

# ON THE SPRING 2024 | Vol 33

# MOVE



## ACCESS-A-RIDE

All the news on Access-A-Ride

## Updates to the MTA App and How to Access MY AAR

A new version of the MTA app has been released, with a new name (MTA) and app icon. MY AAR is still available within the MTA app, and we want to help you access it with ease!



OLD APP



NEW APP

Depending on your app update settings, you may receive the new version automatically (it will replace MYmta), or you can otherwise install the update at your convenience.

### How do I sign into the MY AAR app on my mobile device?

1. Tap on the MTA app on your mobile device to open the app.
2. Tap the More icon in the bottom right corner.
3. Tap the option for Sign In to AAR Account.
4. You will be redirected to the Access-A-Ride Sign in page.
5. Log in with your MY AAR credentials.
6. You will be redirected to your MY AAR account information. Click on menu (three lines aka burger) in upper right corner and then click on Home to get to the MY AAR booking request screen.
7. Once you sign in, an AAR icon will be visable at the bottom of your screen for quick access to MY AAR booking request screen.

If you experience issues while using the app, please call AAR at 877-337-2017 and listen carefully to directory choices to find the one that best addresses your needs. To schedule a trip, our agents are available every day from 7 a.m. to 5 p.m. (option #2). For assistance in tracking your vehicle or getting an estimated time of arrival (ETA) please speak with an agent 24 hours a day (option #3).

For more details regarding MY AAR and how to sign up and use it, please see our new online [MY AAR User Manual](#) for step-by-step instructions and screenshots.

### **Traveling on Paratransit Outside New York City**

Since the passage of the ADA, paratransit service has grown rapidly as a mode of public transit throughout the United States. This summer, if planning to travel why not check if where you are going has Paratransit service? We suggest contacting the organization responsible for administering the Paratransit service in the city/state you are visiting 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.

#### **How can I find out more about Paratransit in another state?**

A simple online search with the words “Paratransit” and the name of city you are traveling to... for example:

Paratransit Orlando, Florida:

[https://www.golynx.com/core/fileparse.php/145154/urlt/Paratransit-Service\\_Visitors.pdf](https://www.golynx.com/core/fileparse.php/145154/urlt/Paratransit-Service_Visitors.pdf)

Paratransit San Diego, California:

<https://www.sdmts.com/transit-services/mts-access-paratransit#visitor>

Paratransit Boston, Massachusetts:

<https://www.mbta.com/accessibility/the-ride/the-ride-paratransit-visitors>

## AAR's New Electric Vehicle Debut

On Monday, April 15, 2024, Paratransit Advisory Committee Chair RueZalia Watkins joined MTA leadership at a press conference introducing the first electric vehicles (EV) to join the Access-A-Ride fleet. Proudly made in New York State (NYS), the Fenton van with sliding door enables both hydraulic lift and steps entry. The AAR EV is adorned in our NYS blue and gold first introduced last October with the new **Ford E-450 vans with advanced wheelchair securements.**

“Access-A-Ride has come a long way since I started using it years ago. Not only do I want to acknowledge this wonderful new vehicle, the real story is the MTA’s commitment to ensure every aspect of Access-A-Ride services improves,” said Chair RueZalia Watkins. “This vehicle is also symbolic of the beginning, or perhaps the continuation of, a movement to improve services so all of our customers are happy, safe, content and free to enjoy their lives like everyone else.”

To read more about the press conference, see photos, and videos, please visit: <https://new.mta.info/press-release/mta-announces-first-ever-paratransit-electric-vehicles-joining-access-ride-fleet>



From L to R: MTA Chief Accessibility Officer and Senior Advisor Quemuel Arroyo, MTA NYCT Vice President of Paratransit Chris Pangilinan, Chair Watkins, and NYCT President Richard Davey.

## **Transfer Locations**

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 does have 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](#) / 516-228-4000 (Nassau County) or [Bee-Line ParaTransit](#) / 914-995-2960 (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)

### **Traveling on AAR 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.

## **Fastest Way to Submit Authorized Taxi/Car Reimbursement Requests: ONLINE!!**

- Go to the AAR website: <https://new.mta.info/accessibility/paratransit>
- Scroll down to Policies and Forms to find the “Online Taxi/Car Service Reimbursement Request” link.
- Complete the form and attach a PDF (Scan) or Photo (JPEG) of the receipt and press “submit.”
- Approved reimbursements (minus AAR Fare) may be issued in 30 days or less!

For those who prefer to mail the request/receipt to AAR, that option is still available. Please remember, the Taxi/Car Service Reimbursement Policy still applies.

## **About Taxi/Car Service Reimbursements:**

In order to provide efficient service and enable expedient travel, taxicab/car service reimbursement authorization may be offered to customers at the time of the reservation (when traveling within their borough) or in the event of a day of service issue. Customers are not required to accept a taxicab/car service reimbursement authorization; however, all taxi reimbursements must be pre-authorized. When a taxicab or car service is authorized, the customer is responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver. Only valid licensed NYC Taxi and Limousine commissioned taxi or For-Hire Vehicles (FHV) service receipts are qualified for reimbursement. WAV taxis can be secured by calling 311 or 646-599-9999.

