

# What is ADA Paratransit Van Service?

If you have a disability which prevents you from being able to use the regular fixed route bus some or all the time, **you may be eligible for CityLink's ADA Paratransit Van Service.**

## Minimum Assistance

CityLink provides origin to destination service. The driver will come to the front door of a residence or pick up location where accessibility permits.

- The driver will attempt to notify the rider of arrival by ringing the doorbell or knocking on the door.
- The driver will assist the rider with boarding and exiting the van.
- The driver will assist the rider from origin of trip to destination.
- The driver will only assist with wheelchairs up or down approved ramps at origin and/or destination; not on steps or stairs.
- Drivers are authorized to make only 1 trip with bags or other items.
- Drivers may not lift more than 20 lbs.

[ADA reg 49 C.F.R. Section 37.129(a)]

## Restrictions

- Drivers may not provide personal care for individuals who cannot be left unattended.
- Drivers may not provide assistance getting in or out of a wheelchair.
- Drivers may not provide assistance getting ready for the trip.
- Drivers may not provide assistance helping with medication or oxygen.
- Drivers may not enter a residence, enter gates or enclosed personal property areas.

## Service Requirement

Under the Americans with Disabilities Act of 1990 (ADA), transit agencies operating a fixed-route system must provide a comparable paratransit system for people with disabilities who cannot use the fixed-route system.

A full list of service disclaimers available on [abilenex.gov/citylink](http://abilenex.gov/citylink)

## Download the Ecolane App!



Planning your ADA Paratransit Service trip just got easier with the **Ecolane App** - available on the **APP STORE** or **GOOGLE PLAY!**



[abilenex.gov/citylink](http://abilenex.gov/citylink)

# Using ADA Paratransit Van Service

## Hours of Operation



**6:15 a.m. - 5:45 p.m.**  
**Monday - Saturday**

No Holiday or Sunday service.

## Apply for Service

You must submit an application to be certified for this service.



**ONLINE: [abilenetx.gov/citylink](http://abilenetx.gov/citylink)**  
• Fill out the application online



**BY PHONE: (325) 676-6287**  
• 8:00 a.m. to 5:00 p.m. use **Option 2**



**IN PERSON: 1189 South 2nd St.**  
• 7:00 a.m. to 6:00 p.m.

## Service Area & Fares



### ADA SERVICE AREA

Trips within 3/4 of a mile on either side of a fixed route.

- **\$2.00** for a one-way trip
- **\$20.00** for a 10-ticket ride book



### EXTENDED SERVICE AREA

Trips beyond the ADA Service Area, but still within Abilene city limits.

- **\$3.00** for a one-way trip
- **\$60.00** for a 20-ticket ride book

Fares are paid when boarding the van with **exact change**, an **ADA daytime ticket**, or a **personal check. One-way trips only.**

## Schedule a Trip



### ONLINE:

[abilenetx.ecolane.com/selfservice/login](http://abilenetx.ecolane.com/selfservice/login)

- Schedule your trip at least 3 days in advance using our web portal.



### BY PHONE: (325) 676-6287

- 8:00 a.m. to 5:00 p.m. use **Option 2**
- Outside of office hours, please leave a voicemail with your reservation details

**Scheduled your trip at least 24 hours in advance when calling by phone.**

Same-day trips are not available.

### When scheduling a trip, please have the following information ready:

- Name
- Date of Trip(s)
- Origination (Pick Up) address
- Destination (Drop Off) address
- Drop off Time at your Destination
- Request Time for your Return Trip
- If you will have a PCA or guest(s)
- Special accommodation information

Please be aware that the vehicle may arrive at the pick-up location **up to 15 minutes prior to or 15 minutes after** the scheduled pick-up time. Drivers will only wait for a 5 minute period before departing. Failure to meet the van will result in a No Show.

## Cancel a Trip

If you become aware that you will not be able to take a scheduled trip, **call CityLink at (325) 676-6287 Option 2 as soon as possible** to cancel your trip request to avoid a no-show charge.

**Cancellations must be made at least 1 hour before scheduled pick up time.** No cancellations will be accepted by email.

## No Show Policy

No-Shows and Late Cancellations are recorded daily and accumulated each calendar month for the purpose of enforcing the no show policy. CityLink reviews total points assessed during each calendar month and calculates penalties by the number of violations. See [abilenetx.gov/citylink](http://abilenetx.gov/citylink) for a full list of penalties.

The individual has the right to appeal the suspension before sanctions are imposed. All appeals must be made within 15 days notice of imposed penalties and must be written to the CityLink General Manager for review. Appeals may be mailed or hand delivered to the CityLink office.

## Customer Complaint?

**Contact our ADA Paratransit Supervisor (325) 676-6720**

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability is allowed to ride CityLink's ADA Paratransit Van Service.