

# Easy Lift Transportation RIDER'S GUIDE

2020



THANK YOU to Montecito Bank & Trust  
for being a trusted partner in our  
Adopt-A-Van program for more than 15 years.

## Adopt-A-Van Program

Easy Lift's Adopt-A-Van program is a unique way for local businesses to partner with Easy Lift.

The proceeds from Adopt-A-Van sponsorships benefit our programs and services and offers a unique marketing opportunity for local businesses and organizations.

Our vehicles travel 30,000 miles per year, 18 hours a day, 363 days a year on freeways and side-streets from Carpinteria to Goleta.

For more information on this program, please contact Jennifer Alvarez at (805) 845-8963 or [jalvarez@easylift.org](mailto:jalvarez@easylift.org).



## **Welcome to Easy Lift Transportation**

Whether you've come to Easy Lift because of a disability, injury, or an aging body, we're here to help and make "getting there" as easy as possible. This "how to" guide provides basic information and will assist you during your travels with Easy Lift.

As always, our staff, volunteers, and Board of Directors will make every effort to ensure you receive the best and most reliable service possible.

Easy Lift is a non-profit, charitable organization that provides Dial-A-Ride transportation. We serve anyone in south Santa Barbara County who cannot take public transportation. Easy Lift has excellent vehicles, highly trained drivers, and extensive communication systems.

If you have further questions or require any additional assistance, please call (805) 681-1181 and refer to page 20 for more information.

Have a safe and comfortable trip!



# **Easy Lift** Transportation

## **Mission**

Easy Lift's mission is to fulfill our community's need for specialized transportation to allow individuals and organizations access to essential programs and services.

## **Values**

Easy Lift's values of Teamwork, Respect, Integrity, Honesty, Professionalism and Trust describes how we interact with our passengers and their families, our community partners and each other.

## **Vision**

Easy Lift's vision is to become the community's recognized advisor for specialized transportation needs.

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Policies Effective January 2020.

Our Policies and Procedures are subject to change.

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## **EASY LIFT QUICK REFERENCE**

### **RESERVATIONS & INFORMATION (805) 681-1181**

53 Cass Place, Suite D  
Goleta, CA 93117  
Fax: (805) 681-1184  
[easylift.org](http://easylift.org)

### **SERVICE AREA** Goleta to Carpinteria

**FARES**  
\$3.50 cash for each one way trip  
Exact fare or 1 ride ticket  
Book of 10 ride tickets is \$32.50

**OFFICE HOURS**  
Weekdays  
8:00am–Noon & 1:00–5:00pm  
**(closed between noon & 1pm)**  
Weekends (phone only)  
8:00am–Noon & 1:00–4:00pm  
Holidays  
Call to verify hours

<u>Vehicle Hours</u>	<u>Vehicle Hours</u>
<b>Goleta &amp; Santa Barbara</b>	<b>Carpinteria</b>
Mon-Fri: 5:50am-11:45pm	Mon-Fri: 6:10am-11:30pm
Sat: 5:50a-10:45p	Sat: 6:10am-10:30pm
Sun: 6:50am-9:45pm	Sun: 7:10am-9:25pm

After Hours Driver Contact Only  
(805) 896-7830

Santa Barbara Metropolitan Transit District (MTD)  
(805) 963-3366  
[www.sbmtd.gov](http://www.sbmtd.gov)



## EASY LIFT HISTORY

In 1979, Easy Lift was created as a project of the local Easter Seal Society, and was incorporated as a non-profit organization in 1981. However, 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 non-profit agencies testified to Easy Lift's critical role in the community.

As a result of this tremendous support, the Board of Directors decided to give it another try. In late August, 1987, with three vehicles 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.

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 for Easy Lift, and enabled the agency to grow and operate 363 days per year, and approximately 18 hours per day.

In 2019, Easy Lift Transportation celebrated 40 years of service.

## **TITLE VI COMPLIANCE NOTICE TO THE PUBLIC**

The Santa Barbara Metropolitan Transit District (MTD) and Easy Lift Transportation operate their programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MTD.

