

FREQUENTLY ASKED QUESTIONS-MIH INIATIVE APPLICATION FOR ACCESS LINK SERVICE

1. **My patient has a pregnancy-associated disability. Does she qualify for Access Link?**

Yes, as long as her disability is preventing her from using the local fixed route bus system to travel to and/or from her intended destinations.

2. **How long does it take to process the MIH application?**

NJ Transit is committed to processing completed applications within one (1) business day. Completed applications received after 4pm M-F will be completed on the next business day. MIH applications will not be processed on weekends or holidays.

3. **Is an approval required or can she just call and schedule?**

All riders must receive prior approval in order to utilize the Access Link service.

4. **Can she have her children transported with her?**

Yes, she can travel with children, however, she must provide an approved child restraint car seat or booster.

5. **My patient has a personal care attendant that assists her in the home, can the personal care assistant travel with her on Access Link?**

Yes, when the application is submitted, she must indicate that she needs someone to travel with her to provide some form of assistance. This is called a Personal Care Attendant (PCA). When making an Access Link reservation, she must indicate who will be traveling with her. The PCA must have the same origin and destination as the customer. A PCA is not allowed to travel without the customer.

6. **How many days in advance must appointments be scheduled to utilize the service?**

Reservations can be made no less than 24 hours in advance and as far as 1-7 days in advance. Phone reservation hours are from 7:30 am 4:00 pm.

7. **Can I schedule a one-way trip or must it be a roundtrip?**

There are no limits on reservations. She can schedule a one-way or roundtrip ride. However, Access Link does not accept same day reservation requests.

- 8. My patient doesn't have a child restraint seat or booster, can I hold her in the vehicle?**

Access link is required to follow the laws of NJ as it relates to moving vehicles. Therefore, you will be responsible for providing your own child restraint seat based on NJ laws.

- 9. Will this service be available after the patient delivers the baby?**

The service is for the duration of the pregnancy, however, if assistance is needed after the pregnancy, there is additional service that NJ Transit may be able to provide. Please call the Access Link number and discuss with a representative.

- 10. What information will I need when calling to schedule the appointment?**

When making reservations, each rider is assigned an ID number and a Pin #. This is used whenever a reservation is made for an approved rider. You will also need the full address for your destination, this includes the street number, street name, city, Zip Code and nearest intersecting cross-street.

- 11. There are no bus stops near my home, will I qualify?**

When the MIH application is submitted, NJ TRANSIT will determine if the home address and all intended destinations are within the Access Link service area. The service area is defined as any address that is within 3/4 of a mile of a local fixed bus route. If an intended destination is not within the service area, the customer will be notified.

- 12. Can she only use the service for doctor's appointments?**

Once approved, she is allowed to use the service for any reason. NJ Transit will not ask for trip purposes when making a reservation.

- 13. Can I make a reservation for the same day of the call?**

No, you can only make reservations 24 hours to 7 days in advance.

- 14. How many adults can travel with a patient?**

Reservations are dependent upon availability at time of call. It is guaranteed that she can ride with two other people, but, more than two will be based upon availability of room in the vehicle at time of reservation.

15. Does the doctor's office need to make the reservation for the patient?

No, the doctor's office does not need to make the reservation. The patient can make the reservation or anyone on her behalf as long as they have her ID# and pin. It's not recommended that she gives her ID# or pin # to others, but, it is up to the approved rider to determine.

16. Is there a cost to use the Access Link service?

Yes, the cost is the same as it would be for utilizing the local bus service.

17. Is there an app that can be used to make reservations?

No, customers can however volunteer to help test the new Access Link online website. On this website you make, cancel and monitor Access Link rides online and use EZ-Wallet, which is electronic fare. Volunteer requests can be emailed to ACES@njtransit.com.