

All the news on Access-A-Ride

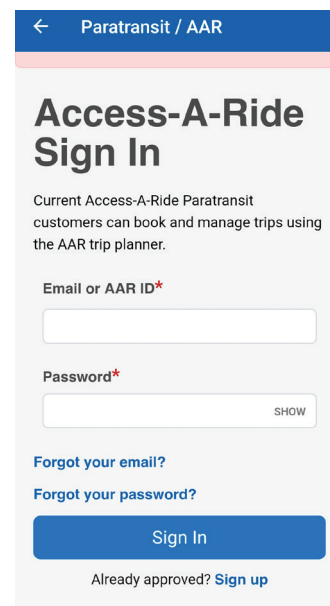
Enhanced Options Eases Access to AAR!


Recent approvals of Access-A-Ride (AAR) initiatives by the MTA Board and management have helped Paratransit to continue our efforts to enhance the customer experience. Here are a few highlights of our innovations:


Have Your Signed up for MY AAR?

allows our customers to book trips online or via their smartphone up until 5 PM the day before your trip! [Tips on how to use MY AAR are available online](#) If you are experiencing problems logging on, here are some helpful tips:

- Are you using the latest version of the app (1.4.1)? If not, please delete the app and reinstall or if on your computer, reestablish your bookmark by going to mta.info and drop down the menu to find the link to AAR (remember to click the refresh wheel).
- Have you signed up for a MY AAR account? AAR eligibility doesn't automatically create a MY AAR account. Also, those with presumptive eligibility will not be able to create or access MY AAR accounts.
- If you receive a notice that your account is inactive, please contact AAR by calling 877-337-2017 and press prompt #8 or online by clicking ["contact us."](#)



New to MY AAR is the info button  You can find this on the “Booking Requests” screen next to “Your Trip.”

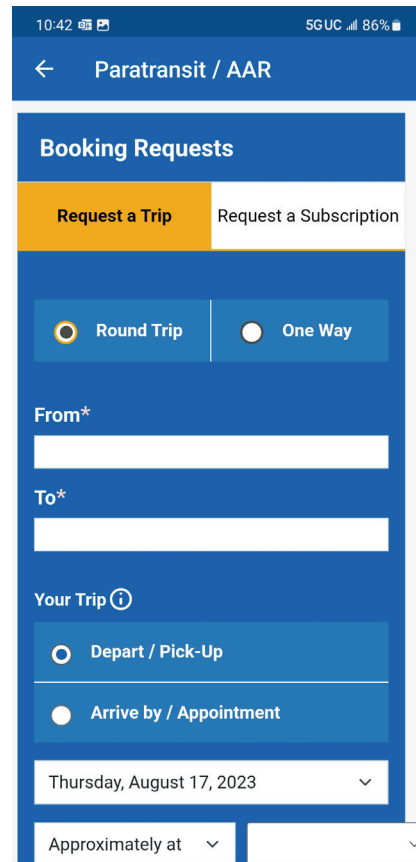
When you click on the  it will provide **Info** regarding the specific choice you are making regarding Depart/Pick-up or Arrive by/Appointment:

“**Depart**” or “**Pickup**” time is the requested time a customer would like to be picked up to travel to their destination with the following options:

- **Approximately at:** offered a pickup time that is up to an hour earlier or later than the time requested.
- **No earlier than:** offered a pickup time that is up to an hour later than requested time.
- **No later than:** offered a pickup time that is up to an hour earlier than requested time.

Arrive By or Appointment

“**Arrive By**” or “**Appointment**” time is 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.



Booking Dates

You may complete a trip request for the following two days until 5pm. Between 5 p.m. and 12 a.m. you will only be able to book for the day after tomorrow.

The Future of MY AAR

Installation and GPS activation (iPads) has been completed in all of our dedicated Blue & White vehicles! Thank you for your patience and please use the MY AAR app to once again track your trips! You can also use this technology to track most Broker vehicles, too! This technology will allow for compatibility with our new scheduling and tracking systems currently being developed. Our future issues of On the Move will have more details regarding ongoing updates to MY AAR..

AAR Text Messaging

Last month we completed successful testing of AAR Text Messaging. This innovation will allow customers the ability to text AAR at 833-AAR-NYCT (833-227-6928) to find out details and the status of scheduled AAR trips. You may also cancel trips when it is 2 hours or more from the promised pick-up time. Simply text “Hi” to start the messaging and follow the prompts.

