

2022

# GUIDE TO



Paratransit Service



# Index

<b>Access-A-Ride (AAR) Telephone Directory</b>	<b>1-2</b>
<b>About AAR Paratransit Service</b>	<b>3-4</b>
AAR Language Services Notice	<b>4</b>
<b>Applying or Recertifying</b>	<b>5-7</b>
Eligibility Determinations	<b>7-9</b>
Appeals	<b>9</b>
Feeder Service	<b>10</b>
<b>AAR MetroCard</b>	<b>11-12</b>
<b>Visitor Information</b>	<b>13-14</b>
<b>Traveling on AAR</b>	<b>14</b>
Online Trip Management	<b>14-15</b>
AAR Interactive Voice Response (IVR) Messages	<b>15</b>
Hours of Operation	<b>16</b>
Fare	<b>16</b>
Service area	<b>16</b>
Providers	<b>17</b>
Maximum Ride Times	<b>17</b>
Personal Care Attendant (PCA)	<b>18-19</b>
Traveling with Guest and/or PCA	<b>19</b>
Designated AAR Pickup Locations	<b>20</b>

Inclement Weather	<b>20</b>
Driver Assistance	<b>20-21</b>
Shopping Carts, Bags/Parcels and Bulky Items	<b>21</b>
Seatbelt Recommendations	<b>21-22</b>
Transferring from Wheelchair/Scooter to Passenger Seat	<b>22</b>
<b>Traveling on Paratransit Outside NYC</b>	<b>23-25</b>
<b>Planning &amp; Reserving a Trip</b>	<b>25-27</b>
How to Cancel a Trip	<b>28</b>
<b>On the Day of Your Trip</b>	<b>29-30</b>
What to do if an AAR Vehicle is Late	<b>31</b>
Taxi/Car Service Authorization and Reimbursement	<b>31-33</b>
<b>Subscription Service</b>	<b>34-36</b>
<b>No-Show / Late Cancellation Policy</b>	<b>36-40</b>
<b>Conduct Policy</b>	<b>40-42</b>
<b>How to Commend, Complain or Make Suggestions about AAR</b>	<b>43-44</b>
<b>Reasonable Modification for Individuals with Disabilities</b>	<b>45</b>
<b>Filing Title VI Complaint</b>	<b>46</b>

# 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/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:

- For assistance in Spanish, press “2.”
- For assistance in Russian, Chinese, French Creole, Bengali or Korean, press “3.”
- For all other languages, press “4.”

**Prompt #1:** Eligibility, appeals, certification or application questions

**Prompt #2:** To make a reservation

**Prompt #3:** To change a trip

**Prompt #4:** To cancel a trip

**Prompt #5:** 24/7 assistance with same day trip

**Prompt #6:** Subscription Service

**Prompt #7:** Automated system

**Prompt #8:** Commendations, complaints, suggestions, requests for publications, and outreaches

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.

The most updated AAR information, Customer Bill of Rights and policies are available Online at **[new.mta.info/accessibility/paratransit](http://new.mta.info/accessibility/paratransit)** or via the **MYmta app** under *Accessibility*.

---

Braille and audio version of the “Guide to AAR Paratransit Service” are available upon request. This publication is also available to current AAR customers in their preferred language. Please call AAR at **877-337-2017 / Prompt #8** or E-mail: **[new.mta.info/customer-feedback](mailto:new.mta.info/customer-feedback)** (select “Paratransit (AAR)” in the “MTA service” field).

Follow us on Twitter, Facebook or Instagram **@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 (Brooklyn, the Bronx, Manhattan, Staten Island and Queens) of New York City (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.
- As a shared-ride program (may be riding with other customers).
- 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, 365 days a year.
- In compliance with federal Americans with Disabilities Act (ADA) regulations.

Whether long-term or temporary eligibility is needed or 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 service for individuals whose preferred language is not English. Interpretation and document translation service 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 appointments, and when you are assessed for eligibility. You do not need to 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 / Prompt #8.*

# 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 / **Prompt #1. Eligibility** staff are available from 9 a.m. to 5 p.m., Monday through Friday.

When scheduling an 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 the assessment center.

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

***Please note: Only the print version of the 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 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. You will receive written notification of our decision.

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

Except for customers who have temporary conditions 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: (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 & 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 & 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 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 or in person.

## 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.

# 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 customers' 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 buses and Staten Island Railway (SIR). If you have **PCA Certification** 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 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.**

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. Show your AAR MetroCard to the express bus operator when you board and deposit the fare in exact change in coins (no bills or pennies, please). If you board the bus via a middle/rear-door wheelchair lift you may ask your PCA to deposit the fare or ask the bus operator to give you a postage-paid envelope so you can pay the fare by mail. Please note that a bus operator cannot handle customer's money or AAR MetroCard.

