

Serving South Santa Barbara County

Established 1979
**Easy
Lift**
Transportation



Rider's Guide

Reservations & Information Line:

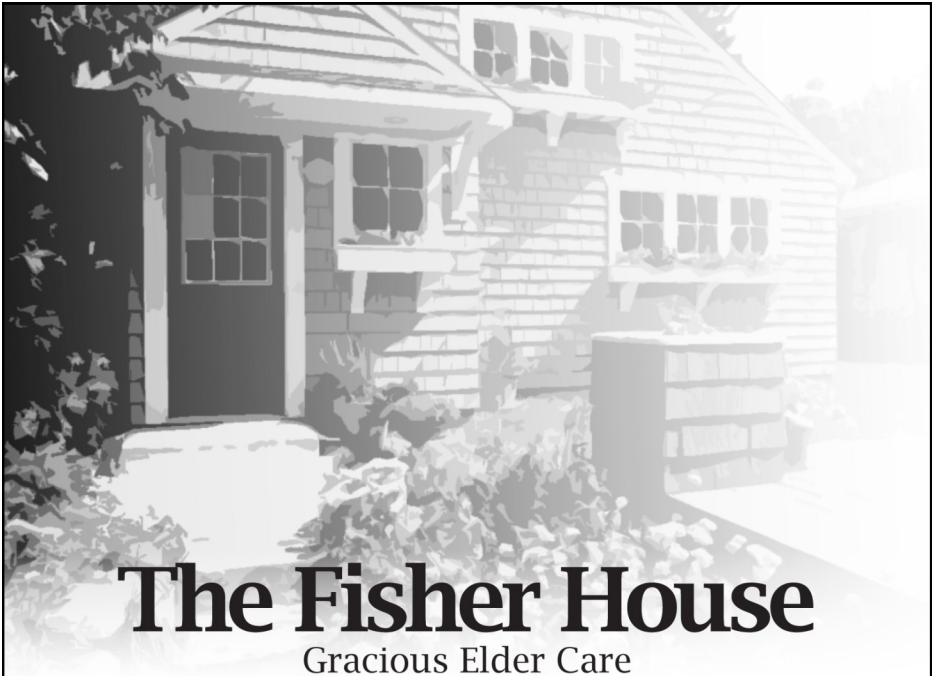
(805) 681-1181

Website:

www.easylift.org

Address:

53 Cass Place, Suite D
Santa Barbara, CA 93117



The Fisher House

Gracious Elder Care

Providing personal care in a spirit that supports independence and dignity, The Fisher House creates a safe and comfortable atmosphere of wholeness and well being.

The six residents of our unique and beautiful home receive:

- On-going assessment of needs, observation, and personalized care plans.
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- Pet Assisted Therapy

Efale McFarland, *Administrator/Owner*
2324 Chapala Street
Santa Barbara, CA. 93105
805-687-4646 Fax: 805-687-1746

The Fisher House is licensed with the Department of Social Services #425801369

EASY LIFT QUICK REFERENCE

Office Hours

Open Weekdays from 8:00am – Noon and 1:00pm – 5:00pm.

Open Weekends from 8:00am - Noon and 1:00pm - 4:00pm.

Holidays: Please call our office to verify hours.

The office is closed during the noon hour.

Vehicle Hours

Monday through Friday: 5:25am – Midnight.

Saturday: 6:00am – 11:00pm.

Sunday: 6:20am – 10:00pm.

Fares

Each one way trip:

Cash: \$3.50 (exact fare only), or 1 ride ticket

Book of 10 ride tickets: \$32.50

Service Area

Winchester Canyon (north Goleta) to Carpinteria

PHONE NUMBERS

Reservations: (805) 681-1181

After Hours, Emergency only: (805) 896-7830

Fax: (805) 681-1184

Title VI Compliance Notice to the Public

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), Easy Lift Transportation operates programs without regard to race, color, and national origin.

Contact Easy Lift Transportation at 53 Cass Place Suite D, Santa Barbara, California 93117, (805) 681-1181, or www.easylift.org to request additional information regarding Easy Lift's nondiscrimination obligations.

Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Easy Lift or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, 400 7th Street SW Room 9100, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

WELCOME

Welcome to Easy Lift Transportation! Easy Lift is a non-profit, charitable organization established to provide curbside-to-curbside "Dial-A-Ride" transportation to senior citizens and people with disabilities in south Santa Barbara County who cannot use regular bus service. Easy Lift has some of the finest quality vehicles, highly trained drivers, and extensive communication and dispatch systems available.

