



The Access Link Riders' Choice Program Pilot

Offers you the option to have your scheduled Access Link rides handled by one of our Transportation Network Company (TNC) partners like Uber or Lyft.



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What is a TNC?



A Transportation Network Company (TNC) is a corporation, partnership, sole proprietorship, or other entity that is registered as a business in the State of NJ or operates in the State and uses a digital network to connect a rider to a driver to provide a requested ride. Some examples of TNCs are Uber and Lyft.

How do I opt into the Riders' Choice Program Pilot?



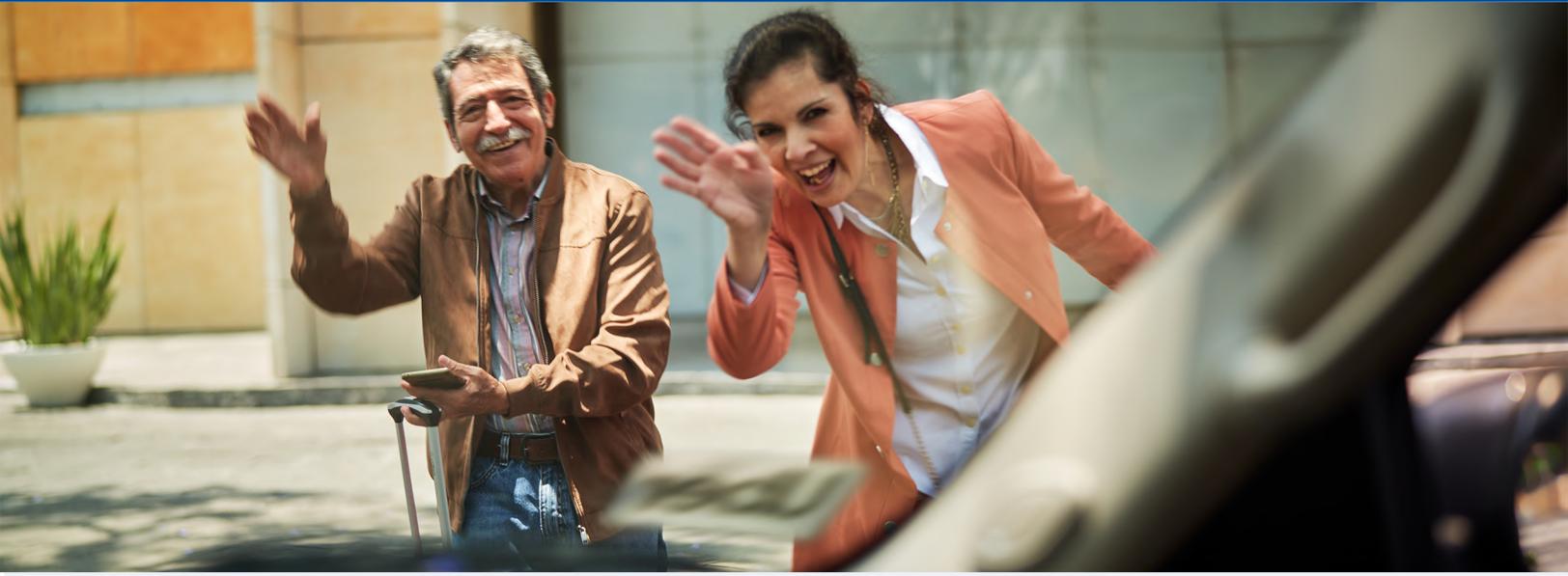
You will need to fill out the enrollment form or scan the QR code below from a smartphone to “opt in” to the program. You also need to agree to share some information with the TNC, specifically your ride history and ride information (pick-up location, drop-off location, vehicle preference, date, time, duration, fare, contact information, etc.) The TNC will also need your approval to communicate with you via a telephone call, text message (SMS), or email about service, delays, marketing,

If you do not want your rides considered for a TNC, you do not have to do anything. Your rides will continue to be provided in an Access Link vehicle with an Access Link driver.

If you need help, call Access Link’s Customer Service Group for assistance.



How do I opt out of the Riders' Choice Program Pilot?