For more information on MTD's civil rights program, and the procedures to file a complaint, contact (805) 963-3364, email [info@sbmtd.gov](mailto:info@sbmtd.gov), visit [sbmtd.gov](http://sbmtd.gov), or visit the MTD administrative office at 550 Olive Street, Santa Barbara, CA 93101.

A complainant may file a complaint directly with the Federal Transit Administration at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Avenue, SE, Washington, DC 20590.

If information is needed in another language, please call (805) 963-3364.

Si necesita información en otro lenguaje por favor llame (805) 963-3364.

## **TRANSPORTATION SERVICES AVAILABLE TO YOU**

If you are mobility impaired, a variety of specialized transportation options are available to you.

These options include public transportation via the Santa Barbara Metropolitan Transit District (MTD) buses and specialized door-to-door service with additional assistance as required via the paratransit service (Dial-A-Ride) offered by Easy Lift.

While anyone is eligible to ride the fixed route services of MTD, only those who cannot use MTD due to physical, cognitive, or behavioral reasons are eligible to ride Easy Lift.

Easy Lift also offers 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.

### **VISITOR ELIGIBILITY**

Easy Lift will provide service to visitors who qualify for ADA paratransit service (Dial-A-Ride) in another jurisdiction for a combination of 21 days during any 365-day period, beginning with the visitor's first use of the service during such 365-day period.

Please note, if the visitor uses Easy Lift's Dial-A-Ride for more than 21 days in any 365-day period, Easy Lift has the right to ask the visitor to undergo its standard application process.

In order for a visitor to begin using Easy Lift's Dial-A-Ride service, the visitor's current ADA paratransit provider must fax, mail or email proof of eligibility in their jurisdiction. Likewise, if an Easy Lift passenger is interested in using ADA paratransit outside of

Easy Lift's jurisdiction, please contact the Eligibility Coordinator to receive the required information.

If the visitor is not a registered ADA paratransit user at their place of residence, the visitor will be asked to provide proof that they reside somewhere outside of Easy Lift's jurisdiction. In addition, if the visitor's disability is not apparent, the visitor will be asked to provide proof of disability.

### COMPLEMENTARY PARATRANSIT SERVICE

As defined by the Americans with Disabilities Act (ADA), complementary 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.

### LIMITATIONS

Easy Lift's passengers have a wide array of unique mobility needs. 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, while some live in housing where 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.

In some situations, and in spite of everyone's most sincere efforts, we occasionally have to turn someone away. In these situations, the safety of our clients, other passengers, and drivers always takes priority.

## DIAL-A-RIDE SERVICE AREA & TIMES

**Easy Lift's Dial-A-Ride (DAR) 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.**

Because some MTD bus routes end earlier than others, transportation on DAR along these bus routes is limited to MTD service times. DAR service times also mirror MTD's service times.

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

## AMERICANS WITH DISABILITIES ACT (ADA)

### DEFINITION OF DISABILITY

The purpose of the Americans with Disabilities Act established a national mandate to eliminate discrimination against people with disabilities. It enforces non-discrimination in all aspects of American life, both public and private, and provides enforceable standards. The ADA's main purpose is to remove barriers to accessibility for people with disabilities.

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

“An individual with a physical, cognitive or behavioral 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.”

To be eligible for ADA Paratransit, you must be unable because of a disability or disabling health condition to independently use MTD bus for at least some trips.

## HOW TO ARRANGE YOUR TRANSPORTATION

**Easy Lift's reservationists can serve you best if you have the following information ready before you call.** We receive hundreds of calls per day. Being prepared before you call will reduce the time you and others remain on the phone making a reservation.

1. Your name.
2. Are you traveling alone or with a guest?
3. Does the guest use a mobility device?
3. The date of your appointment.
4. The complete name and address of your destination (including suite number or doctor name).
5. The time you'd like to arrive at your destination.
6. The time you'd like to be picked up at your destination.

### IMPORTANT NOTES

To reserve the best ride times, we highly recommend you call at least 7 days prior to your ride date. You can still book a ride at least one day in advance of your trip, and up to two weeks prior, but availability could be limited.

