



PASSENGER GUIDELINES

Questions & Answers

1-800-955-ADA1 (2321)

Introduction

NJ TRANSIT (NJT) is New Jersey's statewide public transportation provider. NJT operates approximately 1,900 buses on 154 bus routes, in addition 24 routes are operated under contract by five private companies. Currently, the NJ TRANSIT bus fleet is 1/3 accessible. In a few more years, with the ongoing purchasing of new buses, the entire fleet will be accessible. In September 1991, the Federal Government put into effect the Americans with Disabilities Act (ADA), a civil rights law that protects the rights of people with disabilities. The ADA requires public transportation systems to provide comparable paratransit service to individuals who are unable to use local bus service as a result of their disability or where bus routes are not yet accessible. NJ TRANSIT provides accessible bus service statewide. The ADA has specific rules and guidelines that NJ TRANSIT must follow in providing paratransit service. The following questions and answers are designed to give you an overview of NJ TRANSIT's ADA paratransit service, known as Access Link, and will help you to understand the Access Link Passenger Guidelines.

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ELIGIBILITY AND GENERAL PASSENGER GUIDELINES

PART A

Q. WHAT IS ACCESS LINK?

- A.** Access Link is ADA Paratransit service provided curb to curb for eligible people with disabilities. Access Link was developed to comply with the paratransit regulations of the Americans with Disabilities Act (ADA) of 1990. Access Link service is comparable to the NJ TRANSIT local bus network. Transportation is provided during the same hours and days and at the same fares as the local bus network. In order to use Access Link, you must be determined to be eligible for ADA Paratransit.

Q. WHAT DOES ELIGIBILITY INVOLVE?

- A.** NJ TRANSIT has set up a network of local agencies, known as “Assessment Agencies,” to assist you in applying for Access Link eligibility. NJ TRANSIT **requires** all persons interested in applying for Access Link to attend an in-person assessment at one of these agencies. During the assessment interview you will be asked to describe your disability as it relates to your ability to use the bus. Access Link does NOT take assessment information via the phone nor will we send you an assessment form. To arrange for an appointment with an Assessment Agency, please contact NJ TRANSIT by dialing 1-800-955-2321 (TTY 1-800-955-6765) between the hours of 8:30 a.m. to 5:00 p.m. Monday through Friday. (Choose the “not a Certified Access Link Passenger” option to speak to a Certification Clerk.)

If you require transportation to the Assessment Agency, round-trip service may be provided. Please make this request when scheduling your assessment interview. A round-trip fare of \$4.00 per applicant will be charged.

INFORMATION ON AGE/GUARDIANSHIP FOR ELIGIBILITY

Applicants must be at least five years of age to apply for Access Link. If an applicant is under the age of eighteen or has a court appointed or designated legal guardian, then the parent or legal guardian is required to attend the assessment interview. If the parent or legal guardian cannot attend the assessment interview, then a permission form, designating an acting guardian, must be completed before NJ TRANSIT can schedule the assessment.

Q. HOW IS ELIGIBILITY DETERMINED?

A. Having a disability does not automatically make you eligible for ADA Paratransit. For many people with disabilities, the accessible features on a bus make them usable, such as the lift for mobility devices, the Public Address (PA) announcements, the kneeling feature, etc. (For more detailed information about these features and bus accessibility, please refer to the Guide to Accessible Services.) The ADA regulations consider the following issues in determining ADA Paratransit eligibility:

- The impact your disability has on your ability to navigate the bus system independently.
- Any individual with a disability who could use the local fixed route bus system if it had the appropriate accessible features available but those features are not available.
- The impact of your disability combined with the environment that prevents you from getting to or from a bus stop.
- Visitors to the State of New Jersey who are certified ADA Paratransit eligible with the transit provider in their home state may use the Access Link Paratransit system for 21 days in a calendar year. After 21 days, all visitors must apply for Access Link Eligibility through the NJ TRANSIT process.

Q. WHAT HAPPENS AFTER MY ASSESSMENT APPOINTMENT?

- A.** NJ TRANSIT must make a determination regarding eligibility within 21 days from the date a complete assessment is received. An assessment is considered complete when the assessment is conducted and the Healthcare Professional Verification form is received by NJ TRANSIT. If a decision is not made within the 21 day requirement, you are considered “presumed eligible” until or unless a final decision is rendered.

You may call NJ TRANSIT to check on your eligibility status. Call 1-800-955-2321 and choose the “not a Certified Access Link Passenger” option to speak to a Certification Clerk.

When a determination has been made, you will receive a letter with your eligibility status. If you are eligible to ride Access Link you will be issued an identification (I.D.) number.

If you disagree with the determination, please be sure to follow the instructions in the letter if you want to appeal the decision. You must make your request within 60 days from receipt of letter.

Q. WHAT IF I CAN'T GO TO MY ASSESSMENT APPOINTMENT? (ASSESSMENT NO-SHOW POLICY)

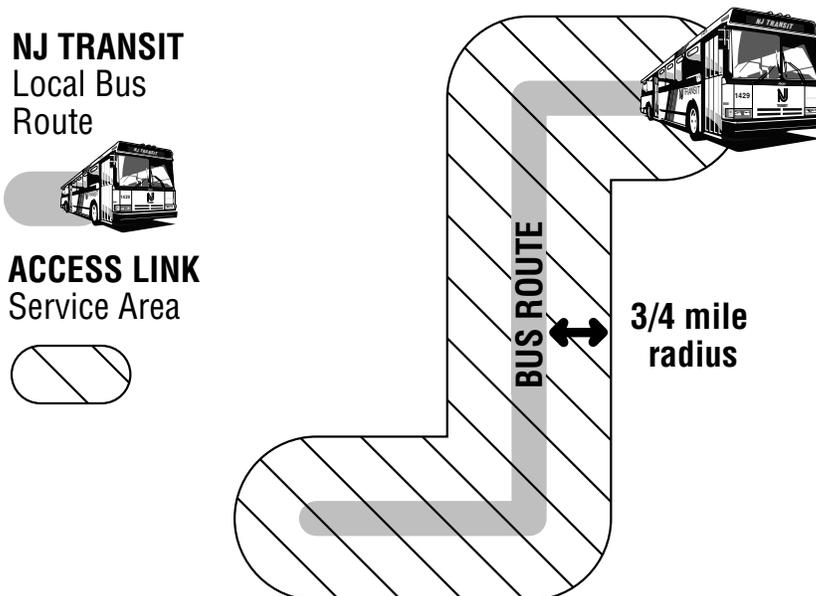
- A.** If you cannot keep your assessment appointment, you must call NJ TRANSIT to cancel. If you do not show up for your assessment appointment and do not cancel your appointment at least 50 minutes before your requested pick-up time, when you call to reschedule your appointment you will be charged double the fare for transportation to your rescheduled appointment. Also, if you do not show up for your second appointment, we cannot provide transportation to a third or subsequent assessment interview appointment.

