

Everything about STANDING ORDERS.....



East Bay PARATRANSIT

June 2005

What is a standing order?

A standing order is an on-going reservation for a repeated trip that a rider takes from the same place, to the same place at the same time, on the same day or days 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. Standing orders are also called “subscription trips”.

How will a standing order help me?

Once a standing order is set up, the trips are scheduled automatically. You no longer have to call to make reservations for those trips.

Does a standing order cost extra?

Fares for standing order trips are the same as fares for individually placed reservations. There is no additional cost to you.

How do I set up a standing order?

Call East Bay Paratransit’s customer services center and explain that you want to set up a standing order. Give the agent your trip details.

Will the standing order start immediately?

No, it takes at least a week for East Bay Paratransit's scheduling department to set up a standing order.

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

A customer services agent will call you back to let you know what times are available for your trip. Our scheduling department will look for a space on a vehicle at the time you request. Because of other trips occurring at the same time, however, we may not be able to give you the exact time you want. Tell the agent whether you want the standing order being offered or not.

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. You may also ask to be put on a waiting list for the time you want. This waiting list is checked regularly. When space becomes available, standing orders are set up on a "first come – first served" basis.

What if I need to permanently change my standing order?

The change is considered a new standing order request. Call our customer services center and tell the agent what changes you want to make. It will take at least a week to process any change. East Bay Paratransit cannot guarantee that we can fill your new request. A customer services 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 individual reservations.

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 cancel your standing order for a day or for a short time, call the customer services center and tell the agent exactly what day or days you want to cancel. Once this time has passed, your standing order will start up again 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.

What if I get sick or need to leave the area for a while?

You can suspend your standing order for a defined period of time. Call us when you return. We will work with you to re-establish your standing order, although we cannot guarantee it will be at exactly the same time.

What happens to my standing order on holidays?

Except for trips to and from dialysis, there is no standing order service on the following holidays. 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
Birthday of Martin Luther King Jr.
President's Day
Memorial Day
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 "Riders Guide" that has many details about using East Bay Paratransit. Riders may request materials in accessible formats, including large print, Braille, audiotape, or computer disc. If you have misplaced your Riders Guide, call the certification department to ask for another copy.

How to contact East Bay Paratransit:

**East Bay Paratransit Office
1720 Broadway, Third Floor
Oakland, CA 94612**

(510) 287 – 5000

**Toll Free 1-800-555-8085
Fax (510) 628-0719
TTD/TTY (510) 287-5065**