



## NOTICE:

Effective January 1, 2022, LYNX will be utilizing a new eligibility application for all new and re-certifying applicants covered under the Americans With Disabilities Act (ADA) program.

The ADA application was developed to include an additional category to the eligibility structure which will ultimately enhance the certification/re-certification process.

Information regarding the three (3) certification categories are listed below:

- 1. Permanent (continued) Eligibility** – Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update/recertify their information and note any changes in their travel abilities or needs **every three years from date of the initial eligibility.**
- 2. Standard Eligibility** - All customers granted approval under this category (unconditional/conditional) will be required to recertify **every two years from date of the initial eligibility.**
- 3. Temporary Eligibility** - All customers granted approval under this category will be required to recertify based on the length of time granted in the approval.

The application will be available via the LYNX Website @ [www.golynx.com](http://www.golynx.com) or by calling the LYNX Eligibility Department at (407) 423-8747, Option 6.