For more information visit: <https://new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy>

Did you know that you could request a taxi authorization from any borough to our city's major transportation hubs? Speak with your reservationist to see if your trips qualify.

More exciting changes will be coming soon to the Taxi Reimbursement program so make sure we have your email address on record in order to receive emails regarding important AAR information!!

### **AAR's Parcel and Bag Policy**

Customers must fold shopping carts and board AAR vehicles with only two bags or parcels totaling 40 pounds 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 pounds.

Additional shopping carts, bags/parcels carried by PCA and or guest cannot be accommodated.

### **Access-A-Ride Bag Policy**

#### **Good to go:**

- 2 bags or fewer
- Easy to remove
- Cart can be folded
- Under 40 lbs.



#### **Can't ride:**

- Lots of bags
- Items block seats
- Cart can't be folded
- Over 40 lbs.



## **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's 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.

For more information about Fair Fares, visit: <https://www.nyc.gov/site/fairfares/index.page> or call 311.

**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.

## **The Convenience of Subscription Service**

AAR customers who travel at least one day a week, 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 and press option #5. Agents are available 7-days a week from 8 AM – 5 PM or use MY AAR.

**Please note: Subscription trips are automatically cancelled on the following holidays. If you would still like to travel on these days, you must reserve your trip 1 – 2 days in advance:**

New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.

**Street closures due to parades, street fairs, marathons and other events may limit direct access to requested pick-up or drop off locations. Please check weekend traffic advisories posted at <https://www.nyc.gov/html/dot/html/motorist/wkndtraf.shtml> AAR reservation agents will suggest alternative locations.**



**PTC Operator Jasmin Edwards** shows his appreciation in receiving the AAR fare of \$2.90 (in a Ziplock snack-bag) before the AAR customer boarded the vehicle. With the AAR OMNY pilot program being tested this spring, customers may have a new cashless option to pay for their AAR trips soon!!



**PTC Operator Jocelyn Itacy** is all smiles as he waits for a young customer (and their mom) who participated in the NYC Braille Challenge at PS/IS 49Q. Thank you to event organizers for giving AAR a “heads-up” about the event. AAR was able to monitor trips and provide onsite support for AAR customers traveling home from the event.

## 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 (see option #6 in the AAR telephone directory). We can confirm the best location for drop-off and pickup so that your participant will provide the best address when booking their trips. This also helps AAR monitor events trips and ensure successful connections with our customers and their vehicles.



On the day of your trip the best way to confirm your trip and track your vehicle is with MY AAR. If you encounter any delays or problems, please contact AAR to speak with an agent 24/7 (see option # 3 in the AAR telephone directory). Please refrain from calling the carriers directly. It is AAR who has the resources to help you immediately while recording your requests and documenting actions taken.



The MTA conducts surveys to help us better understand AAR customer preferences and travel experiences. If you would like to participate in upcoming surveys or view the results of past surveys visit: <https://new.mta.info/mta-customers-research>



Free Fare Bus Routes. This pilot program designated five MTA bus routes — Bx18A/B, B60, M116, Q4, and S46/96 — as free fare. AAR service will also be free fare during the pilot, for riders who begin and end a trip within 3/4 of a mile of the Bx18A/B, B60, M116, Q4, and S46/96 routes. Please note, reservation agent will not be able to tell you whether a trip is fare-free during the reservation process. You can check on the day of service through MY AAR (you will see \$0.00) for the fare or by calling AAR.



One last thing...AAR trips are not subject to congestion pricing.

## **Access-A-Ride (AAR) Telephone Directory**

**Please listen carefully as our options have changed.**

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 options:**

- #1:** To use our self-service system (automated 24/7) to check the status of your trip, cancel a reservation, or manage your subscription.
- #2:** To speak with an agent to schedule a trip, cancel a trip, or change a trip that is one to two days in advance. Agents are available 7 days a week from 7 AM – 5 PM.
- #3:** To speak with an agent 24/7 to check the status of today’s trip(s), cancel a trip for today, or request a later pickup time for today.
- #4:** To speak with an agent regarding eligibility, appeals, certification, or application questions. Agents are available Monday – Friday from 9 AM – 5 PM.

**#5:** To speak with an agent regarding subscription service setup, subscription changes or to place subscription on hold. Agents are available 7 days a week from 8 AM – 5 PM.

**#6:** To give a compliment, make a complaint or comment, or if you have an inquiry or suggestion regarding AAR, go to mta.info and select [“Give Feedback”](#). You may also press 6 to speak with an in-take agent Monday – Friday from 9 AM – 5 PM.

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 AAR website has the most up to date AAR information, including AAR policies, Guide, newsletter, and customers' bill of rights.](#)

[MY AAR User Manual is available online and it will provide step by step directions and screenshots to help you book, manage and monitor your AAR trips from your computer or smartphone!](#)

Follow us on social media @nyctAAR.

[On the Move is posted online quarterly](#). 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.