

2024

# GUIDE TO



**Paratransit Service**



# TABLE OF CONTENTS

Access-A-Ride (AAR) Telephone Directory .....	1 – 3
About AAR Paratransit Service.....	4 – 5
AAR Language Services Notice .....	5
Applying or Recertifying.....	6 – 8
Eligibility Determinations.....	9 – 11
Appeals .....	11
Feeder Service .....	12
AAR MetroCard .....	12 – 14
Visitor Information .....	14 – 15
MY AAR .....	16
AAR Text Messaging.....	17
AAR Interactive Voice Response (IVR) Messages.....	17 – 18
Hours of Operation .....	18
Fare.....	18 – 19
Service Area.....	19
Providers .....	20
Mobility Devices.....	20 – 21
Transferring From Wheelchair/ Scooter to Passenger Seat .....	21 – 22
Maximum Ride Times.....	22

# TABLE OF CONTENTS

Personal Care Attendant (PCA).....	23 – 24
Traveling With Guests and/or PCA .....	24 – 25
Designated AAR Pickup Locations .....	25
Inclement Weather .....	26
Driver Assistance .....	26 – 27
Shopping Carts, Bags, Parcels, and Bulky Items .....	27
Seatbelt Recommendations .....	27 – 28
Traveling on Paratransit Outside NYC.....	28 – 31
Planning and Reserving a Trip.....	31 – 34
How To Cancel a Trip.....	34
On the Day of Your Trip .....	35 – 37
What To Do if an AAR Vehicle Is Late.....	37
Taxi/Car Service Authorization and Reimbursement.....	38 – 40
Subscription Service .....	41 – 44
No-Show/Late Cancellation Policy .....	44 – 48
Conduct Policy .....	49 – 52
How To Commend, Complain, or Make Suggestions About AAR.....	52 – 53
Reasonable Modification for Individuals With Disabilities.....	53
Filing a Title VI Complaint.....	54

# Access-A-Ride (AAR) Telephone Directory

Call **877-337-2017** toll-free from area codes in the NY Metro Area and adjacent counties. From other area codes, call **718-393-4999**. Customers who are deaf or 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, Mandarin, Cantonese, Bengali, French Creole, or Korean
- **press “4”** for all other languages

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

#1: Self-Service/Automated 24/7 System to check the status of your trip, cancel a reservation, or manage your subscription.

#2: Schedule, cancel, or change a trip one to two days in advance. Agents are available 7 days a week from 7 a.m to 5 p.m.

#3: Check the status of today's trip(s), cancel a trip for today, or request a later pickup time for today. Agents are available 24/7.

#4: Eligibility, appeals, certification, or application questions. Agents are available Monday – Friday from 9 a.m. to 5 p.m.

#5: Subscription service setup, subscription changes, or to place subscription on hold. Agents are available 7 days a week from 8 a.m. to 5 p.m.

To give a compliment, make a complaint or comment, or if you have an inquiry or suggestion regarding AAR, go to [mta.info](http://mta.info) and select "Give Feedback." You may also press option #6 to speak with an intake agent Monday – Friday from 9 a.m. to 5 p.m.

To repeat this announcement, please press "0."

Hold for assistance if you do not have a touch-tone phone.

Conversations with AAR personnel are recorded and may be monitored.

This publication is also available online along with the most updated AAR information, Customer Bill of Rights, policies, and forms:

[new.mta.info/accessibility/access-a-ride](http://new.mta.info/accessibility/access-a-ride).

Braille and audio versions of the “Guide to Access-A-Ride Paratransit Service” are available upon request. This publication is also available to current AAR customers in their preferred language. Requests may be submitted by calling AAR and selecting option 4, or by visiting [mta.info](http://mta.info) and clicking “Give Feedback.”

Follow AAR on social media **@nyctAAR**.

# About AAR Paratransit Service

MTA New York City Transit (NYCT) AAR Paratransit Service provides public transportation for eligible customers with disabilities that prevent them from using the public buses and subways.

## **AAR Service operates:**

- Within the five boroughs of NYC (Brooklyn, the Bronx, Manhattan, Staten Island, and Queens) and within a three-quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties
- As a shared-ride program (so you may be riding with other customers)
- As an origin-to-destination service or feeder service for eligible customers
- Non-priority trips with maximum ride times based on trip distance
- 24 hours a day, seven days a week, including holidays
- In compliance with the Americans with Disabilities Act (ADA) regulations

Whether long-term or temporary eligibility is needed, your AAR service has/will expire, or visitor status is needed during a visit to NYC, please contact AAR to begin the eligibility process.

## **AAR Language Services Notice**

*Please be advised that AAR provides interpretation and document translation services for individuals whose preferred language is not English. Interpretation and document translation services are available during the application, eligibility, and scheduling processes. For example, you are entitled to an interpreter when you apply, when you schedule rides, and when you are assessed for eligibility. You do not need to either bring your own interpreter or translate documents on your own. These services are free of charge. If you have any problems with language services at AAR and want to submit a complaint, please call AAR.*



## Applying or Recertifying

Applicants and recertifying customers are required to go to an assessment center as part of the AAR eligibility determination process. Based on availability, the assessment will be conducted at a center located in the applicant or recertifying customer's borough of residence or within the five boroughs of New York City. This procedure enables AAR to assign an appropriate eligibility status to applicants more quickly and objectively.

