

LinkAssist

SERVICE GUIDE



UPDATED 6.2026

WELCOME TO *LinkAssist*



LinkAssist is an ADA certified door-to-door shared-ride transportation service designed for individuals aged five and older who cannot independently use the MetroLink Tulsa fixed-route bus system. This guide provides all the necessary information to utilize LinkAssist. For inquiries, please call (918) 982-6882.

Para la versión en español de este paquete, visite www.MetroLinkOK.org/LinkAssist

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CONTACT INFORMATION

METROLINK TULSA - LinkAssist

510 S. Rockford Ave, Tulsa, OK 74120

(918) 982-6882

ADAELIGIBILITY@METROLINKOK.ORG

WWW.METROLINKOK.ORG/LINKASSIST



ELIGIBILITY & ENROLLMENT

Certification

Persons with disabilities may be eligible for ADA complementary paratransit service based on either a permanent or temporary disability. According to federal regulations, paratransit services must be provided to individuals whose disability 1) prevents them from getting on or off the bus or riding the bus, or 2) prevents them from traveling to or from a bus stop in MetroLink Tulsa's fixed-route bus system. This could be due to factors such as distance, weather, terrain, or architectural barriers.

How to apply

- 1. FILL OUT APPLICATION** when you print an application or go online to complete the form on our website, please read the instructions and fill out every question completely. The application process includes a Professional Verification Form that must be completed and signed by a licensed healthcare physician. This form will be sent to the healthcare physician upon receipt of a completed application. Please note that the decision regarding eligibility for LinkAssist Services is a transportation decision, not a medical decision. However, it is essential to have information from the licensed healthcare physician to assist in making a decision regarding eligibility.
- 2. SUBMIT APPLICATION** ,through our website (www.MetroLinkOK.org) or printing the application and mailing to:

Metropolitan Tulsa Transit Authority
510 S Rockford Ave
Tulsa, OK 74120
- 3. RECEIVE APPLICATION STATUS** Upon receipt of your application, the advisory committee will have 21 days to make a determination regarding your eligibility. You will receive a determination letter outlining your eligibility status and the specific conditions underwhich you may use the LinkAssist service. If the application is missing information after 21 days, the application will be denied.



ELIGIBILITY & ENROLLMENT

Eligibility Determinations

Unconditional

An individual is eligible for all trips on LinkAssist

Conditional or Trip- by-Trip

An individual may be eligible for service provided only for those trips in which ADA paratransit eligibility standards have been met. Riders will be required to use MetroLink Tulsa's fixed-route bus service, or find alternative transportation, for trips that are not deemed ADA paratransit eligible.

Temporary

An individual is eligible for LinkAssist on a temporary basis. The length of time varies depending on the customer's transportation needs but does not exceed one year. Please Note: Temporary eligibility will be given if the eligibility determination process exceeds 21 calendar days.

Appeals Process

Applicants who are denied ADA complementary paratransit eligibility have the right to appeal the decision within 60 calendar days from the date of the determination letter. MetroLink will respond to the appeal within 10 business days. All appeals will be reviewed by an independent committee that were not involved in the original eligibility determination. During the appeal process, applicants may be:

- Asked to participate in an in-person assessment.
- Allowed to present additional information regarding their functional abilities.
- Permitted to provide any documentation or advocate supporting their claims.

The original certification determination will remain in effect until a final decision is made and the appeal is closed. Applicants can initiate an appeal by submitting a brief letter explaining why they believe the decision was incorrect. Appeals can be submitted by email to adaeligibility@metrolinkok.org or by mail:

MetroLink Tulsa
ATTN: ADA Eligibility
510 S Rockford Ave
Tulsa, OK 74120



ELIGIBILITY & ENROLLMENT

Out-of-town

Customers living outside the service area, may use the LinkAssist Program if:

- 1) they apply and are determined eligible for paratransit services
- 2) they can get to a location within the service area to be picked up
- 3) they are traveling to a location within the service area.

Sand Springs Premium One-Way customers that travel $\frac{3}{4}$ of a mile from the perimeter of the MetroLink Tulsa fixed route service will pay a premium charge of \$40.00.

