

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. Car seats for children are not provided; customers must bring their own child car seats.
- Link Paratransit operators can assist up to 25 pounds. Any 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 operates 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 is available on a limited basis for customers who have a regular travel pattern, so they will not need to request every trip individually. Link Paratransit can only accommodate a limited number of subscription requests. Please call for more details regarding 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. There may be other customers on the bus with you.

TRIP CANCELLATIONS

If you need to cancel a trip reservation, please notify us at least one (1) hour prior to your arranged pick up time. If we do not receive a cancellation call, you will be counted a no-show for the missed trip. Cancellations received less than one hour prior to pick up will be considered “late cancellations”. Excessive no-shows/late cancellations may result in suspension from the service. **Please review the Link Paratransit Rider’s Guide for more details.**

VISITORS

If you are visiting our service area and are certified to use ADA paratransit where you live, you may also use Link Paratransit. Call (336) 222-5465 [LINK] or TDD/TTY: 711 though the Relay Service to be added to our client list. After 21 days, you will need to certify with Link Paratransit.

SENIORS AND MEDICAID

Link Paratransit will transport passengers within the Link Transit service area who are 60 years old or older or have access to Medicaid transportation on a space-available basis. Additional details are available at linktransit.org.

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.

SAFE PLACE

If you are between the ages of 11-17 and you are in danger, please board a Link Transit bus and say that you need a Safe Place. Our bus operator will help you obtain assistance from Youth Focus of Greensboro, NC. For more info, call 336-333-6853 or text SAFE to 69866.

CALL US...WE WILL BE AROUND!

General Link Transit and Link Paratransit Customer Service is available from 8:00 a.m. to 5:00 p.m. Monday – Saturday, or 1:00 p.m. to 4:00 p.m. on Sunday, by calling (336) 222.LINK [5465]. Answers to most questions can be found on the web: linktransit.org.

SOCIAL MEDIA

   @LinkTransitNC
 @LinkTransit654

Link Transit uses Facebook, X, Instagram, and YouTube 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 John Andoh, Transit Manager, at: 234 East Summit Avenue, Burlington, NC 27215, (336) 222-7351, info@linktransit.org.



ADA complaint forms are also available at linktransit.org.



Link·PARATRANSIT
ride • enjoy • connect

**Demand Response ADA Complementary
Paratransit Service**

Service within ¾-mile radius of
Link Transit routes in Burlington, Elon,
Gibsonville, Green Level, Haw River,
Mebane and Alamance County

(336) 222-5465 [LINK]

TDD/TTY: 711 THROUGH RELAY SERVICE

Effective October 2025

linktransit.org



WELCOME ABOARD!

Welcome to Link Paratransit! Link Transit operates this origin-to-destination demand response paratransit service within Burlington, Elon, Gibsonville, Green Level, Haw River, Mebane and Alamance County in accordance with the Americans for Disabilities Act (ADA). Service is available Monday through Saturday for eligible persons.

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, fill out an ADA Certification Application, which is available by calling (336) 222-5465 [LINK] (TDD/TTY: 711 through the Relay Service) or downloading from linktransit.org. Once the application is complete, mail it to Link Transit’s ADA eligibility contractor.

All persons using Link Paratransit are subject to an in-person assessment to determine whether they 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 conditional certification decision may be appealed. The appeal process will

be outlined in the decision letter. A copy of the policy is also available by calling Link Transit at (336) 222-5465 [LINK], or visiting linktransit.org.

SERVICE HOURS AND SERVICE AREA

Service hours are generally from 5:30 a.m. to 9:30 p.m. Monday through Friday and 9:25 a.m. to 6:30 p.m. on Saturday. There is no service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day. Saturday service hours are in effect on MLK Day, Presidents Day, Juneteenth, Veterans Day, the day after Thanksgiving, Christmas Eve and New Year’s Eve. Call us or visit the website for details. As Link Transit fixed route service ends for the day, so does Link Paratransit for that particular area.