To begin the application process, please call AAR/option #4. Eligibility staff are available from 9 a.m. to 5 p.m., Monday through Friday.

When scheduling an assessment appointment, please inform Eligibility staff if you need:

- Material in large print, Braille, or recorded format
- A sign language interpreter
- A Personal Care Attendant (PCA) to travel with you. A PCA may be a relative, spouse, friend, or a professional attendant. PCAs ride free of charge
- Telephonic interpretation services

Once you agree to visit an assessment center, an application packet will be mailed to you. It should arrive in approximately five days. Application packet materials requested in accessible format will be mailed to you separately.

The packet includes the print version of the application and a letter with the date, time, and location of your appointment, including instructions on scheduling round-trip transportation to and from the assessment center.

When scheduling your transportation, please mention if you are traveling with a PCA. No fare is charged for the applicant and PCA to travel to and from the assessment center.

***Please note:*** Only the print version of the AAR application will be accepted at your interview. Applications mailed to the Paratransit offices will be returned. Call Eligibility if you do not receive the application packet.

If you cannot keep your assessment appointment, please call Eligibility to cancel and reschedule it. You must also call and cancel your transportation.

At the center, you will have a face-to-face interview with a healthcare professional and undergo functional testing, where appropriate.

Following your visit to the center, an assessment report will be sent to NYC Transit Eligibility staff. This procedure enables AAR to determine objectively if you are entitled to receive Paratransit service. A decision about your eligibility will be made within 21 days after you visit the assessment center, and you will receive written notification of our decision.

If you have not received a notification of our decision within 21 days, please call Eligibility.

Except for customers who have temporary eligibility or continual eligibility, those found eligible will need to reapply every five years. Customers are notified by mail when it's time to recertify. If you don't receive a letter six weeks before the expiration date noted on your AAR identification, call Eligibility.

## Eligibility Determinations

If you are determined eligible, you will be assigned one of the following categories of eligibility:

(1) full, (2) continual – your condition is permanent and will not improve, so you will not need to reapply, (3) temporary – either full or conditional for less than 5 years, (4) conditional. Those determined conditionally eligible for AAR may only travel by AAR when the conditions noted on their AAR MetroCard / ID apply.

**Please note:** All NYC Transit buses are wheelchair-lift equipped or have ramps.

### Conditional Eligibility Categories:

**Stairs Restricted:** Customer is eligible to travel by AAR only when the trip requires the use of an inaccessible subway station.

**Extreme Cold:** Customer is eligible to travel by AAR only when the temperature is forecast to be 39°F or below on the day of travel.

**Extreme Heat:** Customer is eligible to travel by AAR only when the temperature is forecast to be 90°F or above on the day of travel.

**Extreme Cold and Stairs Restricted:**

Customer is eligible to travel by AAR:

- (1) when the temperature is forecast to be 39°F or below on the day of travel, or
- (2) when the trip requires the use of an inaccessible subway station.

**Extreme Heat and Stairs Restricted:**

Customer is eligible to travel by AAR:

- (1) when the temperature is forecast to be 90°F or above on the day of travel, or
- (2) when the trip requires the use of an inaccessible subway station. If a customer has weather-related eligibility, environmental barriers to travel (such as humidity, snow, and icy streets) will be taken into consideration when trips are scheduled. NYC Transit will check the weather site [www.weather.gov/nyc](http://www.weather.gov/nyc) to determine when weather conditions apply.

## Unfamiliar Places

**Navigational:** Customer is eligible to travel by AAR only when the customer is unfamiliar with bus and/or subway routes to the trip destination due to a cognitive or visual impairment. The customer may not use AAR for routes with which they are familiar.

**Distance:** Customer is eligible for all trips that require the customer to travel to a bus stop or subway station that is more than the number of blocks the customer has been determined able to travel: 1-2, 3-4, or 5 or more blocks.

**Please note:** Customers may have more than one conditional eligibility category.

## Appeals

If denied or given conditional eligibility, you have a right to appeal the decision within 60 days of notification. An appeal form and instructions are included with the notification letter. Appeals may be in writing, in-person, by telephone, or by Zoom.

## **Feeder Service**

“Feeder Service” is a trip that is made partly by Paratransit and partly by fixed-route bus or subway. At present, customers with conditional eligibility who are able to walk or wheel short distances (1-2, 3-4, or 5 or more blocks) begin their feeder service trip on AAR and then transfer to a fixed-route bus. The bus then takes them to a bus stop. From there, they walk or wheel to their ultimate destination without exceeding their travel limitations.

Feeder Service is a one-fare payment trip and not eligible for taxi authorization.

## **The AAR MetroCard**

The AAR MetroCard, issued by NYC Transit, serves as both your Paratransit customer identification card to use when you ride AAR and as a MetroCard if you opt to use public transit. NYC Transit understands that some Paratransit customers are able to use mass transit under certain circumstances but at other times need AAR service. Therefore, your eligibility status will not be affected by using mass transit.

