

[Date]

[Client Name]

[Street Address]

[City, State, Zip code]

County Connection LINK ID:

Dear [Mr./Ms./Mrs. Client Name]:

We have completed our review of your recent request for County Connection LINK paratransit. Based on the information provided, we have determined that you are **CONDITIONALLY ELIGIBLE** for County Connection LINK Paratransit service. This means we determined that you are able to use fixed route bus service under certain conditions and are eligible to use County Connection Link service when you are not able to use fixed route buses. Please review the attached pages, which describes the conditions under which you use the County Connection LINK service as well as the basis for our determination.

Your eligibility for County Connection LINK is valid through [expiration date], after which you will need to request a continuation of your eligibility. We will notify you in advance of the expiration date to remind you to reapply and will send you a copy of a recertification request form at that time. In addition to using County Connection LINK paratransit, this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you have any questions about the service, please call our Customer Service office at (925) 938-7433.

If you wish to appeal the conditional status of your ADA eligibility, you may do so by filling out the attached appeals form along with a brief explanation within 60 days of the decision stating your reason for your appeal. Send it to LINK Eligibility Appeals, County Connection, 2477 Arnold Industrial Way, Concord, CA 94520, or you may fax it to (925) ???-????

County Connection LINK has just launched a service enhancement “My Transit Manager Smartphone App”. This enables paratransit users to monitor the status of their trips in real time. To start, you must create an account; make sure the spelling of your first and last name match exactly what is on your application. You must also register using your **County Connection LINK ID which is located above. Attached you will find a user guide to help you set up My Transit Manager App on your Smartphone.**

If you have any questions regarding your eligibility, please call me at [your number].

Sincerely,

[Your name]
Eligibility Clerk

LINK Paratransit Important Information

1. LINK is run by County Connection. It is public transportation, just like the bus or BART system. It is not a private taxi or shuttle service.
2. County Connection LINK have different types of LINK Vans. All Vans that perform Paratransit service will have a decal stating “**County Connection LINK**” on the side.
 - White Cutaway Vans wheelchair accessible with County Connection LINK on the side.
 - White Dodge Mini Vans with Side Ramp access with County Connection LINK on the side.
 - Grey or white Big Star Dodge Mini Vans with County Connection LINK on the side.
3. To take a trip, you must make a reservation in advance. Reservations will be accepted 7 days in advance. Reservations are open from 8:00 am to 5:00 pm 7 days a week. You cannot call today for a trip today. You must also cancel any trips you don't need at least 24 hours in advance.
4. Reservations 925-938-7433.
5. When making your reservation, you will be given a 30-minute window when the vehicle will arrive. You must be ready to go at the beginning of that window and get on the vehicle promptly. If the vehicle arrives early, you may choose to board the vehicle, but you are not obligated to, until the beginning of your window.
6. Service is shared ride. That means other riders will be on the vehicle with you. It also means that your trip most likely will not be in a direct line, as the driver circles around to pick-up and drop-off other riders while you are onboard. Travel time will be longer than if you took a taxi or were driven to your destination by a friend/family member. **The ride is \$5.00 each way**
7. Once the driver arrives, the driver can only wait five minutes for you to report the vehicle. Please call the reservations line if you will not take your ride.
8. Cancellation Line 925-943- 1829
9. The time you request may be unavailable. Your trip could be scheduled as much as one hour before or after the time you want.
10. You are encouraged to get a pre-paid account to pay for your trips. If not, exact change is required. Drivers do not make change. If you do not want to carry cash, call the main number and create a pre-paid account.
11. Drivers are just that – drivers. Drivers will provide a steadying arm to assist you from your door to the vehicle and can carry a very small amount of packages for you. Drivers do not provide any kind of attendant care. If substantial assistance or supervision is needed you should travel with an attendant. **(To riders using wheelchairs or scooters: Drivers do not transport wheelchairs or scooters up and down steps.)**
12. We recommend you call our customer service department if you have problems using LINK. We take your feedback seriously. Our Customer Service number is **925-676-7500**.
13. Lastly, if you still can use the bus or BART system at all, we encourage you to use those services as much as you can. For more information, on **Accessible Bus**, please review the **Accessible Fixed Route Brochure**.