

All the news on Access-A-Ride

Taxi Authorization – New Policy for Submitting Reimbursements

Taxi Authorizations provide an efficient and expedient travel alternative for our AAR customers. A taxicab/car service reimbursement authorization may be offered to customers at the time of the reservation, for certain qualifying trips, or in the event of a day-of-service issue. If customers are approved to use a taxi or car service, they will be given an authorization number by AAR staff. Customers will then be responsible for arranging for their own taxi/car service: including paying the fare, tolls, and no more than a 15 percent tip, obtaining a receipt from the driver and submitting a reimbursement request to AAR online or by mail. Customers will be reimbursed the cost of their trip minus the AAR paratransit fare.

Wheelchair users granted a taxi authorization can call **311** and ask for [Accessible Dispatch](#) or call the Dispatcher directly at **646-599-9999** for a wheelchair accessible taxi to travel in any of the five boroughs for the metered rate.

For same-day issues, NYC Transit may offer customers a conditional authorization when it is unclear if the same-day problem was caused by the customer or NYC Transit. Customers will not be reimbursed for taxi/car service if NYC Transit determines that the customer is responsible for the problem.

NEW - How to Submit Authorized Taxi/Car Service Reimbursement Requests

Reimbursement Requests are required to:

- Be submitted within **60 days** from the trip date.
- Have a completed [taxi reimbursement form](#) for each reimbursement request.
- Have required documentation, including:
 - meter taxi receipts.
 - complete receipts from car service.
 - ride-hailing service receipt with detailed information regarding pickup and drop off addresses and trip date as authorized by AAR along with fare, tolls, and tip break down.

Receipts that appears altered may be rejected. Receipts that are mailed to AAR without a completed [taxi reimbursement form](#) may be rejected. The reimbursement amount may be limited if a request is determined to be excessive.

Fastest Way to Submit Authorized Taxi/Car Reimbursement Requests: ONLINE!!

- Go to the AAR website: <https://new.mta.info/accessibility/paratransit>
- Scroll down to Policies and Forms to find the “Online Taxi/Car Service Reimbursement Request” link.
- Complete the form and attach a PDF (Scan) or Photo (JPEG) of the receipt and press “submit.”
- Approved reimbursements (minus AAR Fare) may be issued in 30 days or less!

For those who prefer to mail the request/receipt to AAR, that option is still available. However, you must submit a separate form for each taxi receipt. Taxi reimbursement forms are available [online to print](#) or contact AAR (option 6) if you would like a copy of the form mailed to you. Please note that there may be delays with the USPS, therefore we suggest that you make copies of the form for your records to prevent delays in submitted future reimbursement requests. Please remember, the Taxi/Car Service Reimbursement Policy still applies whether submitting by mail or online. For more information visit: <https://new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy>

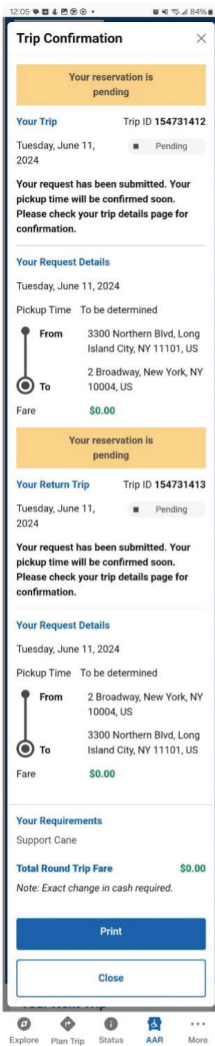
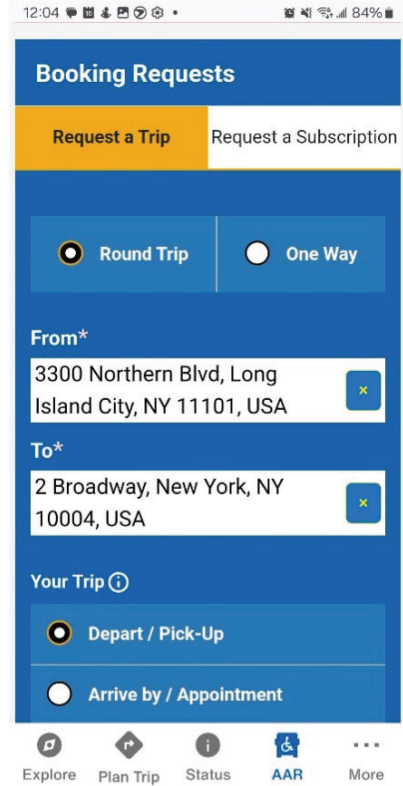
Did you know that you could request a taxi authorization from any borough to several of our city's major transportation hubs such as LaGuardia & Kennedy Airports, Manhattan & Red Hook Cruise Terminals, and Port Authority? Speak with your reservationist to see if your trips qualify.