Customers with temporary eligibility do not receive an AAR MetroCard. Instead, the AAR eligibility letter with the customer's photo serves as their AAR identification.

The AAR MetroCard gives AAR customers the opportunity and flexibility to take a total of four free trips a day using the subways, local and select buses, and Staten Island Railway (SIR). If PCA status is indicated on your AAR MetroCard, your PCA rides free of charge via Paratransit or public transit when accompanying you. On public transit, just swipe or dip your card twice – once for you, and then once again for your PCA.

If using Select Bus Service (SBS), obtain a ticket by using the AAR MetroCard at the MetroCard Fare Collect machine prior to boarding. Failure to do so may result in a fine.

AAR customers cannot use their AAR MetroCard to ride express buses free of charge. Reduced fare on express buses is only available from 10:01 a.m. to 2:59 p.m., and from 7:01 p.m. to 5:59 a.m. weekdays and all day on Saturdays and Sundays. Express buses only accept a Reduced-Fare MetroCard for payment.



Use of the AAR MetroCard is monitored for potential fraud and may be deactivated, after an opportunity to be heard verifies fraud.

Please note, an AAR MetroCard will not be sent automatically to eligible AAR customers. Please call AAR/Option #4 for more information about the AAR MetroCard.

## **Visitor Information**

MTA New York City Transit welcomes the opportunity to provide AAR Paratransit service to eligible visitors to New York City. At least two weeks before visiting, please send NYC Transit a copy of the visitor's paratransit ID card (front and back) or other equivalent paratransit eligibility documentation issued by the city or town in which the visitor resides. Please email it to [EDUCI@nyct.com](mailto:EDUCI@nyct.com), or mail it to AAR Eligibility, MTA NYC Transit, Department of Paratransit, 130 Livingston Street, Brooklyn, NY 11201, or fax it to 718-393-4306. If these documents are not available, please submit proof of residency outside New York City and proof of disability. A legible, dated letter noting disability and signed by a doctor or rehabilitation professional is acceptable proof.

**We also need the following information:**

1. Name, birth date, and home address as well as telephone, cell phone, and business telephone number(s)
2. Address and telephone number in New York City (including cross streets)
3. Emergency contact (name and telephone numbers) in New York City
4. If traveling with a Personal Care Attendant (PCA), a guest, or both
5. If traveling with a service animal
6. If using a cane, walker, crutches, wheelchair, scooter, or other equipment
7. If the driver needs to call out the customer's name when the vehicle arrives because of a visual impairment

*AAR service is provided to a visitor for any combination of 21 days during any 365-day period*

# Managing Your AAR Service

## MY AAR

With MY AAR, customers can manage their trips via computer, tablet, or smartphone, including:

- Accessing your contact information, making reservations, checking the status of trips, and managing AAR subscriptions.
- Monitoring your dedicated AAR (a van with lift or ramp) or Enhanced Broker vehicle's real-time location and arrival time one hour prior to the scheduled pick-up time.
- Tracking your trip while on the vehicle to determine their estimated time of arrival (ETA).

To learn more about MY AAR and to sign up, please visit [new.mta.info/myaar](http://new.mta.info/myaar)

AAR customers who have a smartphone may download the free MTA app via Google Play Store or Apple's App Store. The MTA app gives direct access to MY AAR (when customers log in), as well as access to all MTA services.

Please note: Only those with active AAR eligibility status have access to MY AAR.

## **AAR Text Messaging**

AAR customers can send text messages to receive AAR trip information by sending a text to 833-227-6928 or 833-AAR-NYCT. You will be guided on how to access upcoming or current trip information for review or to cancel a trip. To learn more, please visit [new.mta.info/accessibility/paratransit/introducing-aar-text-messaging](https://new.mta.info/accessibility/paratransit/introducing-aar-text-messaging)

## **AAR Interactive Voice Response (IVR) Messages**

IVR is an automated message service that provides important AAR-related information via telephone, text messages, or email when customers opt-in.

### **These messages may include:**

- A reminder the night before about trips scheduled for the next day
- An alert of the approximate time that a vehicle will be arriving
- An alert that the customer's AAR eligibility status will expire soon and needs to be renewed

- A reminder to Subscription Service users to call to reserve subscription trips on holidays
- A service alert due to weather

Customers must contact AAR/option #4 to indicate how they would like to receive IVR messages or use MY AAR and click on “My Account” to indicate their IVR preference.

## **Hours of Operation**

AAR operates 24 hours a day, 7 days a week, including holidays.

## **Fare**

AAR fares are the same as the full fare on public transit. AAR customers must show the driver their AAR ID card, AAR MetroCard, or any photo ID and pay the exact fare as they board the vehicle. AAR MetroCards cannot be used to pay for AAR Paratransit vehicle trips. AAR drivers do not provide change and do not accept round-trip fares. The vehicle will not depart unless the fare is paid in full for all who are scheduled to travel. Only PCAs ride free of charge when accompanying the customer. Failure to pay for your AAR trip

is considered fare evasion. The penalties for fare evasion are listed under the AAR Conduct Policy.

Currently, valid AAR HealthEquity coupons are accepted as fare payment when traveling. Each coupon is good for one trip.

