ON THE MOVE
Online Volume 42 | Fall 2026
ACCESS-A-RIDE
All the news on Access-A-Ride

AAR Customer Feedback Highlights

The team at AAR is always seeking opportunities to hear from customers to understand what is most important to you and how we can continue to meet your needs and improve service. Your feedback helps shape the future of paratransit service. Riders and community organizations have shared valuable feedback about AAR services through our comment line, monthly pulse surveys, online form, and outreach events. Here are a few of the voices and comments that stood out.

- A rider from **Brooklyn** shared that AAR was consistently on time and noted that “the drivers are always very helpful and courteous…the vans are clean and a blessing.”
- A **Manhattan** rider reported being “very satisfied,” saying their recent experience was “much improved over a few years ago,” and appreciated that AAR “requests input from customers and acts on that information.”
- A **Queens** rider explained that, as someone with multiple medical and personal appointments each month, they rely on AAR’s “timely service”.
- A **Staten Island** rider shared that service this year has been noticeably better than in the past. They noted occasional communication challenges with some drivers but said same-day assistance has improved when schedules change unexpectedly.

- A **Bronx** rider shared deep appreciation for AAR, noting that the service helps them manage monthly shopping trips and medical appointments independently. They added that being able to continue handling daily tasks at their age is meaningful, and that AAR "makes it possible."

Interested in Joining the Paratransit Advisory Committee (PAC)?

We want your voice at the table! If you are an AAR customer or an active member of a disability organization, and you're passionate about improving paratransit services, we encourage you to apply to serve on the PAC.

The PAC brings together customers, advocates, and AAR leadership to share experiences, identify challenges, and help shape the future of Access-A-Ride. We especially welcome individuals who use mobility devices, have hearing or vision-related needs, have speech-related challenges, or have any disability that affects daily travel. Your lived experience is essential in strengthening AAR services for the entire community.

To be considered, please submit a letter of intent and your resume to AAR@nyct.com with the subject line **"PAC Interest."** You may also mail your materials to: Chairperson Watkins at MTA New York City Transit, Paratransit Advisory Committee, 130 Livingston Street, Brooklyn, NY 11201.

Update Your Profile, Improve Your Ride

Access-A-Ride (AAR) is a scheduled, shared-ride service provided in accordance with the Americans with Disabilities Act (ADA). If you require accessibility features like a vehicle lift or ramp, handrail for steps, or wheelchair securement system for your mobility aid, we capture that information in your customer profile to ensure we send you a vehicle that meets your needs.

Keep your AAR profile up to date: AAR provides transportation based on the accessibility needs documented in your customer profile. If your mobility equipment or accessibility needs change, contact the AAR Eligibility Unit at **877-337-2017, prompt 4** to update your information.

Important: Depending on the type of change, you may be asked to visit an assessment center to ensure your profile accurately reflects your needs.

Up-to-date contact information allows AAR to reach you on the day of travel, send you important updates about your scheduled trips, and ensure you receive items like your OMNY Card and recertification materials without delay. Take a moment to ensure your phone number, mailing address, and/or email are current. You can do this any time via MY AAR or speak with an AAR Eligibility representative at 877-337-2017, prompt 4, Monday to Friday between 9 a.m. and 5 p.m.

Mobility Devices on AAR Vehicles

Access-A-Ride operates within the guidelines of the Department of Transportation's (DOT) Americans with Disabilities Act (ADA), which set standards for the size and weight of mobility devices that can be safely transported. AAR vehicles exceed these requirements and can accommodate wheelchairs or scooters up to 33 inches wide, 51 inches long, and 800 pounds when occupied.

For safety reasons, mobility devices that fall outside these guidelines **cannot** be transported. The following devices are not permitted on AAR vehicles: hospital chairs, gurney chairs, hospital stretchers, stand-up or non-assistive motorized scooters, bicycles (folding or full), and mopeds.

AAR Subscription Service

Subscription service is offered to any customer who travels from the same location to the same destination at the same time of day, at least once a week. These trips are automatically scheduled, so there's no need to call for each reservation.

