
East Bay Paratransit

1750 Broadway
Oakland, CA 94612

To: East Bay Paratransit Rider
Subject: Personal Information Update

It has been five years since you were certified to use East Bay Paratransit's services. In order to ensure we have current information, you must complete and return the attached Information Update form no later than _____ to avoid any interruption in your paratransit service.

AC TRANSIT AND BART SERVICE

AC Transit and BART operate East Bay Paratransit to comply with the Americans with Disabilities Act (ADA). **Under the ADA, service is only available to people who are unable to independently use AC Transit's or BART's regular service due to a disability or disabling health condition(s).**

Complete the attached Information Update form. Make sure you fill it out completely and all your contact information is current. If you have questions, need help completing the application, or want to request this form in an accessible format, call the East Bay Paratransit Certification Department at (510) 287-5000, press # 5 when you hear the recorded message or TTY (510) 287-5065.

1. PRINT OR TYPE full responses to all of the questions. If the form is incomplete, it will be returned.
2. Sign and if possible make a copy for your records.
3. Return pages 1 and 2 by mail, fax or email to:

Mail

East Bay Paratransit
Certification Department
1750 Broadway
Oakland, CA 94612

Fax

(510) 287-5069

Email

us.eastbaycertification@transdev.com

PLEASE RETURN BY _____

Phone: (510) 287-5000 or Fax: (510) 287-5069
www.eastbayparatransit.org

Within 21 days, East Bay Paratransit is required to review your updated information and make a determination on whether your eligibility status has changed. You will receive a letter notifying you of your eligibility status by mail. If we do not make a determination within 21 days, contact the Certification Department at (510) 287-5000, press # 5 to check your status. East Bay Paratransit will provide you with paratransit service on a presumptive basis until a determination has been made. However, you will not receive temporary paratransit service if we are unable to complete the processing of your application because you submit incomplete information or do not arrange and attend an in-person assessment if requested.

If you do not agree with East Bay Paratransit's eligibility determination, you have the right to appeal. Information on how to file an appeal will be included with your eligibility determination letter. Appeals must be submitted within 60 days after receiving your eligibility determination letter in the mail.

All wheelchair accessible vehicles are equipped with passenger lifts or ramps that meet ADA specifications. All lifts will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48" by 30" (measured 2 inches above the ground), with a combined weight of up to 800 pounds including the passenger. East Bay Paratransit may not be able to transport you if you exceed these standards.