

Link Transit

your way to go!

LinkPlus **Riders** **Guide**



Information
effective as of
July 5, 2021

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WELCOME TO LINKPLUS, Link Transit's advanced reservation, shared ride service for individuals with a disability that prevents them from using some part of the regular fixed route service.

LinkPlus is Link Transit's Americans With Disabilities Act (ADA) complementary Paratransit service. As such, it is governed by a number of federally prescribed rules and procedures.

This Riders Guide will introduce you to LinkPlus procedures, and helpful contact information.

GUEST SERVICES

Questions, comments and concerns regarding your LinkPlus eligibility and service-related issues, should be communicated to our Guest Services department located at 300 S. Columbia St, Wenatchee, WA 98801.

A Representative can be reached at 509-662-1155 and is available Monday through Friday from 6:00 AM to 6:00 PM, and 8:00 AM to 5:00 PM on Saturday.

TRAVEL TRAINING

Link Transit provides a service called “Travel Training” that may assist you in learning how to effectively use Link Transit’s regular buses for some of your travel needs without affecting your LinkPlus eligibility. The regular bus offers much more flexibility for many disabled travelers.

The Travel Trainer will take you to some of your common destinations, providing assistance with reading the schedule book and how it would relate directly to your types of trips. Additionally, persons who are LinkPlus eligible may ride the fixed-route buses for at no charge.

Individuals with disabilities experience an increased sense of self confidence and self reliance when they learn to travel independently on the fixed route system.

For more information regarding Travel Training, please call 509-664-7625.

YOUR ELIGIBILITY

All ADA eligibility will be reassessed every three years. However, should you feel that your disability has changed such that you require additional paratransit services; you may request a re-evaluation at anytime.

Should you change mobility devices (walker, wheelchair, scooter, etc), you will need to be re-evaluated to ensure that your eligibility status remains appropriate.

Please contact Guest Services at 509-662-1155 to schedule an appointment for a re-evaluation.

WHERE CAN I TRAVEL?

Service is provided within 3/4 of a mile from any Link Transit Fixed Route bus in Chelan and Douglas Counties.

WHAT PARATRANSIT SERVICES ARE AVAILABLE FOR ELIGIBLE GUESTS?

LinkPlus – service in the Greater Wenatchee area is provided on the same days and during the same hours as the regular Fixed Routed buses operate in your neighborhood.

Dial-a-Ride Transportation (DART) - In some smaller communities, riders can make an advance reservation to have a vehicle pick them up and take them to locations within the DART designated service area. DART currently operates Monday – Sunday. Times vary by community.

Fixed Routes – Transportation to and from outlying communities may be partially provided by Fixed Routes which adhere to a fixed schedule to designated locations. The local LinkPlus or DART service will take you to the nearest main transfer location and part of your trip will be made on the Fixed Route. If needed, you may be connected to another LinkPlus or DART service to your final destination.

Please note: Link Transit does not provide custodial care. Persons requiring assistance while waiting, riding in a vehicle, or understanding may have a Personal Care Attendant (PCA) ride with them)

To access LinkPlus or DART services, simply call 509-662-3569 at least **one day in advance as described on page 8.**

HOW DO I SCHEDULE RIDES?

To schedule a ride for LinkPlus transportation, call Reservations at 509-662-3569 any day from 8:00 AM to 5:00 PM. **You must schedule rides a minimum of one (1) day in advance** and may schedule up to five (5) calendar days in advance.

As a shared ride service, it is common to have other riders with you. Your travel time will be similar to as if you were making the trip by regular fixed-route bus, not a car or taxi

As LinkPlus transportation provides hundreds of rides each day, it may not be possible to schedule your ride at the exact time you wish. However, Link Transit will never offer you a pick-up time more than an hour earlier or an hour later than you request.