When you call to book a ride, you must have the destination address ready, even if you've visited the location previously.

Please let the reservationist know if you require additional assistance beyond the curb. Please see page 20 for more information.

In order to efficiently calculate your pick-up window, the reservationist will need to know the time that you want to arrive at your destination.

If you will be riding with an oxygen tank, please be sure to mention this to the reservationist when you book your ride.

## HOW FAR IN ADVANCE SHOULD I CALL?

To reserve the best ride times, we highly recommend you call at least 7 days prior to your ride date. You can still book a ride at least one day in advance of your trip, and up to two weeks prior, but availability could be limited.

Rides are booked on a first call, first served basis. Since you are one of hundreds of passengers who use Dial-A-Ride every day, the further in advance you book your ride, the easier it is for the reservationist to find a time that will work for you.

## RETURN RESERVATIONS

We understand it can be difficult to estimate how much time you may spend at an appointment. However, 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, we highly recommend your return trip is scheduled late enough so you're ready when your vehicle arrives.

## **CHANGES & CANCELLATIONS**

Easy Lift depends on efficient scheduling in order to deliver the maximum number of rides to our passengers with our available resources. When a rider cancels a scheduled trip without proper notice, this may result in another passenger not receiving a critical ride.

There are costs to Easy Lift for each scheduled trip, whether a passenger actually rides or not. This includes staff time to schedule the ride and the cost involved with printing schedules, etc. Most importantly, every trip that is cancelled without proper notification means there is one less ride available for another passenger. Reducing no shows and insufficient notices will help other passengers get the rides they need.

## RESERVATION CHANGES

Changes to your reservations must be made at least one day in advance and up to two weeks in advance. Time changes of one hour or less can only be made the day before your reservation.

## RESERVATION CANCELLATIONS

Ride cancellations must be made no later than 2 hours prior to the scheduled trip by calling (805) 681-1181. Any ride cancelled less than 2 hours prior to the scheduled trip will be marked Insufficient Notice.

## INSUFFICIENT NOTICE & NO SHOWS

“Insufficient Notice” is when a passenger cancels a ride, but fails to give enough notice for the ride time to be offered to another passenger. A “No Show” is 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.

## HOURS OF OPERATION

### WHEN CAN I RIDE?

**Monday-Friday: 5:25AM to 12:00AM.** First pick-ups are around 5:50AM in Santa Barbara/Goleta and 6:10AM in Carpinteria. Last pick-ups are around 11:30PM going to Carpinteria and 11:45PM going to Santa Barbara/Goleta.

**Saturday: 5:25AM to 11:20PM.** First pick-ups are around 5:50AM in Santa Barbara/Goleta and 6:10AM in Carpinteria. Last pick-ups are around 10:30PM going to Carpinteria and 10:45PM going to Santa Barbara/Goleta.

**Sunday: 6:30AM to 10:20PM.** First pick-ups are around 6:50AM in Santa Barbara/Goleta and 7:10AM in Carpinteria. Last pick-ups are around 9:25PM going to Carpinteria and 9:45PM going to Santa Barbara/Goleta.

Please check with our office to verify holiday hours.

TO REQUEST A RIDE CALL 805.681.1181

## WHEN CAN I CALL?

Our call center is open seven days a week: 8AM to 12PM and 1PM to 5PM. We close at 4PM on Sundays and are **closed daily between 12 and 1PM**. On holidays, please check with our office to verify hours for the call center.

## RESERVATION LIMITATIONS

Easy Lift works on a first call, first serve basis. In order to give all passengers an equal chance to schedule a ride, we must limit reservations to two round-trip reservations or one three-way reservations per call. If you need to make more than two reservations, you can make multiple calls in one day.

## DIAL-A-RIDE FARES

### HOW MUCH DOES IT COST TO RIDE?

The service fare for a Dial-A-Ride trip is \$3.50 for each one-way trip. If out of the service area, fare would be \$7 one way and based on driver availability.

