

RCEB Procedures - Case Management Coordination
Request for East Bay Paratransit tickets

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East Bay Paratransit tickets:

East Bay Paratransit is a paratransit system that provides transportation services to individuals who are elderly and developmentally disabled. This is a complimentary service mandated by ADA regulations for any county with a fixed route system (i.e. AC Transit, Wheels). East Bay Paratransit provides services in the following areas:

- 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

In order for an individual to use East Bay Paratransit, they must be certified to use this complimentary service. The application can be found on www.eastbayparatransit.org and should be filled out and brought to the interview. Interviews can be set up by calling the phone number at the bottom of the application.

East Bay Paratransit is a shared ride service in which individuals can be placed on a route with other individuals going to the same destination or different ones.

Regional Center of the East Bay funds East Bay Paratransit tickets for those individuals using this service to get to program. Individuals that need to use East Bay Paratransit for other destinations such as medical appointments will need to review the request in order to demonstrate that there is a financial hardship.

Once the individual is certified to use East Bay Paratransit, you can proceed with the next step in requesting tickets be sent to the individual.

Requesting tickets for East Bay Paratransit

All ticket requests must be submitted through SANDIS- Transportation Service Request (TSR). RCEB Transportation Department will use this submission to determine the number of tickets that will need to be sent to the individual as well as confirm that the individual has a corresponding active POS for the program listed as the destination on the TSR.

1. TSR to program-
A TSR for tickets to get to program must have an active POS for the program listed in the TSR as the destination.
2. TSR to college in lieu of program-
A TSR for tickets to get to school must be submitted along with the IPP or IPP/ADD.
3. TSR to medical appointment-
A TSR for tickets to get to a medical appointment must be submitted along with IPP or IPP/ADD only after the request was reviewed for a financial hardship.
4. TSR for tickets to get to work-
A TSR for tickets to get to work must be submitted along with the IPP or IPP/ADD only after the request was reviewed for a financial hardship.

After the TSR is submitted with the corresponding documentation, the new request will be reviewed and the individual will be placed on a list for total tickets to be ordered. The transportation department will create a report for the accounting department in order to create the POS authorization for the East Bay Paratransit ticket request.

The POS authorization should appear on your POS tickler in the month/year it will expire. This is a reminder to you that the authorization should be renewed if East Bay Paratransit tickets are still needed. The authorization should always be renewed through **SANDIS-Transportation Service Request**. Do not send a reauthorization through a POS, as these will be sent back to the Case Manager. The Transportation Department will not order tickets until the reauthorization is completed through SANDIS-Transportation Service Request.