

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

# Link•PARATRANSIT

ride • enjoy • connect



Demand Response ADA Complementary Paratransit Service  
In Burlington, Elon, Gibsonville and Unincorporated Alamance County  
within  $\frac{3}{4}$  Mile Radius of Link Transit Routes

**(336) 417-5338**

TDD/TTY: 711 through Relay Service

*Effective June 2023*

## INTRODUCTION

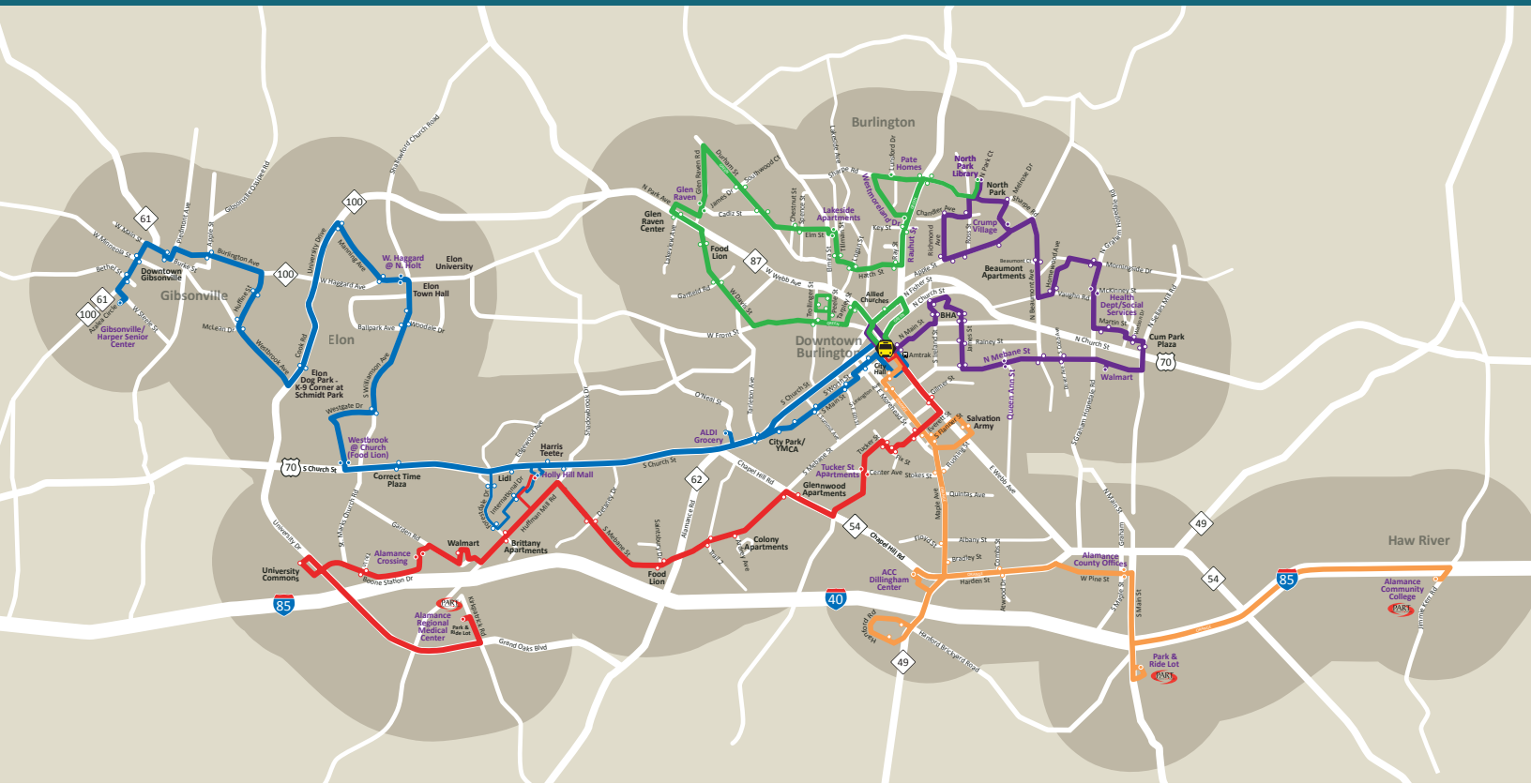
### WELCOME ABOARD!