MY AAR App Upgrades

AAR appreciates the terrific feedback we receive from our customers who use the MY AAR app to book and track their AAR trips! Recent upgrades have been implemented based on our work with our customers, and because of our continued commitment to make the app an even faster and easier place to schedule, confirm, and track your AAR trips.

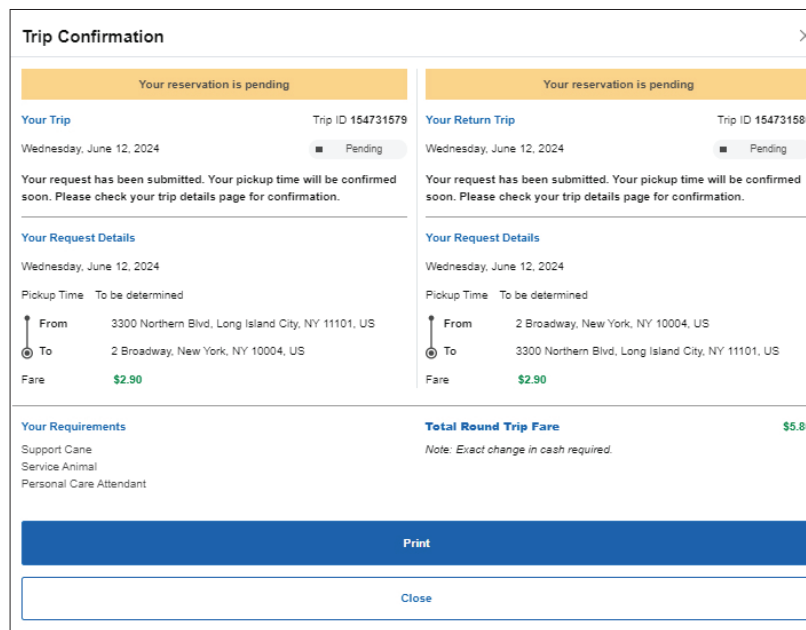
Pick-up and Drop off Addresses Fields Widened

When using the app on your smart phone or tablet, you will now see the “From” and “To” address fields widened, and the text will now display the full address for easier review.



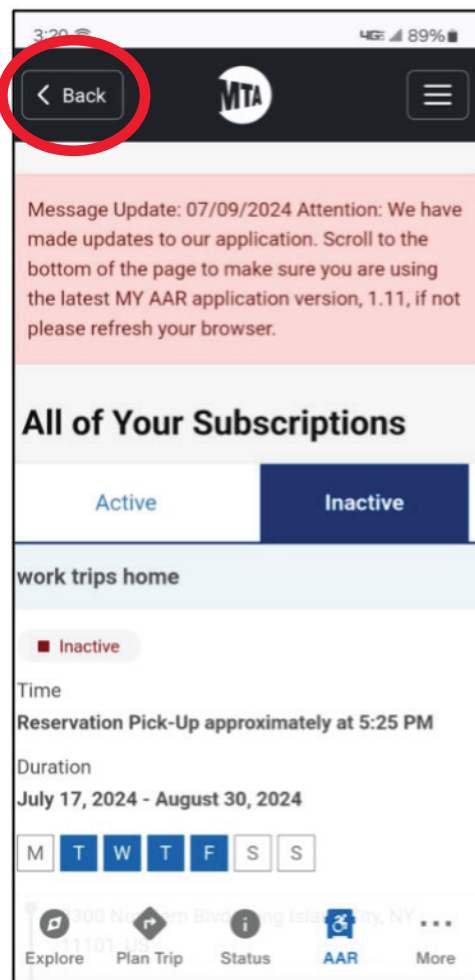
Trip Confirmation Information will pop-up automatically!

