

TIPS FOR RIDING

- Link Paratransit is an origin to destination demand response paratransit service. Operators may assist customers to the front door as long as they are within the line of sight of their vehicle. Link Paratransit vehicles cannot be left unattended.
- All customers are strongly encouraged to wear seatbelts. Wheelchair customers will wear a lap belt. Child car seats are not provided, customers must provide their own child car seats. Link Paratransit operators can assist up to 25 pounds.
- Any other additional assistance will require the use of a personal care attendant (PCA).
- Space is limited, so limit yourself to five (5) packages, that you can carry.
- Just like the bus, Link Paratransit operate on a schedule. Your 30 minute window is 15 minutes before or after the time requested for pick up. Link Paratransit operators will only wait five (5) minutes and drive on if the customer is not ready.
- Subscription Service—For customers that have a regular travel pattern, subscription service is available on a limited basis. This puts customers on a regular schedule, so you do not need to request every trip individually. Link Paratransit can only accommodate a limited number of subscription requests. Please call us for more details on this service.
- Customers with service animals or traveling with a respirator or portable oxygen supply are welcome on Link Paratransit.
- Remember—Link Paratransit is a shared ride experience. You may have other customers on the same bus as you.

TRIP CANCELLATIONS

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than one (1) hour, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. The overall rate for no-shows and late cancellations will be considered to determine if there is a pattern or practice for excessive no-shows/late cancellations. **Please review the Link Paratransit Rider's Guide for more details.**

VISITORS

If you are visiting Burlington, Gibsonville and Alamance County and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on Link Paratransit. Simply call (336) 417-5338 or TDD/TTY: 711 through the Relay Service to be added to our client list. After 21 days, you will need to certify with Link Paratransit.

TRAVEL TRAINING

You can learn how to ride fixed route transit buses for free! Travel Training is available for anyone wanting independence, and a lower cost transit trip. Travel Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this FREE service, call (336) 222-7351 or email info@linktransit.org.



CALL US...WE WILL BE AROUND!

General Link Transit and Link Paratransit Customer Service is available from 8:00 a.m. to 6:00 p.m. Monday – Saturday, by calling (336) 222.LINK (5465). Answers to most questions can be found on the web: www.linktransit.org

SOCIAL MEDIA



Link Transit uses Twitter, Facebook and Instagram to efficiently and effectively communicate with you by providing relevant, timely, and interesting information.

For comments, concerns, questions or suggestions regarding Link Transit and Link Paratransit services please contact the Transit Manager by calling: (336) 222-7351 fax to: (803) 222-5004, writing to: Link Transit, Attn: Transit Manager, 234 East Submit Avenue, Burlington, NC 27215 or by emailing: info@linktransit.org. ADA complaint forms are also available at www.linktransit.org.



A service of Link Transit operated through a contract with Transdev Services, Inc of Lombard, Illinois.

LINK PARATRANSIT
ride • enjoy • connect



DEMAND RESPONSE ADA COMPLEMENTARY PARATRANSIT SERVICE

In Burlington, Gibsonville and Unincorporated Alamance County within ¾ Mile Radius of Link Transit Routes

(336) 417-5338

TDD/TTY: 711 THROUGH RELAY SERVICE

WWW.LINKTRANSIT.ORG

Effective January 1, 2022

WELCOME ABOARD!

Welcome to Link Paratransit! Link Transit operates this origin to destination demand response paratransit service within the City of Burlington, Town of Gibsonville and unincorporated Alamance County within a 3/4 mile radius of either side of a Link Transit non express fixed route in accordance with the Americans for Disabilities Act (ADA), Monday through Saturday for those eligible with disability that prevents the use or access of Link Transit.

Link Paratransit can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for at least two wheelchairs. We hope you will enjoy your ride on Link Paratransit.

ADA CERTIFICATION IS THE TICKET TO RIDE!

Link Paratransit is reserved for those who need us— qualifying persons with disabilities unable to board Link Transit buses or access a bus stop due to their disability as defined by three categories in the ADA. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling **(336) 417-5338 (TDD/TTY: 711 through the Relay Service)** or downloading from www.linktransit.org. Once you fill out the application, mail the application to Link Transit’s ADA eligibility contractor.

All persons using Link Paratransit is subject to an in-person assessment to determine if you have a disability that prevents access or use of Link Transit. Once the application process has been completed, you will receive a decision by mail in 21 days.

Your decision may indicate:

- Unconditional certification
- Conditional certification
- Denial of certification

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling Link Transit at (803) 222-5465(LINK), or visiting www.linktransit.org.