Welcome to Link Paratransit! Link Transit operates this origin to destination demand response paratransit service within the City of Burlington, Town of Gibsonville, Town of Elon 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.

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## SERVICE HOURS AND SERVICE AREA

### SERVICE HOURS

5:30 a.m. to 9:30 p.m. Monday – Friday  
9:25 a.m. to 6:30 p.m. 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 AREA

Link Paratransit only operates within a  $\frac{3}{4}$  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 [acta-nc.com](http://acta-nc.com).

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.



## WHO IS ELIGIBLE TO USE LINK PARATRANSIT?

Customers 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.

## WHAT IS THE VISITOR POLICY?

Your Link Paratransit certification will allow you to ride any ADA complementary paratransit service nationwide for up to 21 calendar days within a 365-day period. If you plan to be in an area for more than 21 days, you may be required apply to use that paratransit service.

If you are a visitor to Burlington, North Carolina you should contact Link Paratransit in advance of travel and provide a copy of your complementary paratransit identification card or proof of paratransit eligibility from the public transit system that you utilize to be eligible for 21 calendar days of service.

## FARES

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



## 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](mailto:info@linktransit.org).



## TRIP RESERVATIONS

### HOW DO I MAKE A RESERVATION?

**Reservations may 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. and Sundays from 1:00 p.m. to 4:00 p.m. There is a voice mail box for reservations made after hours.**

Please remember, a reservationist is the only person who may make a trip reservation; operators are not allowed to make reservations for a customer.

Every effort will be made to accommodate your requested pick-up time, however, demand at certain times of the day may require that you adjust your desired time by up to one (1) hour before or one (1) hour after the desired pick-up or drop-off time.

Link Paratransit will not require you to schedule a trip to begin more than one hour before or after your desired departure time.

Whenever you makes a reservation for a trip, please be prepared to provide the following information:

- First and last name and the ID number on your Link Paratransit ID card.
- Exact address of pick-up location including an apartment number if appropriate.
- Exact address of your destination and return pick-up location. Without an exact address a trip cannot be scheduled.
- Requested pick up time or appointment time and desired return time.
- Information about a companion, Personal Care Attendant (PCA), or child who will be traveling with you and whether you or any of your guests will be using a mobility device.
- Let the reservationist know if you will meet the bus at the curb or if you need the operator to come to your door. Link Paratransit operators cannot go through doors.
- You are encouraged to register your cellular telephone so we can contact you upon arrival or in the event of a service change or delay.

A reservationist is required to ask for complete information and will repeat the information back to you

to make sure everything is correct. You will be given a 30-minute pick-up time for your trip.

A operator or customer cannot change the location of the pick-up or drop-off on the day of the trip, only the reservationist can, by calling (336) 417-5338 (TDD/TTY: 711 through the Relay Service).

Remember that you are traveling on a shared ride service and travel time will be longer than if you are traveling by car. If you choose to schedule trips too close together and the return trip bus arrives before you are ready to leave, a no-show will be recorded for the return trip. The bus will not return to pick you up after it leaves the pick-up location. If you are not ready for their return trip when the bus arrives and do not board the bus, a no-show will be issued.

A customer will not be on a paratransit bus no more than 90 minutes, the same time a person would travel on a Link Transit bus.

### MY TRANSIT MANAGER: SCHEDULE AND CANCEL RIDES ONLINE AND THROUGH AN APP

Link Paratransit now offers a way to make using our service more convenient online or through the My Transit Manager app. With it, you can:

- Schedule and cancel a paratransit trip online.
- Monitor trips in real time.
- See where the bus is on a map.
- Rate your ride.
- Receive notifications when the bus is about to arrive or if it's waiting at your door, on the app or via email, text, or voice.
- Inform caretakers or others of trip status and allow monitoring of your trip from pickup to destination.

You can download the My Transit Manager app from the App Store or Google Play or [visitmytransitmanager.com](https://www.visitmytransitmanager.com).

## WHAT IS THE 30 MINUTE PICK-UP WINDOW?

Link Paratransit will operate on a 30-minute pick-up window. When you make your reservation you will be given a scheduled pick-up time. You may expect the bus to arrive any time 15 minutes before the scheduled pick-up time or 15 after. For example, if the pick-up time for a trip is 8:00am, the van could arrive anytime between 7:45 a.m. and 8:15 a.m. A bus arriving at any time during this 30-minute window shall be considered “on-time.”