While each one-way ride costs \$3.50, Easy Lift's actual one-way ride cost is around \$53. Costs include reservation staff, driver's pay, fuel, maintenance, insurance, etc. Fortunately, our community is committed to supporting specialized transportation for senior citizens and people with disabilities so we can keep our costs as low as possible.

### HOW CAN I PAY?

Rides must be paid in cash (exact change) or with a ride ticket (see below). **Passengers need to have the exact fare or a ride ticket. Drivers do not make change.**

## RIDE TICKETS

Ride tickets are sold in books of 10 for \$32.50, a 9% discount over the regular price. You can purchase tickets online, by mail, by phone, or in-person. Tickets purchased online, by mail or by phone are mailed within 1 day of receipt of your order.

Tickets cannot be purchased from drivers.

ONLINE: To purchase tickets online, visit [easylift.com](http://easylift.com). You'll need a PayPal account and a major credit card.

MAIL: To purchase tickets by mail, please send a note indicating how many books you want to purchase and a check payable to Easy Lift Transportation, 53 Cass Place Suite D, Goleta, CA 93117.

PHONE: You can also purchase tickets by phone with your Visa or MasterCard. Call us at (805) 681-1181.

IN-PERSON: If you'd like to purchase tickets immediately, you can come to our office Monday through Friday from 8AM to 12PM and 1PM to 5PM to purchase tickets. We accept cash, check, money order, or Visa/MasterCard. If you choose to pay in cash, please bring exact change. **The office is not open to the public on weekends.**

Our office is located at 53 Cass Place, Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister.

## **HOW EASY LIFT SCHEDULES YOUR RIDE**

On average, a ride can last about twenty minutes. However, the amount of time 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.

### **RIDE WINDOWS**

When you make a reservation, you will be given a 30 minute pick-up window time. For example, if you need to be somewhere by 9AM, your window time will be between 8:15 and 8:45AM. We will offer the best window time possible to get you to your destination on time. You can call the day of your ride at the beginning of your window to get a better estimated pickup time.

## WHY DOES EASY LIFT USE RIDE WINDOWS?

Easy Lift schedules using a half-hour pickup window because it allows us to provide more rides to more passengers with fewer ride denials. It also saves on fuel and driver time. Generally, passengers are given pick up windows very close to what is requested. In fact, the ADA requires Easy Lift offer times within an hour of what is requested. However, the Dial-A-Ride service is a community transit system (not a taxi service) and passengers should be prepared to share rides with other clients and accept flexibility in pick-up and drop-off times.

## **PICK-UP AND DROP-OFF PROCEDURE**

To ensure 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 additional assistance in advance. For more information, see “How Drivers Will Assist You.”

### WHERE TO WAIT

Easy Lift provides door-to-door service. This means the furthest point your driver will escort you is from the front door of the primary building where you are being picked up to the vehicle, and then to the front door of the primary building at your destination upon drop-off. This includes boarding onto the vehicle and securing any mobility device you may be using.

The front door of the primary building is considered the outermost door of a home or facility accessible by the driver. For example, if you are being picked up at an assisted living facility or a hospital, the driver will meet you at the entrance of that facility. The base of exterior stairs to a building are considered the front door of the primary building for the purposes of this policy. Drivers are not permitted to assist clients up flights of stairs to their destination, even if these stairs are external to the building and within the line of sight of the vehicle, nor are they allowed to assist in elevators. Drivers are not allowed to enter interior areas within living accommodations or enter facilities to search for you. If you

require assistance in these areas, it is recommended that you bring a Personal Care Attendant for your trip. Furthermore, Easy Lift drivers are not allowed to leave the line of sight of their vehicle when other passengers are on board. If escorting you to the front door of the primary building of your pick-up or drop-off requires the driver to lose line of sight to his/her vehicle, travel more than 50 feet from his/her vehicle, or prevent them from easily and quickly returning to the vehicle in case of an emergency, your driver is not permitted to escort you all the way to the door. The driver's responsibility for door-to-door service ends at the point where his/her vehicle is no longer in sight or easily accessible in case of an emergency.