This easy-to-read "how to" guide is designed to give you basic information regarding Easy Lift. The guide should provide you with answers to any questions you may have about riding Easy Lift. If you have any further questions or require any additional assistance, please call the number listed on the cover of this booklet.

We hope this guidebook will assist you during your travels on board Easy Lift. As always, our staff, volunteers, and Board of Directors will make every effort to ensure that you receive the best and most reliable service possible.

Have a safe and comfortable trip!

A BRIEF HISTORY OF EASY LIFT

In 1979, Easy Lift was created as a project of the local Easter Seal Society, and in 1981 we incorporated as our own non-profit charitable agency. In the early and mid-eighties, Easy Lift vacillated monthly between running three to six vans. The instability of funding, internal problems, and a lack of public understanding of our vital role in the community resulted in Easy Lift shutting down in the summer of 1987.

When the news of Easy Lift's imminent demise hit the local media, the response was overwhelming. In a groundswell of support, people and other non-profit agencies came from everywhere to give testimony to the critical role of Easy Lift in the community. As a result of this tremendous public support the Board of Directors decided to give it another try. In late August, with three vans in service, a new Executive Director was hired and charged with the responsibility of rebuilding the agency from the ground up. The renewal and rebirth of Easy Lift had begun.

In August of 1987, with just two vehicles in service, Easy Lift managed to schedule 900 rides. The agency was serving a handful of people and hundreds of requests for service were turned away each month. With the passage of the Americans with Disabilities Act (ADA) in 1990, transportation services for disabled individuals were mandated under federal law. This gave rise to more consistent funding sources for Easy Lift, and enabled the agency to grow to the current fleet of eighteen vehicles, and allowed us to operate 363 days per year, and approximately 18 hours per day. We now schedule approximately 5,000 rides per month for our passengers in South Santa Barbara County. In 2009, Easy Lift Transportation celebrates its 30th anniversary.

TRANSPORTATION SERVICES AVAILABLE TO YOU

If you are mobility impaired, a variety of specialized transportation options are available to you in south Santa Barbara County. These options range from public transportation via the services of the Metropolitan Transit District (MTD) to specialized curbside-to-curbside paratransit service (Dial-A-Ride) offered by Easy Lift.

While anyone is eligible to ride the fixed route services of the Metropolitan Transit District, only those who cannot use the MTD are eligible to ride Easy Lift.* The MTD can be reached at (805) 683-3366.

What is Complementary Paratransit Service?

As defined by the Americans with Disabilities Act (ADA), complimentary paratransit is a service that operates in comparable time periods and in comparable areas, within 3/4 of a mile of an MTD fixed bus route. Easy Lift, as the local Consolidated Transportation Service Agency (CTSA), fulfills this paratransit requirement in the South Santa Barbara County area.

** Easy Lift does offer temporary and conditional ridership. Temporary ridership is offered to individuals who have a temporary disability that prevents them from using MTD. Conditional ridership is offered to passengers who are able to use MTD for most rides, but not all. Examples include rides to and from locations that are not wheelchair accessible from the nearest MTD bus stop. For questions about temporary and conditional ridership, please contact the eligibility coordinator at (805) 681-1415.*

Specialized Transportation in Santa Barbara

People who live in Santa Barbara generally feel fortunate for many reasons. Few, however, think much about the availability of specialized transportation here. Every community in this nation has residents with unique mobility needs. Most people are unaware that the level of service in our community exceeds that available in most of the country.

The number of rides scheduled, however, is only part of the equation. How about the way such transportation is provided? For example, consider that many communities do not allow clients to make advance reservations. At Easy Lift you may confirm your travel plans at any time, up to the day before your ride. Additionally, it is a common practice in many communities to not provide clients with pick-up times at all. Passengers are simply told to be ready to depart within some time window (usually an hour or so), and the van just shows up within that window. Clients have no idea when the van will come or what time they will get to their appointment! At Easy lift, clients are given specific pick-up times they can usually count on.

In 1993, Easy Lift was given a national award for its innovative approach to transportation. Transportation planners from literally all over the world have stopped by to see how we in Santa Barbara have been able to provide so much service with our limited resources. Of course, we are not perfect. As long as there is an unmet demand, we will strive to raise additional resources and improve efficiency. Yet, it feels good to know that we live in a community that has made a commitment to people with special transportation needs.

