

NJ TRANSIT

ADA Paratransit

Customer Guidelines



ACCESS LINK

Welcome to Access Link!

NJ TRANSIT's paratransit program known as Access Link was established to provide public transportation to people with disabilities who are unable to use the local bus and light rail systems according to the American with Disabilities Act of 1990 (ADA).

The Access Link Customer Guidelines were created to provide customers with a better understanding of how the paratransit service operates and to assist customers with having the best possible riding experience. This guide provides you with detailed information on how to best use Access Link with topics such as reservations, subscriptions, fares, policies and more.



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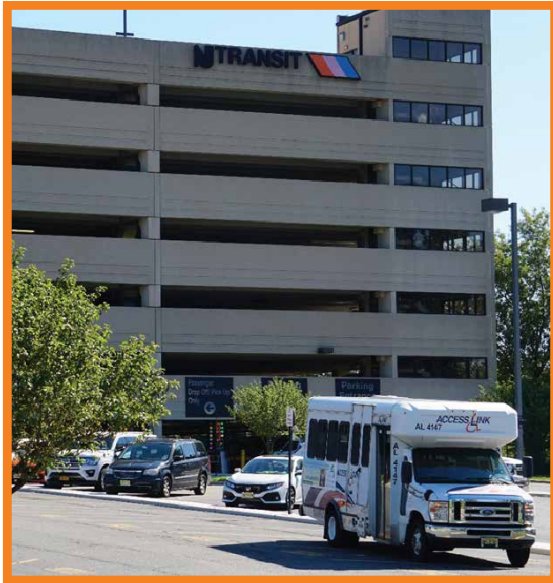
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WHAT IS ACCESS LINK?



WHAT IS ADA PARATRANSIT?

The Americans with Disabilities Act (ADA) of 1990 is civil rights legislation that protects people with disabilities from discrimination. In response to the ADA, NJ TRANSIT established the complementary paratransit service Access Link. People with disabilities, who are unable to use NJ TRANSIT's accessible local fixed-route Bus or Light Rail systems to travel, are able to apply for paratransit eligibility.

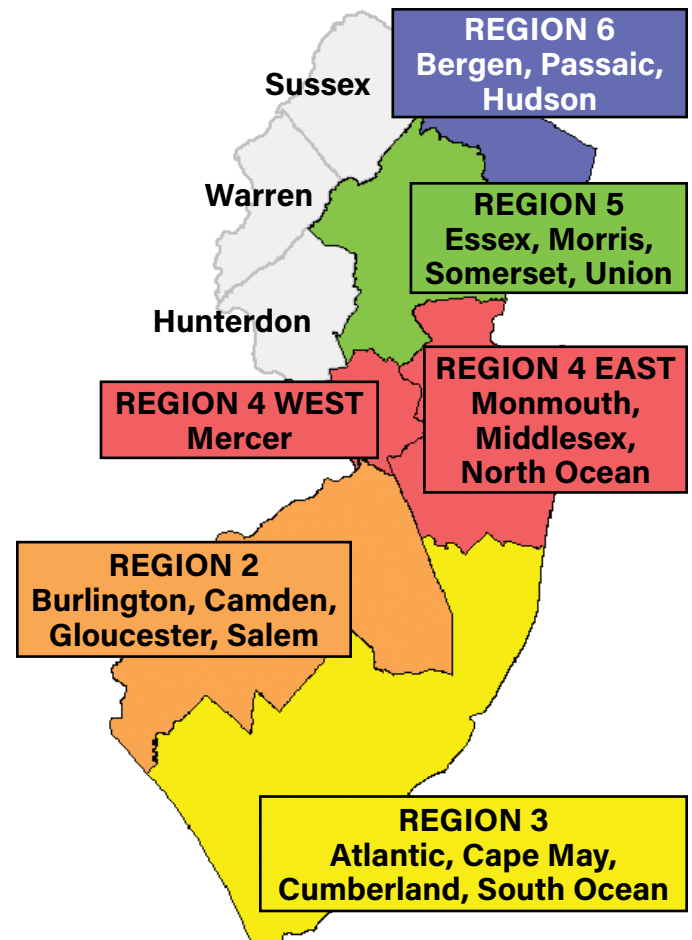
Access Link service is comparable to the bus in that it is available during the same days and hours as the regularly scheduled local fixed route bus and light rail service, including weekends and holidays. If there is bus service available, Access Link service will be available. If there is no bus service, Access Link will not be available.

Those who are eligible for Access Link can make reservations 1-7 days in advance and travel from their origin address to their destination address, as long as both are within the service area.

WHAT IS ACCESS LINK?

Access Link has been in operation since 1993. Our service provides transportation to various locations within in the following counties Passaic, Bergen, Morris, Essex, Union, Hudson, Somerset, Middlesex, Mercer, Monmouth, Burlington, Ocean, Camden, Gloucester, Salem, Atlantic, Cumberland and Cape May. Access Link, origin to destination transportation service is not currently available in Sussex, Warren or Hunterdon Counties.

Access Link does not provide service in Sussex, Warren and Hunterdon Counties



WHAT IS ACCESS LINK?

The Access Link fleet is comprised of accessible buses, minivans and sedans that are outfitted with an internal and external camera recording system. In addition, we are in compliance with all (CDC) Center for Disease Control guidelines to reduce the spread of infectious disease. When traveling, customers can expect to share the ride with others and ride times that are comparable to trips taken via the local Bus or Light Rail services. Access Link is not a free transportation service. The fare for a ride on Access Link would be the same fare for a comparable ride on the bus.

WHAT CAN YOU EXPECT WHILE TRAVELING WITH ACCESS LINK?

