

LinkAssist

SERVICE GUIDE



UPDATED 11.2024

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.

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CONTACT INFORMATION

METROLINK TULSA - LinkAssist
510 S. Rockford Ave, Tulsa, OK 74120
(918) 982-6882
www.MetroLinkOK.org/LinkAssist

ADARIDE
19300 S Hamilton Ave, Suite #120
1 (877) 232-7433
www.ADARide.com



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. **CONTACT ADARIDE** toll-free at 1-877-232-7433, Monday through Friday, from 10 a.m. to 6 p.m. The application is available in all languages at ADARIDE.COM, and Spanish-speaking customer service agents are available during business hours.

NOTE: MetroLink Tulsa Call Center does not mail applications, and they are not available at local agencies or healthcare facilities. When you call ADARIDE, a representative will gather basic information to start your registration. You can request a paper copy of the application and verification form to be mailed, or you can complete the process online for added convenience.

2. **COMPLETE the Professional Verification Form**, which needs to be signed by a qualified and licensed professional. If this section is not filled out, your application will be returned.

NOTE: The decision regarding eligibility for LinkAssist Services is based on transportation criteria, not medical criteria. However, information from the licensed professional (such as a physician, physical therapist, independent living specialist, or orientation and mobility instructor) is crucial for assessing eligibility.

3. **SEND COMPLETED APPLICATION TO:**

ADARIDE
19300 S. Hamilton Ave, Suite #120
Gardena, CA 90248

4. **ELIGIBILITY** will be determined by ADARIDE within 21 calendar days of receiving your completed application. A determination letter will be mailed to inform you of your status for LinkAssist. If a decision is not made within this timeframe, you will be considered "presumptively eligible" and can use LinkAssist services until a final decision is reached.



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. 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. To initiate an appeal, applicants should write a brief letter stating the reasons they believe the decision was in error, or they can contact ADARIDE at 1-877-232-7433 to express their desire to appeal. Appeals can also be initiated through ADARIDE's website at www.adaride.com



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, and 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. ADARIDE 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. Once certification expires, riders must complete the recertification process to continue using LinkAssist services.

visitors

Out-of-town visitors who present ADA eligibility documentation from another jurisdiction can use LinkAssist. If a visitor does not have ADA eligibility documentation, LinkAssist will request proof of disability. Visitors must provide proof of disability, along with a current address and phone number. Then the LinkAssist will grant the visitor presumed eligibility for 21 calendar days of service within a 365-day period. The service days do not have to be consecutive. If visitors need LinkAssist service more than 21 calendar days in a one-year period, they must apply and be certified locally



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 certified under the ADA Law, are permitted on all LinkAssist vehicles and can accompany passengers.



service area



SERVICE

holidays

LinkAssist service is NOT available on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Fourth of July	Christmas

service types

Door-to-Door Service

El servicio puerta a puerta se brinda cuando un cliente programa un viaje mediante la aplicación Go Pass, en línea en www.metrolinkok.org o llama al centro de atención telefónica. Los vehículos de LinkAssist esperarán un tiempo máximo de cinco (5) minutos una vez que hayan llegado dentro del horario de recogida.

Subscription Service

Subscription service is a standing reservation for customers who make the same trip one or more times a week. It is limited to riders 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

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 Go Pass app, at the Denver Avenue Station, Memorial Midtown Station, and at some Quik-Trip locations. In addition, customers can purchase LinkAssist coupons on-line 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 ADARIDE along with another form of identification that includes a photo 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.

will call

Will Calls are based on return trips only. Customers who are not showed at a location, other than their home, are responsible for canceling any remaining trips.

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.

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.