Some Limitations

Easy Lift's passengers have mobility needs as unique as the clients themselves. While we do our best to accommodate everyone, a small percentage of potential passengers have requirements we cannot fulfill. Some people requesting service live beyond our service area. A few people live in housing where their driveways are narrow, steep, or obstructed to the point of being functionally inaccessible. In these rare cases, we will assess how to safely accommodate the client. Sadly, in some situations, and in spite of everyone's most sincere efforts, we have to occasionally turn someone away. In these situations, the safety of our clients, other passengers, and drivers always takes priority.

Easy Lift's Service Area & Times

Easy Lift's service area extends from Winchester Canyon west of Ellwood in North Goleta, through the town of Carpinteria, within 3/4 mile of MTD bus routes. Easy Lift's service times also mirror MTD's service times. Some MTD bus routes end earlier than others, and transportation along these bus routes is limited to MTD service times.

For questions regarding MTD bus routes, please call MTD at (805) 963-3366, or visit them online at www.sbmtd.gov. If you have any questions about specific locations or times you may contact Easy Lift at (805) 681-1181.

ADA Definition of Disability

Under the ADA, a person with a disability is defined as:

- An individual with a physical or mental impairment that substantially limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, performing manual tasks, learning, etc.
- An individual who has a record of such a physical or mental impairment.
- An individual who is regarded as having such an impairment.

HOW TO ARRANGE YOUR TRANSPORTATION

Arranging transportation with Easy Lift is fast and simple. Easy Lift is able to provide you with pick-up and drop-off times when you book your ride. This is not the case with many other specialized transit systems. For more information on ride times, see “**How Easy Lift Schedules Your Ride**,” on page 18.

Booking a Ride

Easy Lift receives several hundred phone calls a day, and it is our goal to reduce the time that our passengers must remain on the phone making their reservations. Our operators can serve you best if you have the following information ready before you make your call:

- **Your name**

You will also want to let the operator know whether you will be traveling alone or with a guest. For more information on guests and aides, see “**Friends, Companions, and Personal Care Attendants**,” on page 23.

- **The date of your appointment**

You may book a ride at least one day in advance of your trip, and up to two weeks prior. For more information on advance reservations, please see “**How Far in Advance Should I Call?**” on page 13.

- **The complete name and address of your destination**

Easy Lift has a list of thousands of locations that our passengers visit most often. So if you tell the operator that you are going to Sears, that location can be quickly identified. This way the operator can determine essential information about the location, such as which entrance to Sears you will be using.

- **The time that you would like to arrive at your destination**

In order to schedule a ride for you efficiently, the operator will need to know the time that you want to arrive (be dropped off) at your destination. This will allow our computer system to efficiently calculate your pick-up time.

- **The time that you would like to return home from your destination**

If you need two or more rides, please provide the operator with all pick up times and locations. All rides, even return rides, must be scheduled in advance. For appointments in which your return time is uncertain, such as medical appointments, please allow extra time. If you are running late for a scheduled return trip, it may take the office staff up to an hour or more to find another return ride.

- **Changing your reservation**

Address changes and/or time changes of more than one hour must be made at least one day in advance, all the way up to two weeks in advance. ***Time changes of one hour or less may only be made the day before your reservation.***

How Far in Advance Should I Call?

You may book a ride for an appointment any time in advance of your trip up to two weeks prior, and no later than the day before. The important thing to remember is that Easy Lift is not an unlimited resource. Rides are booked on a first call, first served basis. As you are one of hundreds of passengers who use Easy Lift, the further in advance you book your ride, the easier it is for the reservations operator to find a time that will work for you.

Return Reservations

When most passengers book rides with Easy lift, they usually ask for a round trip reservation. Although it can be difficult to estimate how much time you may spend at a particular appointment, it is important to remember that **if your appointment runs past your scheduled return time, you may have to wait up to several hours for another van to be dispatched.** Therefore, it is always a good idea to schedule your return trip late enough to be sure that you will be ready when your vehicle arrives.

Canceling a Reservation

Easy Lift depends on efficient scheduling in order to deliver the maximum number of rides to our passengers with the resources that are available. When a rider schedules a trip and then cancels without proper notice, this can cause serious transportation and scheduling problems and may result in another passenger not receiving a critical ride.

