ON THE MOVE
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ACCESS-A-RIDE
All the news on Access-A-Ride

# Request Advanced Taxi Authorization with MY AAR

## Save Time Calling AAR and Request Advanced Taxi Authorization Online or with Your Smart Phone using MY AAR

MY AAR now allows customers to request authorization to use taxi or other for-hire vehicle services for certain trips planned one to two days in advance. Using the new Taxi Authorization option in MY AAR, customers can now request a taxi authorization without needing to call. When the authorized trip has been completed, customers can seek reimbursement either by mail or online, just like they do now with a taxi authorization booked by phone.

Taxi Authorization is currently permitted for those trips with pickup and drop-off locations that are within the same borough, except on Staten Island. Taxi Authorizations between boroughs are allowed only when scheduling trips to or from John F. Kennedy Airport, LaGuardia Airport, Penn Station, Grand Central Terminal, Brooklyn Cruise Terminal, and Manhattan Cruise Terminal. When requesting Taxi Authorization to or from one of the transportation hubs listed, customers must enter the specific address, except for the airports which must include the terminal number. Customers looking to travel to or from Port Authority Bus Terminal via taxi must call AAR directly to make travel arrangements. Taxi Authorization may be subject to some additional restrictions on specific locations. Taxi Authorizations through MY AAR can only be made for trips scheduled one to two

days in advance. After 5:00 PM, you will no longer be able to request a taxi authorization for the next day For taxi authorizations on the day of service, call 877-337-2017 and follow the prompts for 24/7 assistance.

When utilizing Taxi Authorization, customers are responsible for arranging for their own taxi/car service at the time of travel, including paying the fare, tolls, and no more than a 15 percent tip, obtaining a receipt from the driver or app, and submitting a complete reimbursement request to AAR online or by mail. If the trip meets all policy requirements, customers will be reimbursed the cost of their trip minus the AAR Paratransit fare. Reimbursement requests must be submitted within 60 days from the trip date, include required documentation (including meter taxi receipts, or for-hire/ car service vehicle receipts with pick-up and drop off addresses and trip date as authorized by AAR, along with fare, tolls, and tip), and include the customer's name, address, AAR ID number, and the Taxi Authorization/Trip ID number. The best way to ensure that the reimbursement package is complete is to submit online or use our form and be sure to complete all required fields.

