



All the news on Access-A-Ride

AAR Return of Pre-Covid Operations

We welcome the summer of 2022 - the city is open, restrictions, other than masks, have been lifted and AAR has reinstated the following policies and procedures to meet the increased demand for service:

Return of Shared Rides (July 6, 2021) - This resumption has helped alleviate customer wait times and improve service performance

Return of No-Show/Late Cancellation Policy (November 2, 2021)

- 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.

When a customer's no-shows and/or late cancellations meet both 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 exceed 30% of the customer's reserved trips, AND
- The number of no-shows and/or late cancellations exceed 7 trips in that month

For more details, please visit: <https://new.mta.info/document/4571>

AAR SERVICE UPDATES

- Effective Tuesday, May 31, 2022: the wait time to schedule a return trip will be restored to 45 minutes after scheduled drop off time inside borough trips and 60 minutes for inter-borough trips.
- Effective Tuesday, May 31, 2022, we will begin to accept appointment time requests between the hours of 7AM till 11AM. During any other time, appointment trip requests will be approved by a Supervisor.

Note: Appointment trips can be scheduled anytime using the MyMTA app.

- We are no longer scheduling same day trip requests to vaccination sites. However, we will continue to schedule COVID positive transportation.
- Customers that wish to schedule a later return trip, please call AAR option #5 at least 60 minutes prior to the scheduled pick up time. Due to vehicle capacity issues, we are not scheduling early pick ups.

Hot Weather Ahead!!

- Please remember to drink fluids and stay hydrated during the hot weather season.
- Feedback regarding the Air Conditioning in our vehicles is appreciated. Please call AAR option #8.

Masks are still required for all 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 / 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. on Monday - Friday from 9 am - 5 pm.

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.

AAR Resources

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.

Take our MTA Customers Count Travel Survey!

Please sign up to receive an email invitation. You'll be giving us valuable feedback that we can share with our team to make your Access-A Ride better. Customers who complete the survey can enter a drawing to win one of several \$100 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 to take.