No Show and Insufficient Notice Policy

The purpose of Easy Lift's No Show and Insufficient Notice policy is to change behavior. No Shows and Insufficient Notices cost Easy Lift both time and money, and in turn cost other passengers in terms of less available rides and inefficient ride times.

Our policy is as follows:

No Show = when a passenger does not take a scheduled ride and does not notify us in advance. If we do not receive notification that a passenger will not be taking their ride by the time our driver arrives at the pick up location, the ride will be marked a No Show.

Insufficient Notice = when a passenger cancels a ride, but fails to give enough notice for the ride time to be offered to another passenger. All rides must be cancelled by 3 pm the day prior. Any ride cancelled, but not cancelled by 3 pm the day prior, will be marked an Insufficient Notice.

3 or more No Shows or Insufficient notices in one month = written warning

6 or more No Shows or Insufficient notices total in three months = 7 day suspension

3 or more No Shows or Insufficient Notices within one month of first suspension or 6 within three months of first suspension = one-month suspension

All subsequent suspensions after first will be for a one-month period.

Subscription riders will lose their subscription privileges for one month after three or more No Shows or Insufficient Notices in any given 30 day period.

This policy does not apply to passengers who have missed a ride due to unexpected circumstances such as a medical delay, local emergencies, inclement weather, etc.

In all cases, before suspending service, written notice will be sent of the proposed suspension along with instructions for appeal.

All appeals must be received within 30 days of the mailing date of the proposed suspension. If no appeal is received or an appeal is not granted, the suspension will begin 30 days from the mailing date of the proposed suspension. While a passenger is suspended, they may not make or take ride reservations. All reservations made for the suspension period will be cancelled.

Before reinstating service, a passenger must have paid all money owed. If you have any questions about Easy Lift's no show and insufficient notice policy, please contact the office at (805) 681-1181.

There are costs to Easy Lift for each scheduled trip, whether a passenger actually rides or not. This includes such things as staff time to schedule the ride and the cost involved with printing schedules, etc. Most importantly, every trip that is cancelled without proper notification equals one less ride available for another passenger.

HOURS OF OPERATION

When Can I Ride?

Easy Lift operates Monday through Friday from 5:25 am to midnight; first pick-ups are around 5:50 am and last pick-ups are around 11 pm. On Saturdays, we operate from 6:00 am to 11:00 pm; first pick-ups are around 6:30 am and last pick-ups are around 10:30 pm. On Sundays, we operate from 6:20 am to 10:00 pm; first pick-ups are around 6:50 am and last pick-ups are around 10 pm. Please check with our office to verify holiday hours.

When Can I Call?

Our reservation lines are staffed seven days a week: Monday - Friday from 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm and Saturday - Sunday 8:00 am to 12:00 pm and 1:00 pm to 4:00 pm. We are closed during the noon hour. Please check with our office to verify our holiday hours for the reservation line.

Easy Lift works on a first call, first serve basis; therefore, in order to give all of our passengers an equal chance to schedule a pick up, we must limit your reservations to two round-trip reservations or one three-way reservations per call. If you need to make more than two reservations you may make multiple calls in one day.

EASY LIFT FARES

While a passenger pays \$3.50 to ride Easy Lift, the actual cost to Easy Lift of transporting someone is around \$53.00 per trip! This includes the cost for reservation staff, the driver's pay, fuel, maintenance, insurance for the vans, etc. Fortunately, our community is committed to supporting specialized transportation for senior citizens and people with disabilities.

How Much Does it Cost to Ride?

The fare to ride on an Easy Lift van is \$3.50 in cash for each one-way trip. Ride tickets may also be purchased in advance. Ride tickets are \$32.50 for a book of ten tickets.

Drivers are not able to make change, so it is important that passengers have the exact fare, or ride ticket, when boarding the van, or the passenger will be billed \$5.00 for the ride.

How to Purchase Ride Tickets

Tickets are sold in books of 10 for \$32.50. To purchase tickets by mail please send a check or money order (***please do not send cash***) to:

Easy Lift Transportation
53 Cass Place Suite D
Santa Barbara, CA 93117

In the "memo" section of your check, please write "tickets." You may also purchase ride tickets by phone with your Visa or MasterCard or online at ***www.easylift.org***. If you would like to have your tickets immediately, you may come into our office Monday through Friday to purchase tickets with cash, check or money order, or your Visa or MasterCard. **The office is not open to the general public on weekends. Tickets may never be purchased from drivers.**

HOW EASY LIFT SCHEDULES YOUR RIDE

Easy Lift provides thousands of rides each year to about 1,600 passengers. As a non-profit organization with limited resources, we depend on highly efficient computer scheduling in order to fit the maximum number of rides into our fleet of vans.

