personal care attendants pay no fare when they ride with you.

East Bay Paratransit reserves the right to contact your health care professional to verify your need for an attendant.

Fraudulently claiming to travel with an attendant to avoid paying a fare for a companion may result in suspension of service.

Service Area

East Bay Paratransit service is available within the AC Transit and BART areas shown on the map below.

Map of Service Area



East Bay Paratransit serves the following cities:

- Alameda
- Albany
- Berkeley
- Castro Valley
- El Cerrito
- El Sobrante
- Emeryville
- Fremont
- Hayward
- Kensington
- Milpitas (part)
- Newark
- Oakland
- Piedmont
- Pinole (part)
- Richmond
- San Leandro
- San Pablo
- Union City

You can also go to and from any of these cities to anywhere in San Francisco.

You can go elsewhere in the Bay Area, beyond these cities by transferring to other ADA paratransit services.