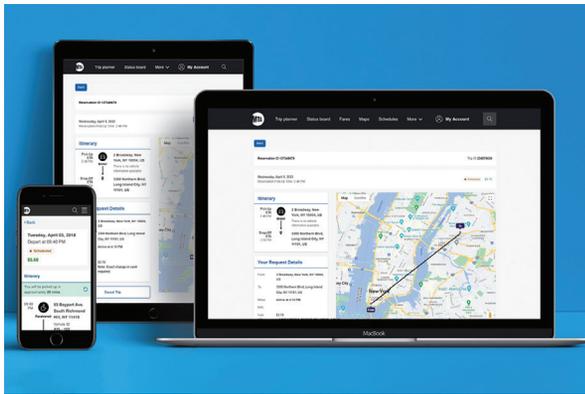


MOVE



All the news on Access-A-Ride

Book Online & Save Time



Imagine not having to call AAR to make a reservation!

[Click here](#) or scan this QR code!



AAR customers who have access to a computer, tablet or smart phone, can book their trips with MY AAR. With MY AAR, customers can also access their contact information,

check the status of their trips, and manage subscriptions. MY AAR also allows customers to monitor their dedicated AAR (Available in July) or Broker vehicle's real-time location and arrival time one hour prior to their pick-up time. With MY AAR, customers can also track their trip while on the vehicle to determine their estimated time of arrival (ETA).

AAR customers who have a Smartphone may download the free MYmta app via Google Play Store or the App Store. The app allows direct access to MY AAR, when you log in and all MTA services.

Here is what some are saying:

"I was able to book my trip on my cell phone while traveling on AAR. It was easy and private."

-TG, Manhattan

"From my office computer I could set up my mother's subscription service, place them on hold and even see a record of her trips. It was a real timesaver!"

-BV, Bronx

“My son goes to a day program and MY AAR allows me to monitor his pickups and drop-offs at his group home with my iPhone.”

–YA, Brooklyn

“From my phone I could see that my 7:28 AM Broker driver was going to be a little delayed, so I waited inside until he arrived.”

–DF, Queens

MY AAR is accessible to someone with a visual disability. Screen Reader functionality using NVDA and VoiceOver are compatible with Chrome.

MY AAR is compatible with Internet Explorer 8 and newer versions, as well as with Chrome, Mozilla Firefox, and Safari.

Try it today - On the web, visit the [AAR homepage](#) and click on “Sign into MY AAR Trip Planner.” On the MYmta app, click on “Access-A-Ride.” You will be brought to the “Access-A-Ride Sign In” page, where you can click “Sign Up” to create an account. You will be asked for your personal information. Once your account is verified, you can log in.

For more information and tutorials, visit: <https://new.mta.info/accessibility/booking-trips-with-my-aar>



New Look for AAR Vehicles – Have you seen our new vehicles on the road? A bright change with new equipment. Learn more in the Summer Issue of OTM

More technology is coming to AAR in the form of text messaging to get trip details. Please make sure we have your email address on file or follow us on social media @nyctAAR to be the first to learn more!

Of course, AAR customers will always be able to reach AAR by phone. See our phone directory on pages 8 & 9.

Planning a Trip to a Special Venue

NYC has so many wonderful attractions to enjoy now that COVID restrictions are being lifted. **But before making that reservation, check with the venue to confirm the address of the accessible entrance.**

Your destination may even have a designated AAR stop. AAR works in cooperation with many organizations and DOT to establish a specific location for safe and consistent AAR drop-offs and pickups. To see a complete list of designated AAR stops, visit: <https://new.mta.info/accessibility/paratransit/newsletter-and-announcements/designated-aar-pickup-locations>.



Alpha Phi Alpha Senior Center members(seated L-R) Jaqueline Sellers, Albertha Burton, Yvonne Turner, Rosemarie Whaley, Lillian Wooten and Billy Mitchell (PAC Member) join AAR GVC Operator Maximo David (standing) at their new designated AAR Stop on 220th Street in Cambria Heights. The stop, complete with City Benches, directs drivers to perform all trips on the side of the center, rather than on the center's address on busy Linden Blvd.