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

Please note, an AAR MetroCard will not be sent automatically to eligible AAR customers. Please call AAR / **Prompt #1** 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. In advance of a visit to our city, 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 send it to AAR Eligibility, MTA NYC Transit, Paratransit Division, 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. Whether 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 driver needs to call out the customer's name when the vehicle arrives, because of a visual impairment.

## **Traveling on AAR**

### **Online Trip Management**

AAR customers can manage their trips via computer, tablet or smartphone with MY AAR (formerly Manage My Trips). With MY AAR, customers can access their contact information, make reservations, check the status of their trips, and manage subscriptions. MY AAR also allows customers to monitor their dedicated (blue and white) AAR or Enhanced 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). To sign up, please visit:

**[new.mta.info/accessibility/paratransit](http://new.mta.info/accessibility/paratransit)**

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

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

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

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 / **Prompt #1** to indicate how they would like to receive IVR messages or use MY AAR.

## 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 Paratransit vehicle trips. AAR drivers do not provide change and do not accept roundtrip 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. Currently, valid AAR HealthEquity coupons are accepted as fare payment when traveling. Each coupon is good for one trip.

## Service Area

AAR provides service in 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. 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, ramp-equipped vehicles, and/or sedans. 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.

**Note:** AAR vehicles cannot accommodate wheelchairs or scooters wider than 33 inches, longer than 51 inches and weighing more than 800 lbs. when occupied.

## 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 (PCA)

Some of our customers require the assistance of a 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 these 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 and/or
- Assisting a customer with managing their schedule and trip commitments in order to prevent excessive missed trips and potential suspensions of AAR service.

We strongly suggest that customers who are authorized to travel with a PCA, and who need a PCA to perform some of the duties

mentioned previously, always travel with a PCA on Paratransit trips. The customer's AAR MetroCard/ID will note "YES" next to Personal Care Attendant. Please tell a reservationist when a PCA will be traveling with you. Remember: 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. If you think it's unsafe to let your family member or the individual you assist travel alone on a fixed-route bus or subway, you should not let them travel alone on AAR.

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

Whether or not you are approved to travel with a PCA, you may travel with one guest. Additional guests may be accommodated on a space-available basis. A PCA and/or guest(s) must travel with you to and from the same destination. When reserving a trip, tell the reservationist if seats are needed for a guest(s) and/or PCA. All AAR customers and guests must pay the full AAR fare.

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 a customer brings on an infant seat, 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 missed each other. These locations 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, go to:

**[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. For weather and service messages, please call AAR or consult the MTA website at **[new.mta.info](https://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/from the vehicle, help you up/down the curb or one step and assist you in boarding.

The driver will carry up to two bags or parcels totaling 40 lbs. or less on/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 the vehicle, secure your wheelchair/scooter, and secure your seatbelt/ shoulder harness, 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, bags/parcels carried by PCA and or guest cannot be accommodated.

## **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.

## **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 transfer only 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.***

# Traveling on Paratransit Outside New York City (NYC)

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 to any other city/state, must contact the organization responsible for administering the Paratransit service in that city/state and request visitor status (21 days of service). If a long service period is required, one must apply. 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) or Bee-Line ParaTransit (Westchester County).

Customers must coordinate their connecting trips with AAR and Able-Ride or 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](http://new.mta.info/accessibility/travel/MTA-railroads)

These are the transportation hubs within the AAR service area where customers can connect with accessible transportation (buses/commuter trains) that can connect them to other region's Paratransit services:

- Herald Square (33rd Street and 6th Avenue): Amtrak, LIRR, NJ Transit, PATH
- Penn Station/Madison Square Garden (7th Ave & 31st Street) Amtrak, LIRR, NJ Transit
- Grand Central Terminal (East 43rd Street and Lexington Avenue): Metro-North
- Port Authority Bus Terminal (42nd Street between 8th and 9th Avenues)

## Planning & 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 / **Prompt #2** or using MY AAR. 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 check points, elevators and other unforeseen delays.

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

“Call back” or “Will call” occurs if the trip cannot be accommodated during the Reservation process. We will ask to call the customer back with the scheduled pickup time.

If the customer agrees to be called back, AAR will call them by 7 p.m. that evening. If customers haven't been called by 7 p.m., call AAR / **Prompt #5** to get the scheduled pickup time. AAR / **Prompt #5** is available 24 hours a day, seven days a week.

