



Dear Applicant:

Thank you for your interest in LINK Complementary Paratransit service.

The Americans with Disabilities Act (ADA) requires transit systems that operate fixed route service offer complementary paratransit to individuals who cannot use the regular bus system. Your disability could make traveling to a bus stop or boarding a bus difficult but to be eligible you must be **prevented** from using regular LINK transit services for some or all of your trips. Not all people with disabilities will be eligible for service.

There are three reasons a person with a disability could be eligible:

1. You cannot use regular transit without the help of another person,
2. You need an accessible bus, bus stop or station to board regular transit, or
3. You cannot get to or from the bus stop or wait for a bus.

In order for us to determine your eligibility you must apply for service. Please complete the attached application and send it to the professional who best knows your disability or the conditions that limit your ability to travel. You may send the form to any the licensed or certified professional including but not limited to the following professionals: Physician, Psychologist, Psychiatrist, Podiatrist, Optometrist, Occupational or Physical Therapist, Mobility and Orientation Specialist, Independent Living Specialist, Registered Nurse, Nurse Practitioner, Physician Assistant, Social Worker.

When your application is complete, send it to the address listed on the application. LINK Transit Service will notify you of your eligibility within 21 days of receipt of your completed application. Please call LINK at (336) 417-5338 if you do not hear from us in this timeframe, you may be eligible for presumptive eligibility.

If you do not agree with your eligibility determination you will be notified of the process to appeal this decision. This process will be explained in your determination letter. If you are denied you may be eligible to ride regular LINK service at a reduced fare.

If you are eligible for the service you will be required to obtain photo identification from our office. Please call for days and times when pictures will be taken. We will send you a welcome packet that explains LINK policies and how to make a reservation.

We look forward to hearing from you.

LINK Transit Service

Application for Americans with Disabilities Act LINK Complementary Paratransit Service

Please read the instructions carefully before completing this application. The information that you provide will be used to determine your eligibility for LINK service. Information will be kept confidential in accordance with state law.

Everyone applying for LINK service must complete an application and have a healthcare provider verify your disability. When you have a **complete** application signed by your health care provider please send your application to 2801 Troxler Road, Burlington, NC 27215. Failure to submit a completed application will delay your certification. Incomplete applications will not be processed and will be returned to you.

Steps to Certification:

1. Fill out Part A – Answer all questions, be as specific as you can. If a question does not apply to you indicate that it doesn't apply using "NA" not applicable. **Make sure to answer every question and sign your application.**
2. **Send Part A and Part B to your Healthcare provider** who best knows your disability. Physicians, Psychologists, Psychiatrists, Registered Nurses, Physician Assistants and other **licensed professionals** may complete Part B.
3. When you have a complete Part B, **make sure that your healthcare provider has signed Part B and included his or her license number and the type of license issued.**
4. When both Part A and Part B are complete return the application to LINK at the above address.
5. **LINK will review your application and verify your Part B within 21 days from receipt of a completed application.**
6. You will receive a letter in the mail telling you if you are eligible and how to obtain your photo identification.
7. If you are denied eligibility you will receive a letter telling why you were denied and providing you with a way to appeal if you disagree.

If you do not receive a letter within 21 days please contact LINK at 336-417-5338 to determine the status of your application. You may be eligible for presumptive eligibility which would enable you to begin riding LINK paratransit service until a determination is made.