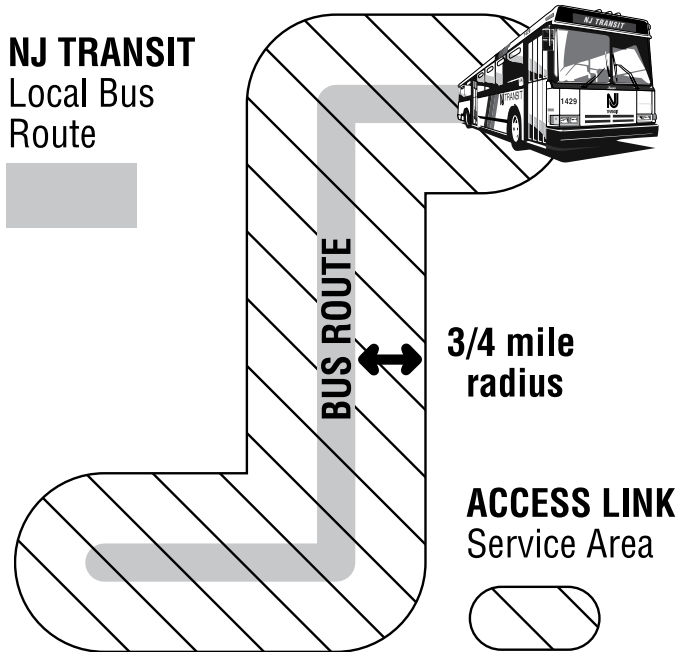
Access Link operators are trained to provide excellent customer service and adhere to Access Link policies and procedures. Our goal is to offer service that is timely, efficient and safe. Typically, this is what you can expect while traveling with Access Link:

- ADA eligible rides can be booked 1 to 7 days in advance. Access Link does not provide same-day reservations or emergency services.
- An Access Link vehicle will arrive within the scheduled pick-up window. The operator will announce "Access Link" and blow the horn upon arrival. You and those traveling with you are encouraged to be ready and to board the vehicle within 5 minutes of its arrival to your pick-up location. If you do not board the vehicle within 5 minutes of its arrival, the operator will be instructed to leave and you will be marked a No Show. The Access Link Mobile App and Access Link Online both offer up to date estimated vehicle arrival times.

WHAT IS ACCESS LINK?

- Those needing help while traveling are encouraged to contact our Certification department to request approval to be certified to travel with a Personal Care Attendant (PCA). NJ TRANSIT does not provide PCA's. You can identify a PCA and travel with them at no additional cost. PCA's cannot travel on Access Link without you, the eligible customer, being present for the ride.
- Operators will assist you with boarding, exiting, and securement on the vehicle. Those requiring additional assistance are encouraged to contact Access Link Customer Service at (973) 491-4224, option #5 to have their reasonable modification request reviewed.
- Access Link operates as a "shared ride service." This means that you are likely to be traveling with other customers and are not guaranteed to be taken straight to your destination.
- If your trip requires a transfer, you will stay on the Access Link vehicle until the other connecting Access Link vehicle arrives to complete the ride.
- Fares for travel can be paid by using EZ-Wallet, our electronic fare option, or cash. Cash fares must be exact and presented to the operator during the boarding process. Access Link operators are not able to make change. Customers who do not pay their fare should not expect a ride.
- Upon arrival at your final destination, the Access Link operator will stop the vehicle in a safe place and once you have disembarked the vehicle, they will close the doors and proceed to their next destination. If you have scheduled a return ride, another operator will handle your next reservation.

WHAT IS ACCESS LINK?



ACCESS LINK'S SERVICE AREA

- The Access Link service area is pre-determined by the existing NJ TRANSIT local fixed route bus and light rail systems, excluding commuter bus routes.
- NJ TRANSIT reserves the right to change the bus routes and schedules. As a result, some pick-up and/or drop-off points may no longer be within the 3/4 mile Access Link service area. In addition, changes in local service may affect some ride requests, which had previously qualified for Access Link paratransit service.
- The Access Link service area is not negotiable for rides that do not qualify to be taken on Access Link or addresses that fall outside of our defined service area.

HOW TO APPLY FOR ACCESS LINK?



HOW TO APPLY?

If you want to apply for the Access Link service, call (973) 491-4224, option 1 to speak to a representative from the Certification group. You will be scheduled to participate in an assessment interview. During your interview, you will be asked to identify how and when your disability prevents you from using NJ TRANSIT's fixed route system to travel. You will also be required to provide medical verification of your disability.

Completed assessments are reviewed and eligibility determinations are communicated within 21 calendar days of being received. If there is a delay with rendering an eligibility decision, you will receive presumptive eligibility and are able to make reservations on Access Link until an initial determination is made.

HOW TO APPLY FOR ACCESS LINK?

WHO MAY BE ELIGIBLE FOR ACCESS LINK?

People with disabilities, who are prevented from traveling to or from an intended destination, are encouraged to participate in the Access Link eligibility process. As defined by the ADA, a person's disability must be impacting a major-life function. Major life functions include, but are not limited to; breathing, communicating, eating, hearing, seeing, standing, thinking, or walking. The eligibility process includes an assessment interview and medical verification of a disability.

VISITOR TO NEW JERSEY

If you will be traveling to NJ, we will honor the Paratransit Eligibility determination, from where you live, and provide you with Access Link service for 21 days within a 365 day time frame. You will need to complete a short application.

If you will be traveling to NJ, but do not have Paratransit Eligibility where you live, you may still be able to obtain visitor status. You will need to request a visitor application and provide proof of where you live and proof that you are a person with a disability.

Completed applications are reviewed daily.