SERVICE HOURS AND SERVICE AREA

Service hours are generally from 5:35 a.m. to 8:07 p.m. Monday through Friday and 9:25 a.m. to 6:37 p.m. on Saturday. There is no service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day. As Link Transit fixed route service ends for the day, so does Link Paratransit for that particular area.

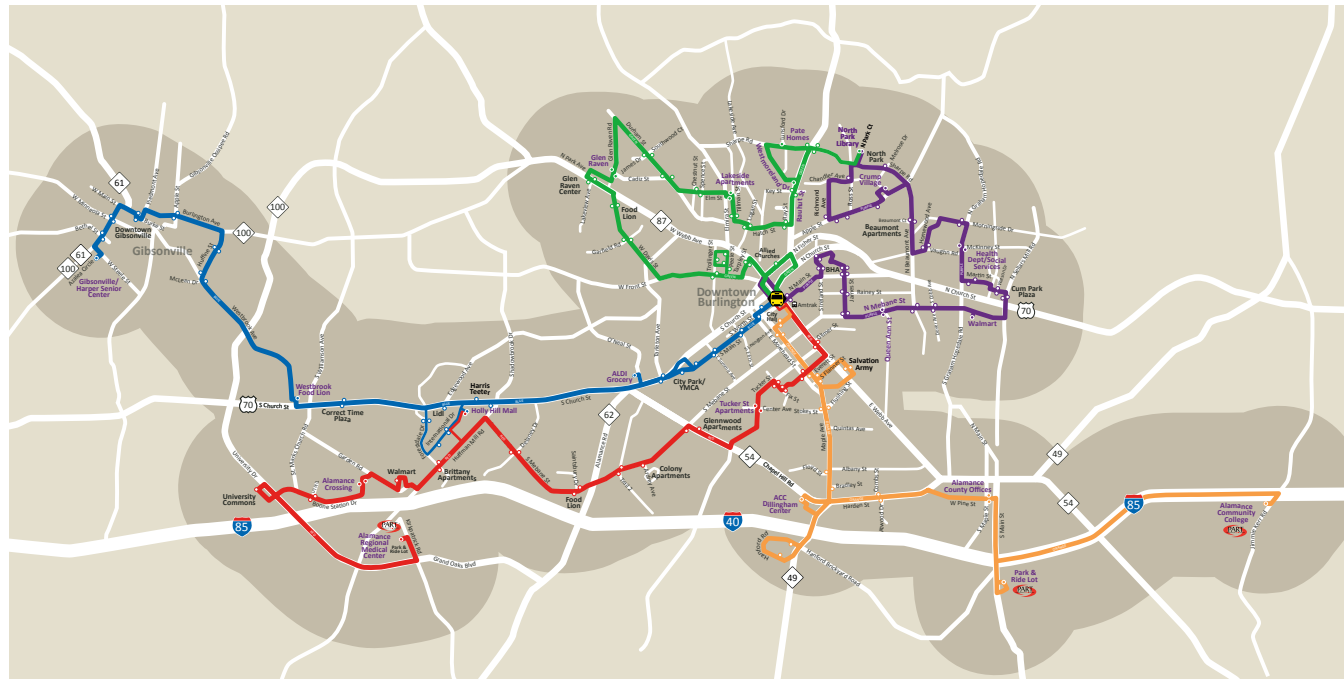
SERVICE HOURS:

5:35 a.m. – 8:07 p.m. | Monday through Friday
9:25 a.m. – 6:37 p.m. | Saturday

If you are eligible for Link Paratransit and live outside Link Transit fixed route service area, you must find alternate transportation to get to the Link Paratransit service area before Link Paratransit can pick you up, during the same hours as Link Transit fixed route service in that area.

Other customers that do not meet the eligibility criteria listed under ADA certification cannot ride Link Paratransit. Check out Link Transit and see if those services meet your needs.

Link Paratransit only operates within a 3/4-mile radius of Link Transit routes. If you need transportation beyond these boundaries, please contact Alamance County Transportation Authority at (336) 222-0565 or visit www.acta-nc.com/.



RESERVATIONS:

(336) 417-5338 (TDD/TTY: 711 through the Relay Service)

RESERVATIONS

Call (336) 417-5338 (TDD/TTY: 711 through the Relay Service) for reservations.

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken Monday through Saturday from 8:00 a.m. to 5:00 p.m. There is a voice mail box for reservations made after hours.

FARES

Link Paratransit is fare free! Just make your reservation and when the bus arrives, ride on!



MOBILITY DEVICES

All Link Paratransit vehicles are fully equipped with a wheelchair lift or ramp and a wheelchair securement area with space for up to two wheelchairs or mobility devices. The operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.