Q. WHAT IS THE ACCESS LINK 3/4 MILE RADIUS SERVICE AREA?

- A.** Your trip qualifies for Access Link Service if your pick-up **and** drop-off points fall within 3/4 of a mile on either side of an eligible **local fixed bus route**. Access Link “shadows” local fixed route buses. Commuter bus service is not Access Link Paratransit eligible.

If your ride begins within our service area but ends outside of the service area, we cannot take you to your final destination. Access Link can transfer passengers to other modes of transportation within the service area. A reservationist will be able to assist you when you call to reserve your trip. Access Link may not be used for travel to areas outside the State of New Jersey unless NJ TRANSIT provides local bus service to those locations.

NJ TRANSIT reserves the right to change local bus service schedules. As a result, pick-up and/or drop-off points may no longer be within the 3/4 mile service area. Service changes may affect some trip requests which had previously qualified for Access Link Paratransit Service. (Please see the back of this manual for a list of local bus routes in your service area.)



Q. WHAT ARE THE HOURS AND DAYS OF ACCESS LINK SERVICE?

A. Access Link service is available during the same days and hours as regularly scheduled local fixed route bus service in your travel area, including weekends and holidays. If local bus service is available, Access Link service will be available. If there is no local bus service, Access Link will not be available. Check the schedule of the bus route(s) in the areas you wish to travel. Bus schedules are available by calling 1-800-772-2222 in Northern New Jersey, and 1-800-582-5946 in Southern New Jersey. Also, when you call Access Link to make a reservation, the reservationist will check the bus schedule for time/trip availability.

SAMPLE LOCAL BUS SCHEDULE

	CRANFORD South & Walnut Aves.	ROSELLE 2nd Ave. & Chestnut St.	ELIZABETH Jersey St. & Elmora Ave.	ELIZABETH Broad & Jersey Sts.	HILLSIDE No. Broad St. & Ridgeway Ave.	NEWARK Meeker & Elizabeth Aves.	NEWARK Lincoln Park
	A.M.	A.M.	A.M.	A.M.	A.M.	A.M.	A.M.
NO ACCESS LINK SERVICE	-	-	-	7:50	8:03	8:11	8:18
	-	-	-	8:50	9:03	9:11	9:18
	-	-	-	9:50	10:03	10:11	10:18
	10:10	10:16	10:22	10:28	10:41	10:49	10:56
	11:10	11:16	11:22	11:28	11:41	11:49	11:56
	P.M.	P.M.	P.M.	P.M.	P.M.	P.M.	P.M.
	12:10	12:16	12:22	12:28	12:41	12:49	12:56
	1:10	1:16	1:22	1:28	1:41	1:49	1:56
	2:10	2:16	2:22	2:28	2:41	2:49	2:56
	3:10	3:16	3:22	3:28	3:41	3:49	3:56
	4:10	4:16	4:22	4:28	4:41	4:49	4:56
	5:10	5:16	5:22	5:28	5:41	5:49	5:56
	6:09	6:15	6:21	6:26	6:36	-	-
	7:06	7:12	7:18	7:23	7:33	-	-

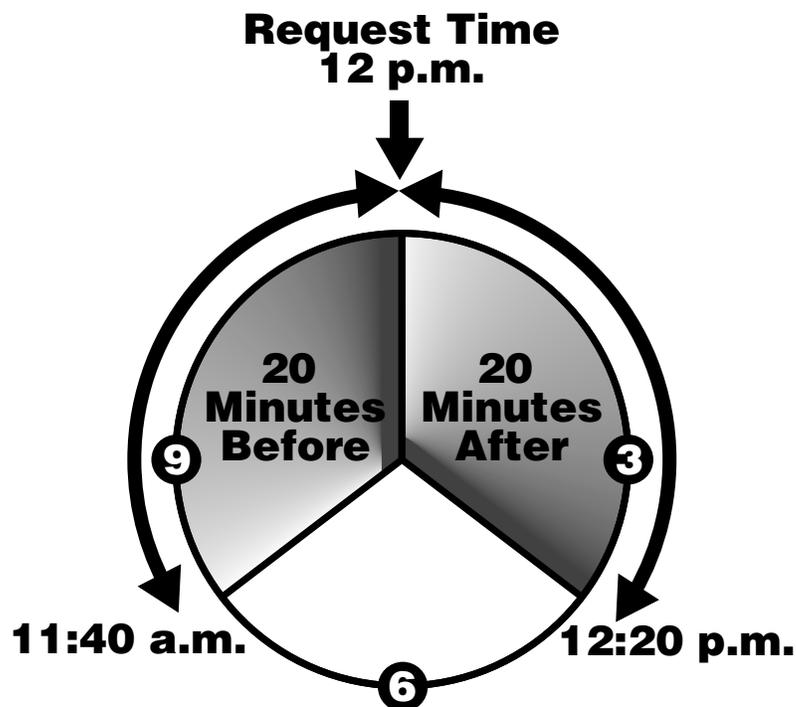
NO ACCESS LINK SERVICE



Q. WHAT IS THE 20-MINUTE WINDOW OR WHEN WILL THE ACCESS LINK VEHICLE PICK ME UP?

A. An Access Link vehicle will arrive within a “window” of twenty (20) minutes before to twenty (20) minutes after your requested pick-up time. When you call for a trip, you tell us the time you would like to be picked up. We call this your “**Request Time.**” During the scheduling process, we need to adjust the request times of passenger trips to enable them to fit together to form as efficient a schedule as possible. This scheduling adjustment is the “Twenty-Minute Window.” It is very important that you plan for this twenty-minute window adjustment when you make your reservation.

Example: Your request time is 12 p.m. The vehicle may arrive as early as 11:40 a.m. or as late as 12:20 p.m. If you have any questions about this, an Access Link Reservationist will assist you when you call.



Q. WHAT IS THE FARE FOR THIS SERVICE?

- A.** Eligible Passengers and Companions will be charged a fare based on the local bus fare and number of zones you are traveling. Passengers must have **EXACT FARE** when boarding the vehicle. One-dollar bills and coins (except pennies) are accepted. **Drivers cannot make change. If you do not have the proper fare, you will not be permitted to ride.** A **designated** Personal Assistant may ride free of charge when accompanying an eligible passenger. We will tell you your fare when you make a reservation. Pre-paid fares are not utilized at this time. There are no 1/2 fare programs available on Access Link at this time. Children under five (5) years of age ride free when accompanied by a full fare paying passenger.