Whether using your smart phone / tablet or computer to book trips, once you’ve submitted your trip(s), a confirmation screen will pop-up with “pending” information as the trip is being scheduled.



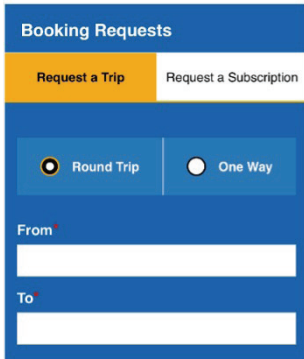
New “Back” Button

A “Back” button is now available at the left side of the top navigation bar making it easier to navigate the app without needing to return to the main menu.

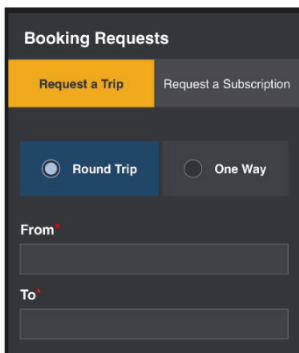


MY AAR Standard, Light and Dark Color Themes

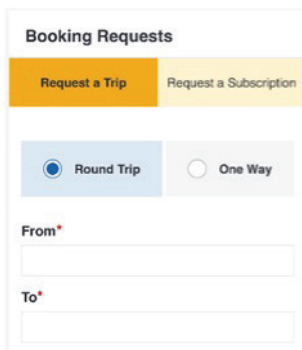
MY AAR now includes Standard, Light, and Dark color themes. These themes allow customers to use AAR more easily and comfortably based on preference and visual access needs.



Standard mode utilizes the familiar blue, white, and yellow accents.



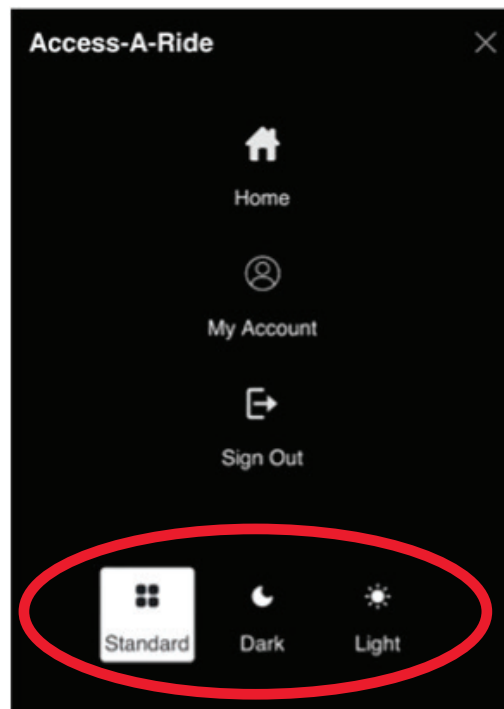
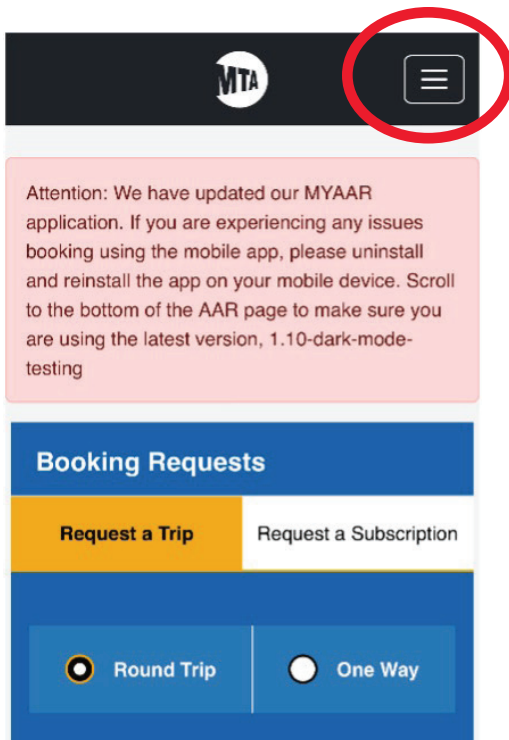
Dark mode utilizes white text over black and dark gray backgrounds with muted blue and yellow accents.



