**ACCESS LINK RIDERS' CHOICE PILOT 2.0**

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| **Overview:** |
| This is a brief user guide for the New Jersey Transit Access Link Riders’ Choice Pilot 2.0 and their voucher customers. This guide includes a description of the program functions and capabilities, contingencies, and step-by-step procedures for program access and use. It offers the option to contact and request a limited number of your Access Link rides with one of the pilot Transportation Network Company (TNC) partners like Uber, Lyft and local Taxi companies. |

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**What is a TNC?**

A Transportation Network Company (TNC) is a corporation, partnership, sole proprietorship, or other entity registered as a business in the State of New Jersey or operates in the State and uses a digital network to connect a rider to a driver to provide a prearranged ride. It is open to the public and typically rides are managed using an app. Some examples of TNCs are Uber and Lyft.

**Access Link Riders’ Choice Pilot 2.0 Details**

The enhanced pilot allows Access Link customers to request trips on their own through participating TNCs. Access Link is issuing ride vouchers to certified Access Link customers. These vouchers can be used to travel in the region the customer lives or is certified in during the pilot hours. Customers must make a choice between TNC providers for each individual trip. With the choice of TNC providers, it is recommended the customer get familiar with and understand the possible differing policies and fees of these other providers.

To enroll in this pilot, you must complete the short information form. Additionally, you must download the provider app on your mobile phone, create an account, and set up a payment option using a credit, debit, or gift card. You must also ensure that the phone number and email associated with your Access Link account are used for this process. You cannot have a negative balance on your Access Link account.

**Fare**

Access Link will subsidize the ride up to $30 when the program begins**.** The customer must pay anything over that maximum.

**What will I pay?**

* Customers are responsible for paying any trip costs over $30. Here are some examples:
  + If your total trip cost is $27.00 – the $30.00 Access Link Voucher covers the entire trip, and you will pay zero dollars.
  + If your total trip cost is $62.00, the $30.00 Access Link Voucher will cover only part of the trip, leaving you responsible for paying the balance of $32.00.

**Operating Hours**

**Regions 2, 3, & 5 Regions 4E, 4W, 6**

• Daily • Daily

• 6AM – 9PM • 5AM – 7PM

• Uber & Lyft • Lyft and

Black &White Taxi

(B&W)

**Monthly Vouchers**

Upon signing up for the voucher pilot and monthly, customers will be notified about voucher totals. These totals depend on the region in which the customer lives and the customer’s Access Link usage. Additionally, it's important to highlight that once a reservation is made with a TNC partner, the Access Link team won't have access to the reservation details. Customers must contact the TNC regarding that trip. *Vouchers are issued and expire monthly. They are non-transferable, cannot be carried over to the next month, and hold no cash value. Also you cannot have a negative EZ-Wallet account balance and participate in the pilot.*

**Locations**

* Both pickup and drop-off addresses must be inside the same ADA zone.
* Voucher will not apply if the drop-off address is outside the same zone as the pickup address. For example, if you live in Region 2, your voucher will work only in Region 2. Refer to the map on page five (5) of the [[Customer Guideline](https://accesslink.njtransit.com/public/Paratransit/Images/files/ALCustomerGuidelines.pdf)s](https://accesslink.njtransit.com/public/Paratransit/Images/files/ALCustomerGuidelines.pdf) or your eligibility letter for your region. <https://accesslink.njtransit.com/public/Paratransit/Images/files/ALCustomerGuidelines.pdf>
* This pilot follows the same service area as Access Link.
  + - Region 2 – Burlington, Camden, Gloucester, Salem
    - Region 3 – South Ocean, Atlantic, Cumberland, Cape May
    - Region 4W – Mercer
    - Region 4 – Middlesex, Monmouth, North Ocean
    - Region 5 – Essex, Morris, Union, Somerset
    - Region 6 – Bergen, Hudson, Passaic

**How do I opt-in?**

Opting in is still easy! You can fill out the short information form. By completing this form, you are giving Access Link consent to share your information with the TNC partners in the pilot and to receive messages from the TNC partners. This includes your ride history with NJ Transit, including pick-up and drop-off location, vehicle preference, date, time, duration, fare, contact information, promotion offers, etc. To activate your TNC account and vouchers, you must give your approval to the TNC partner to communicate with you via phone, text message (SMS) or email. If you do not provide your information (opt-in), you will not be eligible for a payment voucher applicable on trips with our TNC partners.

Customers cannot have a negative balance on their Access Link account.

If you do not want access to guaranteed ride vouchers with one of our TNC partners, you do not have to do anything. This complimentary program does not impact your rides on Access Link vehicles with Access Link drivers.

**How do I opt out?**

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 Access Link Riders’ Choice Pilot and find that you require a higher or different 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. For more details, refer to the “What to expect before and during my ride” section on page 9. To “opt out” scan this QR code or contact Access Link’s Customer Service Group for assistance.

[https://forms.office.com/g/4uQ3b3prYT](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fg%2F4uQ3b3prYT&data=05%7C02%7CKTucker%40njtransit.com%7C07911952263d413f3cba08dc279c7934%7C15c7a12b240a455e9cef3cac02e3d42a%7C0%7C0%7C638428800208978643%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=LCzT%2BRMN7A6rxlxySRozwxGeHk2SLt94RkxqEZ8rh%2Bc%3D&reserved=0)



**Do I need a rideshare account?**

YES! The updated pilot requires you to download the provider app on your mobile phone, establish an account, and set up a payment option with one of the supported payment methods, such as a credit, debit, or gift card. Once registered and approved to ride in the pilot, you can start requesting and monitoring your TNC trips.

Note: please make sure the phone number or email address (phone number is preferred) that you use to create your Rideshare account matches the contact information in your Access Link profile.

**Support**

How do I get support or report a safety concern about my ride using a voucher? If you experience a concern while traveling with a TNC provider, you should immediately communicate with that provider. If you cannot resolve the concern, you can share the information with Access Link via email at **adaservices@njtransit.com** or call Customer Service at 973-491-4224 and selecting option 5.

**Other Important Information**

1. You must cancel the ride within the TNC partners’ mobile app.
2. Access link cannot cancel a ride for you that you requested in the app.
3. Please review the cancellation policy for each partner, cancellation fees may apply. Additional fees may be assessed if the driver is already enroute or has arrived.
4. Please note: customer participation in the pilot is not a right. Access Link or the TNCs have the right and ability to remove or suspend customers from the pilot. Adherence to the pilot rules and policies is critical to avoid disruptions and loss of this travel option.
5. It cannot be used to pay for rides with a TNC. *\*Also you cannot have a negative EZ-Wallet account balance and participate in the pilot.*