#### APARTMENTS, OFFICE COMPLEXES, & 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 campuses, and many nursing homes. If a rider schedules a trip to one of these destinations, the reservationist 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, & 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

Sometimes our vehicles may arrive early or late due to traffic or other unforeseen circumstances. It is important to be ready at least 5 minutes before the beginning of your window time. If your driver is 5 minutes outside of your window time, you should contact the office (805-681-1181) to determine their ETA.

## HOW LONG THE DRIVER WILL WAIT FOR PASSENGERS

When the vehicle arrives, passengers need to board the vehicle within five minutes of its arrival. For example, if your driver arrives at 1:45pm and you do not board the bus by 1:50 pm, the driver will leave and the ride will be marked as a no-show.

## HOW DRIVERS WILL ASSIST YOU

It is important to realize that Easy Lift is a non-profit provider of transportation services. Our drivers are not trained or equipped to be personal care attendants. However, Easy Lift drivers may 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, the front door of a residence, or the ground floor of a multi-story building. Please let the reservationist know if you require additional assistance beyond the curb. If a rider is unable to use the steps to board the van, the driver will board the passenger using the wheelchair lift.

## WHAT DRIVERS CANNOT DO

Drivers are unable to go inside homes, sign passengers out from medical procedures or transfer from one mobility device to another.

## RECOGNIZING YOUR DRIVER

All Easy Lift drivers wear navy blue shirts or jackets with the Easy Lift logo on the left hand side.

## DRIVER RIGHTS

Drivers have the authority to refuse transportation to any passengers who are disruptive, abusive, or refuse to wear their safety belts.

## SECUREMENT ON BOARD

A wheelchair or other mobility device must be able to fit onto our bus/paratransit lift. It is recommended that your wheelchair is no more than 30" wide and 48" long when measured 2" from the floor, and weigh less than 600 pounds when occupied. If this is not the case, we will only be able to transport you if our equipment is able to accommodate the dimensions of your mobility device.

Easy Lift will make all attempts to secure wheelchairs. However, if the wheelchair 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. 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.

## **SECUREMENT OF CHILD RIDERS**

Easy Lift must comply with the following California Law. Effective January 1, 2017: Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds or is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. Children 8 or younger and under 4' 9" in height must use a booster seat. Easy Lift does not supply car seats or booster seats, they must be provided by the passenger.

## **MULTIPLE STOPS**

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

## **RIDING THE VAN**

### **GUESTS AND PERSONAL CARE ATTENDANTS**

Passengers are able to bring a personal care attendant (PCA) to assist them on all trips. Passengers are also allowed to bring one guest. Additional guests are permitted provided there is space available. Please be sure to notify the reservationist if you will have a PCA or guest traveling with you during our trip, since seats are subject to space availability. Please note that a typical van can hold no more than two wheelchairs or four ambulatory individuals, including the driver, at any given time. Personal care attendants are able to ride for free as long as they are traveling with an eligible rider.

PCAs and guests must have the same origin and destination as the passenger. A family member or friend is regarded as a person accompanying the eligible individual, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of a personal care attendant.

#### TRANSPORTATION OF PACKAGES

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 or transport furniture.

#### TRANSPORTATION OF ANIMALS

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. Rider must be capable of handling the animal and its needs at all times as drivers are unable to handle animals. Service animals must be on a harness or leash at all times. Please inform the reservationist if a rider plans to travel with a service animal.

#### ENTERING & EXITING THE VEHICLE

Safety is our utmost concern. As a result, drivers will assist all passengers entering and exiting the vehicle. In addition, if there is more than one passenger per vehicle, please wait until the driver is ready to assist you before trying to enter or exit the vehicle on your own. This applies to every individual entering or exiting the vehicle, including passengers, guests, caretakers, and children.

#### 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

All 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 reservationist when you book your ride.

## OFFICE LOCATION & DIRECTIONS

Our office is located at 53 Cass Place Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister. Our sign is on the building. For detail directions, please call (805) 681-1181.