While texting AAR may not be in everyone’s technology wheelhouse, it is another way in which you can forgo that call to find out about your AAR trip. To learn more about how to text AAR visit: <https://new.mta.info/accessibility/paratransit/introducing-aar-text-messaging>

AAR OMNY Pilot Starting Soon

This is the last month to enroll participants for our AAR OMNY Test Team (Pilot). Those interested in the 90-day test period must be willing to connect their special **AAR OMNY** card to an OMNY account they established and maintain an online payment method which will pay their AAR fare electronically (on traditional AAR only*) when the trip is completed. Participants must also be available to provide feedback via emails and participate in Zoom training sessions. If you would like to be considered as a candidate, please reach out to AAR via <https://contact.mta.info/s/customer-feedback> Select Access-A-Ride (Paratransit) and put the word OMNY in the Subject line, complete the form and submit by August 31. *Only AAR Dedicated, or Broker service can utilize OMNY as a method of payment.

Extension of E-hail Pilot for 6 Months

The E-Hail Pilot Program is an on-demand travel option for eligible Access-A-Ride customers. This program, originally intended to be a one-year pilot ending in 2019., We are happy to report that the pilot will continue through 2023 with some changes that will take effect on August 21. The **program changes** enable us to go beyond the original 1,200 pilot participants and bring the program in line with successful on-demand programs across the US.

The next phase of this pilot will include an additional 2,400 AAR customers. By expanding the program, we will be able to learn more about how our customers benefit and how we may be able to further expand the program in the future. Participants will be selected at random to ensure we have a representative sample of the overall AAR customer base and customers who are selected

will be notified in the coming weeks. It is not possible to sign-up to be a part of the program, although we know there is great interest. As mentioned, we hope these changes will allow us to expand E-Hail to more customers in the future. Customers who are remaining in the pilot from the previous phase were sorted into whichever of the two programs best matched their E-Hail usage patterns and should have received notification last month.

*On-Demand E-Hail Drivers do not provide ADA Complementary Paratransit service. Customers seeking ADA Complementary Paratransit service should continue to use Access-A-Ride. The On-Demand program is a pilot.

On AUGUST 20, 2023, fare for AAR will increase to \$2.90 (exact change). Current AAR coupons (issued via your Commuter Benefit Programs such as HealthEquity/TransitChek) may be used from August 20 through August 31, 2023, but you must add an additional 15 cents. After August 31, 2023, only new pink coupons will be accepted fare.

Please have your fare and ID ready when traveling on AAR.

Fare evasion or fraudulent use of the AAR services by anyone other than the customer may lead to a suspension of service.

Fair Fares For AAR Customers

The Fair Fares NYC program was initiated by the Mayor and City Council Speaker for those 18-64 and below the federal poverty level. The program is administered by NYC Department of Social Services / Human Resources Administration. It not a program of MTA NYC Transit Paratransit, but we will be notified by HRA of those AAR customers who are eligible for ½ fare on AAR. Please note, if you no longer meet HRA criteria for this program, you will be removed by HRA from receiving ½ fare.

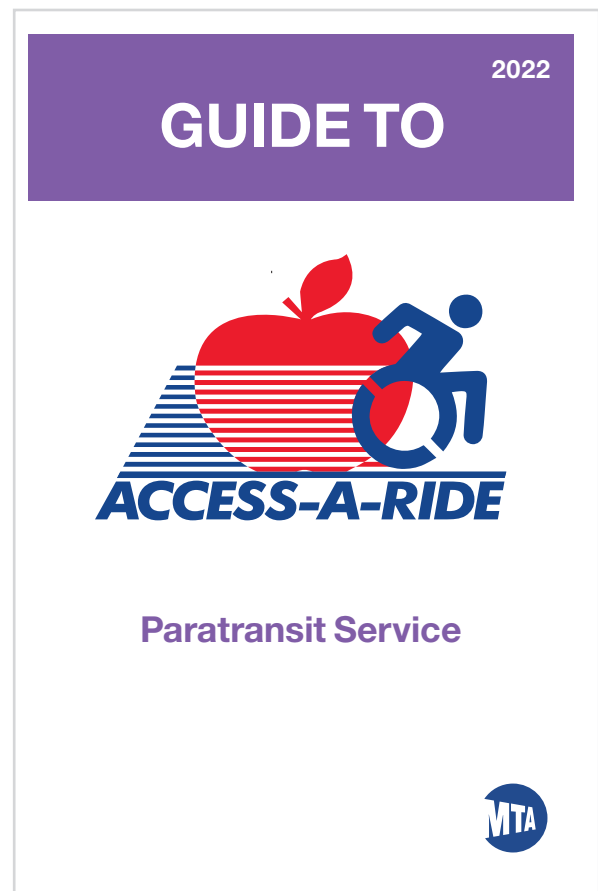
Why doesn't a senior get discounts on AAR? Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.121 require paratransit fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. "Comparable" is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity's fixed route system, exclusive of discounts.