Recertification

Recertification for LinkAssist services is required before the expiration of your current eligibility period. Metrolink Tulsa will notify participants of the recertification requirements approximately 45 calendar days in advance. Eligible riders can be certified for services for up to four years, depending on their specific disability and its duration. If certification expires, riders must re-apply for eligibility in order to continue using LinkAssist services

Visitors

Out-of-town visitors must present ADA eligibility documentation from another jurisdiction to use LinkAssist. Visitors must submit their ADA approval letter from out-of-town, along with a Tulsa region address, phone number and length of stay to adaeligibility@metrolinkok.org. Once approved, visitors can use LinkAssist for up to 21 days. (If a visitor needs to extend this time, they can make arrangements by calling 918-982-6882 or email adaeligibility@metrolinkok.org)



ELIGIBLE PASSENGERS

Personal Care Attendant / Escort

A certified LinkAssist passenger may bring a personal care attendant for free on door-to-door service. The need for an attendant is determined during certification, and space must be reserved when scheduling trips. On MicroLink, both the passenger and attendant pay \$1 per trip, while on Fixed Route services, both ride for free. Personal care attendants must travel to and from the same pick-up and drop-off locations as the passenger.

Guests

Guests can ride with LinkAssist customers for \$4 per trip, with one guest allowed per trip due to limited space. If using a Will Call service, the guest must also pay the Will Call fare. Space for the guest, whether adult or child, must be reserved when scheduling the trip. Additional guests are allowed based on availability. Youth 18 and under ride free on all MetroLink services. Children 12 and under must be accompanied by someone 16 or older.

Service Animals

Service animals are permitted on all LinkAssist vehicles and can accompany passengers. To ensure adequate space on the vehicles, please make us aware that a service animal will be accompanying you on your trip at the time of booking. Service animals must be under the control of their handler and are not allowed to occupy a seat.