ACCESS LINK CUSTOMER VISITING ANOTHER STATE

When you are traveling to another state, you are eligible to use that area's paratransit service as a visitor for 21 days within a 365 day time frame.

HOW TO APPLY FOR ACCESS LINK?

You will need to contact the paratransit service and provide a copy of the last page of your NJ TRANSIT Paratransit Eligibility determination letter and complete any other forms as required.

If you need additional assistance, please contact the Certification group at (973) 491-4224, option 1.

MATERNAL INFANT HEALTH (MIH) INITIATIVE

If you are experiencing a high-risk pregnancy and need transportation assistance, request a Maternal Infant Health (MIH) application. Completed applications are reviewed daily. Eligibility for services are based on your individual circumstances and require verification from a health care professional.

RECERTIFICATION

Upon request, you will be required to confirm your continued need for Access Link eligibility and verify that information in our customer database is accurate. Access Link will also use the re-certification process to share information and answer questions about new services and initiatives. Your participation in the recertification process is required. Customers who choose not to participate in the recertification process may eventually have their Access Link identification number de-activated until we receive all requested information.

HOW TO USE ACCESS LINK?



RIDE PURPOSE

Access Link is comparable to the bus system in that you may ride with Access Link for any purpose. Customers may travel to places of employment, education, recreation, shopping, to attend social functions, visit family and friends, medical appointments or run an errand.

You will need to make a reservation for each of your rides with a specific date, time, origin and destination address, and phone number. Please ensure the information provided to agents is accurate to prevent delays on the day of service.

SCHEDULING YOUR ACCESS LINK RIDE

- Access Link's reservation lines are available 365 days a year between 7:30 AM and 4:00 PM, including holidays (subject to change). To speak to a live agent you may call 1-7 days in advance by calling toll number (973) 491-4224 (TT (800) 955-6765).
- If booking rides on the Access Link website or app, reservations for the next day can be

HOW TO USE ACCESS LINK?

reserved up until 5PM the day prior and 24 hours a day for rides 2-7 days out.

- **Access Link does not provide same day reservations or emergency type services.**

WHAT IS NEEDED TO RESERVE A RIDE?

- Your name and customer I.D. number.
- Pick-up address (including bldg. number and street name, cross street and zip code). Specified pick up entrance, and if applicable, the name of the complex or main landmark.
- Your requested pick-up window or appointment time.
- Drop-off address (including range and street name, cross street and zip code). Specified drop-off entrance, and if applicable, the name of the complex or main landmark.
- A cellphone number or destination phone number where you can receive calls in case we need to get in touch with you regarding your return ride.
- If you are traveling with a PCA, companion, child or service animal.
- If you, your PCA or companion will be traveling using a mobility device (e.g. wheelchair, walker, portable oxygen device, service animal, etc.).
- If you intend to transfer from your mobility device to a seat in the vehicle, it is preferred that you notify us during the reservation process. This advanced notice helps us to maximize vehicle space and serve as many customers as possible.
- Any additional information that will help your operator to find your location.

HOW TO USE ACCESS LINK?

COMPANIONS AND PCAS

- You may travel with up to two additional persons on each ride. You may request to travel with more than two additional people, however to ensure seating capacity, NJ TRANSIT reserves the right to refuse this request based on space availability.

Some of our customers require the assistance of a PCA, who is someone who regularly assists the customer. When the customer travels, the PCA performs personal duties. Some of these duties may include, but are not limited to:

- guiding the customer with an intellectual or developmental disability
- providing assistance to the customer diagnosed with Alzheimer's or Dementia
- directing a customer who is unable to travel independently
- calming a customer who tends to become upset in unexpected situations
- preventing a customer from leaving her/his seat or opening a door when the vehicle is in motion

Access Link does not provide staff to monitor or supervise its customers, so if you are authorized to travel with a PCA and need a PCA to perform some of the duties mentioned previously or if you are unable to travel independently, it is recommended that you travel with a PCA. Remember to tell the reservationist when a PCA will be traveling with you.

We will make every effort to provide a reasonable accommodation to customers requiring additional

HOW TO USE ACCESS LINK?

assistance. However, please remember that Access Link's vehicle operators are not required nor trained to act in the capacity of a PCA.

- If we recognize that a customer while traveling on our paratransit service, requires assistance above and beyond the services available through our operators, we will make "safe travel related" recommendations. Our recommendations could require that a customer travel with a PCA.

MOBILITY DEVICES

Access Link can accommodate wheelchairs, scooters or other mobility devices that are 30-inches wide and 48-inches long and weigh 600 pounds, when occupied. If you are traveling with a mobility device that exceeds these dimensions and/or weight, we will endeavor to accommodate your device, but we may not guarantee you a ride.

Access Link may not transport you if your mobility device is broken or malfunctioning. Broken brakes, safety belts, wheels, weak batteries, or other problems with mobility devices cause a safety concern for all.

SERVICE ANIMALS

Service Animals are considered any guide dog, signal dog, or other animal individually trained to perform specific tasks to assist a customer with a disability.

Specific tasks include, but are not limited to:

- Alerting and assisting during seizures
- Providing balance and stability
- Pulling, pushing, retrieving

HOW TO USE ACCESS LINK?

- Alerting to sounds and changes in environment
- Preventing or interrupting impulsive or destructive behaviors

- Keeping disoriented customers from dangers

Customers using service animals to provide assistance may ride in all types of vehicles. Service animals may not occupy a customer seat.