If your organization is planning a group trip to a large venue or a special event at your site and at least 12+ of your participants use AAR, please reach out to let us know at least a month in advance. We can help confirm the best location for drop-off and pickups so that your participants will know the address to request when booking their trips. This also helps AAR monitor trips and ensure successful connections. Call AAR and press #8 to request assistance from the outreach team when planning your events.

Weekend 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.

Terminology Guide

What is the difference between “Pickup” and “Appointment” Time?

“Pickup time” is the time you wish AAR to arrive. Since AAR is a shared-ride service, you may be offered a pickup time that is up to an hour earlier or later than the time requested.

“Appointment time” is the time you wish AAR to arrive at your destination.

You can request either a pickup time or appointment time.

What does the term “Shared Ride” mean

Shared rides have always been an integral component of AAR service, as per the Americans with Disabilities Act (ADA) and is necessary in order to balance the trip demand with vehicle capacity. Under the ADA regulations at 49 C.F.R. Section 37.121(a), “each public entity operating a fixed route system shall provide paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.” Paratransit service is by nature a shared-ride service. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. A paratransit trip should be comparable in length to an identical trip on the fixed route system, including the time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person’s ultimate destination.

Please have your fare and ID ready when traveling on AAR. Fare evasion and/or fraudulent use of the AAR services by anyone other than the customer may lead to a suspension of service.

Congratulations Ms. Wheelchair New York 2023



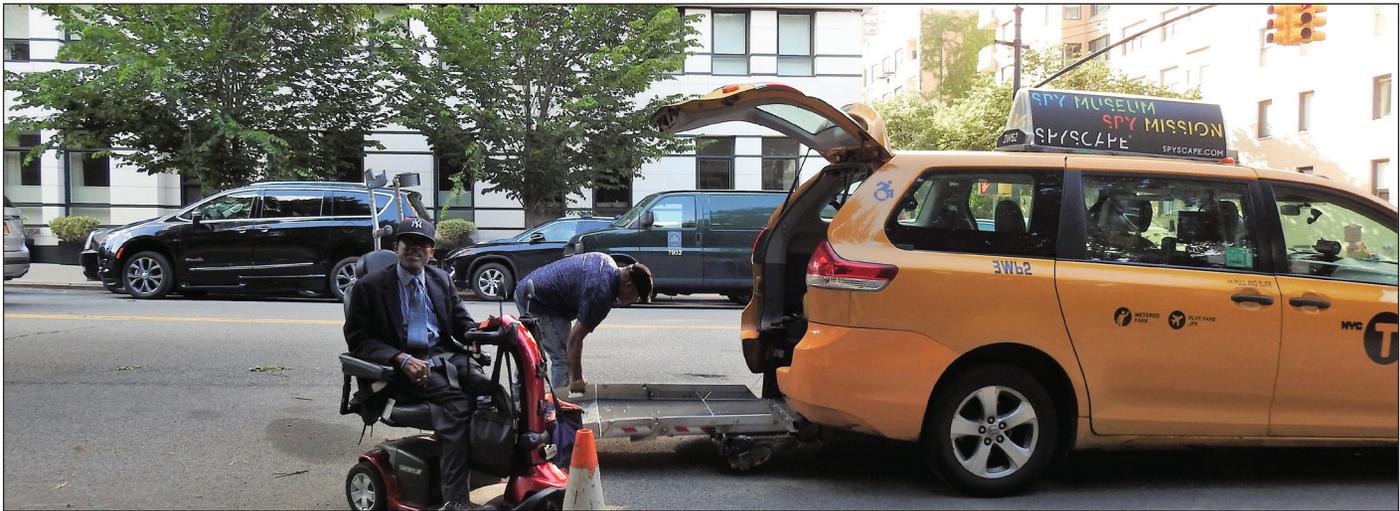
Access-A-Ride wishes a warm Congratulations to the newly crowned Ms. Wheelchair New York 2023, Khalia Hayslett, who has been an AAR user since 2002. Ms. Hayslett is a staunch advocate who tirelessly fights for the rights of People with Disabilities. We are grateful to Ms. Hayslett for being part of the most recent video in our AAR Disability Awareness Series, providing a unique customer perspective on her AAR travel experience as it relates to her disability. We know Ms. Hayslett will use her platform to do great things over the next year, and we are happy to provide AAR service to support her in these endeavors. Best of luck!

