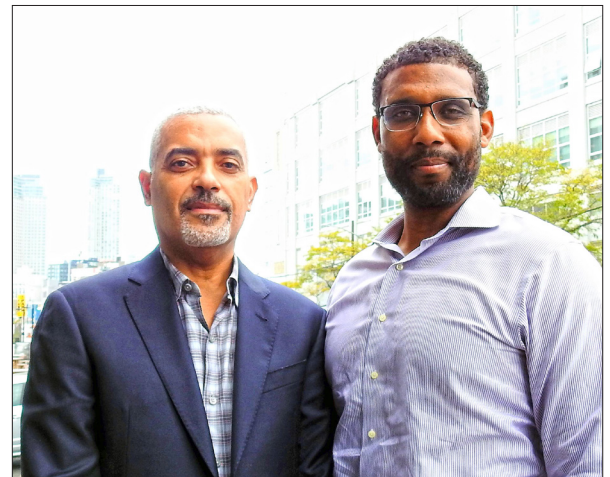


Welcome to Our New Service Providers!!

Approved by the MTA Board this summer, Broker companies Arro, Greenpoint (Via) and Sentry (the first certified New York State Minority and Women-owned Business Enterprise – M/WBE) will be ramping up this fall to join CTG in helping to meet AAR customer’s transportation needs. In addition, a new app called LEAP has been added to our providers for our on-demand e-hail pilot program. We are excited to provide additional options to our customers and expand our capacity for both reservation-based and on-demand ride, particularly as we continue the return to normal service and near pre-Covid levels of trip demands.



Sentry Management Solutions (L to R): CEO Richard Kriss, CEO Steven L. Rivera and Supports Manager Enola Hardy.



LEAP Founders (L- R): Jean-Claude Alfred (JC) and Jean-Pierre Alfred (JP).

AAR Service Updates

Scheduling a Return Trip

When scheduling advanced reservations and traveling within a borough, customers will now be allowed to schedule return trips within 15 minutes of the estimated time of arrival. When traveling from borough to borough, customers will be allowed to schedule return trips within 30 minutes of the estimated time of arrival.

AAR's Assessment Centers

This month, our Assessment Centers will return to full capacity while maintaining a safe environment for our new applicants and current Access-A-Ride (AAR) customers. This adjustment will help reduce the wait time for customers to get assessments and allow the Eligibility & Compliance Unit to catch up on eligibility extensions that were made when the assessment centers were closed or at limited capacity during the COVID Pandemic. Currently, we are continuing to evaluate each prospective applicant's case to determine whether they can be given interim AAR eligibility until the completion of their in-person assessment. We are also scheduling reassessments for existing customers (assessments to renew eligibility) as quickly as possible and continuing to extend their eligibility until completion of their reassessment.

For questions pertaining to your eligibility status, please call AAR and press prompt #1. Agents are available Monday – Friday from 9 AM – 5 PM.

We continue to remain vigilant with safety measures designed to protect against the transmission of COVID-19 and remind all AAR riders to wear their mask and get vaccinated!

AAR's Policy for No-Shows and Late Cancellations (NS/LC)

To accommodate our customers during the COVID Pandemic, we placed our AAR No-Show/Late Cancellation (NS/LC) Policy on hold. AAR's No Show/Late Cancellation Policy will go back into effect on November 1, 2021. A recent review by the Federal Transit Administration (FTA) led to an update to the prior policy. Please be sure to review the policy in this issue of OTM (pages 5-8) or visit the AAR website where you can review the changes under "Policies and Forms" via this link: <https://new.mta.info/document/4571>.



Paratransit staff members, (L to R) Shirley Teran-Marty and Nadya Reinoso join Interim NYCT President Craig Cipriano at HQ to welcome back colleagues and customers.

The Convenience of Subscription Service

Access-A-Ride (AAR) customers who travel on the same day, at the same time and to the same place each week may want to consider signing up for AAR Subscription Service. This will eliminate calling to reserve these trips 1-2 days in advance. Subscription trips are automatically scheduled each week unless they are canceled or put on hold for five days or more. This is a great convenience for trips to work, school, day programs, senior centers or medical appointments such as dialysis or physical therapy.

If you would like more information and/or to register, please call AAR press prompt #6 or use MY AAR(online) or the MYmta app.

Subscription trips are automatically cancelled on: Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Day, Martin Luther King, Jr. Day, Presidents Day and Good Friday. If you would still like to travel on these days, you must reserve your trip 1 – 2 days in advance.