It is recognized that using a TNC may not be the best option for all Access Link customers. If you opt in and try the Riders' Choice Program Pilot and find that you require a higher level of service, you can opt out at any time. This is an optional program that will not offer paratransit service, thus there are some service differences. You can refer to the "What to expect before and during my ride" section on page 9 for more details. To "opt out" scan this QR code or contact Access Link's Customer Service Group for assistance.



Booking a Ride



Our Access Link reservation process will not change. You will still make your reservations (1-7 days in advance) through Access Link Online, the Access Link mobile App, by digital reservation or over the phone with an Access Link Reservationist.

The day before your Access Link trip, our scheduling software will determine which vehicle (Access Link or a TNC) will be best to handle your ride. The decision will be based on finding a solution that will help you arrive safely and on-time. Although you can opt to have a TNC handle your ride, it's not guaranteed that all of your rides will be managed by one.

Do I need a rideshare account?



A rideshare account is not required to have your reservation considered for the Access Link Riders' Choice Program Pilot. If you already have an account, you may be able to see your Access Link scheduled trips on your TNC app.

Additionally, you will not be able to book your own Access Link TNC trips through the app.

How will I know that my ride will be handled by a TNC?

You will receive one of these text message samples, to your smart phone, with all ride details. This will include messages when your ride is assigned, a link to the TNC to follow the vehicle's estimated time of arrival and a notice when the vehicle arrives.

Your ride is on Thu, Mar 23 at 8:00 PM from 2346 Kline Ct, Union, NJ 07083, USA. Reply STOP to stop SMSs. You'll receive an SMS when it's on the way.

Will receive trip booking confirmation through SMS/Text.

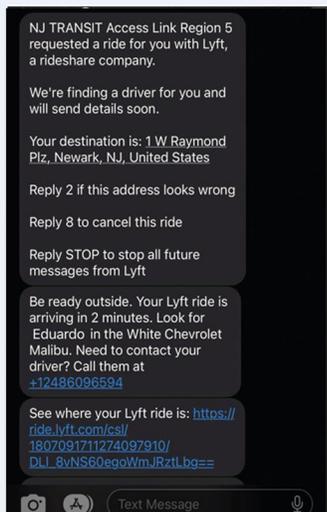
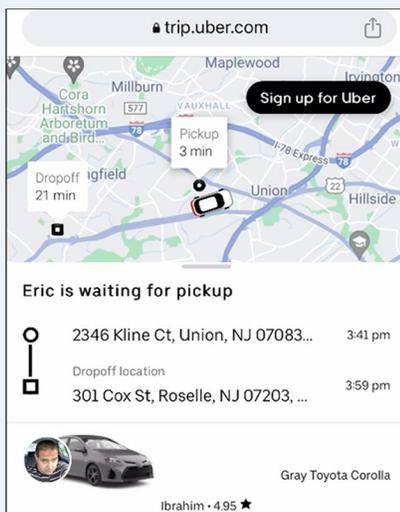
NJ TRANSIT has requested an Uber ride for you. By taking this ride, you agree to sharing your ride's location with them and to Uber's terms uber.com/terms

Will receive Terms of Service through SMS/Text.

Your ride is on Thu, Mar 23 at 11:40 AM from 2346 Kline Ct, Union, NJ 07083, USA. Reply STOP to stop SMSs. You'll receive an SMS when it's on the way.

Will receive notifications with trip details through SMS/Text.

Meet at your pickup spot on Kline Ct. Meet here before 11:40 AM.



Will have access to basic view-only trip tracking through webview.

What to expect before and during my ride.

While this program will not be fully compliant with the ADA, the TNC driver is a professional who has been trained to provide you with a safe and timely trip.

