

All the news on Access-A-Ride

## Customers and Their Access-A-Ride Paratransit Service

MTA New York City Transit (NYCT) Access-A-Ride Paratransit Service provides public transportation for eligible customers with disabilities that prevent them from using public buses and subways.

All new or recertified Access-A-Ride (AAR) customers receive a [Guide to Access-A-Ride Paratransit Service](#). This guide, also available online in multiple languages, is an important resource to help our customers navigate the largest Paratransit system in the country.

Upon certification, AAR customers also receive an AAR photo ID card (those granted temporary service do not receive an ID card). Currently, Paratransit is beginning to replace the photo ID card with the new [AAR OMNY ID card](#). Your NYCT AAR-issued ID card, whether a simple laminate card, AAR MetroCard, or AAR OMNY ID card, is non-transferable. Only the customer is permitted to schedule trips and use their ID to board an AAR vehicle.



**When your AAR vehicle arrives**, please be prepared to show your driver your AAR ID or another photo ID, and pay the exact fare before your trip starts. If you do not have a photo ID, the driver may not be able to transport you to your destination.

An AAR customer may travel on AAR with a PCA (if eligible) and/or a guest, but a PCA / guest cannot travel without the AAR customer. Anyone other than a certified AAR customer who fraudulently utilizes the ID/AAR benefits to access AAR services may jeopardize the certification of the eligible AAR customer, potentially leading to the suspension of their service.

The use of the AAR MetroCard/AAR OMNY ID card for subway and bus trips is monitored for potential fraud and may be deactivated after an opportunity to be heard if fraud is verified.

AAR is committed to providing safe, secure, and reliable service. To ensure this level of service, the cooperation and support of our customers is critical. For additional information, refer to the [Paratransit Conduct Policy](#).

**Your Opinion Counts!** Please take our April Access-A-Ride Customer Satisfaction Survey. You will be giving us valuable feedback to improve AAR service. Click here to access the survey starting April 18, 2025 through May 2, 2025: [mta.info/aarsurvey](https://mta.info/aarsurvey)

## No-Show/Late Cancellation Policy Reminder

- 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 pickup time.

If 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://www.mta.info/document/4571>

## **Booking Trips on MY AAR**

As a reminder, the call center stops taking reservations at 5pm, but the MY AAR app never “closes.” Between 5 pm and 12 am, you can still use the app to book trips for the day after tomorrow. Need to book a trip at 6pm on Monday for Wednesday? No problem, use MY AAR! You can also use MY AAR to cancel a trip at any time.

Our latest MY [AAR User Manual](#) contains the most up-to-date information to help navigate the app. A [video tutorial](#) is also available for those new to MY AAR.

Customers requiring additional time should contact AAR at least two hours prior to their scheduled pickup time to avoid a late cancellation penalty.

## **Taxi Authorization – Policy for Submitting Reimbursement**

Taxi Authorizations provide an efficient travel alternative for our AAR customers on certain trips.

A taxicab/car service reimbursement authorization may be offered to our customer by AAR staff, if the trip qualifies:

- At the time of the reservation
- In the event of a day-of-service issue

Customers can also use MY AAR to book qualifying Advance Taxi Authorization trips. For more information, please see the [October 2024 Special Edition of OTM](#).

Wheelchair users granted a Taxi Authorization can call 311 and request Accessible Dispatch or call 646-599-9999 to arrange for a wheelchair-accessible vehicle.

- If approved to use a taxi or car service, an AAR customer will be given an authorization number. The customer is responsible for arranging their own taxi/car service, including paying the fare, tolls, and no more than 15% tip,

obtaining a receipt from the driver, and submitting a reimbursement request to AAR online or by mail within 60 days of the trip date. Reimbursement requests must include a completed Taxi Reimbursement Form for each reimbursement request and have the required documentation, including:

- Metered taxi receipt or
- Complete car service receipts or
- Complete ride-hailing service (ie: UBER, LYFT) receipt with detailed information indicating pickup and drop off addresses and trip date as authorized by AAR along with fare, toll(s), and tip breakdown

Receipts that appear incomplete or altered may be rejected. Receipts that are mailed to AAR without a completed Taxi Reimbursement Form may be rejected. The reimbursement amount may be limited if the request is deemed excessive.