Service may be denied if your service animal is:

- Not under control
- Aggressive, disruptive, or posing a direct threat to the safety of others
- Standing or sitting in the aisle, greeting the operator or other customers, or intruding on the space of others

Customers may travel with small pets in carry-on-travel cages only. Pet strollers are not permitted as a carrier the pet can ride in while on Access Link vehicles. Carriers must be under the control of the customer at all times.

CAR SEATS/BOOSTER SEATS

- Access Link does not provide car seats for customers traveling with children. The state of New Jersey has a Child Passenger Restraint Law (<https://www.nj.gov/lps/hts/childseats/>). If you are traveling with a child that is under the age of eight years of age and under a height of 57 inches, then the child must utilize the proper child safety restraint system in order to travel on any Access Link vehicle.
- If a customer does not have a car seat and is attempting to travel with a child that is required to be in a car seat or if a vehicle

HOW TO USE ACCESS LINK?

operator determines that a customer's child securement system is not appropriate, then the child will not be able to travel on Access Link.

- It is not a requirement for children under the age of 12 to sit in the back seat of sedans, however, NJ state law recommends it. Please keep this in mind if one of our sedans should arrive to transport you.

VEHICLE PREFERENCE

Access Link has a mixed fleet of buses, minivans, and sedans. Customer rides are scheduled on vehicles that we determine are able to meet the demand for service each day and allows us to successfully transport a customer to their destination. Customer requests to travel in a preferred vehicle type; such as sedan only, may be denied.

IMMINENT ARRIVAL NOTIFICATIONS

All customers will receive an Imminent Arrival Notification call or text to let them know the vehicle will be arriving shortly and they should prepare themselves to exit their location. While you will receive this notification, you are expected to be ready by the beginning of your pick-up window.

AUTOMATED ARRIVAL ANNOUNCEMENTS

Operators are required to sound the horn and utilize the automated vehicle announcement upon arrival to your pick-up location. If you do not need this arrival notification, please advise the booking agent at the time the reservation is made.

HOW TO USE ACCESS LINK?

WHAT IF MY VEHICLE IS DELAYED?

- If your vehicle has not arrived by the end of your pick-up window, please call Access Link at (973) 491-4224 and select option #4 to check the status of your ride. A Service Monitor will give you up to date information .
- You may also check the status of your ride via the Interactive Voice Response (IVR) system, Access Link Online, the Access Link Mobile App, or by using the status text feature.

If calling to check the status of your ride with an agent, be patient and do not call until the end of your window to help us lessen your hold time.

SERVICE STATUS DURING EMERGENCY

Access Link reserves the right to suspend, modify, or cancel service during times of inclement weather conditions or declared State of Emergencies that may jeopardize the safety of our customers, operators, or our vehicles. During these times, customers will receive an automated call from Access Link to notify them of the changes to service.

Customers can also obtain information about Access Link service status and interruptions due to weather or emergency situations by utilizing the following options:

- Call Access Link at (973) 491-4224 to hear recorded service status information.
- Follow Access Link on TWITTER: Access Link (@NJTRANSIT_AL).
- Visit www.njtransit.com for updates.
- Visit www.njtransit.com/mytransit to sign up

HOW TO USE ACCESS LINK?

for free Access Link alerts through the MY TRANSIT system.

- Visit <http://accesslink.njtransit.com> to login to the Access Link Online website.

VEHICLE WAIT TIME

- Once an Access Link vehicle arrives, the vehicle operator will wait up to five minutes for you to come out and board. If you do not come out within five minutes, the vehicle will depart without you and you will be declared a "No Show."
- If someone will be traveling with you, please ensure that person is waiting with you for the entire span of your pick-up window. If someone is not traveling with you but will be assisting you to the vehicle at pick up or from the vehicle once we have reached your destination, please ensure that person is ready and waiting for the vehicle to arrive.

FARES

You will be charged a comparable fare based on the local bus fare and number of zones you are traveling.

- Access Link operators cannot make change. You must have exact fare and only 20 pennies or less will be accepted.
- Payment of fare is due at the time of boarding. You may not be permitted to ride if you do not pay the operator.
- PCAs ride for free when accompanying an eligible customer.
- When you make a reservation we will let you know the fare.

HOW TO USE ACCESS LINK?

- Children under five years of age ride free when accompanied by a fare-paying eligible customer.
- Access Link offers customers an electronic fare option called EZ-Wallet. A valid credit card with a Visa or Mastercard logo or Discover card is needed to access this option. Once funds have been deposited via Access Link Online or the Access Link Mobile App, customers can use those funds to cover the fares of upcoming rides.

BOARDING THE ACCESS LINK VEHICLE

Any customer, including those who do not use mobility devices, may request to use the vehicle's lift to board while standing.

REASONABLE ACCOMMODATIONS

If you require additional assistance from the operator in order to utilize Access Link, please contact Customer Service to have your request for a reasonable accommodation considered.

RIDE TIME

Your "ride time" for any ride taken on Access Link is comparable to the length of time it would take you to complete the same trip on the regular NJ TRANSIT local fixed route bus and/or light rail systems. This includes the time you would have to wait and travel to and from the connecting bus stops.

As a shared ride service, your Access Link operator may make several stops to pick-up and drop off other customers while you are on board. Access Link does not prioritize customer rides,

HOW TO USE ACCESS LINK?

so please schedule your ride to allow enough travel time to account for the shared ride aspect of the service.