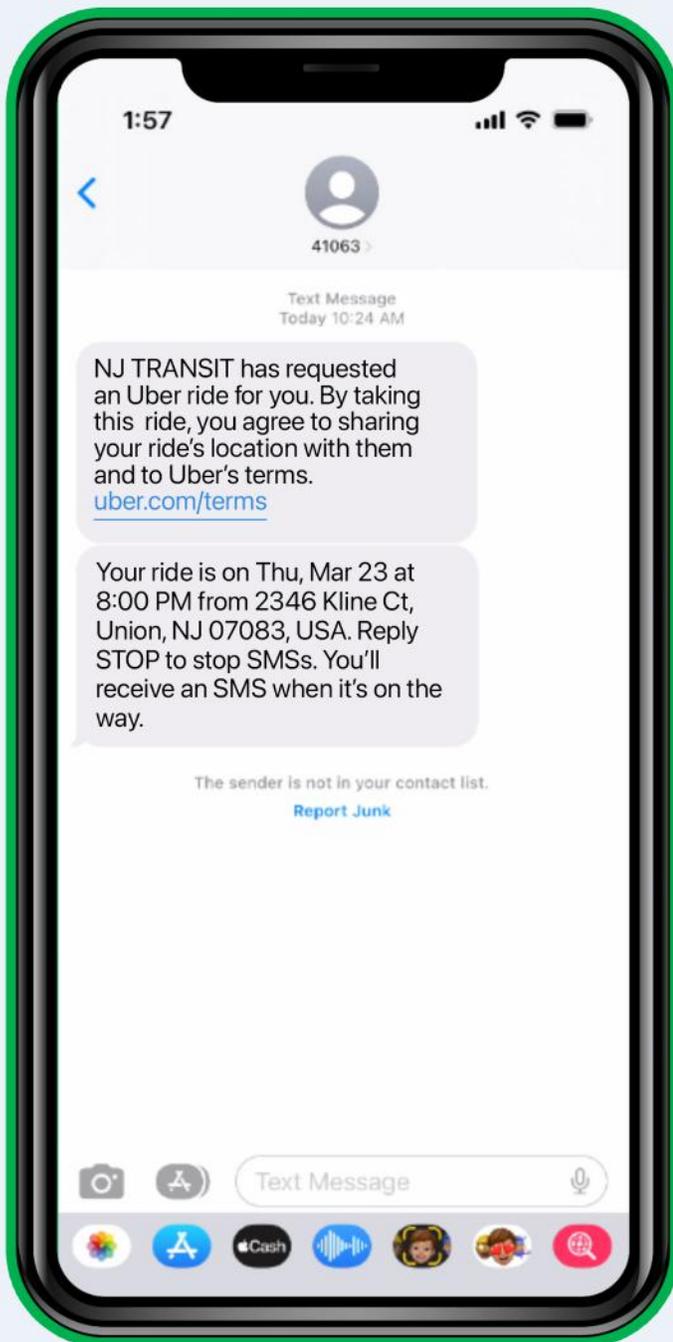
Before your ride, you will receive a ride notification with the fare. The fare for your TNC ride will be the same fare charged for an Access Link ride. Rides requested with a PCA, companion and or service animal will be honored. If you use a mobility device to travel, an accessible vehicle, if one is in the area, will be selected to handle your ride.

On the day of your ride, you will receive a second notification with updated information and ride details such as the driver's name, the type of vehicle, the license plate number, the destination address, the fare, etc. These are the details that you and the driver can use to identify each other.

When the driver arrives, a third notification is sent for you to meet your driver. The TNC driver will not be aware that your ride is through Access Link.

During your ride, TNC drivers will not get out of the vehicle to greet you and are not required to carry your bags or luggage. TNC drivers are also not required to wait with for a "hand-off" or coordinated meet at the trip destination location.

The importance of SMS messages.



You should NOT respond "STOP" to these text messages. By texting "STOP", you will be prevented from participating in the Riders' Choice Program Pilot. If you do respond "STOP" you will need to text the word "START" to 415-237-0403 in order to continue having your Access Link reservations considered for the pilot program.

Support



What if I need to cancel my ride?

Before the day of your ride, you can cancel the trip using the many cancellation options:

1. Access Link Online
2. Access Link Mobile App,
3. During the Night Before Reminder calls
4. Emailing adacancel@njtransit.com
5. Using the link sent to you by the TNC
6. By speaking to an agent (a Reservationist or Service Monitor).
If you need to cancel on the day of your ride, you can use the cancel options up to 2 hours before the ride.

Last minute cancellations must be made with the Service Monitors by calling the "Cancel Today line."



How do I report a concern about my ride? How do I make a commendation?

Any concerns or commendations should be reported to the Access Link Customer Service Group by calling 973-491-4224 and selecting option #5 or emailing adaservices@njtransit.com.

If you experience an issue being picked up from a location with multiple pick-up points, please report that concern so that corrections can be made for the future.

Your feedback is important to us and appreciated.