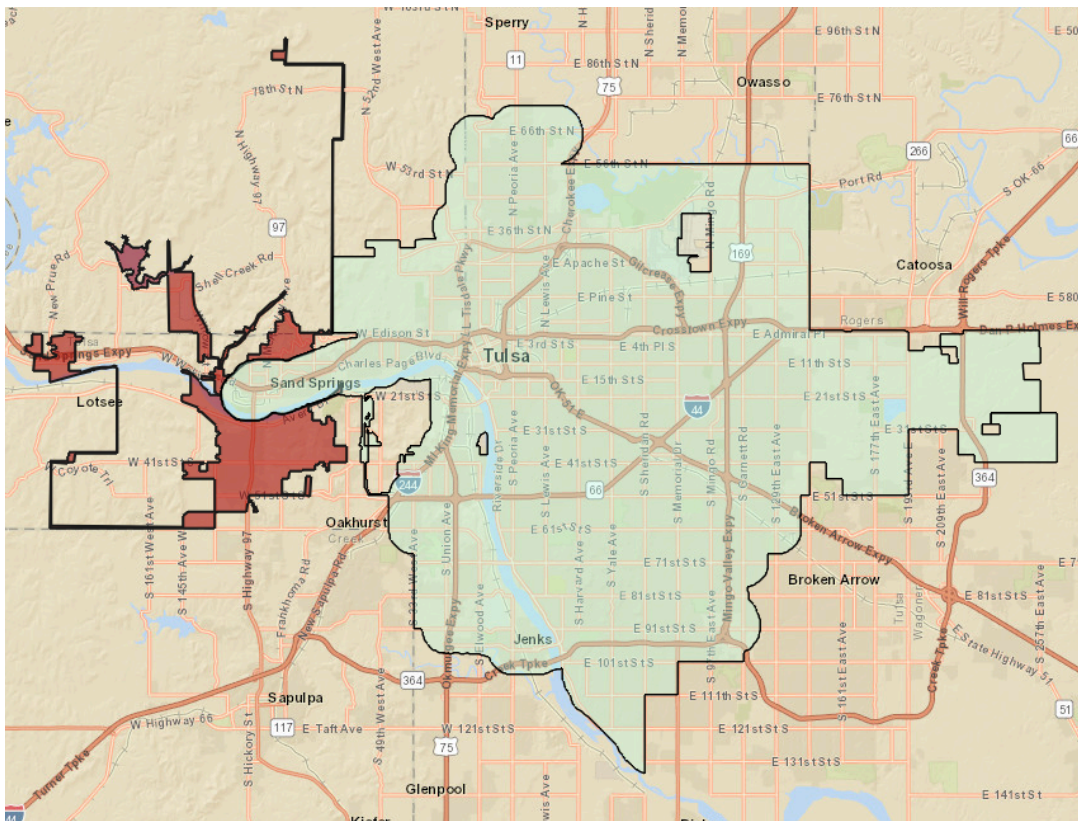
SERVICE

Operating Hours

MONDAY THRU SATURDAY	5 A.M. TO 8 P.M.
SUNDAY	COMPARABLE DISCOUNTED SERVICE PROVIDED BY MicroLink

Service Area

MetroLink Tulsa provides paratransit service within the Tulsa city limits. In certain cases, where fixed-route buses operate near the city limit line, the paratransit service area may extend beyond the city limits to meet ADA requirements. For clarification on service area boundaries, please call (918) 982-MTTA (6882) or visit our website at www.metrolinkok.org.





SERVICE

Holidays

LinkAssist service is NOT available on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Independence Day	Christmas

Subscription Service

Subscription service is a standing reservation for customers traveling to the same place at the same time at least once a week for a minimum period of 30 calendar days. Subscription requests can be submitted during regular business hours Monday through Friday but are not guaranteed.

All requests are evaluated and responded to in a timely manner. When a LinkAssist customer's certification expires, that customer's subscription service automatically cancels. In addition, subscription service automatically cancels anytime a customer is suspended due to no shows and/or late cancellations. Upon renewal of the certification or at the end of the suspension period, subscription customers must call (918) 982- MTTA (6882) to renew subscription service. There is NO GUARANTEE you will receive your previous subscription, so do not allow it to lapse. Subscriptions changes are only made if the subscription will be closed 60 or more days. Weekly changes are not permitted.



FARES

All passengers must pay exact fare before boarding the vehicle. Drivers do not carry change. Change and or Credit will not be given. LinkAssist Coupons can be purchased through the GoPass app, at the Denver Avenue Station, Memorial Midtown Station, and at some Quik-Trip locations. In addition, customers can purchase LinkAssist coupons online at www.metrolinkok.org or via mail by sending a check or money order to:

Lockbox
P.O. Box 21228
Dept. 163
Tulsa, OK 74121

ONE-WAY CASH FARE	\$4.00
ONE-WAY GUEST FARE	\$4.00
10 RIDE COUPON BOOK	\$40.00
“WILL CALL” (PREMIUM SERVICE)*	\$8.00 / RIDER
LINKASSIST PERSONAL CARE ATTENDANTS/ ESCORTS	FREE
AGES 18 AND UNDER	FREE
VETERANS	FREE
FIXED ROUTE BUS SERVICE	FREE
MICROLINK	\$1.00



FARES

Reduced & Free Fare

LinkAssist customers who want to ride the fixed-route bus for free and MicroLink at a discount will be required to take their ID cards issued by MetroLink Tulsa upon eligibility approval along with another form of photo identification that to the Denver Avenue Station (319 S. Denver). The attendant will create your LinkAssist ID card for \$1.00 which you will need to present on the fixed-route bus or MicroLink to obtain the free fare. If your LinkAssist ID card is lost or damaged, a replacement can be issued for a fee of \$5.

Will Call

Will Calls are based on return trips only. Customers who are not shown at a location, other than their home, are responsible for canceling any remaining trips. For pricing information, please see the Fares chart on the previous page.

Multi-trips wanting to be continued, will be the customer's responsibility to connect at the next pickup location. If the customer cancels their return trip(s), there will be no guarantee a will call(s) will be provided. Will calls are only used when customers are taken to a location and miss their pre-scheduled return trip home.