A bus arriving for a pick-up will wait up to five (5) minutes for the customer to board the bus. If the operator arrives early you are welcome to board the bus but you are not required to board until the scheduled time.

Call (336) 417-5338, TDD/TTY: 711 through the Relay Service, if the bus has not arrived after the end of the pick-up window.

## CAN I BRING SOMEONE WITH ME WHEN I RIDE LINK PARATRANSIT?

You may always bring along an authorized Personal Care Attendant (PCA). You may also bring one guest in addition to your PCA but additional guests will be scheduled on a space available basis. Your PCA and traveling companions must board and alight with you.

Children may function as a PCA as long as they will be providing for your personal needs.

## WHAT IS CURB TO CURB SERVICE?

Curb to Curb service is available to customers who are able to travel to/from the sidewalk to the door of the final destination unassisted. Link Paratransit operators will assist the customer between the bus and a sidewalk no more than 15 feet from the bus. Operators will assist customers to board or alight from the bus.

Customers who arrive before the bus are to wait at the sidewalk or other safe waiting area by the curb in front of or adjacent to the main entry of the pick-up location.

For curb-to-curb drop-offs, operators will stop at the curb in front of or as close as possible to the designated destination. Operators are to assist customers in alighting.

## WHAT IS DOOR TO DOOR SERVICE?

Door To Door service requires the operator to meet/escort the customer from/to the threshold of a residence, building or main lobby of a public building. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the operator to lose sight of the bus or where the assistance by the operator may harm the individual, the operator or both. An exception may be made for dialysis centers upon approval by the dispatcher.

Operators may never enter a customer’s residence.

## HOW WILL I KNOW WHEN THE BUS HAS ARRIVED?

The operator will take following actions to alert you to the waiting bus by any or all of the following means:

- Telephoning the customer using the 24-hour notification phone number listed for that customer;
- For Door-to-Door customers, operator will exit the bus to approach the customer’s door to knock/ring doorbell for customer to answer;
- Alerting Link Paratransit Dispatch to the non-appearance of the customer and asking for assistance in contacting the customer, a family member or origin agency representative by telephone; and
- At a medical facility or office building with a lobby, exiting the bus and announcing the bus’s arrival and the customer’s name at the entrance to the origin facility.

Remember the operator will wait five (5) minutes for you to board the bus. Customers must alert the operator that they will board the bus for the operator to wait beyond the five (5) minutes.





### **ARE THERE SPECIAL CIRCUMSTANCES AT SOME PICK-UP/DROP-OFF LOCATIONS?**

You may request to be picked up at home, at a door other than the front door as long as the requested pick-up location does not pose a direct safety threat to other customers or the operator.

Similarly, in the case of frequently visited public places with multiple entrances like shopping malls, employment centers, schools and hospitals the paratransit operator will pick up and drop off the customer at the entrance requested when the reservation is made.

Link Paratransit will designate a main pick-up and drop-off point for convenience of customers who do not have a preference.

Link Paratransit customers may request to be picked up on private property such as a gated community or parking lot, or government building where bus access requires authorized passage through a security barrier. Link Paratransit will attempt to gain access to such location and work with the customer to get the permission of the property owner to permit access for the paratransit bus. Link Paratransit is not required to violate the law or lawful access restrictions to meet the customer's requests.

