



New York City Transit

Department of Buses
Paratransit Division
130 Livingston Street
Brooklyn, NY 11201

TAXICAB/CAR SERVICE REIMBURSEMENT POLICY (Effective 9/15/02)

The purpose of this policy is to assist customers with Access-A-Ride (AAR) paratransit service problems.

If an AAR vehicle has not arrived 30 minutes after the scheduled pick up time, the customer may call the Paratransit Command Center at **877-337-2017** or **718-393-4999** (customers who are deaf call through the relay) to receive trip status. When the recorded message begins, the customer should press either “1” to continue in English or “2” to continue in Spanish. When the subsequent recorded message begins, the customer should press “5”. The customer will be transferred to a customer information agent. The customer information agent will contact the carrier to find out the AAR vehicle’s estimated time of arrival. The customer information agent will also advise the customer when the scheduled vehicle will arrive or whether New York City Transit (NYCT) will dispatch an on-call vehicle to pick up the customer. If the scheduled vehicle or an on-call vehicle (accessible as necessary) is not available to pick up the customer within a reasonable period of time, and the customer is able to arrange to take the trip with a taxicab or car service, NYCT will authorize the customer to do so and give the customer a taxi authorization number. NYCT will reimburse the customer for the cost of the taxicab or car service, as described below.

TAXICAB/CAR SERVICE AUTHORIZATION

When a taxicab or car service is authorized, the customer is responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver.

When using a taxicab, the driver is to provide the receipt from the meter. When using a car service, the receipt must include the name and telephone number of the car service. Any tolls and/or tip must be identified with the request or the fare will be accepted as the total amount due. Blank receipts completed by customers will not be accepted. It is recommended that the customer travel in a taxicab or car service that is licensed by the NYC Taxi and Limousine Commission.

REIMBURSEMENT PROCESS

The customer must submit a written request to NYCT to receive reimbursement. NYCT will reimburse the customer for the total cost of the trip (including no more than a 15% tip) minus the Access-A-Ride paratransit fare. The AAR fare is the same as the full fare on fixed-route bus and subway. NYCT reserves the right to reject any taxicab/car service reimbursement that appears to be altered, or to limit the amount of the reimbursement where the requested amount appears to be excessive. NYCT does not accept or reimburse AAR customers for any receipts other than taxicab/car service, e.g., bus trips, phone bills or postage. **THERE WILL BE NO EXCEPTIONS.**

Requests for taxicab or car service reimbursement must be postmarked no later than 3 months from the date of the trip. The reimbursement request must include the **customer's name, address, and AAR ID number, as well as the taxi authorization number, original/valid taxicab or car service receipt (with the official taxicab or car service information noted above and the fare amount plus tolls), and the date of the trip.**

NYCT will not process, and will return, any request that does not comply with this policy and/or include the necessary documentation. Copies or faxes of taxicab or car service receipts will not be accepted. It is recommended that customers keep a copy of receipts for their records.

Requests for reimbursement should be mailed to:

**AAR Taxicab Reimbursements
NYCT-Paratransit
130 Livingston Street
Brooklyn, NY 11201**

CONDITIONAL TAXICAB OR CAR SERVICE AUTHORIZATION

NYCT reserves the right to also offer customers **conditional authorization** for taxicab or car service. Conditional authorization is given to customers subject to verification that the same day pick up problem is the responsibility of NYCT. If, upon investigation, NYCT determines that the problem was the responsibility of the customer, then the taxicab or car service fare is at the expense of the customer, i.e., NYCT will not reimburse the customer for that particular trip. If NYCT determines that the problem was the responsibility of NYCT, then the customer will be reimbursed upon receipt of the necessary documentation.

RESTRICTIONS AND PENALTIES

If an AAR customer is offered an alternate trip on AAR with an estimated arrival time of up to 1 hour after the trip is offered, the customer has the option of either waiting for the AAR vehicle or taking a taxicab or car service at their own expense.

- **Authorization for taxicab or car service will not be given to customers who are:**
 1. Not ready to travel when the vehicle arrives within the 30-minute window
 2. Not at the scheduled location when the AAR vehicle arrives
 3. Finished with their appointments early and want to return prior to the scheduled time