Q. WHAT KIND OF TRIPS MAY I TAKE ON ACCESS LINK?

- A.** You may use Access Link for any trip; there are no restrictions or trip priorities. You may travel to places of employment, education, recreation, shopping, to attend social functions, visit family, friends, physicians, dentists, run an errand or just to get out of the house and relax. Remember the origin and destination of a trip must be in the 3/4 mile radius service area described on page 4.

PASSENGER GUIDELINES

PART B

Q. WHAT ARE THE RESERVATION HOURS?

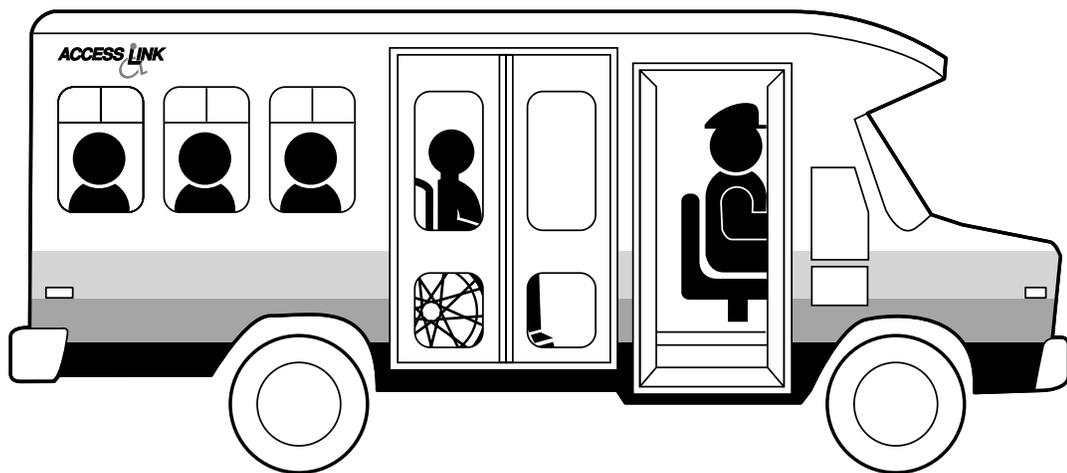
- A.** NJ TRANSIT Access Link reservation lines are open between 7:30 a.m. and 4 p.m., seven days a week including holidays. You may call 1-14 days in advance, but not less than the day before the trip date. 1-800-955-2321 (TTY 1-800-955-6765)

Q. WILL I “SHARE THE RIDE” WITH OTHER PEOPLE and HOW LONG CAN I EXPECT TO BE ON THE VEHICLE (“RIDE TIME”)?

- A.** Yes, Access Link Service is provided in “**shared-ride**” vehicles. That means, a vehicle will have more than one passenger on board and will not necessarily take you directly from your pick-up to your destination. This helps Access Link maximize the use of our vehicle fleet and provide as many trips as possible to as many passengers as possible.

Your “**ride time**” should be comparable in length to the following guidelines: Local Trips, 3-12 miles can be at least 1 hour in trip length or comparable to the local bus ride time. Mid-Range Trips, 12-24 miles are comparable to local bus ride time but no more than 1&1/2 times the local bus ride time. Long Distance, over 24 miles, will follow the same guidelines as mid-range trips.

It is important to remember when making your reservation to include any time you need to get ready, take medications or extra time needed for boarding/disembarking the Access Link vehicle. Remember to account for any delays you might encounter on your trips, such as traffic, unexpected road delays, shared riding, etc. Portable medical equipment (i.e., portable oxygen, etc.) is allowed on vehicles. Please tell the Access Link Reservationist if you will be carrying medical equipment.



Q. WILL I HAVE TO TRANSFER FROM VEHICLE TO VEHICLE ON ACCESS LINK? THIS IS CALLED A “TRANSFER TRIP.”

- A.** Yes, you may be required to transfer between two or more vehicles depending on the distance of your trip, just as you would if you were riding the local bus service. Access Link is designed to complement service available on local bus routes. All information about “transfer trips” is provided to you at the time of your trip reservation.

Q. WHAT INFORMATION MUST I HAVE TO MAKE A RESERVATION?

A. When you call for a trip, please have the following information ready:

- Your Name and Passenger I.D. Number.
- Pick-up address (number and street name), the nearest cross street and location of pick-up entrance.
- Your requested pick-up time.
- Drop-off address (number and street name), the nearest cross street and location of drop-off entrance.
- A Destination Phone Number (in case we need to get in touch with you regarding your return trip).
- Are you traveling with a Personal Assistant, Companion, Child, Service Animal? Do you require a child seat (see below)?
- Are you or your Personal Assistant or Companion traveling using a wheelchair, walker, portable medical equipment, service animal or other mobility device?
- Your requested return trip pick-up time and location of pick-up entrance.
- Any other information we would need to know about your trip, comments about landmarks or honking the horn for Drivers, etc.

RETURN TIME:

You **must** reserve a specific time to return that is at least 90 minutes after your pick-up time. We cannot accept open-ended or “will call” return times.

CHILD SEATS:

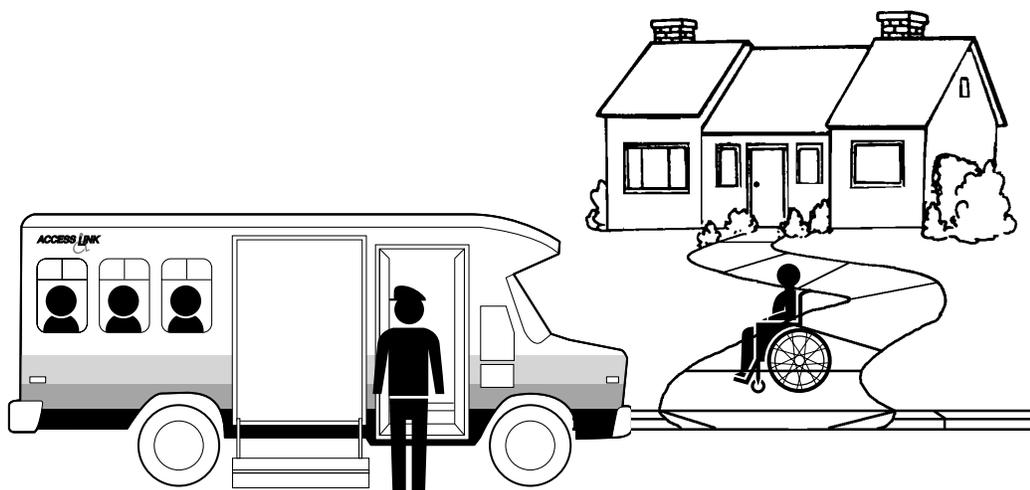
All children 5 and under who are riding **must** be in a child seat. You **must** make a reservation for a child in order to have a child seat available upon arrival of an Access Link vehicle. If you do not inform us of this in advance, your trip cannot be completed.