**PLEASE HAVE THE FOLLOWING INFORMATION
AVAILABLE BEFORE SCHEDULING**

Your **FIRST** and **LAST NAME**

DATE OF RIDE:

PICK UP LOCATION: *(exact address and phone number)*

DROP OFF LOCATION: *(Business/Facility Name, if applicable and exact address and phone number)*

REQUESTED PICK UP TIME or Appointment Time

NUMBER OF PEOPLE TRAVELING WITH YOU: *(PCA, Companions, see page 13)*

WILL YOU BE USING YOUR REGISTERED MOBILITY DEVICE? *(see page 16)*

REQUESTED RETURN TIME: Earliest being 1-hour.
(If your appointment is for an hour, request your return for at least an additional 20 minutes beyond to allow for the pick-up window)

As calls are answered in the order they are received, please do not hang up. Be patient. A Reservationist will be with you shortly.

WHAT WILL THE TRIP COST?

All Link Transit services are currently Fare Free.

WHEN WILL I BE PICKED UP?

The Reservationist will tell you when a vehicle will arrive to pick you up. The time will not be specific, but within a 20 – 30 minute designated window.

EXAMPLE: 10:00am – 10:22am

Please be ready to board the vehicle immediately upon its arrival, as the driver will leave after waiting 5 minutes and you will be considered a No Show (See page 11)

EXAMPLE: if your pick-up is scheduled between 10:00am and 10:22am and your ride arrives at 10:10am, you must present yourself to the Driver by 10:15am.

Trips cannot be scheduled so that the vehicle waits a short period of time for the rider at the drop-off location so the rider can conduct business or other matters.

WHERE DO I WAIT FOR THE VEHICLE?

Vehicles will wait for you at a public access curb location as close as possible to the main entry of your house, building, or other agreed upon designated pickup location that is safe.

Drivers will provide assistance to the rider to and from the vehicle door to the outside door of the destination upon request as long as the driver can maintain line of sight and control of the LinkPlus vehicle at all times (this means that the drivers cannot go a long distance from their vehicles).

Drivers cannot enter a building for you. They cannot take a wheelchair up or down more than one step. If assistance is needed beyond the pickup or drop-off location, please be prepared to have a Companion or Personal Care Attendant (PCA) available to assist you (see page 16)

Link Transit retains the right to refuse service to any guest if access to the origin or destination is considered unsafe (excessive steps, steep ramps, uneven terrain, etc.)

If you have a question as to whether the Driver will be able to come to your home or your destination door, please call LinkPlus at 509-662-3569 and ask for an Access Review.

No Show Policy

Riders who continually are not available to board the bus as scheduled or fail to cancel their trips, may be subject to a temporary suspension of their services.

Cancellations

If you need to cancel your trip please notify Reservations at least one (1) hour before your scheduled pickup or as soon as possible.

If you need more time at an appointment, please call Reservations as soon as possible before your scheduled pick-up window.

Failure to cancel your trip or notifying Reservations you will not ready to return may result in a No Show.

Missed boarding's, late cancels or non-canceled trips affect other rider's schedules.

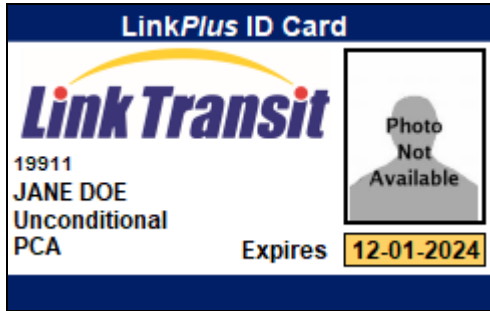
Destination Change

Drivers may only go to the destination you originally scheduled. A change in destination could have a negative impact on other riders.

For additional information regarding the "No Show" policy, please contact Guest Services at 509-662-1155.

LINKPLUS IDENTIFICATION CARD

All LinkPlus ADA eligible riders will be provided a Link*Plus* ID card. You may be asked to show your ID card to the driver when you board a vehicle.



Your ID card also indicates if you are eligible for a Personal Care Attendant (PCA) to ride with you. (see Personal Care Attendants page. 16).

This ID card will be re-issued one-time at no cost. If your card is lost or stolen, call Link Transit Guest Services immediately. Additional replacement ID cards will be issued for \$4.00.

CARRY-ON ITEMS

LinkPlus allows eligible riders to bring onto the vehicle the equivalent in size to six (6) standard sized grocery style plastic or two (2) paper grocery bags as well as necessary medical equipment needed while traveling on the vehicle.