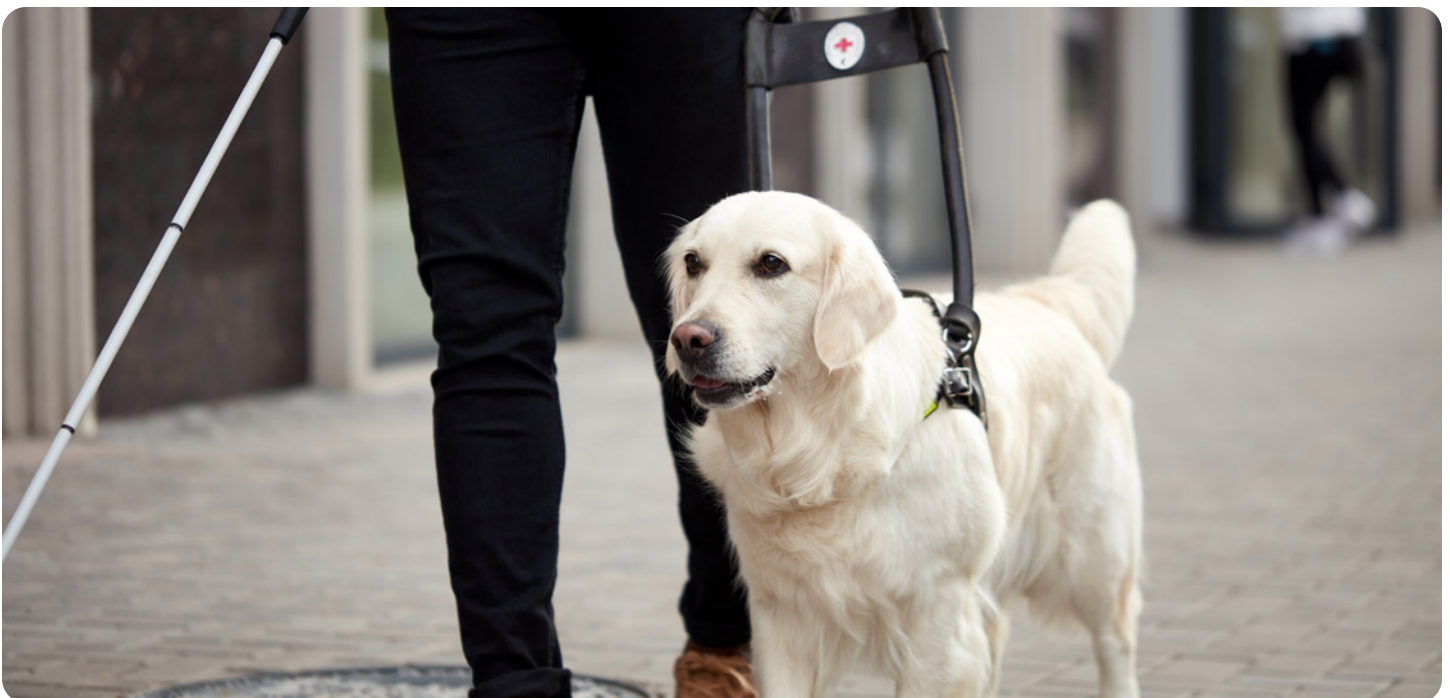
### **DO I ALWAYS HAVE TO CALL FOR A RESERVATION?**

You may request a subscription or standing trip if you are traveling to or from the same destination, on the same day of the week, at the same time for a minimum of 90 days. This allows you to make regular trips without telephoning to reserve your trip. The same rules apply about cancelling a trip and if any information for a subscription trip changes you will need to make a new trip reservation.

This is a premium service and is offered on a space available basis. Link Paratransit reserves the right to accept or deny requests for subscription service. Call us to request a subscription trip.

### **WHAT IF I MISS MY RETURN TRIP?**

If you miss your return trip for a reason beyond your control you may request another return pick up within a reasonable time period based upon availability. Contact the Link Paratransit at (336) 417-5338 and provide the reason for your request. Link Paratransit will schedule another trip based upon availability. There is no guarantee that the bus will return within an hour, however, we will not strand you.



## CANCELLATIONS AND NO SHOWS

### CANCELLING OR CONFIRMING YOUR TRIP

You can call us at (336) 417-5338 Monday through Saturday between 8:00 a.m. and 5:00 p.m., Sunday between 1:00 p.m. and 4:00 p.m. to cancel or confirm your trip. After hours, you may leave a message to cancel a trip. You will need your identification number and date of birth as well as name and telephone number left on the voicemail.

Trips must be cancelled at least one (1) hour prior to your scheduled pick-up. Failure to do so could result in a No Show.

### NO SHOW AND LATE CANCELLATION POLICY

The Link Paratransit No Show and Cancellation Policy has been designed to discourage unnecessary cancellations and no shows. No shows and late cancellations reduce the efficiency of the paratransit service and cause inconvenience to other customers. Link recognizes that there are times you cannot help cancelling your service or not showing up for a scheduled trip.

#### THE DEFINITION OF A NO SHOW IS AS FOLLOWS:

A no-show occurs when a bus arrives within the pickup window and you cannot be located at the specific pick-up location, you refuse a trip once the bus arrives, or if you do not have the proper fare.