CARRY ON PACKAGES

- When traveling on Access Link you may bring packages on board but only what you, your PCA or companion can carry in one trip onto the vehicle. Repetitive trips on and off the vehicle with packages is not permitted.
- Operators are not required to carry packages for you.
- Your packages must be self-contained and not pose a safety hazard (e.g. rolling, spilling, etc.), be secured and not obstruct the aisle or customer seating. Any items that may pose a safety risk are not permitted on Access Link vehicles (i.e. Hoyer lifts, non-collapsible bicycles, any flammable material/liquid, etc.)
- Customers may travel with only one collapsible shopping cart per ride.
- We ask customers to be mindful of the types of items brought on board the Access Link vehicles. Due to the shared ride aspect of the service, Access Link is not responsible to replace perishable food items that require refrigeration such as ice cream, meat or other items that are fragile in nature.

ON BOARD RECORDING

As an added safety feature, most Access Link vehicles are equipped with a camera that records sound and pictures. Anything that happens on or near the vehicle may be recorded.

HOW TO USE ACCESS LINK?

LOST AND FOUND

- Access Link and its Service Providers are not responsible for personal items left on our vehicles. We ask that you check the area or ask the vehicle operator to check the area in which you were seated before exiting the vehicle.
- If you have left a personal item on board one of our vehicles, immediately notify us via phone or email and we will verify if the item was found.
- Returning personal items to a customer takes a coordinated effort, so if your lost item is found, you may not get it back on the same day it was lost. Customers can make their own arrangements to retrieve the item from our Service Provider's facility.
- Unclaimed items will be held at our Service Provider's facility for up to 120 days before being discarded.

SUBSCRIPTIONS

Subscriptions are automatic weekly reservations designed and granted so that you do not have to call for your ride via the reservations line or book the ride every week via Access Link online or the app.

In order to be eligible for a subscription ride, you must meet the following criteria:

- Ride consistency to and from the same location
- Rides are taken during the same times
- Rides are taken during the same day(s) on a weekly basis

HOW TO USE ACCESS LINK?

- A history of consistent weekly ridership within a 30-day period

We generally allow one subscription trip per customer, however, requests for additional subscription trips will be considered on a case-by-case basis.

When a subscription slot is not available after meeting the criteria outlined, the request will be placed onto a wait list until the ride becomes available. Once a subscription is created, this ride will occur automatically, week-to-week, until the subscription is no longer needed.

Subscriptions can be placed on a temporary hold for up to 30 days without risking forfeiture and individual subscription dates can be canceled as needed.

If your destination address or pick up time changes, or if you establish a pattern of canceling your subscription trips on a regular basis, your subscription trip will be forfeited. You will need to request a new subscription trip, if needed or resume reserving demand rides .

Please note: Subscription rides are automatically cancelled by Access Link on the holidays listed below. If your subscription ride falls on a holiday and is still needed, then you must reserve that individual ride with an agent or via the Access Link website, 1 to 7 days in advance.

The Access Link holidays are:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day

HOW TO USE ACCESS LINK?

- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Friday After Thanksgiving
- Christmas Day

REIMBURSEMENT POLICY

In response to on-time performance issues, Access Link customers with scheduled rides can request reimbursement, if they decide to take a taxi or car service to their destination, when their estimated pick-up time will be more than 30 minutes beyond their scheduled window.

- Reimbursement requests must be submitted via email to accesslink_reimbursements@njtransit.com or mail within 90 days from the confirmed reservation date.
- All reimbursement requests will be considered.
- Each submitted receipt should include the trip date and time, origin and destination addresses, and a breakdown of the fare paid.
- Approved requests will be submitted for processing. The reimbursement process may take up to 6 weeks and approved amounts will be reimbursed via check or EZ-Wallet credit.

NJ TRANSIT's Access Link program reserves the right to reject any taxi or car service reimbursement request, including but not limited to the following:

1. The reimbursement request is received more than 90 days after the date when the Access Link ride was scheduled and confirmed.

HOW TO USE ACCESS LINK?

2. The reimbursement request is for a time that is before the start of the Access Link vehicle's scheduled arrival window.
3. The reimbursement request is for a ride that was within the 30-minute window and cancelled before the start of the 30-minute window.
4. The reimbursement receipt is not original or appears altered.
5. The reimbursement receipt is blank or illegible.
6. The reimbursement receipt is not from a verified taxi or car service.
7. There was no scheduled Access Link ride for the date of the reimbursement request.
8. The origin or destination on the reimbursement receipt is different than the original Access Link ride.
9. The reimbursement request is for round-trip travel.
10. The reimbursement request is considered excessive.
11. The reimbursement request is for a negotiated taxi or car service.
12. The reimbursement request is for a flat rate unless the original scheduled Access Link ride was to or from an airport.
13. Financial statements and trip itineraries will not be accepted as proof of travel.

RULES OF CONDUCT



Customers are responsible for their own conduct as well as the conduct of their Personal Care Attendants and Companions. While utilizing the Access Link service all customers, including those traveling with them are expected to follow these rules of conduct to ensure the safety and comfort of all customers, vehicle and the operator.

RULES OF CONDUCT

- Do not willfully make threats, sexually harass, disturb, physically or verbally harass or use offensive language or gestures towards other customers, vehicle operators or Access Link staff on the phone.
- No consumption and/or riding under the influence of alcohol or illegal drugs while on board the Access Link vehicle.
- No smoking while on board the Access Link vehicle. This includes electronic cigarettes or vaping devices.
- Refrain from disruptive behavior and situations that pose a direct threat to the safety and well-being of other customers, the operators and our vehicles, such as but not limited to the presence of bed bugs on your person, spraying of aerosols or any

RULES OF CONDUCT

substance, spitting, contagious conditions, the discharge of bodily fluids and open wounds, etc.