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:

- Customers 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, such as requesting that the vehicle operator announce their arrival.
- Please provide the 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 impairment-related conditions prevent them from using fixed-route buses or subways. Customers might also be offered AAR feeder service.

## How to Cancel a Trip

Customers must cancel same-day trips no later than two hours before their scheduled pickup time by calling AAR / **Prompt #5** or using MY AAR. If customers know one or two days in advance that they won't be taking their scheduled trip, call AAR / **Prompt #4** or use MY AAR.

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

It is AAR's goal 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. Before, during or after the 30-minute waiting period, customers may call **AAR / Prompt #5** (24/7) or use MY AAR to get the carrier's name, the vehicle number, and its location or estimated time of arrival (ETA).

## **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' locations (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.



- 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 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, 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 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 / *Prompt #5* at least 60 minutes before the scheduled pickup time to reschedule.

## What to do if an AAR Vehicle is Late

If the scheduled pickup time has passed, but the AAR vehicle has not arrived, call **AAR / Prompt #5** for an updated trip status. AAR staff will check the Automatic Vehicle Location Monitoring System (AVLM) and provide the vehicle's location or ETA, the carrier's name and the vehicle's number. If the ETA is later than 30 minutes after the scheduled pickup time, customers may request that AAR staff attempt to find the customer alternative transportation from a nearby AAR vehicle or by authorizing 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 your pick-ups or with your return trip such as rescheduling a later pick-up, etc.

## Taxi/Car Service Authorization and Reimbursement

If customers are approved to use a taxi or car service as an alternative to a late-arriving vehicle, 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 letter to AAR requesting reimbursement. Customers will

be reimbursed the cost of their trip minus the full AAR paratransit fare. The reimbursement amount may be reduced if a request appears excessive.

**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 pickup time on the day of their trip.

For assistance in submitting receipts for reimbursement consideration, please use the Taxicab/Car Service Reimbursement Form: **[http://web.mta.info/nyct/paratran/Taxi\\_CarServiceReimbursementRequestForm.pdf](http://web.mta.info/nyct/paratran/Taxi_CarServiceReimbursementRequestForm.pdf)**, or follow the Reimbursement Instructions on the next page.

## Reimbursement Instructions:

- Letters must be postmarked within three months from the trip date.
- Letters missing required documentation will be returned.
- Letters must include the customer's name, address, AAR ID number, the NYC Transit authorization number, original taxi meter receipt or original car service receipt.
- Receipts that appear altered may be rejected, and copies or faxes are not accepted. The reimbursement amount may be limited if a request appears excessive.
- Car service receipts must include the car service name, telephone number, trip date, fare, tolls and tip.
- Mail letters to AAR Taxi Reimbursements, MTA NYC Transit, Paratransit Division, 130 Livingston Street, Brooklyn, NY 11201.
- Submit requests online at <https://mta-nyc.custhelp.com/app/aar-taxi-reimbursement>

# 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** from 8 a.m. to 5 p.m. **Please note: Subscription Service** is subject to availability. These trips are prescheduled. You need to call if you wish to cancel or put your trips on hold.

Call **Prompt #2** to cancel a trip one-to-two days in advance of travel. Call **Prompt #5** to cancel a same-day trip at least two hours prior to your pickup time. 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 an appointment for physical therapy 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
6. 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, 2021 then the request will not be considered until June 25, 2021.

## **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 five 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 therefore 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, 2021 so the end of the 12-month rolling period is March 7, 2022. 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 service 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 the customers of the dates when the suspension begins and ends, as well as the date that the customers can resume using the paratransit service again.

## Right to Appeal

### Written Appeals:

- Customers must complete and submit the “Notice of Intention to Appeal Suspension 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 Appeals:**

- Customers must complete and submit the “Notice of Intention to Appeal Suspension Form” postmarked within 14 calendar days of the date noted on the notice of suspension.
- Customers will be contacted to schedule an appeal hearing. Customers must be available to attend the hearing at a mutually agreed-upon date.
- 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 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.

## 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:

- Call: **877-337-2017** and press “8,” to speak with a representative who handles paratransit issues from 9 a.m. – 5 p.m., Monday– Friday. Deaf/hard of hearing customers: use your preferred relay service provider or the free 711 relay service to reach 877-337-2017.
- Write: MTA New York City Transit, Paratransit Division, Customer Relations, 130 Livingston Street, Brooklyn, NY 11201.
- E-mail: **[new.mta.info/customer-feedback](mailto:new.mta.info/customer-feedback)** and select “Paratransit(AAR)” in the “MTA Service” field.

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 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, may do so below at:

**<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** 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.

# NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

# NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



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