

All the news on Access-A-Ride



AAR Vans Use Bus Lanes

Access-A-Ride (AAR) vans are now sharing all bus lanes. This is due to a rule change announced by the NYC Department of Transportation (DOT) allowing select dedicated (blue and white) AAR vehicles to travel in dedicated bus lanes. The rule change officially took effect on May 30, 2019 after collaborative efforts with advocates and the NYC Department of Transportation (DOT) and the Mayor's Office for People with Disabilities (MOPD).

2018 Paratransit Customer Satisfaction Survey

New York City Transit (NYCT) conducts a yearly survey to track AAR customer satisfaction. Early this year 2,330 AAR customers completed a telephone survey as part of NYCT's ongoing efforts to ensure customer satisfaction. Here are some of the highlights:

- Overall satisfaction with AAR increased by 12 percentage points since 2017 among all riders.
- This was the second straight year in which total satisfaction improved.
- 96% of respondents agreed that AAR is a “good value for the money.” This is up from 91% in 2017 and 89% in 2016.
- Reservation services also fared very well with substantial improvements in the timeliness and efficiency of the process including the assistance of courteous and competent staff.

To view the entire survey, please visit: <https://new.mta.info/accessibility/paratransit> and see link under “More Information.”

To track the AAR performance, please visit: <http://aardashboard.mta.info/>

Visit <https://new.mta.info/> and click on Paratransit for updated AAR information including PAC minutes, policies and forms.

Updating Your Information

Your AAR ID card or AAR MetroCard indicates your AAR eligibility status, the date it was initiated and the expiration date. Have there been changes in your physical abilities that required a mobility device change? For example, you may have used a cane, but now use a wheelchair. If so, please call AAR and press **prompt #1** to speak to a representative in the Eligibility Unit, Monday – Friday from 9 AM – 5 PM. They will be able to address your change, which may include a re-assessment to accommodate your mobility needs.

In the same manner, please call the Eligibility Unit to update your address, phone numbers, e-mail address and, if available, text capability. Please note, informing a reservationist of your equipment and contact information will not update your information in Eligibility, it is only through the Eligibility Unit’s guidance and assistance that updates can be implemented.

Updating your contact information also helps us keep in touch with you regarding important AAR information including alerts pertaining to weather or other issues that may effect service.

*Did you know you can manage your AAR trips Online by signing up for **MY AAR** at <https://new.mta.info/accessibility/paratransit>. If you have a Smartphone, you can download the free **MYmta** app via Google Play Store or Apple’s App Store. This will give you access to **MY AAR** right on the landing page! If you have questions or need assistance, please contact AAR and press **prompt #8**.*

Enhanced Broker Service

Paratransit started the Enhanced Broker program on March 1, 2019. The Enhanced Broker program offers many improvements:

- Using taxis for door-to-door service
- Greater capacity to serve customers who use wheelchairs
- The inclusion of Staten Island broker service, upgrading the current voucher system
- Ensuring taxi and FHV drivers that do AAR trips go through more robust training
- Streamlining the complaint process for AAR trips in taxis
- The ability to track trips, including broker taxi trips, on the MY AAR app
- Pre-trip notifications via robocall or text message
- Ensuring full compliance with FTA drug and alcohol testing requirements
- Better tracking and reporting of the on-time performance of taxi and FHV trips

We thank you for your feedback during this transition and will strive to develop the implementation of the program to meet our customer's needs.

Thank you so much for helping to make your AAR trips a success by...

- *Boarding AAR vehicles with a maximum of two bags or parcels totaling 40 lbs or less per AAR customer.*

Bulky items that fill seats or present a safety hazard are not permitted on AAR vehicles, even if the item weights less than 40 lbs.

It is our goal to provide safe and efficient service and we thank you for reporting your experiences to our Comment Line. We will continue to monitor and enhance our training efforts to address all concerns.



Enhance Broker dropping off an AAR customer attending the Disability Pride Parade.

Celebrating Disability Pride in NYC!

Manhattan - Since 2015, Paratransit has proudly participated in the Disability Pride Parade and this past July 14th was no different! Over 311 trips were scheduled for the event and we are grateful to the staff who assisted our customers that day as well as those who showed Paratransit Pride by marching in the parade, including dedicated carriers, Enhanced Broker service and our call center - GCS.







Gracie Mansion ADA Celebration

Manhattan - MOPD Commissioner Victor Calise stops for a photo with Paratransit staff who were greeting and assisting customers attending the 2019 Sapolin Accessibility Awards.

Happy Birthday!

Manhattan - Star Cruiser operator Michael Cespedes greets AAR Customer Alvis Rogers with roses on her 100th birthday in April.

Ms. Rogers is grateful for the ability to use AAR service to travel around town, and on this day, to her birthday party!



Thank You!

Staten Island - Paratransit VP Michael Cosgrove and Deputy VP Don Raimondi present MVP operator Stephen Wallace and Road Supervisor Marie Tolentino with a plaque of appreciation for their exemplary customer service in immediately returning the lost cash to grateful AAR customer Donna Abrami, who referred to Mr. Wallace (who brought the money to her home) as her “angel.”



Access to Accessible Transit!

Bronx - Paratransit Outreach teamed up with NYCT Department of Buses to bring information to hundreds of students, teachers and parents at the UFT Career Fair.



Seniors by the Sea

Brooklyn – The Paratransit Team providing shuttle and dedicated service to the seniors who attended the Brooklyn Borough President’s event at Kingsborough Community College.



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

An audio version of *On the Move* can be accessed at new.mta.info/accessibility/paratransit/newsletter-and-announcements
Braille is available upon request.

Follow us on Social Media @nyctAAR

Access-A-Ride Telephone Directory

Call **877-337-2017** toll free from area codes 212, 929, 646, 718, 347, 516, 631, 914, 845, 917, 332.

From all other area codes, dial **718-393-4999**. Customers who are deaf / hard of hearing can use their preferred relay service or the free **711** service relay.

For assistance in English, press “1.” If “1” is not pressed, callers will hear choices in each of the respective languages: for assistance in: Spanish, press “2.” For assistance in Russian, Chinese, French Creole or Korean, please press “3.” For all other languages, please press “4.” Conversations with AAR personnel are recorded and may be monitored.

These prompts may be selected after an important announcement is heard:

Prompt #1 – Eligibility Unit: Appeals / Certification / Application / AAR MetroCard / Update Your Records

Prompt #2 – Trip Planning: Reservations

Prompt #3 – Trip Planning: Change your reservation

Prompt #4 – Trip Planning: Cancel your reservation

Prompt #5 – Travel Services: Help with same day service 24/7

Prompt #6 – Subscription Service

Prompt #7 – Automated System

Prompt #8 – Commendations / Questions / Complaints / Outreach Requests / Publication Requests

To repeat, please press “0.” Hold for assistance if you do not have a touch-tone phone.

On The Move Volume 18



MTA New York City Transit
Department of Buses
Paratransit Division
130 Livingston Street
Brooklyn, NY 11201

PRSR-STD
U.S. POSTAGE PAID
PERMIT No. 1146
BROOKLYN, NY



This is a publication of MTA New York City Transit
Andy Byford — President
Craig Cipriano — Acting President, MTA Bus Company
and Senior Vice President NYC Transit Bus
Michael Cosgrove — Vice President, Paratransit Division
Alex Elegudin — Senior Advisor for System-wide Accessibility
Patricia Ibarguen — Acting Customer Relations Officer
Donna Fredericksen — Deputy Director Outreach and Senior Editor
Tony Taylor — Art Director