Guide to AAR

All customers should receive the AAR Guide with their determination letter. This guide is an important resource tool with procedures and policies for AAR use.

For example, what to do if your vehicle is late? If your scheduled pickup time has passed, call AAR and press prompt #5, agents are available 24/7 to assist (pg 31).

Of course, you can also Text AAR or use MY AAR to confirm your trip details, but if the 30-minute wait period has passed, an agent at prompt #5 can attempt to find alternative transportation from another AAR provider or by authorizing taxi/car service. Taxi authorizations may also be granted when you need a later pick-up, etc., but please call AAR to request a taxi authorization.



AAR Trips to Venues at World Trade Center

This past spring, VP Chris Pangilinan and Paratransit directors met with Port Authority Management to tour the World Trade Center (WTC) site to discuss our continued collaboration in the delivery of service at the highly secure venue. Currently only dedicated (blue & white) vehicles have access to WTC and both vehicle and driver must undergo a thorough security screening at the Trinity Place checkpoint before entering at Liberty St.

This year, there have been over 2,600 trips scheduled to the multiple venues located at the WTC site. These include customers who may work at 1 or 4 WTC and those who visit the 9/11 Memorial & Museum.

On September 15th, [the Perelman Performing Arts Center \(PAC NYC\)](#) will open an accessible performance space at WTC (251 Fulton Ave.) packed with a wide range of entertainment including music, dance, opera, theater, and film that collectively celebrates the resilience of this location. AAR will go there as well.

If you would like to use AAR to travel to the WTC site, please call to make your reservation and indicate the building or venue:

- 1 WTC (285 Fulton St.)
- 3 WTC (175 Greenwich St.) / Next to Oculus
- 4 WTC (150 Greenwich St.)
- Performing Arts Center @ WTC (251 Fulton St.)
- 9/11 Memorial & Museum (180 Greenwich St.)

The WTC is also accessible by subway via the Chambers Street 1, 2, 3 subway station / WTC Cortlandt 1 subway station / Fulton Street A, C, J, Z, 2, 3, 5 subway station.

And speaking of accessible subway stations...

On July 17, The MTA opened a new elevator to make the Court Sq G station in Queens fully accessible. On July 20, the MTA announced that the Dyckman St 1 and 8 Ave N stations are now fully accessible following the completion of elevator projects at both stations.

The elevator projects are part of the MTA's larger commitment to accessibility. In 2022, the MTA reached an agreement with disability advocates to continue its historic pace of station accessibility projects to make at least 95% of the currently inaccessible New York City subway system stations accessible by 2055.

Currently there are 31 accessible station projects in construction, with nine of those expected to be complete by the end of 2023.

Those stations are:

181 St A, Tremont Ave B & D, East 149 St 6, Lorimer St L, Grand St L, Metropolitan Ave G, 7 Ave F & G, Beach – 67 St A, New Dorp SIR

To see a complete list of accessible subway stations, visit <https://new.mta.info/accessibility/stations>



Paratransit's Rosemarie Venero, Donna Fredericksen, Nadya Reinoso and Chris Pangilinan with Jolene Yeats, Assistant Director, WTC, in front of reflective pools at WTC.



VP Pangilinan speaking with Jolene Yeats, Jake Fry, Manager of Transportation and Sustainability Programs and Sean Conry, Manager of our Operations Command Center about construction completion of the PAC (behind them) and reopening of Fulton St.

Just a reminder...

- 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 provide the best address when booking their trips. This also helps AAR monitor trips and ensure successful connections with our customers.
- **Taxi Reimbursements:** While you can mail in your receipt for reimbursement, the fastest way to get your reimbursement is by submitting your receipt (with authorization #) online!
- The MTA conduct surveys to help us better understand customer preferences and travel behaviors. If you are an Access-A-Ride customer, please [sign up to receive an invitation to our next survey](#).

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.