



Please be reminded that federal guidelines require customers, their personal care attendants, and guests to wear a mask when traveling on AAR, even if vaccinated.

Please note, you may be refused transportation, if a mask is not worn when traveling with AAR service.

To find out how to schedule a Covid-19 vaccination appointment in your area, visit <https://vax4nyc.nyc.gov/patient/s/>

For additional Covid-19 resources, go to: <https://www1.nyc.gov/site/mopd/resources/covid-19-vaccine-distribution-frequently-asked-questions.page>



Paratransit thanks our customers for their patience during these challenging times. Traffic has increased exponentially, as has the need for AAR service.

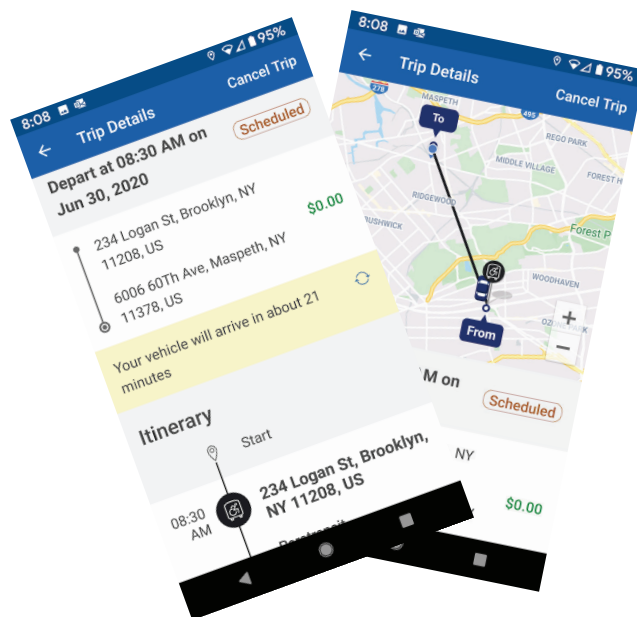
We understand that our customers need to get back to work, school, medical appointments and other essential services. But please be mindful when scheduling your trips to allow for additional time to get to you and your destination. In the [summer issue of On the Move](#), page 4 and 5 included important guides for scheduling trips.

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We also offer taxi authorizations for trips within your borough. Authorized reimbursements can be submitted by [mail or online](#). For those requiring wheelchair accessible taxis, please reach out to Accessible Dispatch (after obtaining an taxi authorization) at 311 or 646-599-9999 or online: <https://www1.nyc.gov/site/tlc/about/accessible-dispatch.page>

An uptick in AAR usage has led to issues for some customers who need to book a trip at a specific time. When booking your trip, you may want to consider requesting a pick-up time that is not at the top of the hour, instead try requesting 10 minutes before or after the hour.

We also suggest downloading the MYmta app on your smartphone to help track your vehicle and >>>> manage your trips. If you need assistance with the app, please **first** check with Eligibility (prompt #1) if we have your most recent email address and cell phone number on record. If you are still having problems, please reach out to the Comment Line (prompt #8) and someone will get back in touch with you to assist.



Please remember that many grocery stores and pharmacies deliver, and banking and the paying of bills can be done online, this can save you a trip. Check with the providers of these services for assistance.

Also, traveling within your neighborhood may be faster, easier and **FREE** on our 100% accessible New York City Transit buses with our [AAR MetroCard](#). If you don't have your **AAR MetroCard**, please contact Eligibility.

Thank you again for your patience and safe travels!

Access-A-Ride (AAR) Telephone Directory

Call 877-337-2017 toll-free from area codes in the NY Metro Area and adjacent counties. Reminder that we have a 718 number and from other area codes, call 718-393-4999. 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,*
- press “4.” for all other languages,*

Callers will then be directed to press one of the following prompts:

Prompt #1 – [Eligibility Unit](#)

Agents are available Monday – Friday from 9 am - 5 pm to assist with eligibility, appeals, certification or application questions and requests for updates to customer’s contact information etc.

Prompt #2 – [Trip Planning](#)

Agents are available to make a reservation 7 days a week from 7 am - 5 pm

Prompt #3 – Agents are available 7 days a week from 7 am - 5 pm to change a trip.

Prompt #4 – 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 Monday – Friday from 9 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.

The most updated AAR information, including AAR policies, newsletter and customers’ bill of rights are available Online at new.mta.info/accessibility/paratransit or via the [MYmta app](#).