

LinkPlus Eligibility Requirements

Individuals must apply and be found eligible according to ADA guidelines, which require that functional ability to use the fixed-route bus service must be evaluated. It is not a medical decision.

Eligibility for LinkPlus service is assessed through a personal Interview. The purpose of the interview is to determine whether an individual can ever use fixed-route or if only specific circumstances create a barrier.

We will work with you to see what your specific transportation need's are and how LinkPlus can best assist you with those needs. If you are determined eligible for LinkPlus service, you will receive one of the following types of eligibility:

Unconditional: Your disability always prevents you from being able to board, ride, or disembark from any fixed-route bus.

Conditional: You are able to use fixed-route for some of your trips. You are not able to use the bus in circumstances where a barrier (functional, environmental or architectural) prevents you from getting to or from a bus stop. **Examples:**

Functional: You can travel up to two blocks (with some or no difficulty). You would be able to use LinkPlus for trips that would require you to travel more than two blocks to and from a bus stop.

Environmental: Your functional abilities are affected by extreme cold weather. You would be able to use LinkPlus anytime during the winter, November 15th to March 15th.

Architectural: If you use a wheelchair and there are no curb cuts allowing you to cross streets.

Temporary: You have a disability/injury that temporarily prevents you from using the fixed-route bus. Temporary service could be either Unconditional or Conditional.

The fact that using the regular fixed-route bus service may be more difficult or less convenient or not having a Drivers License is not criteria for eligibility.

Within 21 days after completing your interview, you will be notified by mail on how LinkPlus can assist you with your travel needs.

If you do not agree with the eligibility determination, you have a right to appeal within 60 days from the date of the eligibility notice.



For additional information, please contact a Guest Services Representative at:

Phone: 509-662-1155

Email: guestservices@Linktransit.com



LinkPlus

Paratransit



American with Disability Act (ADA)

Paratransit Services

Eligibility and Important Information

Effective April 1, 2024



What is LinkPlus Paratransit

LinkPlus is the name of the transportation service provided by Link Transit as required by the Americans with Disabilities Act for individuals whose disability prevents them from using the regular fixed-route bus service either all of the time, temporarily, or under certain circumstances.



LinkPlus is a modified door-to-door (line of sight), advanced reservation (minimum one day), shared ride service. You can expect to share a vehicle with others wanting to travel at a similar time in the same general direction. LinkPlus service will either be for the entire trip when traveling within a community or, if appropriate, as a Connector to or from a regular fixed-route bus for travel between communities. It is not cab service or emergency medical transportation.

Where Can I Travel?

LinkPlus service is provided up to $\frac{3}{4}$ of a mile beyond where the regular fixed-route buses travel.

If you live beyond $\frac{3}{4}$ of a mile from where the regular fixed-route buses operate, you would need to travel on your own to the nearest accessible location.

When Can I Travel?

LinkPlus is available during the same days and times as the regular fixed-route buses operate which vary by community. As a shared ride service, it may not be possible to schedule your ride at the exact time you wish. Trips could be scheduled up to an hour earlier or later than your request. Your travel time will be similar to as if you were making the trip by regular fixed-route bus, not a car or taxi.

Personal Care Attendants

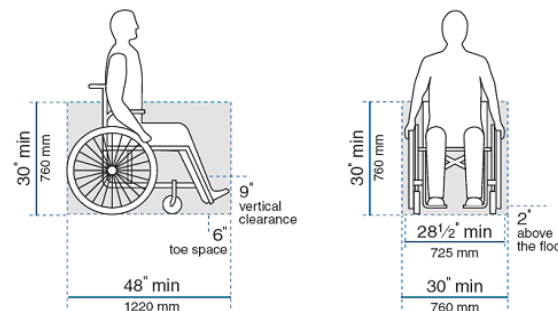
Link Transit does not provide custodial care. Drivers may only provide assistance to and from the front door of a home or business and up and down one (1) step as long as they can maintain line-of-sight of their vehicle. They may only carry bags or packages not exceeding 25lbs in combined weight. Persons requiring assistance while waiting, riding in a vehicle, or understanding may have a Personal Care Attendant (PCA) ride with them at no additional cost. A PCA is defined as an individual who is designated or employed specifically to provide care and assistance to the rider, including travel on Link and LinkPlus.



Service Animals

Link Transit allows a Service Animal to accompany a rider on board all vehicles. "Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability". The work or tasks performed by a service animal must be directly related to the individual's disability. Any other animal/pet that a rider wishes to take on board must be in a suitable, securely closed container that the rider or companion can comfortably carry and does not interfere with other passengers on board the vehicle.

Transporting Mobility Aids



LinkPlus vehicles are designed to accommodate wheelchairs, scooters, and other mobility aids with three (3) or more wheels that measure **30 inches wide, 48 inches long and 800 pounds** in total weight (you and the mobility device).

Individuals that exceed these standards will be transported on a space-available basis as long as it can be done safely and without compromising safety devices and features installed on vehicles and mobility aides or putting our guests or operators at risk of injury.