Fair Fares NYC is a city program created to help New Yorkers between the ages of 18 and 64 with low incomes manage their transportation costs. Fair Fares can provide 50% off an AAR trip for those who qualify for the program. For more information, please call 311 or visit [www.nyc.gov/site/fairfares/access-a-ride/access-a-ride-form.page](http://www.nyc.gov/site/fairfares/access-a-ride/access-a-ride-form.page)

## **Service Area**

AAR provides service within the five boroughs of NYC (Brooklyn, Bronx, Manhattan, Staten Island, and Queens) and within a three-quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties. When reserving a trip in Nassau and Westchester counties, give the reservation agent the address and cross streets of the destination; if AAR goes there, the trip will be scheduled.

## **Providers**

Private carriers (under contract with NYC Transit) provide the paratransit service via lift-equipped vans and ramp-equipped vehicles. In addition, Enhanced Broker Service (under contract with NYC Transit) provides the service via taxis and for-hire vehicles. AAR does not ensure a particular service or type of vehicle unless accessibility is mandatory.

## **Mobility Devices**

AAR Paratransit service operates within the guidelines of the Department of Transportation's (DOT) Americans with Disabilities Act (ADA). Regulations at 49 CFR Part 38 require that wheelchair lifts have a minimum design load of 600 pounds (when occupied) and that the lift platform accommodate a wheelchair measuring 30 inches in width and 48 inches in length.

The wheelchair lifts on AAR vehicles exceed these requirements, accommodating wheelchairs or scooters no wider than 33 inches wide, no longer than 51 inches, and weighing no more than 800 pounds when occupied.

**We are unable to accommodate mobility devices that do not meet these guidelines.**

In addition, the following devices will not be permitted on AAR vehicles:

- Hospital chairs
- Gurney chairs
- Hospital stretchers
- Stand-up or non-assistive motorized electric scooters
- Bikes (folding or full)
- Mopeds

**Transferring From Wheelchair/Scooter to Passenger Seat**

Passenger seats are reserved for customers who walk, and wheelchair/scooter locations are reserved for customers traveling in wheelchairs/scooters. If you travel in a wheelchair/scooter and wish to transfer to a passenger seat, you must ask the driver if a seat will be vacant during your trip. You may then only transfer if a seat is available.



Please note: If a customer who walks is added to the route and requires the seat, you will have to return to your wheelchair/scooter.

*Customers are not permitted to reserve passenger seats for guests or PCAs who do not travel with them so that they can transfer to a passenger seat.*

### **Maximum Ride Times**

A trip's maximum ride time is based on trip distance. The chart below indicates the amount of time a customer can anticipate traveling based on trip miles.

<b>Miles</b>	<b>Maximum Ride Time</b>
0 to 3	50 minutes
3 to 6	1 hour 5 minutes
6 to 9	1 hour 35 minutes
9 to 12	1 hour 55 minutes
12 to 14	2 hours 15 minutes
Greater than 14 miles	2 hours 35 minutes

## **Personal Care Attendant**

Some of our customers require the assistance of a Personal Care Attendant (PCA). A PCA is someone who regularly assists the customer. When the customer travels, the PCA performs personal duties that drivers are not allowed to do. Some of those duties may include, but are not limited to:

- Guiding a child or adult with an intellectual or developmental disability.
- Assisting a customer diagnosed with Alzheimer's or dementia.
- Directing a customer who is unable to travel independently.
- Calming a customer who tends to become upset in unexpected situations.
- Preventing a customer from leaving their seat or opening a door when the vehicle is in motion.
- Assisting a customer with managing their schedule and trip commitments in order to prevent excessive missed trips and potential suspensions of AAR service.

The customer's AAR MetroCard/ID will note "YES" next to Personal Care Attendant. We strongly suggest that customers who have PCA status, and who need a PCA to perform some of the duties noted previously, always travel with a PCA on their Paratransit trips. When making a reservation by phone or with MY AAR, please indicate when a PCA will be traveling with you. PCAs travel free of charge when accompanying the AAR customer to and from the same locations.

**Note:** AAR does not have staff to monitor or supervise its customers. An AAR vehicle is just like a city bus, except that it transports its customers door-to-door.

### **Traveling With Guests and/or PCA**

Customers with PCA status may also travel with one guest. Additional guests may be accommodated on a space-available basis. Travel must be to and from the same destination. When making a reservation by phone or with MY AAR, indicate if seats are needed for a guest(s) and/or PCA. All guests must always pay the full AAR fare, including trips to and from assessment centers.

Children can be guests and are charged a fare, except an infant held in a parent's lap. The parent is responsible for securing the child in a seat. If the customer brings an infant seat onto the vehicle, the customer is responsible for securing the infant seat. Drivers shall assist.

### **Designated AAR Pickup Locations**

There are designated AAR pickup spots at busy locations, where customers and vehicle operators consistently miss each other. These locations are located throughout the five boroughs and have AAR identification signs.

