

Easy Lift Transportation

RIDER'S GUIDE

2017-18



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**



ELDER & DEPENDENT
**Adult Abuse
PREVENTION
COUNCIL**

of Santa Barbara County

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

Welcome to Easy Lift Transportation!

Easy Lift is a non-profit, charitable organization established to provide curbside-to-curbside (with additional assistance as required) “Dial-A-Ride” transportation to senior citizens and people with disabilities in south Santa Barbara County who cannot use regular bus services. Easy Lift has excellent vehicles, highly trained drivers, and extensive communication and dispatch systems.

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 that you receive the best and most reliable service possible.

If you have further questions or require any additional assistance, please call (805) 681-1181. Have a safe and comfortable trip!





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.



Table of Contents

A BRIEF HISTORY OF EASY LIFT	6
TITLE VI COMPLIANCE NOTICE TO THE PUBLIC	7
TRANSPORTATION SERVICES AVAILABLE TO YOU	8
What is Complementary Paratransit Service?.....	
Some Limitations.....	
Easy Lift’s Service Area & Times	
Americans with Disabilities Act Definition of Disability	
HOW TO ARRANGE YOUR TRANSPORTATION	10
How Far in Advance Should I Call?	
Return Reservations	
Changing or Canceling Reservations.....	
NO SHOW AND INSUFFICIENT NOTICE	12
NO SHOW AND INSUFFICIENT NOTICE POLICY.....	13
HOURS OF OPERATION	14
When Can I Ride?.....	
When Can I Call?.....	
DIAL-A-RIDE FARES	15
How Much Does it Cost to Ride?	
How to Purchase Ride Tickets.....	

continued on following page

Policies Effective March 2017.
Our Policies and Procedures are subject change.

HOW EASY LIFT SCHEDULES YOUR RIDE..... 16

- Ride Windows.....
- Why does Easy Lift use Ride Windows?.....

PICK-UP AND DROP-OFF PROCEDURE 17

- Where to Wait
- Apartments, Office Complexes, and Shopping Centers
- Nursing Homes, Adult Programs, and Day Care Centers.....
- How Long Must a Rider Wait
- How Long the Driver will Wait for Passengers
- How Drivers Will Assist You
- Recognizing your Driver
- Driver Rights
- Securement on Board
- Securement of Child Riders
- Multiple Stops

RIDING THE VAN 20

- Guests and Personal Care Attendants.....
- Transportation of Packages
- Transportation of Animals
- Entering & Exiting the Vehicle
- Seat Belts
- Transporting Oxygen Tanks

OFFICE LOCATION & DIRECTIONS 21

OTHER SERVICES OFFERED BY EASY LIFT 22

- Easy Lift Mobility Training Service.....
- Charter Services.....
- Project Safe Streets

COMMUNITY SUPPORT 23

EASY LIFT QUICK REFERENCE

Reservations & Information
(805) 681-1181

After Hours - Driver Contact Only
(805) 896-7830

Address
53 Cass Place, Suite D
Goleta, CA 93117
www.easylift.org
Fax: (805) 681-1184

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
Weekends (phone only): 8:00am–Noon & 1:00–4:00pm
Holidays: Please call office to verify hours
The office is closed during the noon hour.

Vehicle Hours
Monday–Friday: 5:25am – 12:30
Saturday: 6:00am – 11:20pm
Sunday: 6:20am – 10:20pm

Santa Barbara Metropolitan Transit District (MTD)
(805) 963-3366
www.sbmtd.gov

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. 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.

In August of 1987, with just three 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 and operate 363 days per year, and approximately 18 hours per day. In 2019, Easy Lift Transportation will celebrate 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 she or he has 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; visit www.sbmtd.gov; or visit our 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 contact
805-963-3364.

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

TRANSPORTATION SERVICES AVAILABLE TO YOU

If you are mobility impaired, a variety of specialized transportation options are available to you including public transportation via the Santa Barbara Metropolitan Transit District (MTD) buses and specialized curbside-to-curbside 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 or cognitive 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.

What is 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.

Some 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 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. 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.

Easy Lift's 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. Some MTD bus routes end earlier than others, as such, 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 online at www.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, which was signed on July 26, 1990, was to establish 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 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. Every day, Easy Lift receives several hundred phone calls. It is our goal to reduce the time our passengers must remain on the phone making their reservations. Our reservationists can serve you best if you have the following information ready before you make your call:

1. Your name and if you will be traveling alone or with a guest.
2. 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, though due to increased ridership it is recommended to call at least 7 days prior to your appointment date.
3. The complete name and address of your destination. When you call to book a ride, you must have the destination address ready, even if you have visited the location previously. Please let the reservationist know if you require additional assistance beyond the curb.
4. The time that you would like to arrive at your destination. In order to efficiently schedule your ride, the reservationist will need to know the time that you want to arrive at your destination. This will allow our computer system to efficiently calculate your pick-up window.
5. The time that you would like to be picked up from your destination. 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. 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?

You can book a ride any time in advance of your trip up to two weeks prior and no later than the day before, though it is recommended to schedule your trips up to 7 days prior to your appointment. 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 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

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.

Changing or Canceling Reservations

Changes to your reservations 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.

Ride cancellations must be made by 3pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3pm the day prior will be marked Insufficient Notice.

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

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 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.

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.

“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. Ride cancellations must be made by 3pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3 pm the day prior will be marked Insufficient Notice.

NO SHOW AND INSUFFICIENT NOTICE POLICY

- Passengers with three or more No Shows or Insufficient Notices in one month will receive a written warning.
- Passengers with six or more No Shows or Insufficient Notices during three consecutive months will receive a seven day suspension.
- Passengers with three or more No Shows or Insufficient Notices within one month of first suspension or six within three months of first suspension will receive a one month suspension.
- All suspensions after the first suspension will be for one month.
- 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 reservations or take rides. 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.