MTA Celebrates Autism Awareness Month!

On April 10th MTA Leadership and staff spent the morning shining a light on Autism Awareness in a wonderful and exciting way. An amazing group of NYC kids excited to see Train Operators, Bus Operators and other dedicated MTA staff, dressed in uniform and ready to answer all their best questions. The highlight was when the kids got to hear their own voices, along with many New Yorkers passing through, featured in various important subway service announcements, as part of MTA's Autism Awareness Month campaign. These announcements will play throughout the month of April in select subway stations. And, just in time for Autism Awareness Month, the Department of Paratransit recently featured in its current Disability Awareness Video Series, Mr. Kevaughn Plunkett, a savvy NYC college student and Access-A-Ride user with Autism who graciously lent his voice to educate AAR drivers about people with Autism who use public transportation. We are ever-so-grateful for Kevaughn's participation and look forward to providing him with continued reliable and safe AAR service.



In attendance (Left to Right) Demetrius Crichlow, Senior VP of Subways; Chantall Lowe, Senior Director of Partner and Community Engagement of INCLUDEnyc, Cheryelle Cruickshank, INCLUDEnyc's Executive Director, Shanifah Rieara, MTA Acting Chief Customer Officer, and Tammie Francisque, Paratransit Outreach Team



Taxi Authorizations are Available when Traveling within a Borough

If traveling within a borough, you may request a taxi authorization during the reservation process. 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.

WAV taxis can be secured by calling 311 or 646-599-9999.

See the [Taxi/Car Service Reimbursement Policy](#) for more information.

While you can mail in your receipt for reimbursement, the fastest way to get your reimbursement is by submitting your receipt (with authorization #) online at the [AAR website](#), scroll down to Policies and Forms and click on the *“Online Taxi/Car Service Reimbursement Request.”*

“Take our MTA Customers Count Travel Survey! Please sign up to receive an email invitation. You will be giving us valuable feedback to improve Access-A-Ride. Customers who complete the survey can enter a drawing to win one of several \$50 gift cards. Please visit the following website and provide your email address: <https://new.mta.info/mta-customers-count>. A live survey link will be sent to you when the survey is available.”

Masks are now optional, but still encouraged while traveling on AAR.



Access-A-Ride (AAR) Telephone Directory

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 prompts:

Prompt #1 – Eligibility & Compliance Unit

Agents are available Monday – Friday from 9 am - 5 pm to assist with eligibility, appeals, certification or application questions, requests for updates to customer's contact information, visitor/reciprocal service etc.

Prompt #2 – Travel Planning

Agents are available to make a reservation 7 days a week from 7 am - 5 pm

Prompt #3 – Change a Trip - Agents are available 7 days a week from 7 am - 5 pm to change a trip.

Prompt #4 – Cancel a Trip - Agents are available 24/7 to cancel a trip.

Prompt #5 – Travel Services

Agents are available 24/7 assistance with same day trip. This may include getting information about your vehicle and its estimated arrival time, help with delays that may arise with your pick-ups or with your return trip such as rescheduling a later pick-up, etc.

Prompt #6 – Subscription Service

Agents are available 7 days a week from 8 am - 5 pm to help arrange, re-schedule or cancel 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.

Prompt #7 – Automated system to check status of your same day service.

Prompt #8 – Customer Comment Line

Agents are available Monday – Friday from 9 am - 5 pm to submit suggestions, commendations, complaints, along with requests for publications, and outreaches. If one prefers, submit [online](#).

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 most updated AAR information, including AAR policies, Guide, newsletter and customers’ bill of rights are available Online at new.mta.info/accessibility/paratransit or via the [MYmta app](#).

Manage and monitor your AAR trips online or via your smartphone: <https://new.mta.info/accessibility/paratransit/making-a-reservation-and-managing-trips/faqs>

Follow us on social media @nyctAAR.

On the Move is posted online quarterly at:

<https://new.mta.info/accessibility/paratransit/newsletter-and-announcements>. 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.