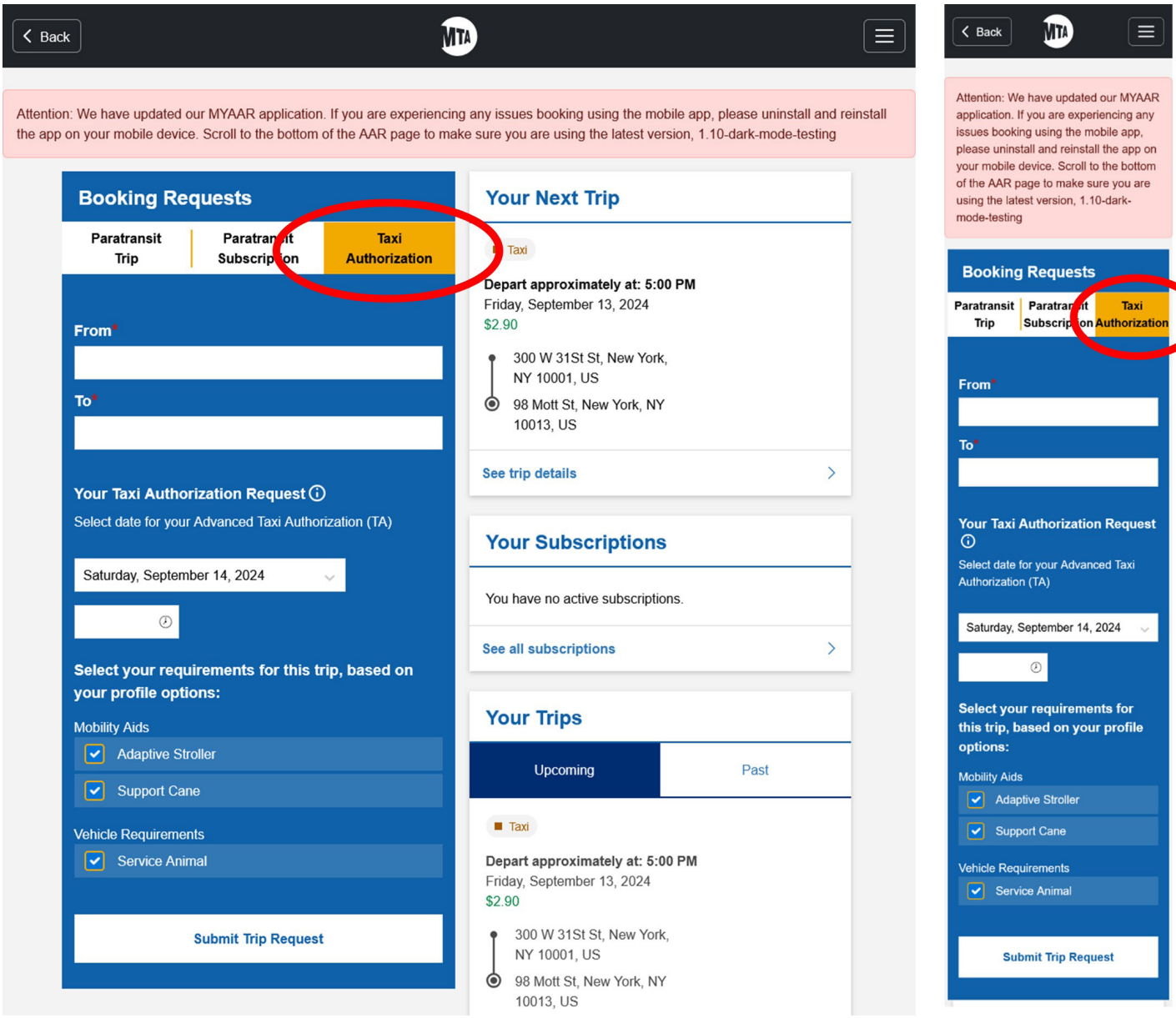
## Take our Customers Count Travel Survey

Your Opinion Counts! Please take our MTA Fall 2024 Customers Count Survey, which is open until October 31, 2024: You will be giving us valuable feedback to improve Access-A-Ride services. Customers who complete the survey can enter a drawing to win one of several $50 gift cards. Please click on the following link to take the survey: http://mta.info/aarsurvey.