**Please note:** Customers may make a reservation to be picked up or dropped off at these locations. For a list of these designated locations, visit [new.mta.info/accessibility/paratransit/newsletter-and-announcements/designated-aar-pickup-locations](https://new.mta.info/accessibility/paratransit/newsletter-and-announcements/designated-aar-pickup-locations)

## **Inclement Weather**

While AAR may continue to operate during adverse weather conditions, there may be times when local road conditions prevent us from reaching you. To ensure you receive AAR service alerts, please maintain your AAR contact information and IVR messages. For weather and service messages, please follow AAR via social media @nyctAAR. You may also call AAR or consult the MTA website at [new.mta.info](http://new.mta.info).

## **Driver Assistance**

As long as the driver doesn't lose sight of the vehicle and is not more than 100 feet away from it, they can assist you to and from the vehicle, help you up and down the curb or one step, and assist you with boarding.

The driver will carry up to two bags or parcels totaling 40 lbs. or less on and off the vehicle. A driver will not enter any buildings.

When a PCA travels with you, the driver is only required to assist you onto and off the vehicle as well as with securing either your wheelchair or scooter, seatbelt/shoulder harness if you are using a wheelchair/scooter, or seatbelt if you are sitting in a passenger seat.

## **Shopping Carts, Bags, Parcels, and Bulky Items**

Customers must fold shopping carts and board AAR vehicles with only two bags or parcels totaling 40 lbs. 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 lbs.

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

Customers who violate these safety requirements may be refused transport by AAR.

## **Seatbelt Recommendation**

AAR cares about your safety. Traffic conditions may sometimes require the vehicle operator to make sudden stops, turns, or maneuvers.

Fastening your seatbelt ensures a safer ride. For your safety, we strongly recommend that you wear your seatbelt or seatbelt/shoulder harness (if traveling in a wheelchair/scooter). Your seatbelt should be fastened before the AAR vehicle begins to move. Upon request, drivers will assist customers with fastening and unfastening their seatbelts and seatbelt/shoulder harnesses for those using a wheelchair/scooter.

## **Traveling on Paratransit Outside New York City**

Since the passage of the ADA, paratransit service has grown rapidly as a mode of public transit throughout the United States. An AAR customer wishing to travel via the Paratransit service in any other city or state, must contact the organization responsible for administering the Paratransit service in that city/state and request visitor status (21 days of service within a 365-day period). If a longer service period is required, one must apply for that Paratransit service. Please note, each Paratransit service has a different fare and operating hours.

When establishing Paratransit service in other regions, it is advised to start planning at least 2 weeks ahead.

AAR provides service within the five boroughs of NYC and within a three-quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties. AAR does not travel beyond this service area.

AAR has transfer locations to accommodate travel between the Bronx and Westchester County and/or Queens and Nassau County.

However, customers must have established eligibility with AAR and Able-Ride (Nassau County – 516-228-4021) or Bee-Line ParaTransit (Westchester County – 914-995-2959). Customers must also coordinate their connecting trips with AAR and Able-Ride or AAR and Bee-Line.



There are no free transfers as each Paratransit service operates independently.

Transfer locations between Queens and Nassau County:

- Northwell Health Center for Advanced Medicine (450 Lakeville Road, Door D, New Hyde Park)
- Green Acres Mall in front of Panera Bread (2034 Green Acres Road South, Valley Stream)

Transfer locations between the Bronx and Westchester:

- 4340 Boston Road, Bronx (at Ropes Avenue/IHOP)
- 5661 Riverdale Avenue, Bronx (at West 258th Street)

AAR customers may also take LIRR or Metro-North to other transportation hubs within NYC and coordinate a pickup with AAR to continue their trip within AAR's service area. Please check for station accessibility by visiting [new.mta.info/accessibility/travel/MTA-railroads](https://new.mta.info/accessibility/travel/MTA-railroads)

These are the transportation hubs within the AAR service area where customers can connect with accessible transportation like buses or commuter trains that can connect them to Paratransit services in other regions:

- Herald Square (33rd Street and 6th Avenue): Amtrak, LIRR, NJ Transit, PATH
- Moynihan / Penn Station (on 33rd St. and 8th Ave.): Amtrak, LIRR
- Grand Central Terminal (East 43rd Street and Lexington Avenue): Metro-North
- Port Authority Bus Terminal (42nd Street between 8th and 9th Avenues)

## **Planning and Reserving a Trip**

Reservations can be made 1-2 days in advance, 7 days a week, from 7 a.m. to 5 p.m. by calling AAR. You can also make reservations on your computer, tablet, or smartphone by using MY AAR until 5 p.m. the day before your trip. Customers may request a taxi authorization during the reservation process for consideration

(see Taxi/Car Service Authorization and Reimbursement).

**Here are some terms that will assist with reservations:**

“Pickup” or “Depart” time: the requested time a customer would like to be picked up to travel to their destination. Since AAR is a shared-ride service, customers may be offered a pickup time that is up to an hour earlier or later than the time requested.

“Appointment” or “Arrival” time: the requested time a customer would like AAR to arrive at their destination. Customers may want to request a time earlier than the actual destination appointment to allow for security checkpoints, elevators, and other unforeseen delays.

A request can be made for either a pickup time or appointment time, but not for the same trip.

“Call back” or “Will call” occurs when the trip is accepted but scheduled later internally. We will ask to call the customer back the same day with the scheduled pickup time.

