



*We are All in  
this Together!*

## ***East Bay PARATRANSIT***

**From:** The East Bay Paratransit family

**To:** Our SRAC Members and Interested Members of the Public

East Bay Paratransit (EBP) is working diligently to provide transportation services for essential trips our riders need during this pandemic.

We want you to know that although our office is closed to the public we are still working and providing rides with no reduction in service hours or area. Our call center is open and agents are available to help you schedule your essential trips. We are asking that to help keep everyone safe you not travel during this time if you think you have been exposed or are experiencing symptoms associated with the Coronavirus such as fever, coughing or shortness of breath.

Important steps we have taken to keep our passengers and employees safe include:

1. Communicating to Riders about new East Bay Paratransit protocols and actions through the IVR (Interactive Voice Response) phone system; phone tree messaging; and news on the website. Trips have been limited to only essential trips.
2. Ceased all In Person Assessment (IPAs) and are providing presumptive and/or temporary eligibility for EBP service from new applicants.
3. Provided our call center agents with scripts to explain the new circumstances and remind riders that trips are for essential services and ask them to wear a mask and gloves.
4. Cleaning procedures for drivers and vehicles were increased and vehicle disinfectant sprayers were purchased. PPE (personal protective equipment) including disposable masks, gloves and hand sanitizer was made available for both Broker employees working in Oakland and for drivers. Broker Staff have been instructed to practice social distancing and are required to disinfect workstation and other common touch points before and after use.
5. Most trips are non-shared ride trips to abide by social distancing requirements.

### **Other Information**

6. Broker staffing has been reduced to approximately 40%. Common touch points around the office are being regularly disinfected, several times per day.

7. As of 3/20/2020 demand has dropped to approximately 20% of normal operations.

EBP is providing up to 450-470 trips per weekday and 50-200 Saturday/Sunday trips. Broker staffing has been reduced to approximately 40%.

8. Effective 4/3/2020 East Bay Paratransit's office was closed to the public. Tickets and applications are available on the EBP website or by mail. Tickets can also be purchased via email.

Lastly, East Bay Paratransit is proud to share that we are working with Meals on Wheels. The Shelter-in-place order has adversely affected Meals on Wheels' vitally needed services. Its volunteer drivers, who are mostly seniors, are unable to deliver food to some of the most vulnerable members of our community. To assist with this need, some East Bay Paratransit drivers are now temporarily assisting with deliveries. As an essential service, East Bay Paratransit and its drivers are authorized to operate during the current pandemic. This collaboration benefits our communities, those in need, and keeps East Bay Paratransit drivers working.

**Note:** SRAC (Service Review Advisory Committee) meetings are cancelled but will begin again once the shelter in place order is lifted.

**STAY SAFE! STAY INSIDE!**

# East Bay Paratransit

**DO NOT ENTER** this vehicle  
if you have a cough, fever,  
or do not feel well.



**Please:**

- Maintain a minimum six-foot distance from one another
- Sneeze and cough into a cloth or tissue or your own elbow
- Do not shake hands or engage in any unnecessary physical contact

**NO ENTRE** esta instalación si tiene tos, fiebre o si se encuentra enfermo.

**Por favor:**

- Mantenga una distancia mínima de seis pies de persona a persona
- Estornude y tose en un paño, pañuelo o cubriéndose la boca y nariz con su codo
- No le dé la mano a otra persona, ni participe en ningún contacto físico innecesario.

如果您咳嗽，發燒，感覺不舒服，請勿進入此設施。

**請：**

- 彼此保持最小六英尺的距離
- 打噴嚏和咳嗽到一塊布，薄紙或自己的肘部
- 請勿握手或進行任何不必要的身體接觸

기침, 미열, 또는 감기 기운이 있으면 본 시설에 입장하지 마세요.

**부다:**

- 최소한 사람들 부터 6 Feet (2 m) 거리를 유지하세요
- 옷, 종이티슈 또는 팔꿈치에다 대고 기침하세요
- 악수를 하거나 불필요한 신체 접촉은 피하세요