Light mode utilizes black text over white background with light blue, gray, and yellow accents.

On desktop devices, users can find these new color themes by logging in to MY AAR and selecting their color preference at the top right-hand corner of the screen.

On mobile devices, users can find these new color themes by logging in to MY AAR and tapping the menu in the top right-hand corner of the screen. Once inside the menu, users can select their color preference at the bottom of the menu.



With a dedicated design team and feedback from our users, we are making MY AAR more user friendly. Later this year, MY AAR users will be able to request taxi authorizations with MY AAR and more!

MY AAR is an empowering tool that allows one to save time by avoiding the call to AAR!! With a few clicks, our AAR customers (or loved ones / care givers) can book AAR trips 1– 2 days in advance, and on the day of their trip, track their vehicle’s location!

How to locate MY AAR on your mobile device:

- With your smartphone or tablet, download the MTA app. Once opened, tap on the “More” tab at the bottom right of the Home Screen.
- Tap the “Sign into AAR Account” option in the middle of the screen.

If you have used MY AAR before, sign in with your email or AAR ID and password. If this is your first time using MY AAR or you’ve forgotten your sign in info, follow the links that will provide the specific guidance you seek.

MY AAR is also accessible from your computer. Please visit our [website](#) and click on “Sign into MY AAR to book trips.” Learn more about MY AAR by reading our online MY AAR [User Manual](#) (with easy-to-read directions and screenshots).

If you experience issues while using the app, please call AAR at 877-337-2017 and listen carefully to the directory choices to find the one that best addresses your needs. Our AAR reservationists are available to book your trips every day from 7 a.m. to 5 p.m.



July is Disability Pride Month! Paratransit celebrates and acknowledges the experience and importance of people with disabilities AAR transports throughout the city every day!



Grateful Cooperation – please show your photo ID to your driver upon request – thank you!

AAR's Parcel and Bag Policy

Customers must fold shopping carts and board AAR vehicles with only two bags or parcels totaling 40 pounds or less. A very bulky item that fills a seat or is a safety hazard is not permitted on an AAR vehicle, even if the item weighs less than 40 pounds.

Additional shopping carts, bags/parcels carried by PCA and or guest cannot be accommodated.

Good to go:

- 2 bags or fewer
- Easy to remove
- Cart can be folded
- Under 40 lbs.



Can't ride:

- Lots of bags
- Items block seats
- Cart can't be folded
- Over 40 lbs.



Well Wishes!

Welcome to Paratransit's Acting Vice President, Rachel Cohen and congratulations to our former VP, Chris Pangilinan, as he was promoted to his new role as NYCT's Chief of Operations Planning.

Under Chris' leadership, AAR achieved an all-time high in customer satisfaction all while AAR had an unprecedented 50% increase in scheduled trips!

Having spent 5+ years in MTA Accessibility, most recently as Deputy Chief, Rachel has worked closely with Chris and the Paratransit staff and is very familiar with many aspects of Paratransit. In her new position, she will continue to share her knowledge and provide steady guidance to ensure the success of AAR service for all our customers.



Caption: (left to right)

PAC Chairperson
RueZalia Watkins with
Acting VP Cohen and
former VP Pangilinan
at Bowling Green with
the new electric AAR
van this past spring.

