

Everything about STANDING ORDERS



**East Bay
Paratransit**

September 2023

What is a standing order?

A standing order is an on-going reservation for a repeated trip that a rider takes from the same pick-up and drop-off locations, at the same time, on the same day(s) of the week, at least once a week, for a period of at least one month. Examples of standing orders could be trips to work, school, worship, dialysis, or physical therapy. Although standing orders are not required by the Americans with Disabilities Act (ADA), East Bay Paratransit offers them as a convenience to our riders.

How will a standing order help me?

Once a standing order is set up, the trips will continue to be scheduled automatically, unless or until you call to cancel or reschedule them. You no longer have to call to make reservations for those trips.

How do I request a standing order?

Call East Bay Paratransit at (510) 287-5000 and tell the Customer Service Agent that you want to set up a standing order. Be prepared to give the agent all of the trip details.

Will the standing order start immediately?

No. It takes at least two (2) weeks for East Bay Paratransit's scheduling department to set up a standing order. East Bay Paratransit will approve your standing order request based on availability.

How will I know if my standing order request is set up?

A Customer Service Agent will call you to let you know what times are available for your trip. East Bay Paratransit is a shared-ride service so we may not be able to give you the exact time you want.

What if I am offered a time I don't want?

If you don't want the time you are offered, you may turn it down and continue to make individual reservations for your trips. If you choose, you may re-submit your request every 30 days.

What if I want to change my standing order?

To change your standing order, call our Customer Services Center and tell the agent what changes you want to make. **It will take at least two (2) weeks to process any change.** East Bay Paratransit cannot guarantee fulfillment of your new request. A Customer Service Agent will call you back to let you know what is available. If you do not want to accept the new offer, you can elect to keep your current standing order, or you can cancel your current order and start making reservations for your individual trips.

Requests for changes are subject to two important limitations:

First, we do not take requests to change a standing order more than once every 30 days.

Second, we do not allow requests for a change to your pick-up time of less than 30 minutes.

The driver can NOT make changes!

Please **do not** tell your driver that you want to make a change to the trips that you have scheduled. **The driver is unable to make changes.** The Customer Services Agent must make the change for you.

What if I have a standing order but don't want it a particular day or for a short period of time?

If you need to temporarily cancel your standing order for any period of time, even for one day, call East Bay Paratransit at (510) 287-5000 and tell the agent exactly what day(s) you want to cancel. Once this time has passed, your standing order will re-start automatically. Make sure you call to cancel at least one hour in advance of the pick-up time on the first day you want to cancel. If you do not cancel your standing order on days you know you will not be traveling, you can be assessed a "no show" for the trip. **Excessive no-shows can result in service suspension.** If you have to cancel for two or more weeks, we can put your standing order "on hold." If you have to cancel and do not have a specific end date, we will cancel your standing order. Please contact us when you are ready to travel again and we will work with you to re-establish your standing order, although we cannot guarantee it will be at exactly the same time.

Once my standing order is set up, will the time ever change?

Occasionally, in order to accommodate all the riders who want standing orders, we may need to adjust your pick-up time. We will call you in advance to let you know if we have to make any changes to your standing order.

What happens to my standing order on holidays?

Except for trips to and from dialysis, there is no standing order service on the holidays listed below. If you want your standing order trip on one of these days, **you must call to make a reservation for that day.**

New Year's Day
Martin Luther King Jr. Day
President's Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Day

Can I get more information on how to use East Bay Paratransit?

All certified riders are given a "Rider's Guide" that has many details about using East Bay Paratransit. Riders may request materials in accessible formats. If you have misplaced your Riders' Guide, call the certification department at 510-287-5000 to ask for another copy.

How to contact East Bay Paratransit:

East Bay Paratransit Office
1750 Broadway
Oakland, CA 94612

(510) 287-5000

Toll Free 1-800-555-8085

Fax (510) 287-5069

TTD/TTY (510) 287-5065

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