Q. IS ACCESS LINK A CURB-TO-CURB SERVICE?

- A.** YES. All Passengers are required to **come to the curb to meet their vehicle without any assistance from the driver, within 5 minutes of the vehicle arriving.**

Access Link vehicles are required to wait up to 5 minutes for passengers to come out and board. If you do not come out within 5 minutes, the vehicle will depart without you and you will be declared a "No-Show." As long as you can see the vehicle and are able to reach it within the 5-minute wait time, we suggest you wait indoors in inclement weather.

If someone will be helping you to get out to the vehicle, that person should be waiting with you. If someone assists you from the vehicle to your door at your destination, the individual(s) must be ready to meet the vehicle when it arrives. Drivers provide assistance from the curb for boarding and exiting the vehicle; to and from your seat; and securing any mobility devices or seat/lap belts. Drivers may not assist you to or from your door.



Q. THE ACCESS LINK CANCELLATION AND NO-SHOW POLICY AND HOW DO I CANCEL A RIDE?

- A. Passengers must call Access Link **90 minutes or more** before your requested pick-up time for an on-time **CANCELLATION**. (call 1-800-955-2321 and choose the "Certified Access Link Passenger" option, then choose the "cancel your ride" option.)

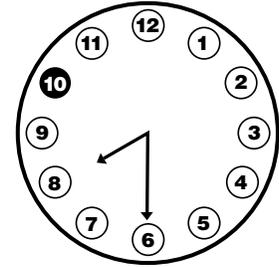
Late Cancellation:

If you give Access Link notice **more than 50 minutes** but less than 90 minutes before your requested pick-up time you will be declared a "Late Cancellation." If you accumulate **4 "LATE CANCELLATIONS"** within a **30-day** rolling period, you will be notified by mail that you are out of compliance with our "Late Cancellation" Policy and you may be temporarily suspended from the service.

No Show:

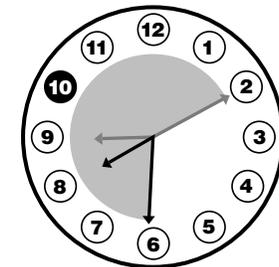
If you don't call **at least 50 minutes** before your requested pick-up time, or you do not board at the time the vehicle arrives, you are considered a "NO-SHOW." A total of **3 "NO-SHOWS"** in a **30-day** rolling period will be grounds for suspension and you will be notified by mail that you may be temporarily suspended from the service. After a pattern of **2 "NO-SHOWS"** within a **30-day** rolling period Access Link will notify you by mail that you are in violation of the Access Link "NO-SHOW" Policy.

Request Time 10 a.m.



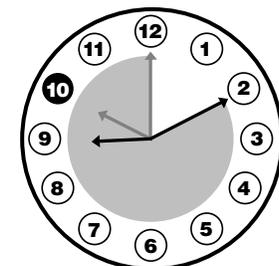
No penalty if cancelled by 8:30 a.m.

Request Time 10 a.m.



"Late Cancellation" if cancelled from 8:31 a.m. - 9:10 a.m.

Request Time 10 a.m.



"NO-SHOW" if cancelled at 9:10 a.m. or later.

- **PLEASE NOTE:**

If you are a **“NO-SHOW,”** all subsequent trips for that day will be automatically cancelled unless you telephone Access Link and confirm that you still need your other trips. **You must notify Access Link within 60 minutes of the trip that you were a “NO-SHOW” for,** to keep later reservations for that day.

- **TRIP TIP:**

Do not ask the driver when you are “scheduled” to be picked up. Because of the 20-minute window and unforeseen schedule changes, the time you receive may be different and you may miss your vehicle and be recorded as a “NO-SHOW.” All questions concerning your trip schedule should be made by telephone to the Access Link Operations Center.

Q. CAN I APPEAL A TEMPORARY SUSPENSION DUE TO LATE CANCELLATIONS AND NO-SHOWS?

A. Yes. There is an appeal process to demonstrate that a “No Show” violation(s) is incorrect. This information is explained to you in the suspension letter you receive.

Q. DO I CANCEL A RIDE BY PHONE?

A. YES and only by phone. Call 1-800-955-2321 or (TTY 1-800-955-6765) to cancel. Choose the “Certified Access Link Passenger” option, then choose the “cancel your ride” option to cancel a ride. Cancelling your trip is important because it allows us to change the driver’s schedule to pick up other passengers. If you call too late, we will not have time to change the driver’s schedule to make it more efficient and we have left a seat empty that someone else could have used.

- **TRIP TIP:**

Do not tell your driver you are cancelling a trip. They are not responsible for relaying the information to the Access Link Operations Center.

Q. IF MY VEHICLE HAS NOT ARRIVED BY THE END OF MY 20-MINUTE WINDOW, WHAT CAN I DO?

A. Call the Operations Center at 1-800-955-2321 and choose the “Certified Access Link Passenger” option, then choose “Check on the Status of your Ride” option. A Service Monitor will give you information about the status of your trip and/or will contact the Service Provider for an updated time of arrival.

Q. IS IT POSSIBLE TO BE TEMPORARILY SUSPENDED OR LOSE ACCESS LINK SERVICE?

A. Yes. The following is a list of offenses not tolerated on Access Link:

- If you willfully disturb, upset, physically or verbally harass/use offensive language towards other passengers, drivers or towards the Access Link staff on the phone at the Operations Center
- Fail to pay proper fare
- Drink alcohol on board
- Smoke on board
- Show a general disrespect for Access Link rules
- Violate the No Show/Cancellation policy
- Drivers have the authority to remove a passenger who is a disturbance or danger to other passengers or to the driver

Repeat instances of these offenses may result in temporary suspension of service.