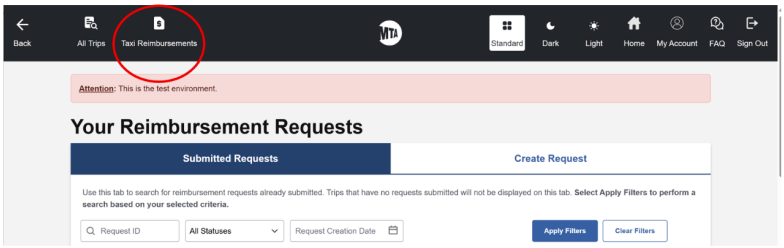
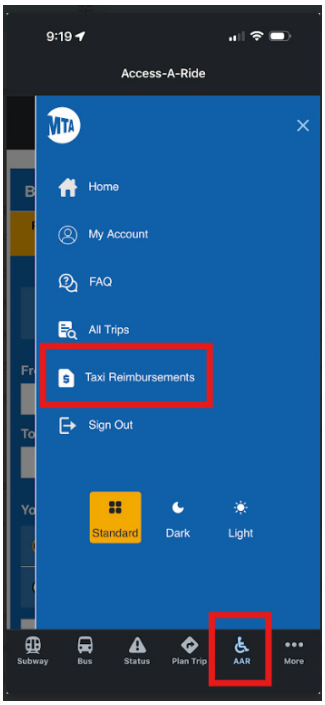
How to apply: Once you are certified for Access-A-Ride, you can apply for Subscription Service through **MY AAR** on the MTA app, **online**, or by calling the Subscription Unit at **877-337-2017** or **718-393-4999**, **prompt 5**.

Subscription service is subject to availability. Once a subscription is set up, trips are prescheduled. Trips are automatically cancelled on specific holidays. If you need service on any of these holidays, please use MY AAR via the MTA app or online, or by calling the Subscription Unit at 877-337-2017 or 718-393-4999 at prompt #5. Read more about the Holiday Schedule in the AAR guide.

Taxi Reimbursements on the MY AAR App

MY AAR now has a new feature where you can submit and track Taxi Reimbursement Requests! The MY AAR User Manual has been updated with step-by-step details on how to use this new feature on both Desktop and Mobile versions starting on page 41. Submitting your request through MY AAR is the best way to ensure we will receive your request quickly and with as few mistakes as possible.

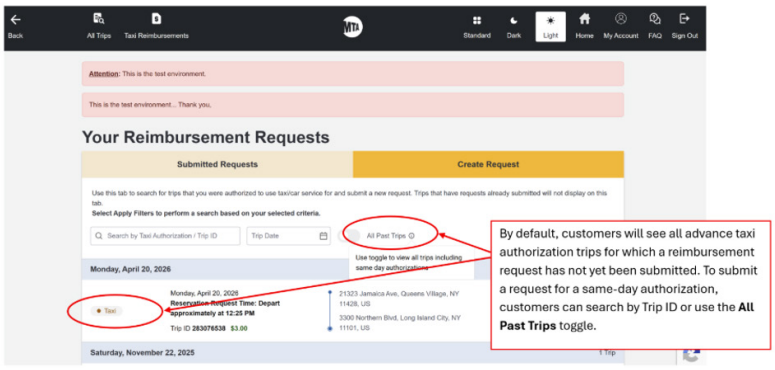
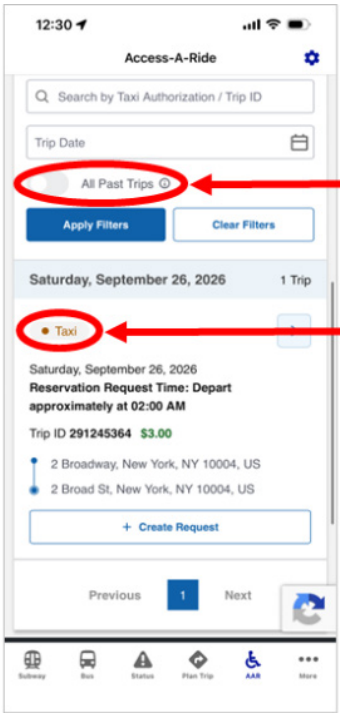
For customers who prefer, we have a paper form available online or by request. To review the complete taxi policy, visit the Taxicab/Car Service Reimbursement Policy webpage. Here's what customers are telling us they like about the new feature:

Desktop	Mobile
	

Easy Submission and Access Your Authorized Taxi Trips:

Using the “Create Request” tab in the Taxi Reimbursement section of MY AAR, you will be able to access all taxi trips by **Trip ID** or **by the date the trip was authorized**. If you had a trip which resulted in you receiving a taxi authorization the same day, enter the trip ID provided to you and/or the trip date in the search.

The page will default to display ONLY advance taxi authorization trips. Select the All Past Trips toggle to review all trips including taxi authorizations provided during same day travel.

Desktop	Mobile
	

Once you select the trip that you're requesting reimbursement for, the reimbursement form will **automatically include your personal and trip details**. Simply enter the fare amount, including any tip or toll, and upload a valid receipt that matches the trip.
Reminder a valid receipt is:

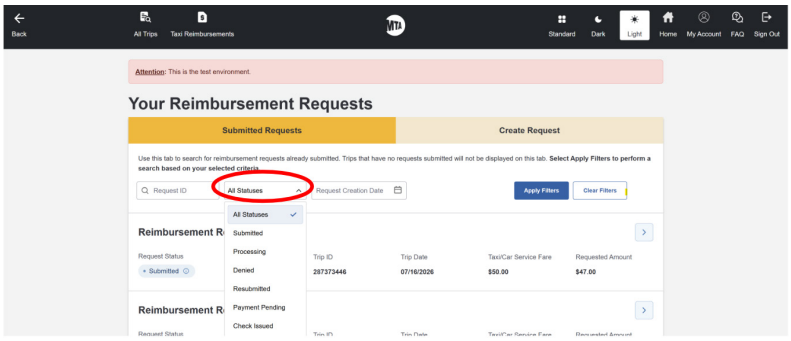
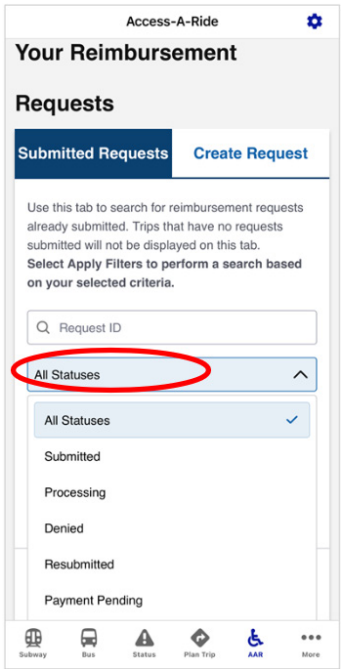
- **Taxicab:** obtain the receipt from the meter
- **Car service:** original receipt must be completed by the driver with the trip date, fare, car number, and driver's signature. The receipt must include the name and telephone number of the car service.
- **App-based services:** Uber or Lyft: submit detailed electronic receipts.

You can now track the status of your online submission in real-time. You can search by Request ID, Request Status, or Request Date in the "Submitted Requests" tab.

The following are the reimbursement request statuses and their descriptions:

- **Submitted:** The reimbursement request is in the queue.
- **Processing:** The reimbursement request is under review.
- **Resubmitted:** The reimbursement request has been updated and will be reviewed.
- **Denied:** The reimbursement request has been denied, and the denial reason can be found in the Trip Details section of the request.
- **Payment Pending:** Your reimbursement request has been approved and is awaiting payment processing. No check has been issued yet.

- **Check Issued:** Your reimbursement check has been created and mailed. Please allow 7-10 business days for it to arrive by mail.

Desktop	Mobile
	

If you experience any issues using this new feature, please submit your feedback via our online feedback form or contact 877-337-2017 and select # 6 to speak to a comment line representative.

