

ACCESS-A-RIDE (AAR) TAXICAB/CAR SERVICE REIMBURSEMENT REQUEST FORM



New York City Transit

Department of Buses – Paratransit Division
130 Livingston Street
Brooklyn, NY 11201

AUTHORIZATION: When a taxicab or car service is authorized, **AAR customers are responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver.** When using a taxicab, obtain the receipt from the meter. When using a car service, the original receipt must be completed by the driver with the trip date, fare, car number, and driver’s signature. The receipt must include the name and telephone number of the car service. Any tolls and/or tip (no more than 15%) must be identified with the request or the fare will be accepted as the total amount due. Blank receipts completed by customers will not be processed for reimbursement. Only valid licensed NYC Taxi and Limousine commissioned taxi or For-Hire Vehicles (FHV) service receipts are qualified for reimbursement. When using Uber, Lyft, or other shared ride services, detailed electronic receipts are required.

REIMBURSEMENT INSTRUCTIONS:

1. Customer must complete this form (or a letter noting the same information) and mail it to: **AAR Taxi Reimbursement, NYCT-Paratransit, 130 Livingston Street, Brooklyn, NY 11201.**
2. The reimbursement request must be postmarked within three months from the trip date.
3. The reimbursement request must include the customer’s name, address, AAR ID number, the NYC Transit authorization number, original taxi meter receipt or original car service receipt as specified above. ***NOTE: 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.***
4. Any reimbursement request that is missing the required documentation will be returned.
5. Customer can submit the request online at <https://mta-nyc.custhelp.com/app/aar-taxi-reimbursement>.

PLEASE PRINT ALL INFORMATION AND SIGN IN THE SPACE BELOW

Customer’s Name: _____ AAR ID No.: _____

Address: _____

NYCT Transit Authorization No.: _____ Car/Medallion No.: _____

Date of Trip: ____ / ____ / ____ Time of Trip: ____ : ____ (AM/PM)

Pickup Location: _____

Destination Location: _____

Cost: \$ _____ (minus AAR fare) Tip: \$ _____ (no more than 15%) Toll: \$ _____

Customer’s Signature: _____ Date: ____ / ____ / ____

Updated: 10/01/20

REIMBURSEMENT PROCESS: The customer must submit a written request to NYCT to receive reimbursement. NYCT will reimburse the customer for the total cost of the trip (including no more than a 15% tip) minus the AAR paratransit fare. The AAR fare is the same as the full fare on fixed-route bus and subway service. NYCT reserves the right to reject any taxicab/car service reimbursement including, but not limited to, one or more of the following circumstances described below:

- a) Reimbursement requests postmarked three months after the taxi trip authorization
- b) Photocopied receipts
- c) Receipts completed by customers
- d) Failure to include valid car service receipts
- e) Business cards
- f) Duplicate requests
- g) No trips scheduled for the receipt date
- h) Taxi trips that are not authorized by Access-A-Ride Paratransit
- i) Illegible receipts
- j) Altered receipts
- k) Blank receipts
- l) Receipts with pick-up and drop-off addresses that do not match the original scheduled trip
- m) Meter receipts indicating “Negotiated Rate”
- n) Meter receipts indicating “Flat Rate”, except for trips to/from the airport
- o) Trip itineraries, booking confirmations, financial statements, bus fares, bank fees and invoices
- p) Faxed receipts
- q) Round-trip receipts
- r) Manufactured receipts (i.e., customer created receipts)
- s) Car service receipts with consecutive receipt numbers
- t) Receipts with excessive fare for the scheduled pick-up and drop-off locations
- u) Cancelled trips that were subsequently taken

NYCT will not process, and will return, any requests that do not comply with this policy and/or include the necessary documentation. It is recommended that customers keep a copy of receipts for their records.