On average, a ride on an Easy Lift van will last about twenty minutes. But if you think about it, the amount of time that it takes to travel from your home to your destination is only one part of the trip. First, the van must travel from its last drop-off point to your home. Keeping this travel time as short as possible is absolutely necessary for Easy Lift to run efficiently.

What is Efficient Scheduling?

It is our goal to be as efficient as possible when scheduling rides. This way we can use our limited resources to provide our passengers with as many rides as possible. The more efficient we are, the more rides our passengers can take. It is far more efficient to pick a passenger up with a van that is already in the area rather than sending one from across town. In fact, if a van must travel a long distance to pick up a passenger, it means that it will be busy for that period of time and not be available for other passengers to ride. This would be a tremendous waste of time and fuel, and would not be very efficient.

Ride Windows

It is important to realize that the ride windows that the operator gives you may be influenced by our need to schedule efficiently. When you book a ride with Easy Lift,

please be prepared to be flexible. Generally passengers are given pick up windows very close to what is requested; in accordance with the ADA, Easy Lift must offer times within an hour of what is requested. **However, Easy Lift is a community transit system and not a taxi service.** Passengers should be prepared to share rides with other clients and accept flexibility in pick-up and drop-off times.

As an example, if a van is in your neighborhood a half-hour before you would ideally like to leave for your appointment, it may be necessary to book you on that van rather than sending another vehicle from across town. The reason for this is that if a van must travel out of its way to pick you up, then it will be unavailable for other passengers to use during that time. So, even though you would get your ideal pick-up time, a different passenger would lose a ride altogether. This approach is the only way Easy Lift is able to book so many rides with a relatively small fleet of vehicles.

When our reservations assistants give you a pick up time, this time is subject to a “30 minute ride-time window.” This means that your Easy Lift driver may arrive at your scheduled pick-up location anytime within 15 minutes before or after your pick-up time. You are expected to be ready to board the bus when the driver arrives. For example, if you are given a pick-up time of 2:00 pm, your driver may arrive anytime between 1:45 pm and 2:15 pm, and you will be expected to board the bus within five minutes of the driver arriving. If your driver arrives at 1:45 pm and you do not board the bus by 1:50 pm, the driver will leave and the ride will be marked a no-show

Adjustments to your scheduled pick up and drop off times may need to be slightly altered in order to accommodate other passengers. For instance, if your scheduled pick up time is at twelve noon we may need to change it to 11:50 am in order to pick up another passenger

in the same general area. You will be notified of these changes a day in advance. ***We avoid changing your pick up time whenever possible, but we ask that you please be flexible when it is necessary for us to do so.***

PICK-UP AND DROP-OFF PROCEDURE

To ensure that your trip goes smoothly, Easy Lift has developed the following pick-up and drop-off procedures. Some passengers have special needs and may arrange for "special assistance" in advance. For more information, see "How Drivers Will Assist You," on page 22.

Where to Wait

Easy Lift provides curbside-to-curbside service. Therefore, the driver will wait for a passenger at the curb of a public street, in front of or as close to the rider's house, building, or other safe designated pick-up location as possible.

For drop-offs, the driver will drop the rider off at the sidewalk or another safe waiting area next to the curb of a public street, in front, or as close to the designated drop-off location as possible. Unless a passenger has arranged for special assistance in advance, the rider must be waiting at the sidewalk, or at another safe waiting area in front of or as close to the entrance of the pick-up location as possible.

Easy Lift will ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. However, **drivers are not allowed to negotiate multiple stairs, carry packages or purses, enter private homes, or go beyond the ground floor lobby of office buildings or care facilities.**

Apartments, Office Complexes, and Shopping Centers

Easy Lift has designated standard pick-up and drop-off sites at major activity centers and certain destinations such as large medical centers, malls, college and university campuses, and many nursing homes. If a rider schedules a trip to one of these destinations, the operator will tell the rider where the pick-up point is located and the rider will need to wait at that location for the van.

Nursing Homes, Adult Programs, and Day Care Centers

Passengers picked up at nursing homes, adult programs, or day care centers must be present when the Easy Lift van arrives. Drivers are not permitted to go beyond the ground floor lobby of care facilities, or go into rooms to pick up riders. Nursing homes and day care centers must have facility personnel ready to assist the passenger, if necessary.

