

Eau Claire Paratransit Program Overview:

Paratransit System the Americans with Disabilities Act (ADA) of 1990 mandated that fixed-route transit systems that operate with federal funds must provide a comparable demand-response transportation service for those individuals who cannot access and/or navigate the regular route system. Eau Claire City and Eau Claire County created a joint specialized transportation program, Paratransit, for the people the fit the following:

- Has a permanent disability that prevents you from using the city bus system
- Has a temporary impairment/disability that prevents you from using the city bus system
- Has a permanent or temporary disability living in the rural part of Eau Claire County
- Are 60 years old or older living in the Rural Part of Eau Claire County

*Paratransit applications may be approved for paratransit on a limited term basis due to temporary impairment/disability (i.e. temporary impairment due to surgery)

To determine whether you are eligible for paratransit service, EC Transit considers your functional ability to use accessible fixed routes. We do not base eligibility on your age, income, ability to drive, access to a private automobile, use of a mobility aid, or a particular type of disability or symptoms. Someone with similar circumstances may have a very different eligibility determination due to their functional ability.

The Eau Claire City/County Paratransit Program is currently contracted through Abby Vans, Inc. The City of Eau Claire is required to provide this service under the auspices of the Americans with Disabilities Act (ADA).

How to apply:

To become eligible for paratransit services you can obtain an application online: [More Services | City of Eau Claire, Wisconsin \(eauclairewi.gov\)](#), by calling Eau Claire City Transit at 715-839-1693, emailing transit@eauclairewi.gov, adrc@eauclairecounty.gov or calling the Aging & Disability Resource Center of Eau Claire County at 715-839-4735.

Once you complete the application you will submit it to Eau Claire Transit by mail at 910 Forest St. Eau Claire, WI 54703, email at transit@eauclairewi.gov, or fax 715-839-5111.

Eau Claire Transit has up to 21 days to decide eligibility. It **may be** forwarded to Western Dairyland's Paratransit Certifier will give a recommendation for eligibility. In many cases, an appointment to meet with the applicant will be scheduled to perform a functional assessment.

If a client is denied paratransit services, they are provided with an explanation as to the reason for the denial and given instructions on how to appeal the denial. ECT has a Paratransit Appeals Board in place to review all denied application appeals. This Board has the power to authorize transportation to denied applicants. (Denied applicants who appeal are served by paratransit until the Appeals Board makes a decision.)

Eligible Paratransit Riders:

Rides may be scheduled with Abby Vans by calling toll-free at 1-800-236-8438 between the hours of 7:30 am – 4:00 pm Monday through Friday. Rides must be scheduled one day in advance; trips must be cancelled at least one hour before the scheduled pick-up time.

Paratransit service is classified as door-to-door; a driver only assists passengers from the door of the pick-up point into the van, and vice versa.

Driveways and sidewalks must be clear of snow and ice in the winter. Drivers may only carry two bags of groceries or other items for each passenger, up to 20 lb. each.

Persons who require medical transportation, such as a transport in a reclining position or who need to be escorted into and out of buildings are not eligible for paratransit.

The Paratransit program operates when the city buses run. Paratransit service is available on the following days:

6:00 am – 10:00 pm Monday through Saturday

7:00 am to 2:00 pm on Sundays

Paratransit is not available on the six major holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

\$3.50 co-pay each ride, paid by the rider – remaining cost is subsidized by The City of Eau Claire & Eau Claire County.

Visitors to Eau Claire and Altoona may be eligible for paratransit services as a guest for up to 21 days in a 365-day period. To demonstrate eligibility, you may either present copies of your certification for paratransit services in your community or come to our office at 910 Forest St and self-certify that you are eligible. If you wish to use the service for more than 21 days in a 365-day period, you will have to go through the Eau Claire Transit application process.

Out of County Transportation

If a paratransit rider is in need of transportation outside of Eau Claire County for a one-time need you can contact the ADRC to request authorization for transportation to a destination outside of Eau Claire County. These authorizations are not allowable for every day transportation or for services that can be received within Eau Claire County.