If the customer agrees to be called back, AAR will call them by 7 p.m. that evening. If the customer hasn't been called by 7 p.m., they may call AAR to get trip information 24/7.

When reserving a trip to or from Nassau or Westchester counties, AAR will inform customers if the location is within the three-quarter-mile service area.

**Prior to making a reservation, please have the following information ready:**

- Customer's AAR ID number
- The date of the trip(s)
- The pickup and destination address (include cross streets whenever possible)
- Customer's cell phone number, if applicable, or the telephone number at the destination
- Pickup/Depart or Appointment/Arrival time
- Whether customer will be traveling with a PCA, guest(s), or both
- Special instructions, i.e., requests that the vehicle operator announce their arrival
- Same information for the return trip

If customers have conditional eligibility, they may only be able to reserve AAR on a “trip-by-trip” basis – which is when the customer’s disability and/or specific conditions prevent them from using fixed-route buses or subways. Customers might also be offered AAR feeder service.

## **How To Cancel a Trip**

Whether the customer knows that they will not take their scheduled trip days in advance or the same day, the customer must call AAR or use MY AAR to cancel their trips. Trips may be cancelled days in advance of the scheduled trip date but must be cancelled no later than two hours before the scheduled pickup time.

When cancelling a two-way trip, customers must inform AAR that they are cancelling both the original trip at their pickup location and the return trip from their drop off location. Return trips are not automatically cancelled.

The penalties for customers who no-show or late cancel trips are listed under No-Show/Late Cancellation Violations.

# On the Day of Your Trip

AAR's goal is to provide safe, prompt, and reliable service, but we ask our customers to please be prepared to wait up to 30 minutes after the scheduled pickup/depart time. AAR vehicles arriving during this time are considered on time.

The 30-minute waiting period begins at the scheduled pickup/depart time and ends 30 minutes later. Use MY AAR to get details regarding your vehicle, its location, and estimated time of arrival (ETA). This information will be displayed shortly before your pickup/depart time. You may also call AAR and follow the prompts for 24/7 assistance.

## **Please:**

- Be prepared and ready to travel at the scheduled pickup/depart time and location (inside). An IVR message will inform customers of their vehicle's ETA, or customers can monitor the real-time location of their vehicles (AAR or Enhanced Broker Service) with MY AAR. If customers need to take an elevator or walk a distance to their pickup location, please allow extra time.

- When the vehicle arrives, please show the driver the customer's AAR MetroCard/ID and pay the exact fare before departure from pickup location.
- Drivers must wait five (5) minutes after your scheduled pickup time, even if they arrive early. Drivers arriving after your scheduled pickup time must also wait five (5) minutes before leaving.
- Dispatchers are requested to call the customer if they are not at the pickup location.
- If customers do not arrive within the five (5) minute wait period, the driver will leave, unless contact is made with customer, then the driver will wait an additional five (5) minutes.
- Cell phone users: Please call Eligibility to assure the proper cell phone number is entered into the Customers Manifest Notes in their permanent record so that the dispatchers can contact the customer before the driver leaves.
- If the vehicle doesn't arrive at the end of the 30-minute waiting period, follow the

instructions in “What To Do if an AAR Vehicle Is Late.”

- If customers are delayed but wish to keep their return-trip reservation, call AAR at least 60 minutes before the scheduled pickup time to reschedule.

### **What to Do if an AAR Vehicle Is Late**

If MY AAR does not reflect an assigned vehicle or the ETA is beyond the 30-minute wait period or you haven't received an IVR notification, please call AAR to request that AAR staff provide the status of your vehicle. You may request that staff attempt to find you alternative transportation from a nearby AAR provider or authorize taxi/car service. If the original vehicle's ETA is near, customers may wish to wait for the original vehicle. Taxi authorizations may also be granted when delays arise with a customer's pick-ups or return trips, such as rescheduling a later pick-up, etc. Due to demand, AAR may not be able to reschedule trips or approve a taxi authorization for an earlier pickup.



## Taxi/Car Service Authorization and Reimbursement

In order to provide efficient service and enable expedient travel, taxicab/car service reimbursement authorization may be offered to customers at the time of the reservation 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 full AAR Paratransit fare.

**Please note:** Wheelchair users 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.

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.

NYC Transit may not authorize taxi/car service for customers who are not at their pickup locations and ready to travel when an AAR vehicle arrives within the 30-minute time period. This also applies to customers who call for an earlier pick-up time on the day of their trip.

For assistance in submitting receipts for reimbursement consideration by mail or online, please visit [new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy](https://new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy)

For prompt reimbursement, please submit your authorized reimbursement request online at [contact.mta.info/s/forms/access-a-ride-reimbursement](https://contact.mta.info/s/forms/access-a-ride-reimbursement)

You may also submit authorized reimbursement requests with the required information by mail to:

AAR Taxi Reimbursements  
MTA NYC Transit  
Department of Paratransit  
130 Livingston Street  
Brooklyn, NY 11201

**Reimbursement requests are required to:**

- Be submitted within two months from the trip date.
- Have required documentation, including meter taxi receipts, or, as in the case of car or ride-hailing services, receipts with pick-up and drop off addresses and trip date as authorized by AAR, along with fare, tolls, and tip.
- Include the customer's name, address, AAR ID number, and the NYC Transit authorization number.

