



MY AAR User Manual

Version 5.3

Table of Contents

MY AAR User Manual	0
Finding Access-A-Ride (AAR)	3
Welcome to the MTA Website.....	3
How do I find the AAR section in the new MTA website?	3
How do I get to the MY AAR application from new.mta.info?	6
Access to MY AAR	7
I am a current AAR Paratransit customer. How do I sign up to use MY AAR?	7
I am not a current AAR Paratransit customer. How do I get certified for MY AAR?	8
What if I forgot my password?	9
What if I forgot my email address?	9
What if I need to confirm my registration?	10
MY AAR Account	11
How do I view MY AAR account information?	11
How do I change MY AAR account information?	12
Why are there two sections asking for my email address?	12
How do I receive automated phone calls about trips and subscriptions?	13
MY AAR Paratransit Trips	14
What kinds of trips can I schedule using MY AAR?	14
How far in advance can I request a Paratransit Trip?	14
How do I request a Paratransit trip?	14
How do I view my next Paratransit Trip?	16
How do I view my Paratransit Trip details?	18
MY AAR Paratransit Subscriptions	26
How far in advance can I request a Paratransit Subscription?	26
How do I request a Paratransit Subscription?	26
How do I view my Paratransit Subscriptions?	28
How do I view my subscription details?	29
How do I pause my subscription?	32
How do I resume my paused subscription?	33
MY AAR Taxi Authorizations	34
How does MY AAR Taxi Authorization work?	34
How far in advance can I schedule a Taxi Authorization?	34

How do I request a Taxi Authorization?.....	34
Where can I travel using Taxi Authorization?	36
How do I view all of my Taxi Authorizations?	36
How do I view my Taxi Authorization details?	37
How do I apply for Taxi Authorization reimbursement?	41
MY AAR Taxi Reimbursements	42
What is the Taxi Reimbursement section of MYAAR?	42
How do I find a trip for taxi reimbursement?	42
How do I initiate the taxi reimbursement process?.....	43
How do I submit a taxi reimbursement request?	45
What if my contact details are incorrect?	45
How do I track my taxi reimbursement request status?	46
What does my taxi reimbursement status mean?	47
How do I resubmit if my taxi reimbursement was denied?.....	48
MY AAR Features	49
Is MY AAR accessible to someone with a visual disability?	49
What happens if I get an error when I enter my To or From address while requesting a trip or subscription?.....	51
Can I book trips to and from the airport using MY AAR?.....	52
What are the privacy policies of this website?	53
How do I sign into the MY AAR app on my mobile device?	53
Why do I need an updated application version?	54
How do I update my version on a web browser?	54
How do I update my version on my mobile device?	55

Finding Access-A-Ride (AAR)

Welcome to the MTA Website

Access-A-Ride (AAR) customers can book online and save time using MY AAR. With MY AAR, customers can access their contact information, make reservations, check the status of their trips, and manage subscriptions via computer, tablet, or smart phone. MY AAR also allows customers to monitor their dedicated blue-and-white AAR or Broker vehicle's real-time location and arrival time prior to their pick-up time. With MY AAR, customers can also track their trip while on the vehicle to determine their estimated time of arrival.

AAR customers may also download the free MYmta app via Google Play Store or the App Store. This app allows you direct access to MY AAR when you log in and all MTA services.

How do I find the AAR section in the new MTA website?

The new MTA website can be accessed at <https://new.mta.info>. To reach the AAR Paratransit Services section, scroll down to Common actions and click **Book or manage a Paratransit trip**.

[Schedules](#)
[Maps](#)
[Fares & Tolls](#)
[Planned Work](#)

Plan a Trip

[See Saved Trips](#)

From

Address, station, landmark

To

Address, station, landmark

Leave now

Change Time

Travel Preferences

>

Accessible Trip

☐

Plan My Trip

Service Status

Favorites

Subway

Bus

Rail

Part Suspended

3

4

Delays

1

2

5

A

C

F

G

Planned - Part Suspended

S

Planned - Express to Local

D

No Scheduled Service

Z

Add Favorites

No Active Alerts

6

7

E

B

M

J

L

N

Q

R

W

S

S

SIR

Planned Service Changes

>

Elevator & Escalator Status

>

Nearby Stations & Stops

The Central Business District Tolling Program is temporarily paused pending necessary approvals.

The Congestion Relief Zone will launch at a later date. Check back for updates.

