



NJ TRANSIT LAUNCHES PUBLIC PRIVATE PARTNERSHIP TO OFFER FREE RIDES TO COVID-19 VACCINATION SITES

VAXRIDE allows Access Link eligible customers receive two (2) complimentary round-trip tickets, to get vaccinated.

For the latest State of New Jersey vaccine information visit [covid19.nj.gov/vaccine](https://www.covid19.nj.gov/vaccine). Search for available vaccine appointments across New Jersey by visiting [covid19.nj.gov/pages/finder](https://www.covid19.nj.gov/pages/finder). Maps and useful information about vaccine locations and the NJ TRANSIT bus, light rail, rail and Access Link service to those locations can be found on our website at [njtransit.com/vaxride](https://www.njtransit.com/vaxride).

Question: **When can I start using my complimentary VAXRIDE tickets?**

Answer: Effective, May 4th 2021 until further notice, while supplies last.

Question: **How can I schedule my VAXRIDES?**

Answer: Rides to and from COVID-19 vaccination sites and appointments must be scheduled 1-7 days in advance. You have several reservation options:

1. **Call** 973-491-4224 select option #2 to speak to a Reservationist. You must mention VAXRIDE during the reservation process. An Access Link agent will then adjust your rides with the free fares.
2. Use **Access Link Online** or the **Access Link mobile app**. After making your reservation(s) send an email to ADAResv@njtransit.com with the following information:
 - a. Your customer ID #
 - b. Your contact number
 - c. The booking ID numbers

We will then apply the VAXRIDE code. You will receive an email confirmation of the free fare.

Question: **How can I schedule my return ride, if I'm not sure when my appointment will be finished?**

Answer: We encourage you to make return reservations for at least 60 minutes after your appointment time. The Access Link vehicle will not be able to wait for you while you are at your appointment. Contact the vaccination site for information about estimated wait-times.

Question: **I've already received my COVID-19 vaccine. Will I still receive the complimentary round-trip tickets?**

Answer: Yes, all certified Access Link customers will receive two round-trip tickets for any future trips to/from vaccination locations. You must advise the agent at the time of the booking that you will be using your complimentary VAXRIDE tickets.

Question: **Will my Companion/PCA receive (2) complimentary round-trip tickets?**

Answer: If you are authorized to travel with a PCA, your PCA will travel free of charge. If you are traveling with a companion, this person must pay the scheduled fare.

Question: **Do I still have to wear a face covering?**

Answer: Yes, CDC face covering guidelines are still in effect. Visit <https://www.cdc.gov/.../about-face-coverings.html> for more details.

Question: **What if my vaccination site is not in the service area?**

Answer: The Access Link team looks forward to assisting you with traveling to and from a vaccination site. If you require assistance with locating a vaccination site in our service area or have questions, contact us at AdaCustSrv@njtransit.com or call 973-491-4224 and select option #5.