



## **Carepool Launching Rides Services In Eau Claire! Much-Needed Medical On-Demand across the Chippewa Valley!**

Carepool transportation software, created in Madison, WI in 2018, is launching in Eau Claire and Chippewa Falls. Founder and CEO Josh Massey, who went to Chippewa Falls high school, is in his hometown area for the launch.

The company is launching 24/7 medical on-demand rides in Eau Claire. Carepool provides a fully accessible Uber-like model for ordering transportation, focusing on aging adults and people with disabilities.

Keep in mind, this transportation is very vital for these communities with Hospital Sisters Health System's (HSBS) St. Joseph's Hospital closing in Chippewa Falls and Sacred Heart Hospital closing in Eau Claire. Carepool is supporting Medicaid and Medicare members with transportation programs across the entire Chippewa Valley. These much-needed ride services are beginning on Friday, August 1.

With its ride services footprint rapidly growing, Carepool is positioning itself as the go-to provider for accessible transportation which now includes: Wisconsin, Minnesota, Iowa, Colorado, Nebraska, Tennessee and Florida.

The launch will have big local impact in Eau Claire with Carepool adding 5 wheelchair accessible vehicles that will provide on-demand rides and substitute ambulances. Additionally, Carepool expects to hire 50 drivers who use their own vehicles. The company also partners with healthcare workers to work on-call and provide wheelchair accessible rides.

"It's excellent to launch services in my old stomping grounds of Eau Claire and the Chippewa Valley," Massey said. "I've heard from nurses that they don't have a lot of options to discharge patients," he added. "This leads to the unnecessary use of an ambulance for non-emergency needs. Carepool will create more medical access for those who don't drive and may need a little more assistance after a procedure."

Transportation is a growing need for the aging as their population continues to rise. According to [National Aging and Disability Transportation Center \(NADTC\)](#), 1 in every 5 Americans is 65 or older in 2020.



On July 23, 2025, [WCCO Radio's Vineeta Sawkar interviewed Massey](#) in Minneapolis to discuss Carepool's launch with Metro Mobility.

"This is about more than mobility—it's about independence, dignity, and healthcare access," said Massey. "We're building a system that works for people who've too often been left behind."

Carepool is working to live up to its mission to make medical ride transportation accessible in the Chippewa Valley for aging individuals and people with disabilities. Massey said the company is driven to boost these area communities by helping them better navigate the roads for their needs for medical rides, showing that Carepool cares.

### **Expanding its Platform—and the Possibilities**

To make the rider experience even easier, Carepool is launching a new app specifically designed with aging adults in mind. It will feature simple navigation and live customer service agents to help users in real time, adding a level of care and convenience that stands out from traditional rideshare models.

“Carepool builds technology to assist everyone on the roads of mobility ahead, said Massey. “We’re ride services care that moves you!”

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Check out this article about Carepool in [USA Today!](#)

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Carepool, founded in Madison, Wisconsin, in 2018 by CEO Josh Massey, makes transportation accessible to everyone. Our Rideshare+ model provides convenient, reliable, and fully accessible transportation for aging adults and people with disabilities. Removing barriers to transportation is a social determinant of health.

Traditional ridesharing doesn’t work well for government programs. This is why Carepool has built a platform for people with disabilities and aging individuals in mind.