



All the news on Access-A-Ride

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## Happy New Year 2023!

While 2022 greeted us with great challenges including staff and driver shortages, Paratransit persevered with faster, cleaner and safer achievements as highlighted in NYCT President Richard Davey's end of the year report.

### **Customer Service initiatives implemented in 2022 to improve Paratransit performance:**

- Supplemental dedicated service program
- Optimized schedules
- Increase in Broker drivers available for service
- Extensive Driver hiring campaigns launched by our primary carriers. There are 1600 drivers now ready for service
- On Time Performance-30 min
  - Broker service up from a low of 84% (Nov 21) to 92% (Nov 22)
  - Primary up from 94% (Nov 21) to 96% (Nov 22)
  - No-shows
    - Broker down from 10.7 (Nov 21) to 4.4 (Nov 22) per 1,000 scheduled trips
    - Primary down from 4.7 (Oct 21) to 0.7 (Nov 22) per 1,000 scheduled trips

## **Paratransit Call Center**

- Percent of calls answered increased from 86% (Nov 21) to 95% (Nov 22)
- Call Answering Speed improved from 225 Seconds (Nov 21) to 74 Seconds (Nov 22)

## **Customer Satisfaction Improvements**

- Transportation customer complaints are down from 7.2 (Nov 21) to 1.9 (Nov 22) per 1,000 completed trips

## **Other Customer improvements**

- The addition of a second Assessment Center in Brooklyn (coming soon)
- The return of appointment trip requests for our customers
- Completion of the procurement for 15 Electric Paratransit Vehicles for testing and evaluation now awaiting manufacturing production

“Thank you to all of our dedicated Access-A-Ride team members for their hard work in delivering the service improvements seen in 2022, our service providers for stepping up during these challenging times, and of course our customers and advocate partners for pushing us to do better,” Chris Pangilinan, VP, Paratransit.



VP Pangilinan and DVP Raimondi stop by the AAR Mobile Command Center at Gracie Mansion on July 26, 2022 to thank the team for all their help in getting our customers to and from the annual ADA Celebration.

## **MyAAR Update**

We have launched a new version of the MYmta app for Access-A-Ride customers who use the MyAAR website and/or MYmta app.

Easier to manage your MyAAR account

1. You can request a new link to sign up for MyAAR if you cannot find yours or your link has expired.
2. You can request a hint if you forget your MyAAR sign-in email.
3. You can change your password through the “My Account” page on the MyAAR website.
4. You can also update the following information there:
  - View or update your current mailing address
  - View or update your preferred email address for notifications
  - Enable or disable IVR (text) notifications
  - View vehicle requirements

Please note that you may have a different email address for signing into MyAAR and for receiving notifications. Your notification email address is where you will receive IVR notifications. This is the same email address that you provided at the time of enrollment with Paratransit. Your sign in email address is the email address that you used when you registered with the MyAAR website or MYmta app.

### **Easier to find information about your trip**

1. AAR Alerts will be displayed in a banner at the top of the screen.
2. In the past, you would not get notified if a vehicle was not assigned for your trip. Now, you will see a message if vehicle information is not available.
3. In the past, if your vehicle lost GPS, trip details would not update with a new estimated time of arrival (ETA). Now, if the vehicle loses GPS, you'll get a message letting you know that the ETA is no longer available.

4. We replaced “Arrive/Depart” language with the more accurate language “Reservation Pick-Up Time.” Now, you can see your estimated time for pick up, as well as the estimated time for when you’ll be dropped off.
5. In the past, you would see pick-up and drop-off times for taxi trips that were not applicable to your trip. In the new version, you’ll only see your trip request time.
6. The most recent trip you have taken will now be displayed first.
7. You can see trip IDs on the trip details page. This will help when communicating with paratransit staff.

### **Easier to navigate the MYAAR website and the MyAAR trip planner within the MYmta app**

1. The website will now be more compatible with the screenreaders VoiceOver (on iOS) and NVDA (for Windows) in Chrome browsers.
2. On the MyAAR website, a new home button will help you navigate back to the MyAAR homepage.

### **Special reminder for MYmta app users**

To use the new version of the MYmta app, you must update your MYmta app!

If you have automatic updates turned on, your app will automatically update with the new upgrades for AAR. If you do not have automatic updates turned on, please follow the steps below to manually update your app:

1. Open the app store on your device (Google Play for Android / the Apple Store for iOS)
2. Search for “MYmta”
3. Verify it’s the correct app and hit “update”

### **Important Information**

Your AAR ID is required to confirm your AAR service. Have it at the ready to show your AAR driver at the start of your AAR trip.

For those AAR with temporary eligibility, then please use your eligibility confirmation letter as ID.

Other government issued photo IDs may be used, such as a driver's license. If your ID is lost, please report it immediately to AAR.

Finally, please be mindful of your AAR ID because if it is used fraudulently by someone else, your AAR service may be suspended.

## **The Convenience of Subscription Service**

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 (staff is available 7 days a week from 8 AM - 5 PM) or use MYmta / 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.***

## Paratransit Staff Recognized



MTA leadership recognized outstanding NYCT employees at the President's Bi-Annual Awards Ceremony held on December 14, 2022. The 51 honorees met criteria established including safety, customer service, teamwork, leadership and diversity and inclusion. Paratransit

acknowledges our colleagues who were honored during the ceremony (L – R) Crystal Bennafield, Janice Boltz and Carol Jones.



On September 28, 2022, NYCT President Davey hosted his first Working Breakfast event whose goal was to get honest feedback from employees with diverse work experiences. Tammie Francisque, chosen to represent Paratransit, is seen here with the host.



In the event of a forecasted storm, AAR issues notification to our customers via calls and emails. Please check with AAR's Eligibility Unit to ensure we have your most recent phone number and email on record. Announcements are also posted online at [mta.info](http://mta.info) and on social media (@nyctAAR). **Safe Travels!**

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

**Masks are now optional, but still encouraged while 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 / 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” or 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](https://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.