Receipts that appear altered may be rejected. The reimbursement amount may be limited if a request appears excessive.

## Subscription Service

This service is offered to any customer who travels from the same location to the same destination at the same time of day for each trip at least one day a week. If you wish to apply, call Subscription Service 7 days a week from 8 a.m. through 5 p.m. or use MY AAR. Please note: Subscription Service is subject to availability. These trips are prescheduled.

*AAR operates 24/7, 365 days a year.*

*However, Subscription trips will be canceled automatically on the following holidays. If customers require AAR service on these holidays, they must call to reserve their trips 1-2 days in advance of the trip date:*

*New Year's Eve, 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.*

## **To Cancel or Place Your Subscription Service on Hold**

Use MY AAR to cancel trips one-to-two days in advance or to cancel a same-day trip at least two hours prior to your pick-up time. You may also call AAR and follow prompts to 24/7 assistance.

If you do not require Subscription Service for one day or more, call Subscription Service at least three days in advance of your trip date to put it on hold. For example, if you have a trip to a physical therapy appointment for every Monday from 2 to 3 p.m. but will be on vacation for the next two weeks, you must call Subscription Service on Friday to put this trip on hold. When calling Subscription Service to put your subscription on hold, be prepared to give the following information:

1. Your full name (spell out)
2. AAR MetroCard/ID Number
3. Whether you want all or some of your trips put on hold (e.g., every Monday in July)
4. The first date AAR vehicles should not pick you up

5. The first date vehicles should resume picking you up

If you don't know the date that you want your service to resume, say the hold is indefinite.

NYC Transit will hold your subscription for up to 90 consecutive days. After 90 days the subscription will be cancelled, and you must submit a new request for Subscription Service.

### **Excessive Cancellation of Subscription Trips**

NYC Transit may suspend any subscription when the customer cancels 30% of their Subscription trips and/or no shows/late cancellations exceed 7 trips in that month. This will be considered a consistent pattern of cancellations of any part of a subscription. The decision to suspend a subscription because of excessive cancellations is final.

Subscription Service customers who are suspended due to violations of the No-Show/Late Cancellation Policy will be subject to a 30-day suspension from

Subscription Service for each applicable suspension. The suspended Subscription Service customer must reapply. However, the request will not be considered until 30 days after the last date of the suspension, e.g., if the suspension ends on May 26, 2024, then the request will not be considered until June 25, 2024.

### **No-Show/Late Cancellation Violations**

NYC Transit will record each customer no-show or late cancellation as a missed trip and may suspend, for a reasonable period, any customer whose missed trips are excessive, except where the trips are missed for reasons beyond the customer's control. This applies to advance reservation and subscription trips. Customers may not dispute an individual violation at the time it occurs.

A no-show occurs when the vehicle arrives at the pickup location within the 30-minute pickup window, waits the required 5 minutes, and the customer does not board the vehicle.

A late cancellation occurs when a customer cancels a trip less than two hours before the scheduled trip.

### **Pattern or Practice of Missed Trips**

When a customer's no-shows and/or late cancellations meet both of the below criteria in any given month, it will be considered a violation of this Policy and the customer is subject to suspension.

- Customer no-shows and/or late cancels 30% of the customer's reserved trips, AND
- The number of no-shows and/or late cancellations exceed 7 trips in that month.

### **Suspensions**

Customers will be subject to the following suspension periods for violations of this Policy within a rolling 12-month period. Repeated violations will cause the length of the suspensions to increase. The rolling 12-month period is the period in which a customer's violations can be counted consecutively, starting from the date noted on the suspension notice.



For example, the suspension notice is dated March 8, 2023, so the end of the 12-month rolling period is March 7, 2024. Any subsequent violations within that timeframe will then be counted in succession, i.e., 2nd violation, etc. Repeated violations of this Policy will cause the length of the suspensions to increase. For suspensions that are rescinded/waived, the violation will not be counted.

1st violation:	Warning Notification with no suspension
2nd violation:	1st suspension (1-week period)
3rd violation:	2nd suspension (2-week period)
4th violation:	3rd suspension (3-week period)
5th/subsequent violation:	4th suspension (4-week period)

In addition, Subscription Service customers who are suspended due to violations of this Policy will be subject to a 30-day

suspension from Subscription Service for each applicable suspension. The suspended Subscription customer must reapply for Subscription Service. However, the request will not be considered until 30 days after the last date of the suspension.

### **Notice of Suspension**

Customers in violation of this Policy (whether advance reservation or subscription trips) will receive written notification that the customer has violated the No-Show/Late Cancellation Policy and is subject to suspension.

Before a suspension occurs, customers will receive this notice of suspension identifying each trip that was no-showed or late cancelled. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date that customers can resume using the Paratransit service again.

## **Right to Appeal**

### **Written Appeals:**

- Customers must complete and submit the “No-Show/Late Cancellation Suspension Appeal Form”.
- Customers must submit either the “Statement of Appeal Form” or a letter documenting why the customer believes the violations should be excused, and any supporting documentation.

These documents must be postmarked within 14 calendar days of the date noted on the notice of suspension.

