



All the news on Access-A-Ride

## Mask Use Encouraged

As of September 7, 2022, New York State has lifted mask mandates on all modes of public transportation, including AAR.

Mask usage remains a great defense against COVID-19 and is still encouraged while riding public transportation. Furthermore, the health and safety of our riders and drivers remains a top priority, and we encourage mutual respect for each other's choices around masking.

As a reminder, AAR is public origin-to-destination, advanced reservation, demand-response, shared ride transportation for individuals with disabilities that cannot use fixed route public buses and subways. If emergency medical transportation is needed, please call 911. If you require special care outside public transport, we recommend ambulette type services.

**The demand for AAR has returned to pre-Covid number with upwards of 28,000 daily weekday trips being scheduled.**

**Over 10,000 new applicants have been granted eligibility during COVID, bringing the total number of registrants to over 170,000.**

<http://aardashboard.mta.info/>

Please note, if traveling within your borough, you may request a taxi authorization when making your reservation by phone. This is our most flexible form of transportation. To learn more about taxi authorizations and how to submit them online or by mail, please visit: <https://new.mta.info/accessibility/paratransit/policies-and-forms/taxicab-car-service-reimbursement-policy>

## Gridlock Alerts

The Department of Transportation (DOT) identifies Gridlock Alert Days during September's UN General Assembly (now through September 27) and throughout the holiday season when heavy traffic is expected in Manhattan. While we understand the need for our customers to get to their destinations, it is important to be aware of Gridlock Alert Days when scheduling your trips. Random street closures and heavy traffic volume affect every form of traffic flow throughout the 5 boroughs, even if you are not traveling in and out of Manhattan.

### Helpful Suggestions

Visit the DOT website to see the latest list of Gridlock Alert Days and sign up for weekly alerts: <https://www1.nyc.gov/html/dot/html/motorist/weektraf.shtml>

- Check our social media posts @nyctAAR
- Allow extra time when traveling into Manhattan (up to two hours) so if your vehicle doesn't arrive within the 30 - minute wait period, AAR will have time to find another ride (877-337-2017, prompt #5)
- Consider making reservations based on appointment times:
  - "Appointment time" is the time you wish AAR to arrive at your destination.
  - "Pickup time" is the time you wish AAR to arrive. Since AAR is a shared-ride service, you may be offered a pickup time that is up to an hour earlier or later than the time requested.

You can request either a pickup time or appointment time.

See the [Summer Issue of OTM](#) for information regarding maximum ride time.

## **Online Booking - The Manage my Trips (MMT) will be decommissioned on September 30, 2022.**

MMT is being retired on September 30, 2022. All users will be transitioned to a new, upgraded application with a better user experience – MY AAR. If you have the MMT website link saved in your favorites or bookmarked, be sure to update it with <https://aar.mta.info/login> right away and sign in using your AAR ID and the same password used to login here.

For further information please visit: <https://new.mta.info/accessibility/paratransit/mmt-my-aar-faq>

## **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” 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 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 – [Trip Planning](#)**

Agents are available to make reservations 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 for assistance with same day trips. This may include getting information about your vehicle and its estimated arrival time, help with delays that may arise with your pickups 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 – [Check Same-Day Trip Status](#)**

Automated system to check status of yoursame 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, newsletter, and customers’ bill of rights are available online at <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.