



Positive Feedback from the Fall 2023 Customers Count Survey Helps provide Momentum for AAR's 2024 Goals

Hearing directly from our customers lets us better understand their biggest concerns and prioritize issues that we need to address. Both the [Fall survey](#) and [registered feedback](#) has helped us validate the goals for 2024 which were shared at January's MTA Board meeting by Paratransit Vice President Chris Pangilinan:

- Achieve and maintain a 94% on time performance (OTP) with new 20-minute window.
- Continued reduction in provider no shows.
- Exceed 95% rate of booking calls answered within 60 seconds.
- Increase booking with the MY AAR app from 12% to 25% & make fixes to improve user experience.
- Open the Manhattan assessment center by the end of the year.
- Revamping our Taxi Authorization program later this year. Past improvements, such as online reimbursement forms, allows for a quick processing of reimbursement in less than 2 weeks. Currently we provide pre-authorizations for intraborough travel (within a borough), but we are looking for a way to make Taxi Authorizations a more flexible program for our customers.

VP Pangilinan also highlighted that the backbone to all of these Paratransit improvements is the establishment of our new reservations, scheduling, and dispatch system. A massive, all-encompassing endeavor which will enhance the entire customer experience.

Fall 2023 Customers Count Survey AAR Highlights

Access-A-Ride's overall customers satisfaction is at 79%, up from 64% in Spring 2023. On-time pickup is the most important driver of overall satisfaction, and 59% said they were satisfied with on-time pickup in Fall 2023, up 8% points from Spring 2023. Frequent riders, those who ride three to four days a week, saw the largest increase in satisfaction at 69%, up five percentage points. Travel times and frequency of no-shows are also important drivers of overall satisfaction, and satisfaction with travel times increased four percentage points to 74% in Fall 2023.

While we celebrate the record high customer satisfaction, we will continue to work to improve service and ensure Access-A-Ride is able to meet your transportation needs.

Your feedback is important and we welcome you to [sign up to participate in future surveys!](#)

MY AAR – Ease in Scheduling & Monitoring AAR Trips

The use of MY AAR (our app accessible via your computer, tablet, or smart phone) has increased tremendously since first introduced 5 years ago. Our customers save time and effort by booking and monitoring AAR trips without having to call AAR. For more information about MY AAR including a video tutorial, please visit: new.mta.info/myaar

As with any app, updates are implemented constantly to address programming modifications and we remind our app users to please always check if they are using the most updated version. AAR's technology team has also been listening to users' suggestions and continues to adjust the screen design to allow for ease of use with built in information guides.

A new complete MY AAR guide will be posted on our AAR [resource page](#) in March. Here is a preview of the contents regarding submitting address on MY AAR.

How to Submit Addresses on MY AAR

If you receive an error message when submitting an address on MY AAR, that means Google does not recognize the address. Here are some tips on ways to re-write the address so your request for a trip or subscription or update to your home/ mailing address can be completed successfully.

Addresses with letters following the house numbers:

If you type an address with a letter after the house number and get the error message, try entering the address without the letter or changing the space between the numbers and letters.

Example: For 180B Nightinfairy Street **try entering** 180 Nightinfairy Street or 180 B Nightinfairy Street.

Addresses with dashes:

If you type an address with a dash in the house number and get the error message, try entering the address without the dash.

Example: For 180-37 Nightinfairy Street **try entering** 18037 Nightinfairy Street

Addresses with leading zeros following dashes:

If you type an address with a zero after a dash in the house number and get the error message, try entering the address without the dash and extra zero.

Example: For 180-07 Nightinfairy Street **try entering** 1807 Nightinfairy Street

No online address suggestions:

If you type an address and no suggestions show-up on the drop-down, Google may not yet recognize it. In this case call AAR to have your trip booked.

Example: 180 Nightinfairy Street

Addresses with abbreviations (St, Blvd, Ave, Ct, Dr, E, W):

If you type an address with or without an abbreviation and get the error message or the address does not appear, try entering the address the opposite way.

Example: For 55 Water Street, Manhattan **try entering**

55 Water St, Manhattan

OR For 180 East Nightinfairy **try entering** 180 E Nightinfairy Street.

Addresses with NY, NY:

If you type an address in NY, NY and get the error message or the address does not appear, try entering Manhattan instead.

Example: For 180 Nightinfairy Street, NY, NY **try entering** 180 Nightinfairy Street, Manhattan, NY.

Addresses not accepted:

Landmarks (Times Square or Madison Square Garden) will not be accepted.

Cross Streets (59th and 7th Ave) will not be accepted.

Airport will not be accepted without specific terminal letter or number (**JFK Terminal 1** or **LGA Terminal B**). Typing only the airport name or acronym will return no results.