A no-show shall not be assessed if the reason is beyond your control, for example if you are sick and unable to travel and there is not adequate time to notify Link Paratransit. You are responsible for calling to cancel any remaining trips for that day if they are no longer needed. Link Paratransit will not automatically cancel you trips and you may be subject to additional No Show violations if you no longer plan to make these trips and fail to cancel.

You will not be charged with a No Show if the bus arrived at your pickup location late and or missed the trip because of a Link Paratransit scheduling error.

#### THE DEFINITION OF A LATE CANCELLATION IS AS FOLLOWS:

A Late Cancel occurs when a customer or care giver fails to cancel a trip at least one (1) hour before the scheduled trip pickup time.

When a call is received in dispatch for a late cancellation, the Dispatcher will ask for a reason for the late cancellation. The specific reason will be noted in the trips booking information. If you cancel at the door the Operator may ask you the reason and record it.

A no-show will be added to your record when you have a pattern or practice of scheduling trips and cancelling late or not riding when the bus arrives. If you receive a minimum of three (3) unexcused "no-shows" or "late cancellations" and "no-shows" or "late cancels" for 10% of your total trips in one (1) month you are subject to No Show/Late Cancellation Policy sanctions.

**Examples:** *If a customer books (4) trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will apply.*

*If a customer books 30 trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will apply.*

*If a customer books 40 trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will not apply.*





For purposes of this policy, sanctions are applied in the following manner, based on a six (6) month time period. Unexcused No Shows, Late Cancellations, and Cancellations at the door are evaluated on a monthly basis.

1. First Time that customer reaches or exceeds the 10% Threshold in the Six (6) Month Period: Link Paratransit issues a notice of warning. (All notices and warnings will be issued in writing using accessible formats where necessary. The notice shall state in detail the circumstances causing a no-show/late cancellation to be recorded against them.)
2. Second Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for seven (7) calendar days.
3. Third Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for 14 calendar days.
4. Fourth and Subsequent Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for 21 calendar days.

Link Paratransit may allow an exception when a suspension would prevent a customer from receiving medical services that are deemed life-sustaining by the customer's medical provider, the Contractor General

Manager may grant an exception to a customer's suspension for the life-sustaining trips.

Such special exception medical trips will be provided as demand trips and require individual trip reservations.

You may request that Link Paratransit excuse a No-Show or Late Cancel within five (5) business days of receipt of a notice of violation. Contact Link Paratransit and provide any available documentation to support the request. The Contractor General Manager or designee has the discretion to purge the violation from your record. If the violation is not purged there is no further appeal unless you receive notice of suspension.

You or your representative may appeal any suspension to the Link Transit Manager within five (5) business days of receipt of the notice of suspension. All appeals must be in writing addressed to:

Link Transit  
Attn: Transit Manager  
234 East Summit Avenue  
Burlington, North Carolina 27215  
Email: [info@linktransit.org](mailto:info@linktransit.org)

The decision of the City of Burlington Link Transit Manager is final and is not capable of further appeal.

Link Paratransit reserves the right to challenge and suspend the customer if a pattern of abuse or fraud is determined.



## CUSTOMER RULES

### CARRY ON ITEMS, SHOPPING CARTS, STROLLERS, WALKERS AND OTHER WHEELED ITEMS

Customers are permitted to bring no more than five (5) packages the size of a regular shopping bag or other small packages or parcels equivalent in combined number and/or size. They must be able to carry their carry-on items safely onto and off of the Link Paratransit bus as well as safely control these items during bus operations. Packages or parcels may not obstruct the aisle, interfere with the operation of the wheelchair lift or ramp, or prevent seats from being used by other customers. Personal bags or pocket books that are attached to mobility aids will not be counted towards the limit on carry-on items, as long as they do not impede the securement of that mobility aid and do not require special assistance from the operator. Further, carry-on items must not jeopardize the safety, or disturb the reasonable comfort, of the customers or operator.

No other large carry-on items (with the exception of wheelchairs, shopping/utility carts, strollers, car seats, bicycles, walkers and small luggage that can be safely stowed under the seat, or otherwise controlled by the customer without obstructing the aisle), will be allowed on the bus. In the event the Link Paratransit bus arrives and the customer exceeds the allowed number or size of carry-on items, the operator will notify the dispatcher and the dispatcher will advise the customer its options for transportation.