- No operating, vandalizing or tampering with any Access Link equipment while onboard Access Link vehicles.
- Pay required fare. Avoid fare evasion related incidents.
- Promptly board the Access Link vehicle within the five-minute timeframe without purposeful delay.
- No sound generating devices are to be played on board the Access Link vehicle without the use of headphones.
- Remain seated with the seat belt worn properly and fastened at all times during the ride.
- Refrain from receiving repetitive passenger No Shows and late cancelations.
- Refrain from conduct that demonstrates an intent to defraud Access Link or activity that constitutes a theft of service.
- Refrain from intentionally providing false information with respect to PCA and/or companion reservations.

Repeat instances of prohibited behaviors may result in the issuance of a warning letter up to a possible suspension of service. In some cases, due to the severity of the situation and its impact on our ability to provide service, suspension may be immediate or we may refuse service while we work to resolve the concern.

ACCESS LINK SUSPENSION OF SERVICE

CANCELLING A RIDE

- Access Link records all ride cancellations.
- For a cancellation to be considered “advanced” you must call Access Link 2 hours or more before your scheduled pick-up window.
- Your ride will be considered a late cancellation **(CL)** if you cancel less than 2 hours but more than 50 minutes before your scheduled pick-up window.
- Your ride will be considered a No Show in Transit **(NI)** if you cancel your ride 50 minutes or less before your scheduled pick-up window.
- Your ride is considered a No Show **(NS)** if the vehicle arrives to your pick up location and you cancel with the operator or if you do not board the vehicle within the 5 minute wait time.
- If you no show a scheduled ride, any subsequent rides scheduled to occur later in the day will remain unless you cancel them. To avoid receiving multiple infractions on the same day, cancel all rides that are not needed.
- We ask that you are ready to depart your location by the beginning of your pick-up window and remain ready throughout your pick-up timeframe as the operator will not wait more than 5 minutes for you or those traveling with you to board the vehicle.
- Please make every effort to cancel all scheduled rides that are not needed in advance. Your cooperation in this matter allows us to maintain our efficient schedules and provide all of our customers with a high level of customer service.

ACCESS LINK SUSPENSION OF SERVICE

Cancellations can be made in several ways:

- **Access Link Online website:** accesslink.njtransit.com to login
- **Access Link Mobile App**
- **Telephone IVR system:** (973) 491-4224
- **Via a live agent:** (973) 491-4224, option 3
- **Via email:** adacancel@njtransit.com
- **During the night before Alice Reminder call**

SERVICE INFRACTION SUSPENSION POLICY

NJ Transit Access Link has established an administrative process to suspend, for a reasonable period of time, the provision of paratransit service of customers who establish a pattern or practice of missing scheduled rides, except where the rides are missed for reasons beyond the customer’s control. This policy implements the federal regulation and applies to advance reservation and subscription rides.

We understand customers may sometimes miss scheduled rides or be unable to cancel rides for reasons beyond their control. However, customers are asked to cancel their rides as soon as they realize the ride is no longer needed.

This policy looks to deter customers who have formed a pattern or practice of accumulating excessive No Shows, No Shows in Transit and Late Cancellations.

Each time a customer starts to accrue multiple infractions in a calendar month they will be sent

ACCESS LINK SUSPENSION OF SERVICE

an Infraction Warning letter to make them aware of the accumulation. This letter is intended to prompt the customer to be mindful of their ride cancelations.

Customers who continue to receive infractions throughout a calendar month will become candidates for suspension when they have met the following conditions:

- **Have booked at least (10) ten rides in a calendar month. (This ride count consists of performed rides, any ride that received a (NS) No Show, (NI) No Show in Transit or (CL) Late Cancelation.)**

AND

- **Have accumulated (NS) No Shows, (NI) No Shows in Transit, or (CL) Late Cancelations that amount to at least (20%) twenty percent of your booked rides in the same calendar month.**

Violation levels:

- **1st violation: Suspension warning letter**
- **2nd violation: 7-day suspension**
- **3th violation: 14-day suspension**
- **4th violation: 21-day suspension**
- **5th and subsequent violations: 30-day suspension**

ACCESS LINK SUSPENSION OF SERVICE

APPEAL A SUSPENSION OF SERVICE

- Customers may dispute suspensions under this policy by filing an appeal. An Appeal Hearing must be requested within (10) ten calendar days of the date of the suspension letter and per the instructions within the appeal packet, which will be sent to the customer along with their Access Link Suspension letter.
- Appeal Hearings are encouraged to be requested and conducted no later than one week prior to the suspension period you are disputing.
- To assist customers with the details surrounding the receipt of an infraction, we ask that you dispute all of the infractions you believe were wrongfully issued or due to circumstances that were beyond your control at the time of issuance.
- Information on where to send supportive documentation that can be used to overturn an infraction can be sent in the various formats outlined in the Appeal packet.
- If a customer misses their scheduled appeal hearing without valid cause, their Access Link service will be suspended for the dates listed on the Access Link Suspension letter.
- The outcome of the appeal is final and will be sent to you in writing within (5) five business days after the hearing date. Based on the date of your appeal, you may also receive the appeal outcome verbally.

ACCESS LINK SUSPENSION OF SERVICE

HOW CAN I APPEAL A SUSPENSION ?

We realize a customer may be subject to a suspension for circumstances that are beyond their control. For that reason, any customer who disputes the basis for a suspension of service can appeal the suspension by contacting the Access Link Customer Service department by calling (973) 491-4224, option 5 or by submitting the appeal in writing along with supporting documentation by sending it via:

- Fax: (973) 232-1677
- Email: adaservices@njtransit.com
- Mail:
NJ TRANSIT Access Link
Attn: Customer Service/
Suspension Appeals
One Penn Plaza East, 7th floor
Newark, New Jersey 07105

CUSTOMER SERVICE

HOW TO COMMEND, FILE A COMPLAINT, OR MAKE SUGGESTIONS

NJ TRANSIT is very interested in how you view the Access Link service and we welcome feedback about your travel experience.