Outstanding Balance

Customers who acquire an outstanding balance due to nonpayment or partial payments for a previous ride, are required to pay the entire balance in order to continue to use LinkAssist services. Customers will be notified the following day in which payment was not received to make arrangements for full payment.

Payments can be made in person at the Denver Avenue Station, Memorial Midtown Station, or the MetroLink Tulsa website www.metrolinkok.org or going to the direct link <https://securepayment.link/metrolinktulsa/>

Select-Pay Invoice, complete the form and submit your payment.

- Customer ID # - LinkAssist Client's full name - LINKASSIST
- Invoice #- LINKASSIST

Please contact customer service at 918-982-MTTA (6882) for more information.



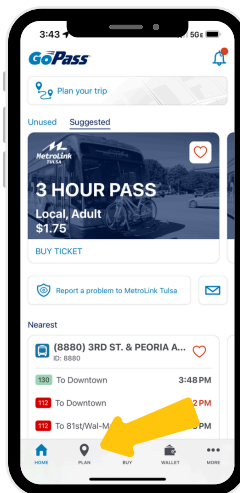
BOOKING RIDES

App

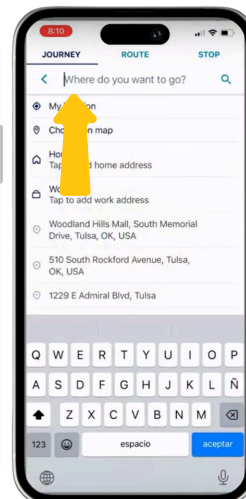
1. Download **GoPass**
2. Create an account
3. Call us at (918) 982-6882 to have your ADA eligibility confirmed and added to your account for authorized booking.
4. Click on 'Plan' then 'route stop / details'
5. Type in your desired pick-up and drop-off locations.
6. Select your LinkAssist ride, click 'start booking', then verify your mobile number.
7. Select the number of riders traveling with you, and your mobility device needs.
8. Then select 'book now.'
9. Now your LinkAssist ride is scheduled!

Up to 3 days in advance. Same day booking not eligible for LinkAssist trips.

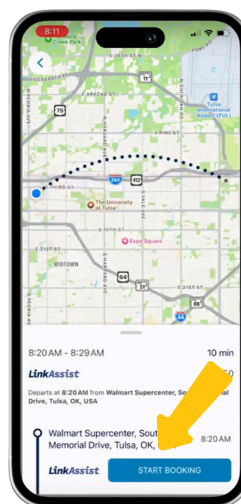
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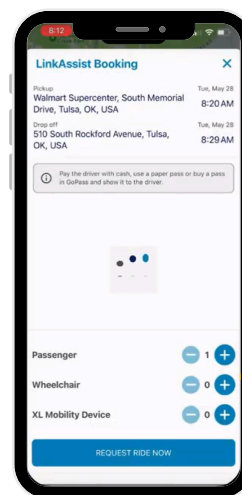
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BOOKING RIDES

Call Center

(918) 982-6882

MONDAY THRU FRIDAY	8 A.M TO 4 P.M.	LIVE REPRESENTATIVE
MONDAY THRU FRIDAY	6 A.M. - 8 A.M. ; 5 P.M. - 8 P.M.	MONITORED RECORDING
SATURDAY	6 A.M. TO 8 P.M.	MONITORED RECORDING
SUNDAY	8 A.M. TO 6:30 P.M.	LIVE REPRESENTATIVE

When calling on a Saturday or a Sunday please be sure to leave a detailed message, including first / last name, phone number, requested trip time, and pickup/drop-off locations. Customers can book next day trips and up to 3 days in advance. Same day booking not eligible for LinkAssist trips.

Please have the following information ready:

- First and last name
- Date traveling
- Pick-up address (including building/business name, nearby landmark, specific pick-up information like entrance, entry code for any security entrance)
- Time you need to be at your destination
- Destination address (including specific drop-off information like entrances) cancelled by the customer or result in an accumulative no-show.
- If a personal care attendant (PCA/escort) will travel along
- If guests other than PCA will travel along (including children)
- If a Buddy (certified LinkAssist customer) will travel along (must provide Buddy name and LinkAssist ID number)
- If customer, PCA/escort, guest(s), or Buddy will be using a mobility device



BOOKING RIDES

Call Center cont.

