

## 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.

## Customer Complaint

ADA Paratransit Supervisor  
325-676-6318



# Paratransit Van Service



1189 S. 2nd St.  
Abilene, Texas 79602  
325-676-6287 Option 2

## What is CityLink ADA Van Service?

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill, which bans discrimination against people with disabilities.

Under the 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. 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 Paratransit Service.

To be certified for the CityLink ADA Paratransit service you will need to submit a completed application. You may obtain an application online at [Abilenetx.gov/CityLink](http://Abilenetx.gov/CityLink), or by calling 325-676-6287 option 2, or at the station.

## Are Service Animals Allowed?

Yes. Service Animals: "Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability.

## What are the hours and days of operation?

Paratransit vans begin pick ups as early as 6:15 a.m. and as late as 5:45 p.m., Monday through Saturday.

Service is provided Monday through Saturday throughout the year, except for City of Abilene announced holidays.

CityLink is closed on: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

You may contact CityLink for more information as dates are subject to change. CityLink does not provide service on Sundays.

## What are the Service Areas and Fares?

CityLink provides service within the Abilene city limits. There are 2 types of fares for CityLink Paratransit Service.

The ADA Service Area is defined as the area within 3/4 of a mile on either side of a fixed-route. The fare for services within the ADA Service Area is \$2.00 per one-way trip.

The Extended Service Area is the area beyond the ADA Service Area but within the Abilene City Limits, outside the 3/4 of a mile on either side of a fixed-route. The fare for services beyond the ADA Service Area is \$3.00 per one way trip.

Published fares are subject to change

## How do I pay for my trips?

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

Riders will not be transported until appropriate fare is paid.

Ticket books may be purchased with cash or personal check only from your driver or at the station.

In service area books are available 10 tickets for \$20.00 ride books or out of service area books 20 tickets for \$60.00.

## How do I schedule a trip on CityLink ADA Paratransit Van Service?

Trip requests are accepted on a next day basis by calling CityLink Paratransit at 325-676-6BUS (6287) option 2, at anytime. To speak with a live agent, the CityLink Call Center is open from 6:00am until 4:00pm Monday through Saturday or you may leave a voicemail message at any time with your trip reservation details. You may also make online trip reservations at anytime by registering with our web portal at <https://abilenetx.ecolane.com/selfservice/login>

Advance reservations are encouraged.

When calling for trip requests please have the following information ready:

- Name
- Date of trip (s)
- Origination address
- Destination address
- Time due at your destination
- Request time for your return trip
- Whether you will have a PCA or a guest (s)
- Special accommodation information for ADA rider

This service is scheduled as shared rides and are subject to availability. Driver may arrive up to 15 minutes before or after scheduled pick-up time. Please be aware that the driver is only obligated to wait 5 minutes after arriving. Failure to meet the van within 5 minutes of its arrival will result in a No Show.

## What should I do if I need to cancel my trip?

Riders will need to call CityLink Paratransit to cancel scheduled trips at 676-6287 option 2.

Cancellations cannot be made with the driver.

Cancellations must be called in at least 1 hour prior to the scheduled pick up time. Cancellations called in less than 1 hour are considered late.

Emailed cancellations will not be accepted.

## What is the minimum assistance of a CityLink Paratransit Driver?

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

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.

## What are the 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.

- **CityLink vans are not authorized to drive on unpaved roads.**

## How are ADA No Shows handled?

No-Shows and Late Cancellations are recorded daily and accumulated each calendar month for the purpose of enforcing the no show policy. Cancellations must be made at least 1 hour before scheduled pick up time. 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 and subsequent violations:  
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 of notification of imposed penalties.

All appeals must be written to the CityLink General Manager for review.

Appeals may be mailed or hand delivered to the CityLink main office.