If you wish to compliment us on the service, notify us of a concern or offer a suggestion on how to make the service better, please contact Access Link Customer Service.

Correspondence in general can be received in various formats.

- Calling (973) 491-4224, option 5 or (TT) (800) 955-6765 for the Deaf & Hearing Impaired. (8 a.m. - 4 p.m.) Monday through Friday. If you are unable to select an option, stay on the line for assistance.
- Email to adaservices@njtransit.com
- Access Link website by visiting <https://accesslink.njtransit.com> or the Access Link app.
- Mail:
NJ Transit
Access Link Customer Service
One Penn Plaza East, 7th Floor
Newark, New Jersey 07105

When filing a complaint please have as much information as possible and be ready to provide detailed information regarding your concern. The information provided should include:

- Date and time of day you traveled
- Your pick-up and drop off locations

CUSTOMER SERVICE

- What happened?
- Who else was on the vehicle?

If your concern is regarding an employee, the information provided should include:

- Employee name or number
- Date and time you spoke to the agent
- What happened?

All complaints given to Customer Service will be logged into the Access Link database and promptly investigated.

Customers should receive follow up to their concern in their preferred format; email, phone or letter within 30 days from the date the concern was logged in our database. Customers may also call us within 14-21 days to receive follow up to their concerns as well.

NJ TRANSIT TITLE VI NOTICE TO BENEFICIARIES

NJ TRANSIT operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes she or he has been subjected to discrimination on the basis of race, color, or national origin, or wishing to obtain additional information regarding NJ TRANSIT's Title VI obligations, may contact NJ TRANSIT Customer Service at (973) 275-5555. A complaint or inquiry may also be filed by writing to NJ TRANSIT Customer Service – Title VI, One Penn Plaza East, Newark, NJ 07105. A complaint must be filed within 180 days of the alleged discrimination.

PUBLIC TRANSPORTATION OPTIONS

REDUCED FARE PROGRAM

When a customer has been found eligible for Access Link they automatically qualify for the Reduced Fare Program. The Reduced Fare Card cannot be used on Access Link, however customers can utilize this card to receive an approximate 50 % discount on fares when traveling on NJ Transit fixed-route bus, rail, and light rail systems.

NJ TRANSIT TRIP PLANNER (FARES & SERVICE ON RAIL, LIGHT RAIL, AND BUS)

NJ TRANSIT's online trip planner provides accurate and up-to-the-minute travel itineraries across our network of train, bus and light rail services.

Visit <https://www.njtransit.com/trip-planner> for assistance with planning your ride. Simply enter your starting and ending address and provide the date and time of your trip. The trip planner will provide the best route(s) to your destination, including walking directions if needed and fare details.

TRAVEL TRAINING

NJTIP @ Rutgers The New Jersey Travel Independence Program (NJTIP) teaches individuals with disabilities and older adults how to use public transportation safely and independently. NJTIP customers learn how to read bus and train schedules, plan their trips, pay their fares and take safety precautions. The only cost to customers during training is paying their own fares. Each graduate receives a free one-month bus pass. For more information, please call (848) 932-4499, send email to njtip_info@njtip.rutgers.edu or visit njtip.rutgers.edu

PUBLIC TRANSPORTATION OPTIONS

COMMUNITY TRANSPORTATION

Community Transportation services provide more flexible transportation options. Community Transportation providers use smaller lift equipped vans and minibuses and may operate route deviation, curb to curb, door to door, or on an advance reservation basis. Services may also feed into existing mass transit bus stops, train or light rail stations. Although there are some services open to the general public, others have eligibility requirements and may be restricted to senior citizens, people with disabilities, or social services clients. Please contact your local county paratransit at the telephone numbers or website addresses listed for more information about the services available in your area.

Atlantic County Transportation

(609) 645-5910 www.aclink.org

Bergen County Transportation

(201) 368-5955 www.co.bergen.nj.us

Camden and Burlington Sen-Han Transit

(856) 456-3344 - Camden

(877) 603-5111 - Burlington www.scucs.org

Burlington BURLINK

(609) 883-8891 www.co.burlington.nj.us

Cape May Fare Free Transportation

(609) 889-3700 www.capemaycountynj.gov

Cumberland Area Transit System CATS

(856) 691-7799 www.co.cumberland.nj.us

Essex County Office On Aging

(973) 395-5858 OR

(973) 395-8418 www.essex-countynj.org

Gloucester County Division of Transportation

(856) 686-8355 www.co.gloucester.nj.us

PUBLIC TRANSPORTATION OPTIONS

Hudson County TRANSCEND

(201) 369-4320 (ext 4107)

www.hudsoncountynj.org

Hunterdon County, The Link

(800) 842-0531

www.co.hunterdon.nj.us

Mercer T.R.A.D.E

(609) 530-1971

www.mercercounty.org

Middlesex County Transportation, MCAT

(800) 221-3520

www.co.middlesex.nj.us

Monmouth County SCAT

(732) 431-6480

www.co.monmouth.nj.us

Morris County MAPS & Dial-a-Ride

(973) 829-8103

www.co.morris.nj.us

Ocean County Ocean Ride

(877) 929-2082 OR

(732) 736-8989

www.co.ocean.nj.us

Passaic County Paratransit

(973) 305-5756

www.passaiccountynj.org

Salem County Transportation

(856) 339-8644

www.salemcountynj.gov

Somerset County Transportation

(908) 231-7116

(800) 246-0527

www.co.somerset.nj.us

Sussex County Transportation Skylands Ride

(973) 579-0480

www.sussex.nj.us

Union County Transportation

(908) 241-8300

www.ucnj.org

Warren County Transportation WCT

(908) 454-4044

(866)-594-4044

www.co.warren.nj.us

ACCESS LINK RESOURCES

VOTER'S REGISTRATION

Access Link offers customers voter registration assistance. If you are not registered to vote and would like to register, or change your registration, please contact Access Link Certification for more details.