Requesting Returns:

When scheduling return trips, customers should allow enough time to finish their business and be ready when the vehicle arrives. Stay at the drop-off location for at least 1 hour and check the opening and closing times to avoid waiting outside before or after business hours. Follow these tips:

- Allow time for traffic, weather, and other passengers.
- Ensure your contact information is correct for ride updates.

LinkAssist may offer trips up to one hour before or after your requested time. If no times are available, a trip cannot be booked. Schedule early, as service is first come, first serve.

For those booking through Customer Service, record the representative's name and the time of booking. Always confirm trip details before finalizing through the app, website, or phone call.

Website

1. Visit www.MetroLinkOK.org
find the 'Rider Guide' tab
hover over 'Accessibility' then click on LinkAssist Paratransit
2. Once on the LinkAssist page look for the LinkAssist Request tab on the left side of the webpage.



LinkAssist Request 

3. Create a RideCo. account and continue booking.



HOW TO RIDE

Vehicle

Metrolink Tulsa uses lift-equipped buses for all rides.



Mobility Devices

LinkAssist will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. Please be sure wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling aboard LinkAssist. (Drivers are not authorized to push, or pull, inoperable mobility devices.) Mobility device and rider must not exceed 800 pounds total on vehicle lifts. Mobility device maximum size is 30 x 48 inches. Vehicle ramps hold a maximum of 1000 pounds (person and device combined). Drivers are there to assist customers on and off the ramp/lift. Metrolink allows respirators and oxygen tanks on all vehicles.

Pick-up Guidelines

Most riders can wait inside until the driver knocks or rings the bell. Keep your phone handy for updates.

Door-to-door service is limited by these rules:

- No backing up, alley access, or driveway pick-ups.
- Vehicles must park safely and stay in sight.
- Drivers will not walk more than 75 feet from the vehicle.
- Drivers only approach the outermost door and won't enter buildings.
- A safe path to the vehicle is required (no gated areas or hazardous routes).

If these conditions can't be met, wait at the sidewalk or a safe location nearby.

Be Ready!

LinkAssist vehicles will arrive within a 30-minute window and wait for a maximum of 5 minutes from time of arrival. You'll receive a text or call ahead of time. Be ready to board immediately when the vehicle arrives. If booking online or through the GoPass app, you'll see the window during scheduling. Write down your pick-up times to avoid confusion.



HOW TO RIDE

Boarding Procedures

You'll receive a text alert when the vehicle is near. Be ready to board within five minutes. The driver will identify themselves and confirm your trip details. Exact fare, valid coupon or active GoPass LinkAssist ticket is required to board.

Conduct

- No eating, drinking, or smoking
- No fighting, rough behavior, or vulgar language
- No firearms (unless carried legally per Oklahoma law)
- No hazardous materials
- Shirt and foot covering required
- Limit conversation with the driver for safety
- Service animals are allowed, but pets must be in carriers

Riders who break the rules may face penalties or suspension.

Late Arrivals

If your ride hasn't arrived by the end of the 30-minute pick-up window time, call (918) 982-MTTA (6882). No charge if the pick-up is 30 minutes or more past your pick-up window time.

Travel Times

Expect ride times similar to the fixed-route bus service travel time can be up to 90 minutes.

Canceling Trips

When customers no longer need a scheduled trip, whether demand or subscription service, they can cancel via the GoPass app, website, or by calling (918) 982-MTTA (6882), customers can leave a cancellation message before 8am. Cancellations should be made by 4:00 p.m. the day before the trip. Verbal cancellations through drivers or dispatch staff are not accepted; customers must contact the call center directly.

Package Limitations

Limit packages to three large bags or eight smaller ones. Drivers will help with up to two parcels, each under 15 pounds. Packages must fit on your lap or under the seat.



HOW TO RIDE

No-shows & Cancellations

A **no-show** happens when a customer doesn't board the vehicle within five minutes of its arrival during the 30-minute pick-up window. Customers must cancel any remaining trips for the day if they no longer plan to travel. For multi-trip days, customers can either find alternate transportation to the next pickup or, if a will-call return is scheduled, it will take them home.