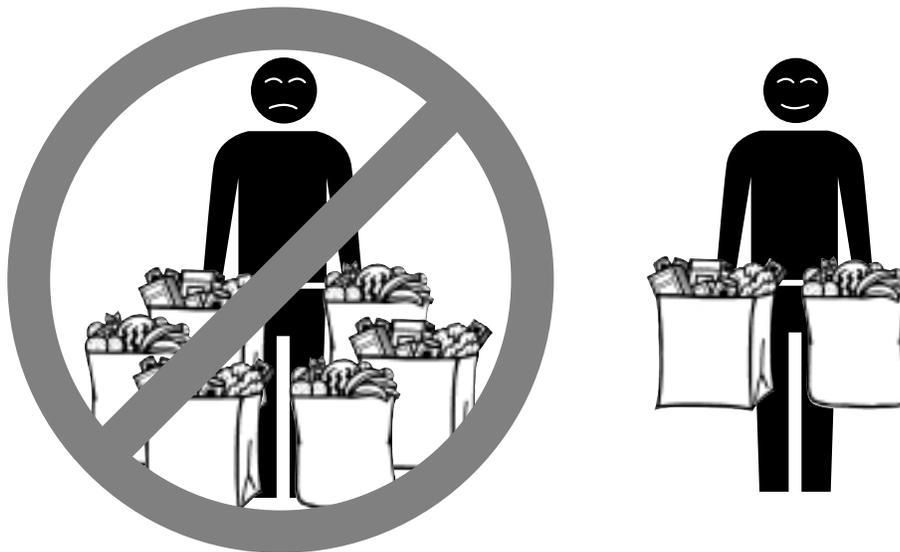
Q. CAN I BE REFUSED SERVICE BECAUSE MY MOBILITY DEVICE DOES NOT FIT ONTO THE ACCESS LINK LIFT? (And other Wheelchair Safety Tips.)

A. Yes. If your mobility device exceeds the ADA definition of a standard (30" x 48") wheelchair and does not fit onto the Access Link vehicle's wheelchair lift, you will not be able to be transported using this mobility device. If your mobility device cannot be secured safely in the securement area or obstructs the aisle space causing an unsafe environment for other passengers, you will not be transported in that mobility device.

- In such cases, a higher level of transportation service may be appropriate for your needs.
- Passengers who use mobility devices are always safer riding in seats with seatbelts than in mobility devices. All passengers are encouraged and may choose to transfer from their mobility device onto a seat and have the mobility device secured.
- Any passenger, including those who do not use mobility devices, may request to use the wheelchair lift to board the vehicle.
- Wheelchairs may be folded or adjusted to board and be secured. The entire process is not permitted to take more than 10 minutes.
- Access Link strongly urges passengers not to use broken or malfunctioning mobility devices. Broken brakes, safety belts, tires or other problems with mobility devices causes a safety concern for all.

Q. MAY I BRING PACKAGES ON ACCESS LINK?

- A.** Yes but **ONLY WHAT YOU AND YOUR PERSONAL ASSISTANT OR COMPANION CAN CARRY. NO REPETITIVE TRIPS ON AND OFF THE VEHICLE TO LOAD PACKAGES WILL BE PERMITTED.** Drivers **MAY NOT** carry packages for you. Your packages must be self-contained and may not pose a safety hazard (rolling, spilling, etc.) Passengers are allowed only one collapsible/folding shopping cart. Bicycles are not allowed. Passengers who do not comply with this policy may be subject to forfeiting their ride and temporary suspension of service.



Q. DO ACCESS LINK DRIVERS PROVIDE ANY MEDICAL OR FIRST AID ASSISTANCE?

- A. NO.** Access Link drivers are not trained to provide first aid assistance. In the case of a medical emergency, Access Link will call for the closest ambulance.

Q. WHAT IS A STANDING ORDER?

- A.** Standing Orders are trips that a passenger calls in to reserve once. This trip must be to and from the same place, at the same time on the same day(s) of the week. The Americans with Disabilities Act (ADA) regulations for Paratransit, allows NJ TRANSIT to maintain up to 50% capacity of Standing Order trips.

Q. HOW FREQUENTLY MUST THE TRIP BE TAKEN?

- A.** At least once per week, but no more than 7 times per week.

Q. HOW MANY DIFFERENT STANDING ORDERS ARE ALLOWED PER ACCESS LINK CUSTOMER?

- A.** Generally one per passenger, requests for additional Standing Orders will be considered on a case by case basis.

Q. CAN I CHANGE MY STANDING ORDER REQUESTED PICK-UP TIMES?

- A.** No. Once you give us your Standing Order requested pick-up times, they may not be changed. However, if you are on vacation, ill or do not need your Standing Order for a period of time, you must contact Access Link and have your Standing Order temporarily placed "on-hold." For a 1 day change in pick-up location or time, you will need to cancel the standing order for that day and book a new individual trip for the new time or location.

Q. IF I CHANGE JOBS OR DESTINATION, AM I PERMITTED TO CHANGE MY STANDING ORDER DESTINATION?

A. No. If your destination address changes, you forfeit your Standing Order and must request a new Standing Order, and book new individual trips.

Q. HOW LONG CAN A STANDING ORDER BE TEMPORARILY "PUT ON HOLD"?

A. 30 days.

Q. WHAT HAPPENS IF I DON'T NEED MY STANDING ORDER AFTER 30 DAYS ON HOLD?

A. Your Standing Order trip will be forfeited, but you should always call to cancel as soon as you have a change.

Q. CAN A STANDING ORDER CUSTOMER LOSE THEIR STANDING ORDER TRIP STATUS?

A. Yes, if they violate NJ TRANSIT Access Link Passenger Policies, including the Passenger No-Show Policy.

Q. ARE STANDING ORDERS AUTOMATICALLY PUT ON HOLD BY ACCESS LINK ON HOLIDAYS?

A. Yes. If you need your Standing Order on any of the following holidays, you must contact NJ TRANSIT in advance to request your Standing Order trip for that particular holiday.

THE HOLIDAYS ARE:

- NEW YEAR'S DAY
- MARTIN LUTHER KING, JR. DAY
- PRESIDENTS DAY
- GOOD FRIDAY
- MEMORIAL DAY
- FOURTH OF JULY
- LABOR DAY
- COLUMBUS DAY
- ELECTION DAY
- VETERAN'S DAY
- THANKSGIVING DAY
- DAY AFTER THANKSGIVING
- CHRISTMAS DAY

Q. CAN A CUSTOMER SUPPLY THEIR LIST OF HOLIDAYS IN ADVANCE TO ACCESS LINK SO THAT THEIR STANDING ORDER TRIPS ARE SUSPENDED ON THE CORRECT HOLIDAYS?