Riders may use a small wheeled cart (no more than 22" wide x 12" deep x 36" high) for transporting carry-on items.

If operator assistance is required, the bags or packages combined weight shall not exceed 25 pounds. Upon request, drivers will assist in carrying these bags or packages to and/or from the vehicle or destination as long as sight and control of the vehicle is maintained.

Bags or packages may not contain any harmful or potentially dangerous substances or materials such as fuel, explosives, corrosive materials, etc.

SEAT BELT USE

All passengers must use a seatbelt at all times during transport. You will also be required to use a shoulder harness if the vehicle is so equipped. Drivers will assist with securing seatbelts if needed.

MOBILITY DEVICE SECUREMENT

All Link Transit vehicles are designed to accommodate wheelchairs, scooters, and other 3-or more wheeled mobility aids that measure 30 inches wide, 48 inches long and 600 pounds in total weight (you and the mobility device).

Mobility devices that exceed these standards can be transported but 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. This means that you would need to be flexible in your schedule for transportation.

Your LinkPlus record indicates what type of equipment you use. **Should you change mobility devices, you will need to be re-evaluated to ensure circumstances have not invalidated previous eligibility findings.**

Please contact Guest Services at 509-662-1155 to schedule an appointment for a reevaluation.

SERVICE ANIMALS

LinkPlus allows a service animal to accompany a rider on board the vehicle. “Service animal” means any animal that is individually trained to do work or perform tasks directly related to the handler’s disability.

Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with their ability to perform. Please inform the Reservationist when you plan to use your service animal.

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

PERSONAL CARE ATTENDANTS

ADA eligible riders may travel with a personal Care Attendant (PCA). A PCA is defined as an individual who is designated or employed specifically to provide care and assistance to the rider, including travel on LinkPlus.

Your LinkPlus ID card will indicate if you are eligible to travel with a PCA. When scheduling a trip, please notify the reservationist if you will be traveling with a PCA.

The PCA must board and disembark with the eligible rider.

COMPANIONS

Eligible LinkPlus riders may travel with at least one (1) Companion as well as one (1) PCA (if the rider has been certified to use a PCA).

The rider may request an additional two (2) Companions for any specified trip who will be accommodated if space is available on the vehicle and results in no other ADA-eligible trips being denied.

Companions must board and disembark with the eligible rider.

TRANSPORTING CHILDREN

Children who are age 6 and older and are certified as ADA eligible may travel on LinkPlus without an attendant. However, LinkPlus strongly encourages parents or guardians of ADA eligible children to always travel with the child on LinkPlus trips.

In some cases, children younger than 6 may be certified as ADA eligible, but must be accompanied by an attendant or parent for each trip.

Parent or guardian must provide appropriate car seat in accordance with Washington State's Child Restraint Law.

GUEST CONDUCT

Link Transit has a list of common-sense rules to ensure the safety and comfort of all passengers and drivers:

- No eating, drinking or smoking on vehicles.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions toward drivers, passengers, or other Link Transit employees.
- Riders must maintain acceptable standards of personal hygiene.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No operating or tampering with any equipment on board a Link Transit vehicle.
- No radios, cassette tape players, compact disc players or other sound generating equipment are to be played aboard the vehicles without the use of personal headphones.

REASONABLE MODIFICATION

We provided reasonable modification of our policies and practices upon request to ensure that our transportation services are accessible to persons with disabilities.

If a policy or practice is preventing you from accessing our services, contact our Modification Coordinator for more information.

Phone: 509-664-7670

Email: RMC@linktransit.com

By Mail or In Person:

Columbia Station

300 S. Columbia St., 2nd Floor

Wenatchee, WA 98801.

Modifications cannot significantly alter our service or create a threat to the health and safety of others.

Additional information is also available online at

www.linktransit.com/riding-link.



IMPORTANT PHONE NUMBERS

LinkPlus RESERVATIONS only

509-662-3569

8am – 5pm Monday - Friday

Guest Services

509-662-1155

6am – 6pm Monday – Friday

8am – 5pm Saturday