A **late cancellation** occurs when a trip is canceled less than two hours before the scheduled pick-up. This applies to cancellations via the GoPass app, website, at the door, or through a representative. To avoid no-shows and late cancellations, confirm your transportation needs.

Customers who no-show/late cancel 15 percent (15%) of their scheduled trips within a six (6) month look-back period may be subject to service suspension. However, you will be given two (2) no-show/late cancel/cancel at the door grace period before a service suspension is to take place.

For instance:

- A customer who schedules 20 trips in a month and no-shows/late cancels three, or 15 percent, of those trips would be suspended.
- Someone who schedules 40 trips in a month and no-shows/late cancels six, or 15 percent, of those trips would be suspended.

Customers who establish a pattern or practice of no-shows and/or late cancellations in a twelve (12) month look-back period will receive:

- **First violation: Written warning**
- **Second violation: 14-day (2-week) suspension**
- **Subsequent violations: 28-day (4-week) suspension**

For instance, if a customer had a pattern or practice of no-shows and/or late cancellations in January, a written warning would be issued. If the customer established a pattern or practice of no-shows and/or late cancellations in April, the customer would be subject to a 14-day (2-week) suspension. Finally, if the customer established a similar pattern or practice in September, the customer would be suspended for 28 days or 4 weeks.

Customers who receive a service suspension will receive a notice of suspension notification either by mail or email.



HOW TO RIDE

No-shows & Cancellations Appeals Process

Customers who believe one or more of their violations were charged in error may appeal in writing, within 14 business days from the date on the notice of suspension notification to the address below:

MetroLink Tulsa
ATTN: ADA Eligibility
510 S Rockford Ave
Tulsa, OK 74120

The appeal must include details regarding why the customer believes the violation was charged in error.

MetroLink Tulsa will consider the information provided with the appeal, make a determination and mail or email a determination within seven business days after the request for appeal has been received.

If all or part of the appeal is denied, the customer will have a right to request an in-person hearing to appeal the determination made by MetroLink Tulsa. Customers making appeals in person will each have up to 15 minutes to present oral and/or written arguments concerning the no-show(s) and/or late cancellation(s) they believe were charged in error and not removed by MetroLink Tulsa during the initial appeal. The appeal will be heard by someone who was not involved in the initial decision, and the decision of the hearing officer will be handed down in writing. The decision will be final, and no further appeals will be accepted by MetroLink Tulsa.

Should a subscription customer be suspended from the LinkAssist Program, it will be necessary for the customer to request subscription trips be reinstated at the end of the suspension period. Subscriptions are suspended when service is suspended.



ACCESSIBILITY REQUESTS

Reasonable Modification

MetroLink Tulsa is dedicated to ensuring equal access and opportunities for individuals with disabilities in all programs, services, and activities. We recognize that reasonable modifications to policies and procedures may be necessary to provide equal benefits and opportunities. The full Reasonable Modification Policy is available at www.MetroLinkOK.org.

Requests for reasonable modifications can be submitted in writing to:

- 510 S. Rockford Avenue, Tulsa, OK 74120

Alternative methods, such as personal interviews, phone calls, or recorded requests, are available for those unable to submit their request in writing or upon request.

ADA Complaints

Any individual who feels they have experienced unlawful discrimination under ADA can submit a complaint at no charge. Complaints can be submitted by:

- Calling (918) 982-MTTA (6882)
- E-Lerts via the GOPass app
- <https://go.elerts.com/metrolinktulsa>
- Sending mail to MetroLink Tulsa:

MetroLink Tulsa
ATTN Civil Rights Officer
510 S. Rockford Avenue
Tulsa, OK 74120

For further information on our services, please visit our website at www.metrolinkok.org
When submitting a complaint, please provide clear and concise information describing the alleged discriminatory practice(s) and/or act(s). For additional information or assistance in filing your complaint, contact the MetroLink Tulsa Call Center at (918) 982-MTTA (6882), (TDD: 711).

END OF DOCUMENT