How Long Must a Rider Wait

Although Easy Lift vans will usually arrive within five or ten minutes of their scheduled times, sometimes the vehicle may arrive early or late due to traffic or other unforeseen circumstances. **It is important to be waiting for the van at curbside 15 minutes before your scheduled pick-up time.** If the vehicle has not arrived within 15 minutes after its scheduled pick-up time, please call our office immediately.

How Drivers Will Assist You

It is important to realize that Easy Lift is a non-profit provider of transportation services, and that our drivers are not trained or equipped to be personal care attendants. ***Easy Lift drivers are only allowed to assist riders getting on and off the vehicle.*** They may also escort a rider to and from the sidewalk or another safe waiting area located next to the street, the lobby of an office complex, or the ground floor of a multi-story building.

Wheelchair Lift

If a rider is unable to use the steps to board the van, the driver will board the passenger using the wheelchair lift. Most vans are equipped with boarding chairs to assist ambulatory passengers using the lift.

Securement on Board

Easy Lift will make all attempts to secure wheelchairs. However, if it exceeds normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. Passenger safety is our first and foremost concern.

Easy Lift requires that all riders use seat belts. Drivers may assist riders with their seatbelts, if requested, and drivers will also secure the tie-downs for a wheelchair passenger. If a rider is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, then they must supply a "hook up" car seat.

Multiple Stops

Drivers are not allowed to make multiple stops. If you would like to stop off at a separate location before your final destination, this is considered a separate ride and must be scheduled in advance.

RIDING THE VAN

Friends, Companions, and Personal Care Attendants

Companions/guests may travel with passengers provided that there is space available, and companions/guests are charged the same fare as the rider. There may only be one companion/guest in a wheelchair or scooter, or two ambulatory companions/guests. Personal care attendants are not required to pay the fare as long as they are traveling with an eligible rider. Please be sure to notify the reservations operator that an additional passenger will be traveling with the rider during the trip, since seats are subject to space availability.

Transportation of Packages and Animals

Riders who wish to transport more than two bags of groceries (or anything else) are required to provide a transportable cart. Drivers cannot carry packages.

Riders may travel with a service animal, defined as a guide dog, signal dog, or other animal trained to work or perform tasks for persons with disabilities. Please inform the dispatcher if a rider plans to travel with a service animal.

Seat Belts

Seat belts must be worn at all times. Seat belts may not be pulled away from the chest or worn inappropriately, and seat belts must remain fastened until the van has come to a complete stop and the ignition has been turned off. If you are unsure when it is okay to unfasten your belt, please ask the driver.

Transporting Oxygen Tanks

For medical reasons, some passengers need to have portable oxygen tanks with them while riding the van. We are able to transport oxygen tanks. However, for safety reasons, we do so with special care. All the tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs, but Easy Lift staff will need to confirm that the installation is safe. Otherwise, Easy Lift can only safely transport small tanks. If you will be riding with an oxygen tank, please be sure to mention this to the operator when you book your ride.

Driver Appearance and Rules of Conduct

Easy Lift drivers must be uniformed. They must participate in an intensive training period with a driver trainer. Drivers must also undergo a thorough background check through the Department of Motor Vehicles, and drug testing. Drivers have the authority to refuse transportation to any passengers who are disruptive, abusive, or refuse to wear their safety belts.

OTHER SERVICES OFFERED BY EASY LIFT

Easy Lift Mobility Training Service

Mobility gives people independence. To provide transportation options for seniors and the physically challenged, Easy Lift created our Mobility Training Program. Our mobility trainer will work one-on-one with individuals to teach them such skills as how to read and use the MTD bus schedule, where to catch the MTD bus they need, and so on. Our trainer will even ride with program participants on a repeated basis until they feel comfortable navigating the fixed route bus service on their own.

Contract and Charter Services

Easy Lift's Dial-A-Ride program is dedicated to service for individuals living independently. It is not expressly designed for group homes and/or programs desiring transportation of their clients/residents for programs or recreational purposes. Organizations needing to get clients to activities can meet their transportation needs by contracting with Easy Lift for service. We offer special group rates, usually billed by the hour, which vary depending upon the logistics involved.

If more than two people (not including approved attendants) wish to travel to and from the same location/destination, they are required to use either contract or charter service.