Airport cargo locations will not be accepted.

If none of the above suggestions work, please call AAR (877-337-2017 or 718-393-4999) and follow the prompts for scheduling trips.

AAR's Bag/Parcel Policy - Essential to Safe Service

When a customer is traveling with a shopping cart it must be closed and secured during your trip. This is impossible to do safely if the items are oversized and overflowing. These items, including the shopping cart, may become projectiles if there are any sudden stops and/or turns creating possible injuries or accidents. We recommend placing your purchases inside (not overflowing) no more than two shopping bags so that they may be removed from the cart with ease, and you can hold them during the ride. Our parcel policy is very clear, and we ask you to please adhere to it or your trip may be refused. Please consider requesting a taxi authorization when shopping within your borough to accommodate your large purchases or arrange for delivery.

Customers must fold shopping carts and board AAR vehicles with only 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/parcels carried by PCA and or guest cannot be accommodated.

Access-A-Ride Bag Policy

Good to go:

- 2 bags or fewer
- Easy to remove
- Cart can be folded
- Under 40 lbs.



Can't ride:

- Lots of bags
- Items block seats
- Cart can't be folded
- Over 40 lbs.

What is IVR Messaging?

Everyone can appreciate a reminder. Whether it is for an upcoming appointment, special event, or even weather alert.

AAR customers can also register/opt-in for an AAR reminder called IVR. This is an automated reminder system that will send AAR-related information via telephone, text message or email.

These messages may include:

- A reminder the night before about trips scheduled for the next day
- An alert of the approximate time that a vehicle will be arriving
- An alert that the customer's AAR eligibility status will expire soon and needs to be renewed
- A reminder to Subscription Service users to call to reserve subscription trips on holidays
- A service alert due to weather

Customers can select their IVR reminder preferences on MY AAR or contact AAR to indicate how they would like to receive IVR messages.

Customers are also able to send [text messages](#) to receive additional trip information. This includes viewing a list of all your upcoming trips for the current day, the next day, and the day after, as well as the status of any trip(s) you have for the current day including corresponding trip ETA and vehicle information when available. IVR text messaging can also be used to cancel trips provided it abides by the trip cancellation window of 2 hours.

A successful reservation is the key to a successful trip!

Whether booking your trip by phone or with MY AAR, please be mindful of the confirmation for your trip(s). At the conclusion of your call, the agent will review your trips. When booking via the app, review “Upcoming Trips” to make sure all is correct (please don’t remain on the pending page, rather click “Home” to view upcoming trips). Best to catch a problem the day before your trip, rather than the day of! Your attentiveness is appreciated.

You Can Put Your AAR Trips in Your Hands with Taxi Authorizations!

When traveling within a borough, taxicab/car service reimbursement authorization may be requested during reservations or in the event of a day of service issue. All taxi reimbursements must be pre-authorized. When a taxicab or car service is authorized, the customer is responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver. Only valid licensed NYC Taxi and Limousine commissioned taxi or For-Hire Vehicles (FHV) service receipts are qualified for reimbursement. Wheelchair users can call 311 and ask for Accessible Dispatch or call 646-599-9999 for a wheelchair accessible taxi (WAV) to travel in NYC for the metered rate.

The fastest way to get your reimbursement is by submitting online!

- Go to the AAR website: <https://new.mta.info/accessibility/paratransit>
- Scroll down to Policies and Forms to find the “Online Taxi/Car Service Reimbursement Request” link.
- Complete the form and attach a PDF (Scan) or Photo (JPEG) of the receipt and press “submit.”

- Approved reimbursements may be issued in 30 days or less!

For those who prefer to mail the request/receipt to AAR, that option is still available. Please remember, the [Taxi/Car Service Reimbursement Policy](#) still applies.

Updating AAR Phone Menu

The AAR phone menu will be changing on March 1, 2024 to reflect a more direct route to assistance for all calling the 877-337-2017 or 718-393-4999 numbers. While language options will always be available, choices that follow have been simplified to 6 choices:

- Self-Service/Automated System
- Trip Planning (reservations)
- 24/7 Assistance with scheduled trip information
- Eligibility and Compliance (applications/appeals etc.)
- Subscription Service Setup, Changes and Holds
- Feedback

Please listen carefully to the choices to best address your needs. Callers may repeat the 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

[Most up to date AAR information, including AAR policies, Guide, newsletter and customers’ bill of rights.](#)

[MY AAR tutorials are available that will guide you on how to book, manage and monitor your AAR trips!](#)

Follow us on social media @nyctAAR.

[On the Move](#) is posted online quarterly. 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.



Have you seen our new vans around town or rode in one?

Please share your experience at <https://contact.mta.info/s/customer-feedback>.