If you are eligible for Link Paratransit and live outside Link Transit fixed route service area, you

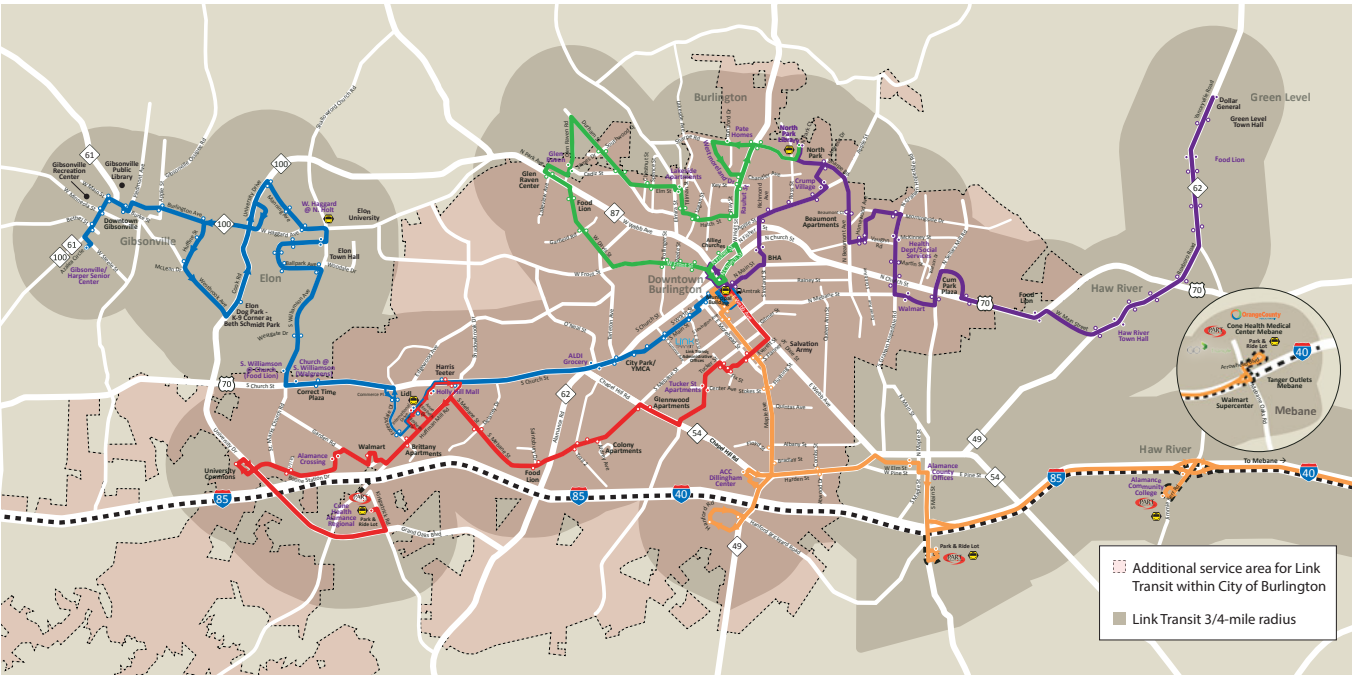
must find alternate transportation to get to the Link Paratransit service area in order for Link Paratransit to pick you up.

Persons who 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 operates within a 3/4-mile radius of Link Transit routes and within the entire city limits of Burlington. If you need transportation beyond these boundaries, please contact Alamance County Transportation Authority at (336) 222-0565 or visit acta-nc.com.

In Mebane, please contact Orange County Public Transit at (919) 245-2008 or visit orangecountync.gov/3117/Public-Transit.

SERVICE HOURS: Monday through Friday 5:30 a.m. – 9:30 p.m. | Saturday 9:25 a.m. – 6:30 p.m.



RESERVATIONS

Call (336) 222-5465 [LINK] (TDD/TTY: 711 through the Relay Service) for reservations. Book rides online by using the Link-Paratransit app. Visit linkparatransit.app.ridewithvia.com for details, or download app from Google Play or the App Store.

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., 1:00 to 4:00 p.m. on Sunday. There is a voice mail box for reservations made after hours. Limited service is available the same day on a space available basis.



RESERVATIONS: (336) 222-5465 [LINK] (TDD/TTY: 711 through the Relay Service)

FARES

ONE WAY	10-RIDE PASS
\$1.00	\$10.00

MOBILE APPS

Track your bus, plan your trip, pay your fare, and more. Visit our website, or scan the QR code for more information.



MOBILITY DEVICES

All Link Paratransit vehicles are fully equipped with a wheelchair 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 ramp.