## **OTHER SERVICES OFFERED BY EASY LIFT**

### **EASY LIFT MOBILITY TRAINING SERVICE**

To provide transportation options for seniors and the physically challenged, Easy Lift created the 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.

### **MEDI-CAL ELIGIBLE TRANSPORTATION**

If you have Medi-Cal insurance, you could qualify for free transportation to medical approved locations. Please call (855) 659-4600 to set up.

### **CHARTER SERVICES**

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 charter services.

Unlike Dial-A-Ride, charter transportation may be pre-scheduled on a recurring basis for whatever duration may be required. These services are scheduled subject to availability. Please give a minimum of 2 weeks notice.

## **HOW WE STAY IN TOUCH**

Easy Lift strives 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 keeps you informed and it gives our riders an opportunity to provide valuable feedback.

In an effort to become more eco-friendly, please sign up for our electronic mailing list at [EasyLift.org](http://EasyLift.org).

## **COMMUNITY SUPPORT**

Easy Lift Transportation has relied upon the generosity of the local community to sustain its service to the south coast for more than forty years.

All donations are very much appreciated and necessary to support the continued operations of our charitable organization.

Opportunities for charitable giving can be in the form of:

- Cash donations via check or credit card.
- Bequests naming Easy Lift in a will or living trust.
- Donation of securities.
- Charitable trusts.

Please contact our Executive Director at (805) 681-1410 if you would like to discuss a contribution to Easy Lift Transportation. We will be happy to talk with you and your financial advisor about the different opportunities for charitable giving.

You can make a credit card donation online at [EasyLift.org](http://EasyLift.org) or check by mail, sent to Easy Lift Transportation, 53 Cass Place, Suite D, Goleta, CA 93117.

Thank you.

## NEIGHBORING PARATRANSITS



COLT provides public transit service within Lompoc, Mission Hills, and Vandenberg Village.  
(805) 736-7666 - [cityoflompop.org](http://cityoflompop.org)



Provides door-through-door transportation for seniors in the Santa Maria, Lompoc or Santa Ynez Valley.  
(805) 925-8000 - [partnersincaring.org](http://partnersincaring.org)



ACCESS serves the cities of Ojai, Oxnard, Port Hueneme, Ventura and unincorporated areas of Ventura County between these cities.  
(805) 485-2319 - [goldcoasttransit.org](http://goldcoasttransit.org)



Volunteer nonprofit providing door-to-door transportation service to ambulatory Carpinteria residents.  
(805) 684-0065 - [carpinteriavalleychamber.com](http://carpinteriavalleychamber.com)



Serves San Luis Obispo County including Paso Robles, Morro Bay and Pismo.  
(805) 541-2544 - [slorta.org](http://slorta.org)



Serves the Santa Ynez Valley including Solvang, Buellton, Santa Ynez and Los Olivos.  
(805) 688-5452 - [syvt.com](http://syvt.com)



SMAT serves the Santa Maria, Tanglewood and Orcutt area.  
(805) 928-5624 - [cityofsantamaria.org](http://cityofsantamaria.org)



Senior Transportation serving Santa Maria, Tanglewood and Orcutt area.  
(805) 922-0146 - [smoothinc.org](http://smoothinc.org)

Take Me Transportation (805) 845-9033

Amdal Transport Services (844) 464-7250

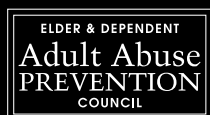
# **Elder Abuse Is Shameful! So Is Not Reporting It!**

**If You Suspect  
Elder Abuse Call**

**Adult Protective Services  
1-844-751-6729 (toll free)**

**Long Term Care Ombudsman  
965-1001 ext 244  
922-1236**

**District Attorney's Office  
568-2442  
346-7518**



of Santa Barbara County

Area  
Agency on  
**Aging** | San Luis  
Obispo and  
Santa Barbara  
Counties



*Get Connected. Get Answers.*

**Call 2-1-1 to find  
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- Employment Resources
- Health Care
- Senior Services
- Legal Assistance
- Substance Abuse Services
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**TTY 805-919-1148**

**[www.211sbco.org](http://www.211sbco.org)**