Unlike Dial-A-Ride, contract transportation may be pre-scheduled on a recurring basis for whatever duration may be required. Contract and charter services are scheduled subject to availability.

Project Safe Streets

Many organizations operate their own vans but have no way to train their drivers. Through our driver trainer, East Lift's Project Safe Streets program provides training tailored to meet each agency's specific needs.

Radio Dispatch Service

Any organization that has its own vans knows the need for communication between drivers when they are on the road. In 1988, Easy Lift established the Human Service Radio Network. Today, Easy Lift dispatches almost 40 vans from several local non-profit agencies via our dispatch communications center. There is a nominal monthly fee for the service. Interested agencies should contact our office.

HOW WE STAY IN TOUCH

Passenger Newsletter and Survey

It is our goal at Easy Lift to maintain the highest standards of customer service and rider satisfaction. One way we accomplish this is by sending periodic newsletters and passenger surveys to each of our riders. This way we can keep you informed, and it also gives our riders an opportunity to provide us with valuable feedback.

COMMUNITY SUPPORT

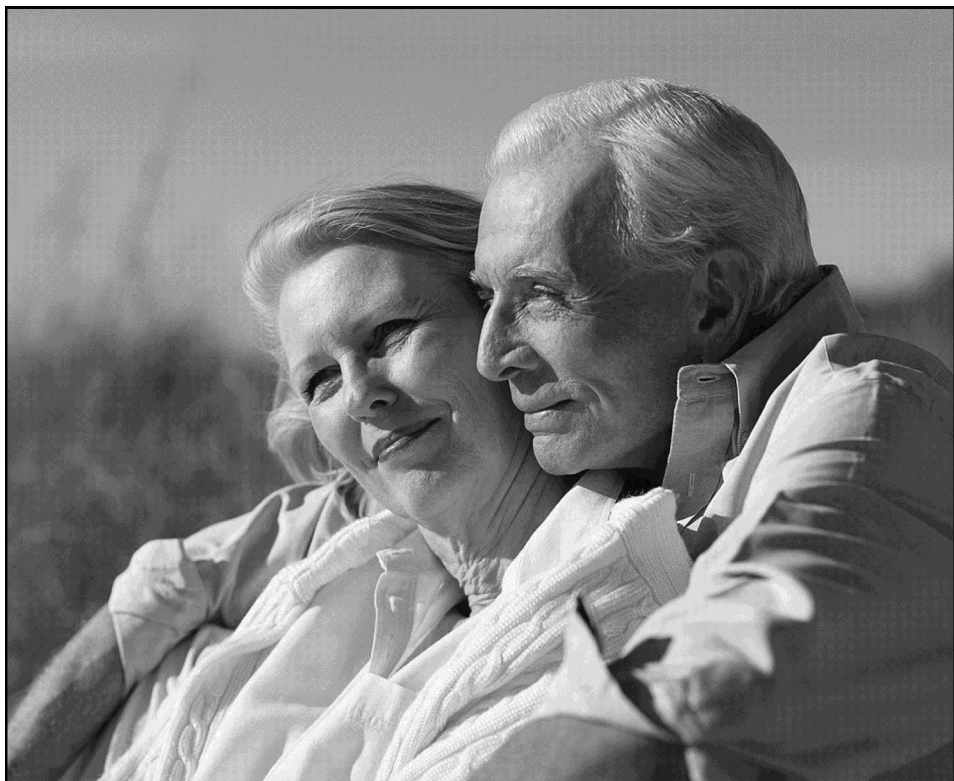
Financial support from the community is a necessary part of any non-profit organization. Easy Lift Transportation has relied upon the generosity of the local community to sustain its service to the south coast for twenty-five years.

Opportunities for charitable giving can be in the form of:

- Cash donations
- Bequests naming Easy Lift in a will or living trust
- Donation of securities
- Charitable trusts

You are encouraged to consult your tax advisor when considering making any charitable contribution.

All donations are very much appreciated and necessary to support the continued operations of our charitable organization. Please contact our Executive Director at the number listed on the cover of this booklet if you would like to discuss some of these ways of contributing to Easy Lift Transportation. We will be happy to talk with you and your financial advisor about the different opportunities for charitable giving.



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- ◆ Housing
- ◆ Home Repair
- ◆ Home Delivered Meals
- ◆ Transportation
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- ◆ Legal Services
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Visit us at our office
528 South Broadway, Santa Maria, CA 93454

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