- A.** Yes. We encourage customers to provide us with this information in advance.

Q. WHO DO I CALL TO PUT MY STANDING ORDER ON HOLD?

- A.** Call Access Link and select the option to cancel your ride, a Service Monitor will take your information. Please make a record of the date, time and name of Service Monitor you spoke with.

Q. HOW DO I REQUEST A STANDING ORDER TRIP?

- A.** Contact the Access Link Operations Center; ask to speak to the Service Monitor in charge of Standing Orders. If the times you request are not available, you may request to be put on the waiting list.

Q. IF I DO ASK TO BE PUT ON THE WAITING LIST, HOW LONG WILL IT TAKE TO GET MY REQUESTED STANDING ORDER?

A. The level of service in each of our regions is at different growth levels. Therefore it depends on the service area where you travel and the current number of Standing Orders reserved. Remember the ADA guideline for Standing Orders is 50% of trip capacity.

Q. ARE PASSENGERS ALLOWED TO TIP ACCESS LINK DRIVERS?

A. NO. Our drivers are never permitted to accept tips of any kind.

Q. WHO DO I CALL IF I HAVE COMPLIMENT, COMPLAINT OR COMMENT?

A. NJ TRANSIT is very interested in how our passengers view Access Link Service. Passengers who wish to communicate with us may call 1-800-955-2321 or (TTY 1-800-955-6765) between 8 a.m. and 4 p.m., to speak with the Access Link Customer Service Representative. (Choose the “Certified Access Link Passenger” option, then choose the “Customer Service” option.)

When calling please have as much information as possible, including:

- Date and time of day you traveled.
- Your pick-up and drop-off locations.
- The vehicle number (ask your driver).
- Your driver's name.
- What happened?
- Was anyone else traveling on the vehicle?

NJ TRANSIT will investigate all complaints. We will endeavor to respond to your complaint in writing within five business days.

Q. WHAT ARE NJ TRANSIT'S RESPONSIBILITIES?

A. NJ TRANSIT is committed to:

- Providing you with safe, reliable ADA paratransit service in clean vehicles;
- Informing each applicant of his/her eligibility status within 21 days of receipt of a complete documented assessment;
- Maintaining all passenger information with the highest level of confidentiality;
- Informing passengers in a timely manner of unexpected schedule delays;
- Contracting with and monitoring transportation companies (called Service Providers) providing Access Link Service.

Q. WHO DO I CALL TO ASK ADDITIONAL QUESTIONS?

- A.** Access Link Information: 1-800-955-ADA1 (2321)
(TTY 1-800-955-6765)

Certified Access Link Riders and Non-Certified Callers, if you're calling from a rotary phone or are unable to select an option stay on the line for assistance.

NJ TRANSIT Accessible Bus and Train Information:

Southern New Jersey	1-800-582-5946
Northern New Jersey	1-800-772-2287
Out-of-State (Southern New Jersey)	1-215-569-3752
Out-of-State (Northern New Jersey)	1-201-762-5100
Text Telephone (TTY)	1-800-772-2287

TERMS AND DEFINITIONS

COMPANION

A person other than a personal assistant (PA), who will be riding with an ADA eligible passenger (i.e., a friend, relative, etc.). A companion pays the same fare as the ADA eligible passenger.

DEMAND TRIP

A single reservation to individual destinations.

ID NUMBER

A unique number assigned to a passenger which is used to identify the passenger.

LATE CANCELLATION

A trip cancelled less than 90 minutes but more than 50 minutes before your requested pick-up time.

NO-SHOW

A passenger who fails to cancel a trip, or cancels a trip less than 50 minutes before their requested pick-up time, or a passenger who does not arrive at their pick-up point within the 5 minute wait time.

ON-TIME CANCELLATION

A trip cancelled at least 90 minutes before your requested pick-up time.

PERSONAL ASSISTANT (PA)

An individual selected by an Access Link passenger or a passenger's agency to provide personal assistance. PA's do not pay a fare.

REGION

A geographically defined area in which an assigned Contractor or Service Provider provides Access Link Service. (Please see Access Link Regions Map at the end of this section.)

TERMS AND DEFINITIONS

REQUEST TIME

Requested “pick-up” time. This is the time you ask for your pick-up. Your requested time may not be your “scheduled” time as it may vary within the 20-minute window. Example: If your requested time is 10 a.m. you **MUST** be ready for your trip at 9:40 a.m. until 10:20 a.m. This is your 20-minute window.

RIDE TIME “TARGET”

Comparable to, but no more than, 1 & 1/2 times the ride time of the local fixed route bus, depending on the distance traveled. (see page 11 “Shared Ride and Ride Time”)

SERVICE AREA

Origins and destinations of Access Link trips located within 3/4 of a mile radius of local NJ TRANSIT bus routes.

SERVICE PROVIDER

A company that is contracted by NJ TRANSIT to provide Access Link Service. Also known as the “Contractor.”

SHARED RIDE

More than one passenger going to more than one destination on the same vehicle.