Just a reminder....



Contingency Desk is AAR's new Same-Day Service call center team that has been created to specifically handle immediate issues that might arise the day of a trip. Agents are available 24/7 at option #3.



Please be ready to travel when your vehicle arrives for your pickup.



Exact fare in cash (drivers do not make change) and a photo ID (AAR ID, AAR MetroCard, or any other photo ID) are required. Your help is appreciated!



Street closures due to parades, street fairs, marathons and other events may limit direct access to requested pick-up or drop off locations. Please check weekend traffic advisories posted at <https://www.nyc.gov/html/dot/html/motorist/wkndtraf.shtml> . AAR reservation agents will suggest alternative locations.



[Subscription trips](#) are automatically cancelled on the following holidays. If you would still like to travel on these days, you must reserve your trip 1 – 2 days in advance: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.



[The Fair Fares NYC](#) program is for those 18 -64 and below the federal poverty level. The program is administered by NYC Department of Social Services / Human Resources Administration. It is not a program of MTA NYC Transit Paratransit, but AAR will be notified by HRA of those AAR customers who are eligible for ½ fare on AAR.

Access-A-Ride (AAR) Telephone Directory

Please listen carefully as our options have changed.

Call 877-337-2017 toll-free from area codes in the NY Metro Area and adjacent counties / call 718-393-4999 from other area codes. Customers who are deaf/hard of hearing can use their preferred relay service or the free 711 relay service.

After an important announcement, callers will be guided to

- press “1” for English (If “1” is not pressed, callers will hear choices in each of the respective languages):
- press “2” for assistance in Spanish,
- press “3” for assistance in Russian, Chinese, French Creole, Korean or Bengali, or
- press “4” for all other languages,

Callers will then be directed to press one of the following options:

#1: To use our self-service system (automated 24/7) to check the status of your trip, cancel a reservation, or manage your subscription.

#2: To speak with an agent to schedule a trip, cancel a trip, or change a trip that is one to two days in advance. Agents are available 7 days a week from 7 AM – 5 PM.

#3: To speak with an agent 24/7 to check the status of today’s trip(s), cancel a trip for today, or request a later pickup time for today.

#4: To speak with an agent regarding eligibility, appeals, certification, or application questions. Agents are available Monday – Friday from 9 AM – 5 PM.

#5: To speak with an agent regarding subscription service setup, subscription changes or to place subscription on hold. Agents are available 7 days a week from 8 AM – 5 PM.

#6: To give a compliment, make a complaint or comment, or if you have an inquiry or suggestion regarding AAR, go to mta.info and select “[Give Feedback](#)”. You may also press 6 to speak with an in-take agent Monday – Friday from 9 AM – 5 PM.

Callers may repeat the prompt menu by pressing “0.” They may also hold for assistance if they don’t have a touch-tone phone. Conversations with AAR personnel are recorded and may be monitored.

AAR Resources

[The AAR website has the most up to date AAR information, including AAR policies, Guide, newsletter, and customers’ bill of rights.](#)

[MY AAR User Manual is available online and it will provide step by step directions and screenshots to help you book, manage and monitor your AAR trips from your computer or smartphone!](#)

Follow us on social media @nyctAAR.

[On the Move is posted online quarterly.](#) To ensure that you are alerted to postings and all other AAR updates, please provide AAR with a viable email address. If you don’t have an email address, please consider sharing one of a trusted family member or friend who will alert you to these communications.

FAREWELL TO DONNA— A HEARTFELT THANK YOU



We would like to inform our valued customers that our Director of Outreach, Donna Fredericksen will be retiring from AAR at the end of August. Donna has been a cornerstone of our Paratransit service, dedicating 17 ½ years to ensuring that our customers receive the highest quality of service.

We deeply appreciate Donna's unwavering dedication and significant contributions to Paratransit. Her commitment to our mission and her unique relationships with our customers have made a lasting impact.

Wishing you the best in your retirement.