### **In-Person/Zoom/Telephone Appeals:**

- Customers must complete and submit the “No-Show/Late Cancellation Suspension Appeal Form”.
- This document must be postmarked within 14 calendar days of the date of the suspension notice.
- NYCT will contact the customer to schedule an appeal hearing. Customers must be available to attend the scheduled hearing.

- In-Person, Zoom, and telephone appeals are by scheduled appointment only. Walk-ins will not be seen.

No suspension will take effect if the customer has filed an appeal in accordance with the instructions and by the deadlines noted in this policy and the Paratransit Appeals Board has not determined the outcome of the appeal.

### **Appeal Decision**

NYC Transit will advise customers in writing of its decision concerning their appeal. If the suspension is upheld, the notice of decision will provide customers with the beginning and ending dates of the suspension period.

### **Conduct Policy**

Customers who engage in violent, seriously disruptive, or illegal conduct may be suspended or terminated. Customers are also responsible for the conduct of their Personal Care Attendants and guests. Acts of misconduct include, but are not limited to, the following. Misconduct may result in the loss of Paratransit service whether it

occurs in the context of traditional AAR, the AAR MetroCard Program, the E-Hail Pilot Program, or any other program or service offered by NYCT. Acts of misconduct include, but are not limited to the following.

**Prohibited Conduct includes:**

- Acts of violence, terrorism, and/or illegal conduct including those that cause or may tend to cause injury and/or harm to oneself or others.
- Threats of violence or terrorism, harassment, and/or conduct that poses a threat or significant risk to oneself or others.
- Conduct resulting in inappropriate physical contact with oneself or others.
- Disruptive or abusive language – derogatory remarks on race, ethnicity, religion, gender identity, sexual preference, or disability.
- Carry or bring any item/s, dangerous instrument/s or weapons that may present a danger or hazard.
- Conduct that interferes with customer traffic/impedes service.
- Litter, dump garbage, liquids or other

matter, create a hazard or unsanitary condition (including spitting or urinating).

- Destruct, deface, destroy, or vandalize AAR property.
- Smoke or carry an open flame or lighted match, cigar, cigarette, pipe, or torch.
- Drink/possess any open unsealed container/s of alcoholic beverage.
- Conduct that demonstrates an intent to defraud/constitutes a theft of service.
- Intentionally providing false information with respect to PCA and/or guest reservations.

Please note that assaulting an MTA employee is a crime punishable by up to **7 years** in prison.

## **Enforcement**

NYCT reserves the right to refuse service to any customers who engage in violent, seriously disruptive, or illegal conduct to the extent permitted by the ADA. In the case of violent, seriously disruptive, or illegal conduct, the individual will be subject to immediate suspension but will be entitled to a post-suspension appeal.

NYCT will follow the applicable appeal process but reserves the right to conduct the appeal hearing by telephone conference.

## **How To Commend, Complain, or Make Suggestions About AAR**

The goal of AAR Paratransit Service is to provide safe, prompt, and reliable service. We welcome feedback about your travel experience.

Please use one of the following methods to share your comments, commendations, or complaints with us:

- E-Mail AAR: Go to [mta.info](http://mta.info) and select “Give Feedback.”
- Call AAR: 877-337-2017 and follow options to speak with an intake agent who handles Paratransit issues for response from 9 a.m. – 5 p.m., Monday through Friday. Deaf/hard of hearing customers: use your preferred relay service provider or the free 711 relay service to reach 877-337-2017.
- Write AAR: MTA New York City Transit, Department of Paratransit, Customer Relations, 130 Livingston Street, Brooklyn, NY 11201.

Make your comment or complaint while the details are still fresh in your mind. We look forward to receiving customers' positive comments and helpful suggestions. If you have a complaint, we will try to resolve it.

When making a complaint, please tell us your name, address, telephone number, and AAR MetroCard/ID number. Also, provide specific details of your complaint and including when and where it happened. If you are complaining about a trip, the information on your trip ticket helps us investigate.

## **Reasonable Modification Requests for Individuals With Disabilities**

The MTA and its operating agencies – New York City Transit, MTA Bus, Long Island Rail Road, and Metro-North Railroad – are committed to making reasonable modifications to our policies, practices, and procedures to ensure that our subway, bus, and commuter rail services are accessible to individuals with disabilities. Any person with a disability who wishes to make a request for Reasonable Modification, or file a complaint about a Reasonable Modification Request, please visit [visit new.mta.info/accessibility/filing-reasonable-modification-requests-and-appeals](https://new.mta.info/accessibility/filing-reasonable-modification-requests-and-appeals)



## **Filing a Title VI Complaint**

MTA New York City Transit (“NYC Transit”) and MTA Bus Company are committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of their services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (“Title VI”).

To request more information about Title VI or to submit a written complaint if you believe that you have been subjected to discrimination, you may visit [new.mta.info](http://new.mta.info) or contact NYC Transit’s Office of Equal Employment Opportunity, 130 Livingston Street, 3rd Floor, Brooklyn, NY 11201.

In addition to your right to file a complaint with NYC Transit, you have the right to file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building 5th Floor – TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.



**(877) 337-2017**  
**[new.mta.info](http://new.mta.info)**