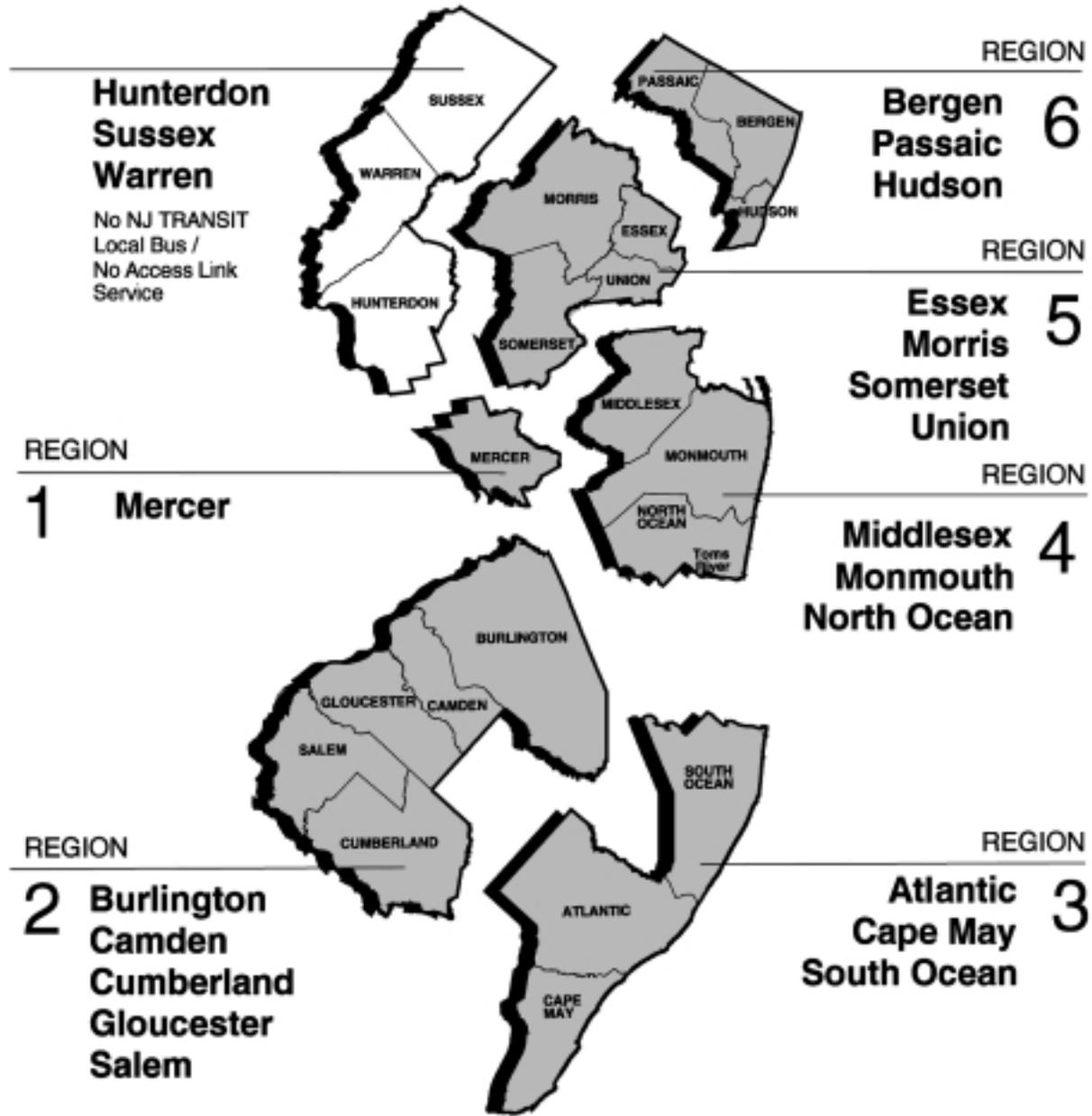
TOUR

A list of trips or a “route” operated by a particular vehicle on any given day.

WAIT TIME

The period of time a vehicle will wait for a passenger once it has arrived at any scheduled pick-up point. This time is five (5) minutes.





ACCESS LINK REGIONS

Map provided by:
 NJ TRANSIT Geographic Information Systems Department

BUS ROUTES Shadowed by Access Link Shadows:

REGION 1

IMPLEMENTATION OF SERVICE: JANUARY 19, 1993

MERCER COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
600	Trenton - Princeton Forrestal Village
601	Trenton State College - White Horse
602	Pennington - Trenton
603	Mercer Mall - Quakerbridge Mall - Hamilton
604	East Trenton - Trenton Railroad Station
605	Princeton - Quakerbridge Mall
606	Princeton - Mercerville - Hamilton Square
607	Ewing - Trenton - Independence Mall
608	Hamilton - West Trenton
609	Ewing - Quakerbridge Mall - Mercer County College
611	Trenton - Perry Street Shuttle

REGION 2

IMPLEMENTATION OF SERVICE: FEBRUARY 1, 1994

BURLINGTON COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
317	Fort Dix - Philadelphia
406	Medford Lakes - Philadelphia
407	Moorestown Mall - Philadelphia
413	Burlington - Mt. Holly - Philadelphia
419	Burlington - Riverside - Philadelphia
457	Moorestown Mall - Camden
459	Camden County College - Echelon Mall

REGION 2 - (continued)

CUMBERLAND COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
313	Cape May - Wildwood - Camden - Philadelphia
408	Millville - Philadelphia
410	Bridgeton - Philadelphia
553	Upper Deerfield - Atlantic City

CAMDEN COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
313/315	Cape May - Wildwood - Camden - Philadelphia
400	Sicklerville - Philadelphia
401	Salem-Mall - Philadelphia
402	Pennsville - Philadelphia
403	Turnersville - Philadelphia
404	Cherry Hill Mall - Philadelphia
406	Medford Lakes - Philadelphia
407	Moorestown Mall - Philadelphia
408	Millville - Philadelphia
409	Trenton - Willingboro - Philadelphia
410	Bridgeton - Philadelphia
412	Glassboro - Philadelphia
413	Burlington - Mt. Holly - Philadelphia
419	Burlington - Riverside - Philadelphia
450	Cherry Hill Mall - Audubon - Camden
451	Echelon Mall - Camden
452	Camden - Pennsauken
453	Woodlyne - Camden
454	Lindenwold PATCO - Haddonfield PATCO
455	Cherry Hill Mall - Deptford
457	Moorestown Mall - Camden
459	Camden County College - Echelon Mall
463	Woodbury - Avandale Park 'n Ride

REGION 2 - (continued)

GLOUCESTER COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
313/315	Cape May - Wildwood - Camden - Philadelphia
400	Sicklerville - Philadelphia
401	Salem - Philadelphia
402	Pennsville - Philadelphia
403	Turnersville - Philadelphia
408	Millville - Philadelphia
463	Woodbury - Avandale Park 'n Ride

SALEM COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
468	Penns Grove - Mannington
401	Salem - Philadelphia
402	Pennsville - Philadelphia
403	Turnersville - Philadelphia
408	Millville - Philadelphia
410	Bridgeton - Philadelphia
412	Glassboro - Philadelphia

REGION 3

IMPLEMENTATION OF SERVICE: MARCH 15, 1994

CAPE MAY COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
313/315	Cape May - Wildwood - Camden - Philadelphia
507	Atlantic City - Ocean City
552	Cape May - Atlantic City

ATLANTIC COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
501	Atlantic City - Brigantine
502	Atlantic City - Atlantic Comm. College
504	Bungalow Park - Ventnor Plaza
505	Atlantic City - Margate - Longport
507	Atlantic City - Ocean City
508	Atlantic City - Stockton State College
509	Atlantic City - Somers Point
552	Cape May - Atlantic City
553	Upper Deerfield - Atlantic City
554	Lindenwold PATCO - Atlantic City
559	Lakewood - Atlantic City