MAGNUS BY MAGNUSMODE

NJ TRANSIT has partnered with Magnusmode on a digital initiative to make riding transit easier for neurodiverse communities.

MagnusCards™ by Magnusmode is a digital life skills app with guides to help autistic and neurodiverse persons perform everyday activities. NJ TRANSIT's MagnusCards provide step-by-step visual, audio and text-based guidance on how to plan a bus trip, buy a bus ticket, board and ride a bus, enjoy a safe bus trip, and ride a bus with a mobility device. The decks also include guidance on fares and passes, trip planning, navigating njtransit.com and connecting with NJ TRANSIT Customer Service.

The app is free to download in the Apple App Store or Google Play Store, and the NJ TRANSIT MagnusCards are located within the 'Travel' section of the MagnusCards App.

NJT REWARDS

This rewards program offers customers the chance to earn points when traveling on NJ TRANSIT to save money at participating shops, cultural attractions, restaurants, and other businesses. You will be able to choose when and how your points are redeemed.

ACCESS LINK RESOURCES

CONTACT INFORMATION

ACCESS LINK (973) 491-4224
(800) 955-6765 (TT)
adaservices@njtransit.com
accesslink.njtransit.com(website)

Reservations 7:30 AM - 4:00 PM
(365 days / year)

Service Monitors 5:00 AM - 10PM
(365 days / year)

Customer Service 8:00 AM - 4:00 PM
Monday through Friday (excluding holidays)
(973) 232-1677 (Fax)
adaservices@njtransit.com

Certification 8:30 AM - 5:00 PM
Monday through Friday (excluding holidays)
(973) 863-4522 (Fax)
adacert@njtransit.com

Subscription 8:00 AM - 4:00 PM
Monday through Friday (excluding holidays)
adascheduling@njtransit.com

Each department has a voicemail, leave a message during non-operating hours

For Access Link website or app issues, please send correspondence to aces@njtransit.com

Follow Access Link on TWITTER: Access Link (@NJTRANSIT_AL)

Other

Transit Information Center (973) 275-5555
(800) 772-2287 (TT)
www.njtransit.com

Reduced Fare Program (973) 378-6401
(973) 378-6327

TERMS AND DEFINITIONS

ADA Scheduling Window – Access Link is permitted by the ADA regulations to provide ADA rides within plus or minus one hour of your requested pick-up window.

Commuter Bus Service – bus service predominately in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. The ADA does not require public transportation entities to provide ADA paratransit with respect to the commuter service.

Companion – a person other than a PCA (personal care attendant), who will be riding with an ADA eligible customer (e.g. a friend, relative, etc.). A companion pays the same fare as the ADA eligible customer.

Cross Street – the nearest intersection (corner) to the street address you are traveling to and from

Customer ID Number – a unique number assigned to you, which is used to identify you. This number is non-transferable

Demand Ride – a single reservation to individual destinations

Estimated Time of Arrival – the time the vehicle is estimated to arrive within your 30-minute pick up window. This time is subject to change.

EZ-Wallet – Access Link's pre-paid electronic fare option

Late Cancellation – a ride cancelled less than 90 minutes but more than 50 minutes before your scheduled pick-up window.

No Show – when you fail to cancel a ride, or cancel a ride less than 50 minutes before your scheduled pick- up window, or when you do not meet the vehicle within the five minute wait time.

Advanced Cancellation – a ride cancelled at least 120 minutes before the scheduled pick-up window.

TERMS AND DEFINITIONS

Personal Care Attendant (PCA) – someone who is designated by the customer to specifically help meet their personal needs while traveling on Access Link.

Pin/Password – this is typically the last four digits of the main phone number we have on file. This number is used to access the IVR and the Access Link website and mobile app.

Region – a geographically defined service area in which an assigned Contractor or Service Provider delivers Access Link service (see Access Link regional map at the end of this section)

Request Window – this is the desired window during which you want Access Link to pick you up

Scheduled Pick-Up Window – this is the agreed upon scheduled timeframe for pick-up

Service Area – the area within which Access Link operates. This area shadows the local fixed route bus and light rail systems within 3/4 of a mile.

Service Provider – a company that is contracted by NJ TRANSIT to provide Access Link service; also known as the Contractor

Shared Ride – you are not guaranteed to be taken straight to your destination. You may travel to other customer addresses prior to reaching your destination.

Subscription Ride – a recurring reservation from the same origin and the destination on multiple days of the week at the same requested time.

TNC – Transportation Network Company such as Uber, Lyft, Uzurv

Tour / Run – a list of rides or a "route" operated by an Access Link vehicle

Wait Time – a 5 minute wait time is provided once the vehicle arrives at your pick-up point for boarding purposes.

Disclaimer:

The information in this booklet is subject to change. Please consult Access Link Customer Service staff for the most current information. Electronic copies of this document can be found online at [NJ Transit.com/Access Link](http://NJTransit.com/AccessLink) and ACCESSLINK.NJTRANSIT.COM.

The most recent policies, guides, fares and other program updates are maintained on our websites. If you are not able to access the website, Access Link Customer Service can help provide the information you need.

We will make every effort to update this document as policy, procedure, and operations change, but do not guarantee this document is up to date.

Revised: November 2023