HOURS OF OPERATION

When Can I Ride?

Easy Lift operates Monday through Friday from 5:25 am to 12:30 am; first pick-ups are around 5:50 am and last pick-ups are around 11pm going to Santa Barbara or Goleta and 10:45pm going to Carpinteria. On Saturdays, we operate from 6:00 am to 11:20 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 10:20 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 call center is staffed seven days a week:

Monday - Friday from 8:00 am to 12:00 pm & 1:00 pm to 5:00 pm

Saturday - Sunday 8:00 am to 12:00 pm & 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.

DIAL-A-RIDE 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 service fare for a Dial-A-Ride trip 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 a ride ticket.

How to Purchase Ride Tickets

Ride tickets are sold in books of 10 for \$32.50, a 9% discount over the regular price. We have four convenient ways to purchase tickets: (1) online; (2) by mail; (3) by phone; or (4) 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.

1. To purchase tickets online you'll need a PayPal account and a major credit card, please visit www.easylift.com.
2. To purchase tickets by mail, please send a note indicating how many books you would like to purchase and a check payable to Easy Lift Transportation, 53 Cass Place Suite D, Goleta, CA 93117.
3. You may also purchase tickets by phone with your Visa or MasterCard. Call us at (805) 681-1181.
4. If you would like to have your tickets immediately, you may come into our office Monday through Friday from 8am to 12 noon and 1pm to 5pm to purchase tickets with 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.

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 call to make a reservation you will be given a 30 minute pick-up and drop-off 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 5 to 10 minutes before the beginning of your window to get a better estimated pickup time. We will radio the driver to determine their estimated time of arrival.

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 and saves on fuel and driver time. Generally passengers are given pick up windows very close to what is requested. In fact, the ADA requires that Easy Lift offer times within an hour of what is requested. However, Easy Lift 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 that your trip goes smoothly, Easy Lift has developed the following pick-up and drop-off procedures. Some passengers have additional needs and may arrange for “additional assistance” in advance. For more information, see “How Drivers Will Assist You.”

Where to Wait

Easy Lift provides curbside-to-curbside (with additional assistance as required) 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 overall 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 clients in elevators.

Drivers are not allowed to cross into interior areas within living accommodations or enter into 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 either 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, 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 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, 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

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 a no-show.

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. 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.

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 withhold 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

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. 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. Guests are subject to the same fare as the rider while personal care attendants are able to ride for free as long as they are traveling with an eligible rider.

PCAs & guests must have the same origin and destination as the passenger. A family member or friend is regarded as a guest and not as a PCA, unless the family member or friend is registered with Easy Lift as a PCA.

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.

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. 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 anyone entering or exiting the vehicle.

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 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 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 office entrance is just past Cass Place and has a front lawn and parking spaces. Our sign is on the building. For detail directions, please call (805) 681-1181 and speak to a representative.

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.

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.

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.

HOW WE STAY IN TOUCH

At Easy Lift, it is our goal 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. In an effort to become more eco-friendly, please sign up for our electronic mailing list at www.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 almost 40 years.

Opportunities for charitable giving can be in the form of:

1. Cash donations via check or credit card.
2. Bequests naming Easy Lift in a will or living trust
3. Donation of securities
4. 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 (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.

To make a donation online, please visit www.easylift.org. For donations by mail, please send your check payable to Easy Lift Transportation to 53 Cass Place, Suite D, Goleta, CA 93117 or donate over the phone with a credit/debit card. Thank you!

NEIGHBORING PARATRANSITS



COLT provides public transit service within Lompoc, Mission Hills, and Vandenberg Village.
(805) 736-7666 www.cityoflompoc.org



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



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



Volunteer nonprofit providing door-to-door transportation service to ambulatory Carpinteria residents.
(805) 684-0065 www.carpinteriavalleychamber.com



Serves San Luis Obispo County including Paso Robles, Morro Bay and Pismo.
(805) 541-2544 www.slorta.org



Serves the Santa Ynez Valley including Solvang, Buellton, Santa Ynez and Los Olivos.
(805) 688-5452 www.syvt.com



SMAT serves the Santa Maria, Tanglewood and Orcutt area.
(805) 928-5624 www.cityofsantamaria.org



Senior Transportation serving Santa Maria, Tanglewood and Orcutt area.
(805) 922-0146 www.smoothinc.org



Get Connected. Get Answers.

**Call 2-1-1 to find
Health & Human Services including:**

- Counseling
- Food Assistance
- Domestic Violence Services
- Employment Resources
- Health Care
- Senior Services
- Legal Assistance
- Substance Abuse Services
- Parenting Resources
- Housing

**And much more ... Free, Confidential, 24/7
Available in 150 Languages
Also 800-400-1572;
TTY 805-919-1148**

www.211sbco.org

Santa Barbara
INTERNATIONAL
Film[™]
FESTIVAL

&

Easy
Lift
TRANSPORTATION

- ✓ **TRANSPORTATION**
- ✓ **MOVIE SCREENING**
- ✓ **POPCORN & REFRESHMENTS**
- ✓ **ALL COMPLETELY FREE**

**LEARN MORE ABOUT SBIFF AND EASY LIFT'S
NEW PARTNERSHIP AND FREE PROGRAMMING
AT SBIFF.ORG AND 805-963-0023**

**MADE POSSIBLE THROUGH SUPPORT FROM OUR GENEROUS DONORS
AND THE MOSHER FOUNDATION**