OCEAN COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
M20	Asbury Park - Pt. Pleasant Beach
67	Toms River - Lakewood - Newark - Jersey City
559	Lakewood - Atlantic City

REGION 4

IMPLEMENTATION OF SERVICE: JANUARY 25,1997

MIDDLESEX COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
59	Plainfield - Newark
62	Newark - Woodbridge - Perth Amboy
65/66	Somerville - Newark
67	Toms River - Lakewood - Newark - Jersey City
68	East Brunswick - Jersey City
M10	New Brunswick - Woodbridge Center
M11	New Brunswick - South River
M13	Perth Amboy - Middlesex County College
M14	No. Brunswick - New Brunswick - Middlesex County College
M15	New Brunswick - Woodbridge Center
M17	Perth Amboy - Campbell's Junction
M18	New Brunswick - Old Bridge
M19	Plainfield - Metuchen - Piscataway
600	Trenton - Princeton Forrestal Village

MONMOUTH COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
67	Toms River - Lakewood-Newark - Jersey City
M17	Perth Amboy - Campbell's Junction
M20	Asbury Park - Point Pleasant Beach
M21	Red Bank - Long Branch
M22	Red Bank - Asbury Park
M23	Red Bank - Freehold Raceway Mall
M24	Red Bank - Highlands
M25	Red Bank - Sea Bright
M26	Asbury Park - Freehold
M27	Asbury Park - Long Branch - Seaview Square

REGION 5

IMPLEMENTATION OF SERVICE: MARCH 15, 1995

ESSEX COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
1	Newark
5	Kinney
11	Newark - Willowbrook Mall
13	Broad
21	Main Street
24	Orange - Elizabeth
25	Springfield Avenue
26	Irvington
27	Mt. Prospect
28	Newark - Montclair State College
29	Bloomfield Avenue
34	Market Street
37	Lyons Avenue
39	Chancellor Avenue
40	Kearny - Port Newark
41	Park Avenue - Elizabeth Avenue
42	Eighteenth Avenue
43	Jersey City
44	Tremont Avenue
59	Plainfield - Newark
62	Newark - Woodbridge - Perth Amboy
65/66	Somerville - Newark
67	Toms River - Lakewood - Newark - Jersey City
68	East Brunswick - Jersey City
70	Newark - Livingston Mall
71	Newark - Caldwell
72	Paterson - Newark

REGION 5 - (continued)

ESSEX COUNTY (continued)

<u>ROUTE</u>	<u>DESTINATION</u>
73	Livingston - Orange - Newark
74	Main Passaic
76	Hackensack - Newark
78	Newark - Secaucus - Lyndhurst
90	Grove Street Crosstown
92	Orange Crosstown
93	Bloomfield - City Subway
94	Stuyvesant Avenue Crosstown
97	East Orange - Montclair
99	Clifton Avenue Crosstown

IMPLEMENTATION OF SERVICE: MAY 1, 1995

UNION COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
18/22	Plainfield - North Plainfield
24	Orange - Elizabeth
25	Springfield Avenue
26	Irvington - Elizabeth
40	Kearny - Port Newark
52	Morris Avenue
56/57	Elizabeth - Winfield - Tremley
58	Elizabeth - Kenilworth
59	Plainfield - Newark
62	Newark - Woodbridge - Perth Amboy
65/66	Somerville - Newark
70	Newark - Livingston Mall
94	Stuyvesant Avenue Crosstown
99	Clifton Avenue Crosstown

REGION 5 - (continued)IMPLEMENTATION OF SERVICE: NOVEMBER 20, 1995

SOMERSET COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
18/22	Plainfield - North Plainfield
65/66	Somerville - Newark

MORRIS COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
29	Bloomfield Avenue
70	Newark - Livingston Mall
73	Livingston - Orange - Newark
MCM 1	Morristown - Boonton
MCM 2	Morristown - County College
MCM 3	Morristown - Livingston Mall
MCM 10	Morristown - Rockaway Mall

REGION 6

IMPLEMENTATION OF SERVICE: JANUARY 25, 1997

BERGEN COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
76	Hackensack - Newark
78	Newark - Secaucus - Lyndhurst
83	Hackensack - Jersey City
702	Paterson - Elmwood Park
703	Haledon - East Rutherford
707	Paterson - Saddlebrook
709	Bloomfield - Paramus
712	Hackensack - Willowbrook Mall
716	Mall Link
722	Paterson - Paramus Park
746	Ridgewood - Paterson
754	Moonachie - Paramus
756	Fort Lee - Paramus
758	Passaic - Paramus Park
760	Bergen Community College
762	Hackensack New Milford Paramus
770	Paterson - Hackensack
772	New Milford - Moonachie
775	Paterson - Century Road - Paramus
780	Englewood - Passaic
751	Hudson River
752	Ridgewood - Hackensack
753	Central Bergen
766	East Bergen

REGION 6 - (continued)

IMPLEMENTATION OF SERVICE: FEBRUARY 1, 1995

HUDSON COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
1	Newark
2	Secaucus - Journal Square
39	Chancellor Avenue
40	Kearny - Port Newark
43	Jersey City
67	Toms River - Lakewood-Newark - Jersey City
68	East Brunswick - Jersey City
76	Hackensack - Newark
78	Newark - Secaucus - Lyndhurst
80	Newark Avenue
81	Greenville
82	Hudson
83	Hackensack - Jersey City
84	Bergenline
85	Secaucus
86	Nungesser's - Exchange Place
87	King Drive
88	North Blvd. - Journal Square
89	Union City

REGION 6 - (continued)

IMPLEMENTATION OF SERVICE: JANUARY 25, 1997

PASSAIC COUNTY

<u>ROUTE</u>	<u>DESTINATION</u>
11	Newark - Willowbrook Mall
13	Broad
27	Mt. Prospect
72	Paterson - Newark
74	Main Passaic
194	Newfoundland - Willowbrook Mall
702	Paterson - Elmwood Park
703	Haledon - East Rutherford
704	Paterson - Willowbrook Mall
705	Passaic - Willowbrook Mall
707	Paterson - Saddlebrook
709	Bloomfield - Paramus
712	Hackensack - Willowbrook Mall
722	Paterson - Paramus Park
742	Paterson - Greystone Park
744	Passaic - Wayne
746	Ridgewood - Paterson
748	Paterson - Wayne - Willowbrook Mall
758	Passaic - Paramus Park
770	Paterson - Hackensack
775	Paterson - Fairlawn - Paramus
780	Englewood - Passaic
MCM 1	Morristown - Boonton

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