The fastest way to submit an authorized reimbursement request is to complete an [Online taxi/car service reimbursement request Form](#).

For those who prefer to mail their reimbursement request and receipt to AAR, that option remains available. However, you must submit a separate form for each receipt. The [Mail-in Taxi/car service Reimbursement Form](#) is available online to print. Alternatively, contact AAR (option 6) if you would like a copy of the form mailed to you. For your convenience, we suggest making copies of both blank and submitted reimbursement forms.

For more information, please visit: <https://www.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy>

**Taxi Authorization Locations Criteria** - Taxi pre-authorization is currently permitted for trips with pickup and drop-off locations within the same borough. Taxi Authorizations between boroughs are allowed only when scheduling trips to or from John F. Kennedy Airport (JFK), LaGuardia Airport (LGA), Moynihan/Penn Station, Grand Central Terminal, Brooklyn Cruise Terminal, and Manhattan Cruise Terminal. When requesting Taxi Authorization to or from one of the listed transportation hubs using the MY AAR app, customers must enter the specific address, except for the airport, which must include the terminal number after either airport code. Customers looking to travel to and from the Port Authority Bus Terminal via taxi must call AAR directly to make travel arrangements. Taxi authorization may be subject to additional restrictions on specific locations.

## **Phasing Out Trip Tickets**

To make our service more efficient, AAR is moving away from providing individual trip tickets. AAR customers can use MY AAR to view their past trips by clicking “Past” under “Your Trips.” Users can click “See all past trips” for more details.

Alternatively, AAR can issue a letter confirming trip history for a specific period (call and select option 6 or [submit request online](#))

## **Accessibility Options Across New York City Transit (NYCT)!**

Did you know that:

- AAR customers (except those with temporary eligibility) can call AAR to request a zero-fare AAR MetroCard, which provides 4 free trips daily on NYCT’s subway, local, limited, and Select buses, Staten Island Railway (SIR), and Roosevelt Tram (RIT).

- As we transition AAR customers to OMNY, the MTA's contactless fare payment system, AAR customers will be able to tap their AAR OMNY ID card for their NYCT bus and subway trips.
- Using NYCT bus and subway service has no impact on your eligibility for AAR.
- There are more than 150 NYCT subway and SIR stations that are accessible by elevator or ramp.
- NYCT has upgraded all local and Select buses from lifts to ramps for front door access. These buses feature low-floor access, enabling customers to board and alight more efficiently at the curb.

For more information, please refer to our [Winter 2024/2025 issue](#).

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

Call 877-337-2017 toll-free from area codes in the New York Metro Area and adjacent counties or call 718-393-4999 from other area codes.

Customers who are deaf or 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, cancel, or change a trip, please do so one to two days in advance. Agents are available 7 days a week from 7 AM to 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 through Friday from 9:00 AM to 5:00 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 8:00 AM to 5:00 PM.

#6: To give a compliment, make a complaint, or comment, or if you have an inquiry or suggestion regarding AAR, visit [mta.info](https://mta.info) and select "[Give Feedback](#)". You may also press 6 to speak with an intake agent Monday through Friday from 9 AM to 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 the 2024 Guide to AAR Paratransit Service. Go to [MTA.INFO](https://mta.info) and click on MENU in the upper left corner to locate the link to Access-A-Ride Paratransit.

MY AAR is the fastest and most convenient way to book a trip, request an advanced taxi authorization to certain locations, create a subscription, and track your trips. A tutorial video and additional guidance can be found at <https://new.mta.info/accessibility/access-a-ride/booking-trips-with-my-aar>

Follow us on social media @nyctAAR.

On the Move is posted online quarterly. To ensure that you are notified of postings and all other AAR updates, please provide AAR with a valid 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.