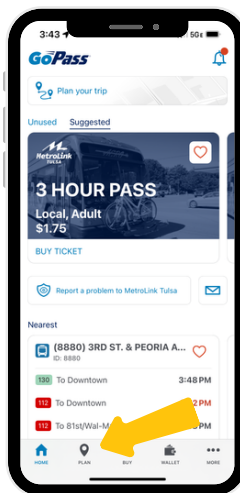
BOOKING RIDES

app

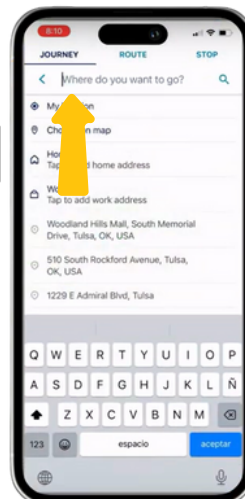
1. Download **GoPass**
2. Create an account
3. Call us at (918) 982-6882 to have your ADA eligibility confirmed and added to your account for authorized booking.
4. Click on 'Plan' then 'route stop / details'
5. Type in your desired pick-up and drop-off locations.
6. Select your LinkAssist ride, click '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.

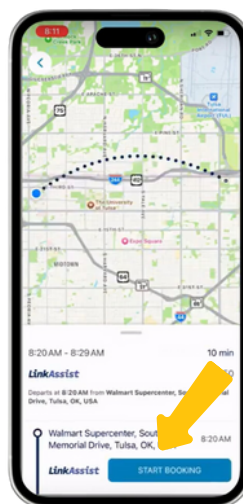
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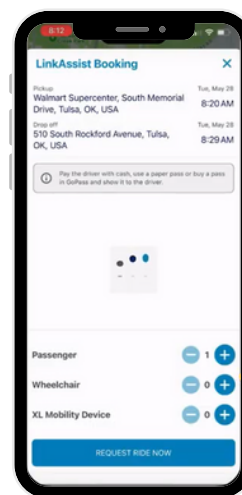
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6.



7.





BOOKING RIDES

call center

(918) 982-6882

MONDAY THRU FRIDAY	8 A.M TO 5 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 your full details, including first / last name, phone number, and requested trip time. Customers can book 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:

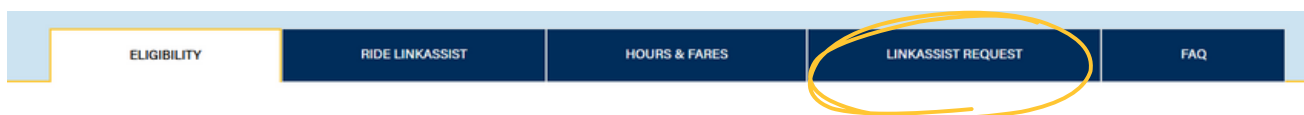
- Allow time for traffic, weather, and other passengers.
- Ensure your contact information is correct for ride updates.

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 'Getting Around' tab
click on 'LinkAssist'
2. Once on the LinkAssist page look for the LinkAssist Request tab on the right side of the webpage.



3. Click on the 'LinkAssist Request' button .
4. 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.)

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. 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 GO Pass 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 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 shoes 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 can be up to 90 minutes.

cancelling 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). 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. Frequent cancellations (10 or more in 30 days) can lead to suspension.

To avoid no-shows and late cancellations, confirm your transportation needs.

- First violation: Written warning
- Second violation: 14-day suspension
- Subsequent violations: 28-day suspension

To dispute a violation, submit a written appeal explaining the error. MetroLink Tulsa will respond within 7 calendar days. Appeals can be submitted by mail at HRHotline@MetroLinkOK.org or by mail:

MetroLink Tulsa
510 S Rockford Ave
Tulsa, OK 74120

Suspended LinkAssist customers must request subscription reinstatement after the suspension period, but it's not guaranteed.

Note: Canceling a return trip does not guarantee a new trip will be available.



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, Attention Civil Rights Officer, 510 S. Rockford Avenue, Tulsa, OK 74120
 - Going to MetroLink Tulsa's website at www.metrolinkok.org/ADA-complaint-form
- Complaint Manager

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: 918-584-7209).

END OF DOCUMENT