#### SHOPPING/UTILITY CARTS

Shopping or utility carts must be folded prior to boarding and they meet the following guidelines:

- Items must not block the aisle at any time.
- Items or carts must not restrict customer movement, or impede the evacuation of the bus in an emergency situation.
- All items must be controlled by the customer.
- Packages or bags must not occupy the bus seat at any time if the bus is crowded.
- Shopping/utility carts are not allowed within the wheelchair securement area at any time.

#### WALKERS

Walkers should be folded whenever possible and must not block the aisle at any time.

#### OTHER WHEELED ITEMS

Other wheeled items, i.e. skateboards or roller blades/ skates may be carried aboard. These items should be stowed in their own bag or held in the customer's lap. Small luggage that can be stowed safely under the seat, or otherwise controlled by the customer without obstructing the aisle, may be permitted on a space available basis only. At no time should the items be stored on the floor of the bus as to avoid them rolling around while the bus is in motion. At no time will wagons, tricycles, or other wheeled devices that do not qualify as an ADA mobility device, be permitted on Link Paratransit buses.



## **RULES FOR YOUR SAFETY AND THE SAFETY OF OTHERS**

**Following the safety regulations listed below will ensure your safety and the safety of others:**

- Video surveillance cameras are in use on every Link Transit bus for your safety.
- Take your seat as soon as possible. You may not stand while the bus is in motion. Please remain in your seat until the bus has come to a complete stop.
- Do not change seats unless absolutely necessary.
- Children are not permitted to ride in strollers while on the bus. In addition, strollers must be closed and stowed safely while on the bus. Link Paratransit does not provide a child safety seat. If you are traveling with a child you are required to provide our own car seat. The operator will assist you in securing the seat. You are responsible for securing your child.
- Link Paratransit wheelchair lifts or ramps meet ADA size and weight standards. Mobility devices not meeting these standards will not be transported. The standards shall be the maximum weight limit of the lift or ramp. You may ask the operator or the reservationist when making your reservation on what the weight limit is for the particular wheelchair lift or ramp that will be used to pick you up.
- Mobility devices utilized by passengers must be secured in the Priority Seating area while on the bus.
- Do not carry open cans, bottles, or food on the bus unless a reasonable modification request has been approved by Link Transit.
- No smoking/vaping or alcoholic beverages allowed on Link Paratransit buses.
- Weapons are prohibited on Link Paratransit buses.
- No items or conditions are permitted on the bus that may pose a health hazard for other riders or transit staff.
- No disruptive behavior, profanity or abusive language will be permitted.
- SHIRT, PANTS and SHOES are REQUIRED when riding the bus.
- Playing individual radios on the bus distracts the driver and other passengers. For this reason, individual radios, electronic games and equipment are prohibited on Link Paratransit buses unless with headphones.
- Only service animals are permitted on the bus. You must always be in control of your service animal.
- If you exhibit disruptive or unsafe behavior you will be removed from the bus and may be subject to disciplinary action.





## OTHER INFORMATION

- Link Paratransit will provide you with materials in accessible formats and alternative languages upon request.
- Tipping is not permitted.
- For a lost item or identification card call (336) 417-5338.

### REASONABLE MODIFICATION OF POLICIES & PROCEDURES FOR INDIVIDUALS WITH DISABILITIES

Link Transit is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). Link Transit provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transportation services.

Individuals requesting a modification should contact the Transit Manager at (336) 222-7351 or TTY/TDD 711 through the Relay Service or email [info@linktransit.org](mailto:info@linktransit.org) in advance and clearly describe what they need in order to use Link Transit bus and paratransit services:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want Link Transit to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place – (Include the street or intersection or building name)
- Why is the modification needed – (Describe the circumstances that created the request)

Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on Link Transit fixed route or paratransit service where an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request, or to file a complaint regarding a failure to provide a reasonable

modification to policies and procedures, 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](mailto: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 5:00 p.m. Monday – Saturday, by calling (336) 222.LINK (5465). Answers to most questions can be found on the web: [linktransit.org](http://linktransit.org)



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](mailto:info@linktransit.org). ADA complaint forms are also available at [linktransit.org](http://linktransit.org).

### TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The City of Burlington/Link Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

For more information, or to file a complaint, contact the Link Transit Manager, 234 E. Summit Avenue, Burlington, NC 27216 via mail or call (225) 222-7351 or contact FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building — 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.