Traveling This Holiday Season? Don't Forget Your Visitor Eligibility

If you are planning to use paratransit wherever you are traveling, contact AAR if you are coming into NYC or the local Paratransit at least **two weeks** before your travel plans to ensure is eligibility is confirmed prior to your arrival. The AAR guidebook has more details on pages 28-31.

Traveling to NYC	Traveling Outside of NYC
Submit your documents: • Email at EDUCI@nyct.com • Fax at 718-393-4306 • Mail to: AAR Eligibility • MTA NYC Transit Department of Paratransit 130 Livingston Street, Brooklyn, NY 11201.	• Contact the local paratransit provider in the City/County/State you are visiting at least two weeks before your travel date. • Keep in mind that paratransit services operate independently, so service availability, reservation processes, and policies may vary by location.

Testing a smarter way to serve riders:
Access-A-Ride has launched a small pilot of a new AAR virtual assistant to help with simple tasks like booking, checking, or canceling trips. Live agents remain fully available, and callers can request a representative at any time. The virtual assistant introduces itself clearly, routes anything complex to a live agent, and follows all existing privacy and security practices. Only a portion of English language calls will reach the virtual assistant during this phased test, and rider feedback will play a key role in shaping next steps. The goal is to reduce wait times, make routine requests faster, and improve the overall call experience for our riders.

Accessibility Upgrades in Motion

Regular elevator replacement and modernization projects are crucial to keep the subway system running effectively and efficiently, resulting in fewer repairs and disruptions to accessible subway service. The MTA currently has elevator replacement projects in progress in the Bronx, Brooklyn, Queens, and Manhattan. We're also opening new subway elevators every month. Here are some of the latest projects. As a reminder, you can visit mta.info/elevators for real-time elevator status, to subscribe to alerts for any elevators you rely on, and to help plan an accessible subway journey.

The MTA added two new street-to-platform elevators and ADA boarding areas; wider staircases improve passenger circulation at the 137 St-City College stop on the 1 line	
The MTA added three new elevators at Kings Highway F to create a step-free path from street to platforms, delivered on time and on budget. Read more here.	

The MTA modernized elevators at Jamaica-179 St (F) subway station. Read more here	
The MTA modernized two elevators at Prospect Park (B)(Q)(S) subway station. Read more here.	
The MTA unveiled three new elevators making the 149 St–Hostos (2)(4)(5) subway station fully accessible. Read more here.	

Reminders:

Gridlock Alerts Reminder: With holiday season approaching, New Yorkers will experience traffic congestion. Gridlock happens when heavy traffic blocks intersections, especially in Manhattan, and can affect all boroughs. Your AAR trips may be affected by increased traffic. To help you plan, the DOT issues Gridlock Alert Days for known high-traffic dates. Learn more at nyc.gov/dot/gridlockalert.

Please have your fare and ID ready when traveling on AAR. Fare evasion or fraudulent use of the AAR services by anyone other than the customer may lead to a suspension of service.

Customers must fold shopping carts and board AAR vehicles with no more than 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, or parcels carried by PCA and/or guests cannot be accommodated.

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 seven days a week from 7 a.m. to 5 p.m.

#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 a.m. to 5 p.m.

#5: To speak with an agent regarding subscription service setup, subscription changes, or to place subscription on hold. Agents are available seven days a week from 8 a.m. to 5 p.m.

#6: To speak to an intake agent to give a compliment, make a complaint, or comment, or if you have an inquiry or suggestion regarding AAR. Agents are available Monday to Friday from 9 a.m. to 5 p.m. To submit feedback online, go to mta.info and select "Give Feedback".

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

Guide:

The AAR website has the most up-to-date AAR information, including the 2024 Guide to AAR Paratransit Service. Go to MTA.info and click on MENU in the upper left corner to locate the link to Access-A-Ride Paratransit.

MY AAR:

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: Instagram, X, and/or Facebook @nyctAAR

On The Move Newsletter:

To view current and past quarterly On the Move editions visit: https://www.mta.info/accessibility/access-a-ride/newsletter-and-announcements. 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.