
East Bay Paratransit

1720 Broadway, 3rd Floor
Oakland, CA 94612

Introduction to the ADA Paratransit Eligibility Application

You have requested an application for ADA paratransit eligibility. Please read the following introduction information carefully before filling out the attached application. If you have questions, call (510) 287-5000.

AC TRANSIT AND BART SERVICE

East Bay Paratransit is a paratransit service operated by AC Transit and BART to comply with the Americans with Disabilities Act. **By law, it is only available to people who are unable to use AC Transit's or BART's regular service due to a disability.** The application process will determine whether you are able to use AC Transit's or BART's buses or trains.

The regular buses and trains have been improved over the years to be very convenient and accessible for people with disabilities. We would like you to be aware of the following features and benefits of using the regular buses or trains before you apply for paratransit.

Features:

- All AC Transit buses have lifts or ramps for wheelchairs and for people who can't climb stairs.
- Many AC Transit stops have shelters or benches.
- Seats near the door on both buses and trains are marked for seniors and people with disabilities.
- Bus and train operators announce stops.
- BART stations have audio and visual announcements of all train arrivals and departures.
- All BART stations have elevators, which can be used by people in wheelchairs or others who can't climb stairs.
- All BART stations have escalators.
- All buses and trains have specific locations to accommodate wheelchairs.
- BART stations have tactile warning tiles marking the platform edge.
- All BART stations have disabled parking near the entrance.

Benefits:

If you can use regular buses or trains for all or some of your travel, you will find there are considerable benefits:

- The fare for people with disabilities and seniors is very low: 85 cents for a one-way trip on AC Transit and about 30% of the regular adult fare on BART.
- No need to make advanced reservations – you can ride anytime you want.
- Service is conveniently scheduled.
- Trip planning services are available by phone (dial 511), or on the web from AC Transit (actransit.org), or BART (BART.gov).
- Personal care attendants travel with you at a reduced rate.
- There is generally a bus stop or BART station near where you want to go.

EAST BAY PARATRANSIT SERVICE

If your disability prevents you from using the regular AC Transit or BART service, then you are probably eligible for paratransit. ADA paratransit provides many travel opportunities for people with disabilities. It meets the needs of many, but it has limitations. It is important that you understand the following characteristics of East Bay Paratransit before you apply.

- Service is curb to curb, although drivers can assist riders to and from the street door of their origin or destination, if needed. The driver cannot enter homes or businesses.
- The fare is twice the regular adult fare of the fixed route service. East Bay Paratransit fares start at \$3.00.
- Companions, including children pay full fare. Qualified attendants travel free.
- Advanced reservations are necessary for all trips—riders must call at least the day before.
- There are no same day reservations.
- Drivers do not provide custodial care—if the rider needs substantial assistance or supervision, they need to bring an attendant.
- The rider will share the vehicle with others going to other destinations—so travel time may be considerably longer than taking a taxi or driving.
- The pick-up request time may be unavailable. Paratransit may need to schedule the pick-up as much as one hour from the time requested.
- The reservation will be confirmed for a pick-up within a 30-minute “window”. The rider must be ready and waiting during the 30 minutes.
- If the combined weight of you and your wheelchair or scooter is more than 600 pounds, East Bay Paratransit may not be able to provide you transportation.

OTHER PARATRANSIT SERVICES

In addition to East Bay Paratransit, most cities in the East Bay also provide some type of paratransit services.

Contact your city's paratransit program to see what services they can provide to you.

CITY PARATRANSIT PROGRAMS

City	Phone (510) area code
Albany	524-9122
Alameda	747-7500
Berkeley	981-7269
Emeryville	596-3730
Oakland & Piedmont	238-3036
San Leandro	577-3462
Hayward, San Lorenzo & Castro Valley	583-4230
Newark	791-7879
Union City	476-1500
Fremont	574-2053
El Cerrito	215-4340
Richmond	307-8028
San Pablo	215-3095
Pleasanton/Sunol/Dublin	925-931-5376

APPLYING FOR EAST BAY PARATRANSIT SERVICE

After reading this information do you think you qualify for East Bay Paratransit? If so, please complete the attached application.

If you have any questions about the application, if you need help filling it out, or if you need a copy in an accessible format (Braille, audio tape, diskette), please call the East Bay Paratransit Certification Office at (510) 287-5000 or TTY (510) 287-5065.

If you are found to be capable of using AC Transit and/or BART for all trips, without the help of another person, 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.

To apply for eligibility you must fully complete the attached application form. Return all the pages (1 through 8) to:

East Bay Paratransit
1720 Broadway, 3rd Floor
Oakland, CA 94612

After studying your application, we may:

- Contact you by phone to get more information.
- Require you to come in and meet with East Bay Paratransit staff in person.
- Consult with your doctor, health professional, or other specialist about your condition and abilities.

We are required to make a decision on your eligibility within 21 days. 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. This does not apply if we are unable to complete the processing of your application because you do not supply complete information.

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, call us at 510-287-5000 to check on the status of your application.

INSTRUCTIONS FOR APPLICANTS

1. Please PRINT OR TYPE full responses to all of the questions on the application form. Be sure to respond to ALL questions or your application will be considered incomplete. Incomplete applications will be returned.
2. You are not required to submit additional information beyond the application. All information you supply will be kept strictly confidential.
3. Sign in two places to complete the application:
 - Authorization to Release Information from a medical or rehabilitation professional (Page 7)
 - Applicant Certification (Page 8)
4. In addition, if you need the assistance of a Personal Care Attendant, you must complete page 6 and sign it.
5. Return pages 1 – 8 to:

East Bay Paratransit
1720 Broadway, 3rd Floor
Oakland, CA 94612
6. Please keep the Introduction, pages A – E, for reference.

For help with the application or to check on the status of your application
please call 510-287-5000.