Gridlock Alerts

Traffic delays have been on the rise now that many New Yorkers are returning to work, school and recreational activities. The term gridlock means traffic congestion that blocks a city's network of intersections and has been used to describe the Manhattan core's overwhelming traffic volume in general. Manhattan's gridlock may affect all boroughs. The good news is that DOT issues "Gridlock Alerts" to help driver – and riders – prepare for known high traffic days. You can find more about gridlock alert days at

<https://www1.nyc.gov/html/dot/html/motorist/gridlockalert.shtml>

Many other events and major construction projects that cause full or partial closures of highways and bridges. For example, Sunday, November 7th marks the return of the New York Marathon and the current construction on the tightest stretch of the Brooklyn Queens Expressway.

We know that getting to your destination in a timely fashion is essential, and we are doing our best to schedule trips with anticipated traffic in mind. In our [special edition](#) of last month's OTM, we provided some guidelines on how to schedule your trips to prepare for and try to avoid delays.

We also want to remind you that you can request a taxi authorization when traveling within the same borough during the reservation process. With a taxi authorization, you can book your trip directly with a taxi or car service and submit the receipt for reimbursement after you travel. An Authorized taxi receipt may be submitted by mail or online at: <https://mta-nyc.custhelp.com/app/aar-taxi-reimbursement>

AAR has brought on additional staff to assist with the processing of the mailed in receipts and we thank you for your patience. For the fastest reimbursement, we encourage customers to submit receipts online when possible. For more about AAR's reimbursement policy, please visit: <https://new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy>

AAR's Policy for No-Shows and Late Cancellations

The U.S. Department of Transportation/Federal Transit Administration's Americans with Disabilities Act (ADA) address the issue of missed trips in complementary paratransit service. The regulations permit New York City Transit (NYCT) to establish an administrative process to suspend, for a reasonable period of time, the provision of paratransit service of customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons beyond the customer's control. This Policy implements the federal regulation and applies to advance reservation and subscription trips.

Definitions

- A no-show occurs when the vehicle arrives at the pick-up location within the 30-minute pick-up 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 time.

NYCT will record each customer “no-show” or “late cancellation” as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. Missed trips for reasons beyond a customer’s control, i.e., missed trips due to driver error, will not be a basis for a pattern or practice of excessive missed trips.

Canceling a Trip

Customers are responsible for canceling any trips they no longer need at least two or more hours before the scheduled trip. When canceling a two-way trip, customers must inform Travel Services or Reservations that they are canceling both the original trip at the pick-up location and the return trip from the drop-off location. Return trips are not automatically canceled. To cancel a trip, customers must call either 877-337-2017 or 718-393-4999 and when the recorded message begins, customers should press “1” for English (and then press “4” to speak with a representative) or press “2” for Spanish. For all other languages, press “3.” Customers who are deaf/hard of hearing should call through the relay and follow the recorded instructions.

Pattern/Practice of Excessive 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.

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 their AAR paratransit service is subject to suspension. The notice will identify each late cancellation and/or no-show that the customer made and advise the customer of the dates when the suspension is scheduled to begin and end, as well as the date customers can resume using the AAR paratransit service.

Suspensions

Customers will be subject to the following suspension periods for violation that occur within a rolling 12-month period. 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 no suspension
- 2nd violation: 1st suspension (one-week suspension)
- 3rd violation: 2nd suspension (two-week suspension)
- 4th violation: 3rd suspension (three-week suspension)
- 5th/subsequent violation: 4th suspension (four-week suspension)

In addition, 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.

Right to Appeal

Customers who have been notified of a scheduled suspension from AAR paratransit service have the right to appeal, either in writing or in person. The Paratransit Appeals Board consists of an individual or panel. Appeal hearings are held at 33-00 Northern Boulevard, Long Island City, NY 11101.

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 were charged in error and/or should be excused, including 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.”
- These documents must be postmarked within 14 calendar days of the date noted on the notice of suspension.
- NYCT will contact the customers to schedule an appeal hearing. Customers must be available to attend the scheduled hearing.
- Appeals are by scheduled appointment only. Walk-ins will not be seen.

No suspension will take effect if customers have filed an appeal according to 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

NYCT 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.

Access-A-Ride (AAR) Telephone Directory

Call 877-337-2017 toll-free from area codes in the NY Metro Area and adjacent counties. Reminder that we have a 718 number and 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:*
- press “2” for assistance in Spanish,*
- press “3” for assistance in Russian, Chinese, French Creole, Korean or Bengali,*
- press “4” for all other languages,*

Callers will then be directed to press one of the following prompts:

Prompt #1 – Eligibility 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 – Trip Planning

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

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

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

Prompt #5 – Travel Services

Agents are available 24/7 for 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 Monday – Friday from 9 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.

The most updated AAR information, including AAR policies, 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.

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.

Your questions and comments about On The Move are welcome.

Please send them to:

MTA NYC Transit, Department of Buses Paratransit Division,
130 Livingston Street, Brooklyn, NY 11201

Or go to: <https://new.mta.info/customer-feedback>

Follow us on Social Media @nyctAAR