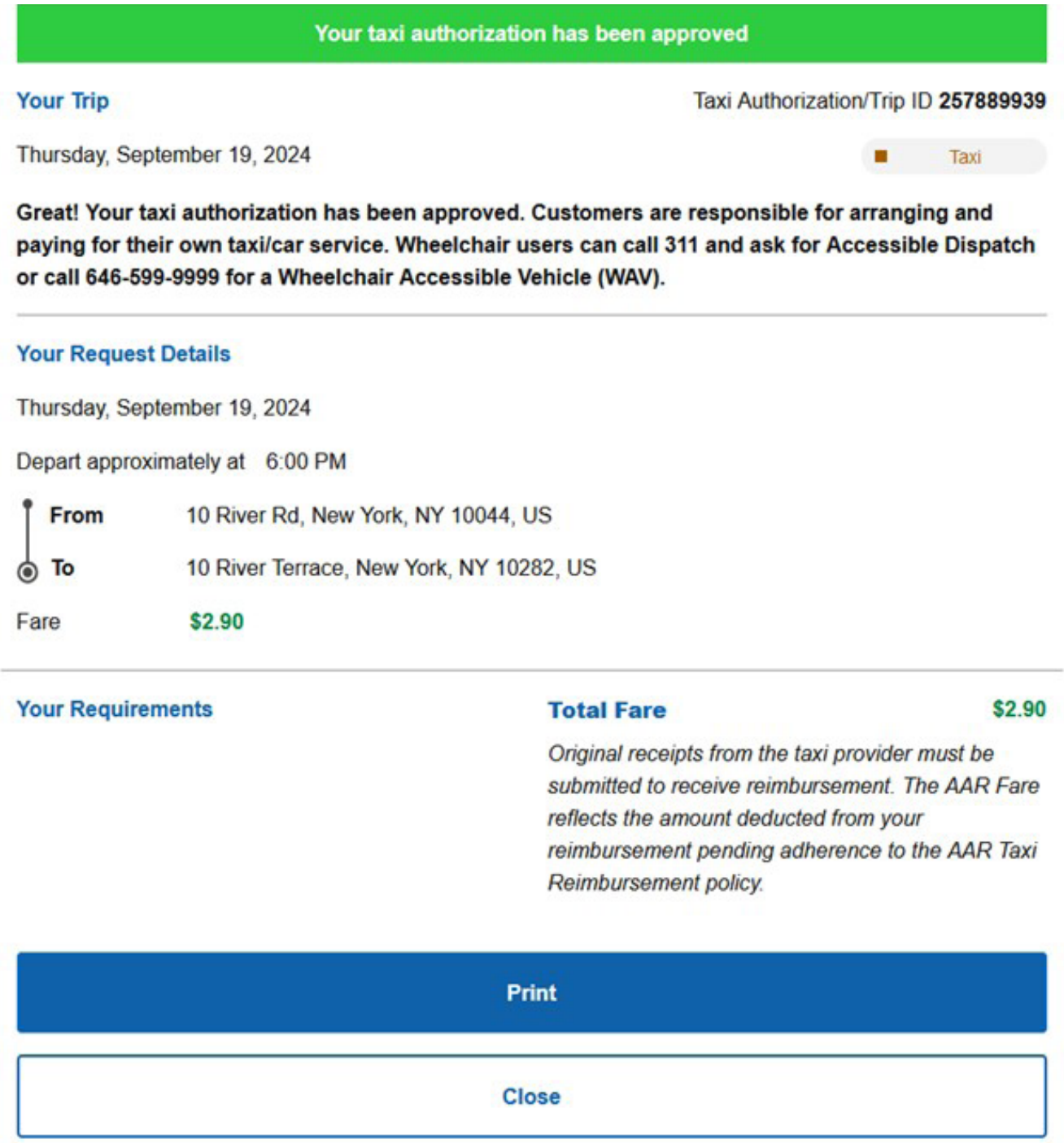
**For additional information on AAR's Taxi Authorization policies, see** https://new.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy**.**

**To file a reimbursement request online, see** https://contact.mta.info/s/forms/access-a-ride-reimbursement**.**

**For additional assistance with booking a Taxi Authorization via MY AAR, see our updated** MY AAR video tutorial **or visit** MY AAR User Manual **(pages 33-40).**




Customers can find the option to request a **Taxi Authorization** under the header **Booking Requests** on both desktop and mobile. Customers can then input the origin (from) and destination (to) of their trip, trip date and time, mobility aids, and vehicle requirement fields as normal, then click **Submit Trip Request**.



Your taxi authorization has been approved

Your Trip

Taxi Authorization/Trip ID **257889939**

Thursday, September 19, 2024

Taxi

**Great! Your taxi authorization has been approved. Customers are responsible for arranging and paying for their own taxi/car service. Wheelchair users can call 311 and ask for Accessible Dispatch or call 646-599-9999 for a Wheelchair Accessible Vehicle (WAV).**

Your Request Details

Thursday, September 19, 2024

Depart approximately at 6:00 PM

**From** 10 River Rd, New York, NY 10044, US

**To** 10 River Terrace, New York, NY 10282, US

Fare $2.90

Your Requirements

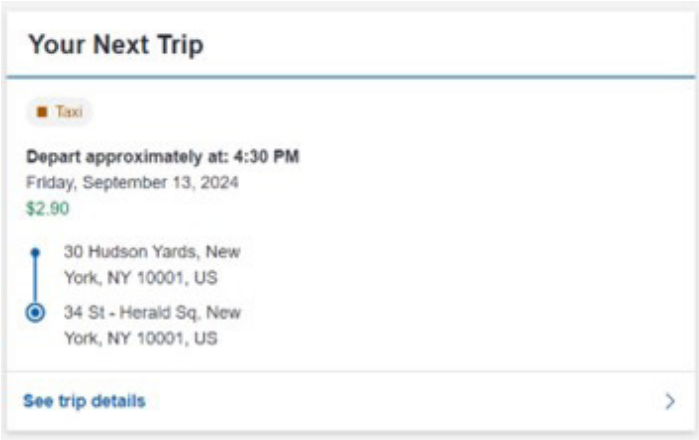
**Total Fare** $2.90

*Original receipts from the taxi provider must be submitted to receive reimbursement. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.*

