

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.

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.

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

Service Disclaimer

- If a rider cannot be left alone at a destination, or must be under constant care or supervision, CityLink may require the individual to travel with an attendant.
- CityLink is unable to alter or modify procedures or policies in order to provide specialized services to a rider who needs assistance beyond the minimum assistance guidelines.
- CityLink is not responsible for riders who cannot be left alone at their destination without care or supervision.
- If a CityLink rider who needs care or supervision is delivered to a destination where a caregiver is not available to assume responsibility, CityLink will transport the rider to the CityLink administration office located at 1189 S. 2nd St.
- It will be the responsibility of the family or caregiver to pick up the individual at the CityLink office upon being notified.
- CityLink reserves the right to contact Protective and Regulatory Service in cases where appropriate care has not been provided by responsible parties.

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.

Download the Ecolane App!



Planning your ADA Paratransit Service trip just got easier with the **Ecolane App!**

Get the app today on the **APP STORE** or **GOOGLE PLAY!**



abilenetx.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 is provided.

Apply for Service

To be certified for CityLink's ADA Paratransit Van Service, **you must submit an application.**


 **ONLINE: 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

There are 2 types of fares for CityLink's ADA Paratransit Van Service.


 **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

Trips are to be paid when boarding the van. Fares are paid with **exact change**, an **ADA daytime ticket**, or a **personal check**.

We accept payment for **one-way trips only**. No round-trip payments will be accepted.

Schedule a Trip

 **ONLINE:**
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
• **Schedule your trip at least 24 hours in advance when calling by phone.**

Advanced booking is encouraged! Trips are scheduled as shared rides and are subject to availability.

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
- Whether you will have a PCA or guest(s)
- Special accommodation information for ADA Rider

The scheduler will provide an approximate pick-up time. **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 of time 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 as follows:

6 Points in a 30 day period:

- First Violation: Warning Letter
- Second Violation: 7-day Suspension
- Third Violation: 14-day Suspension
- Fourth & Subsequent: 21-day Suspension

Frequent Subscription Ridership:

- No penalties if less than 10% of total trips

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

SERVICE ANIMALS ALLOWED

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.