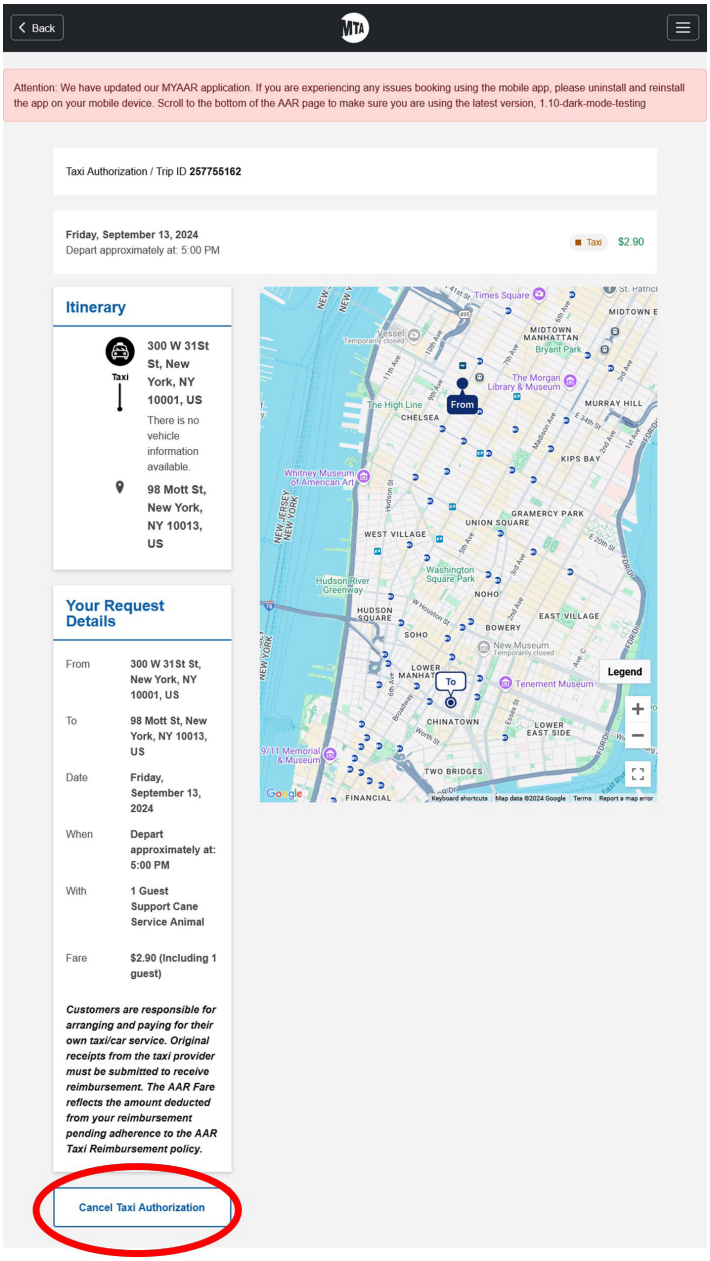
Print

Close

Once a Taxi Authorization request has been approved, the **Taxi Authorization Confirmation** will populate. This page includes an overview of your trip details, including the Taxi Authorization/Trip ID number required to request reimbursement.




When your taxi authorization has been approved, your trip details will be summarized under the Your Next Trip header on the right-hand side of the MY AAR homepage and listed in the Upcoming Trips section of the page.




The Trip Details page includes everything you'll need to know for your upcoming taxi trip, including the option to cancel your trip at the bottom of the Your Request Details section. Customers are able to cancel Taxi Authorizations prior to the scheduled departure time. Please note that Taxi Authorizations that have been canceled are ineligible for reimbursement.

## 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
- 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. Go to mta.info and click on MENU in the upper left corner to locate the link to Access-A-Ride Paratransit.

Follow us on social media @nyctAAR.

This is a special issue of On the Move, which has been added to our quarterly online postings. 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.