Common actions

Look up planned service changes

Book or manage a Paratransit trip

Contact Lost and Found

File a MetroCard claim

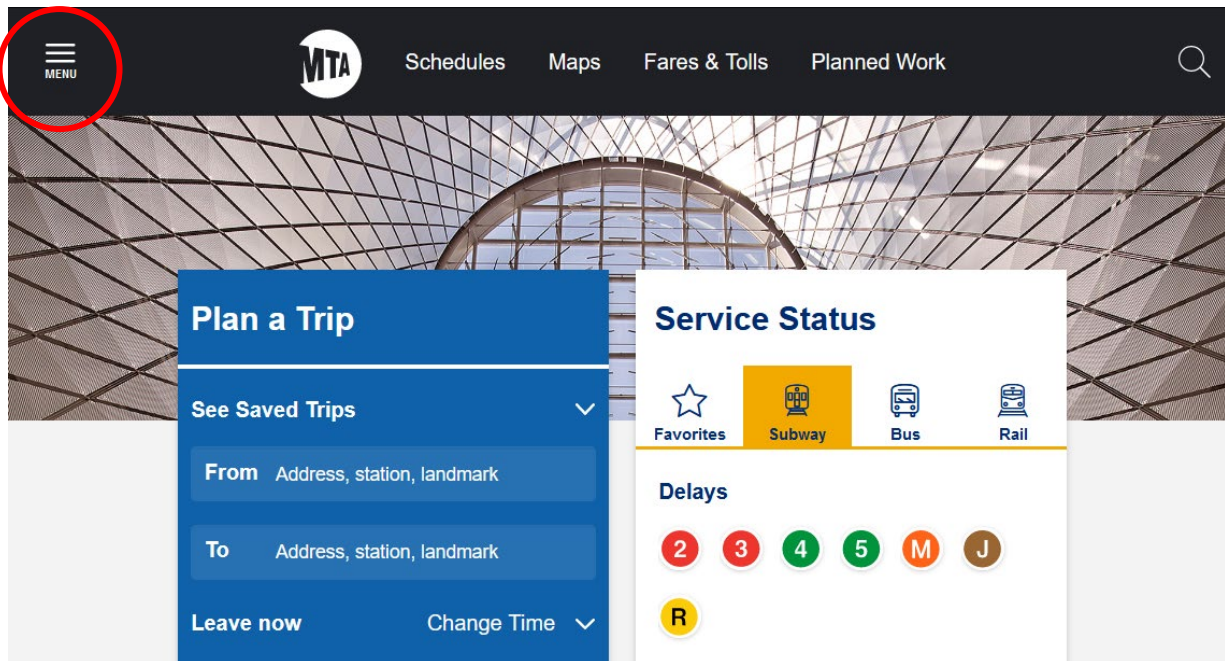
Find out about our upcoming board meetings

Give feedback

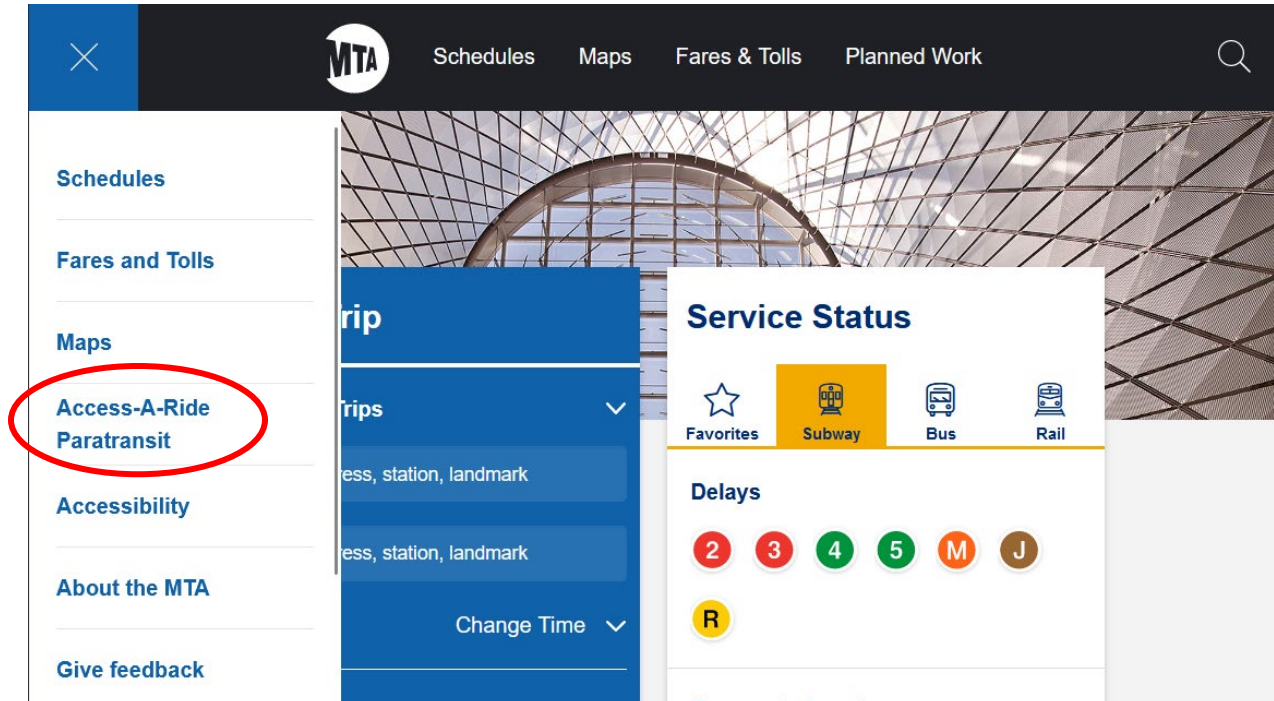
User Manual - How To Use myMTA Website rv5.3

4 | Page

You can also reach the Paratransit page by clicking the menu located in the top left corner of the page.



The menu will display a list of page options. Click on **Access-A-Ride Paratransit**.



This will bring you to the Access-A-Ride Paratransit Service welcome page, which will connect you to general information about AAR including guides to AAR certification, reservations, travel, and feedback.

Be sure to bookmark or add the link to your favorites on your web browser to quickly access this page again at any time.

How do I get to the MY AAR application from new.mta.info?

From the AAR Paratransit Service welcome page (<https://new.mta.info/accessibility/access-a-ride>), scroll down to the Common Actions header and click **Sign into MY AAR to book trips**.

← → ↻ 🔒 https://new.mta.info/accessibility/access-a-ride 67% ☆ 📧 ⬇️ 📱 🗑️ ☰

MTA Schedules Maps Fares & Tolls Planned Work 🔍

4772 WAG EMERGENCY EXT. 1-877-337-2207 ACCESS-A-RIDE EQUIPMENT OPPORTUNITIES

Home > MTA Accessibility > Welcome to Access-A-Ride Paratransit Service

Welcome to Access-A-Ride Paratransit Service

Save time and book your trips online with MY AAR. Our On the Move newsletter has additional service updates and other news.

Common actions

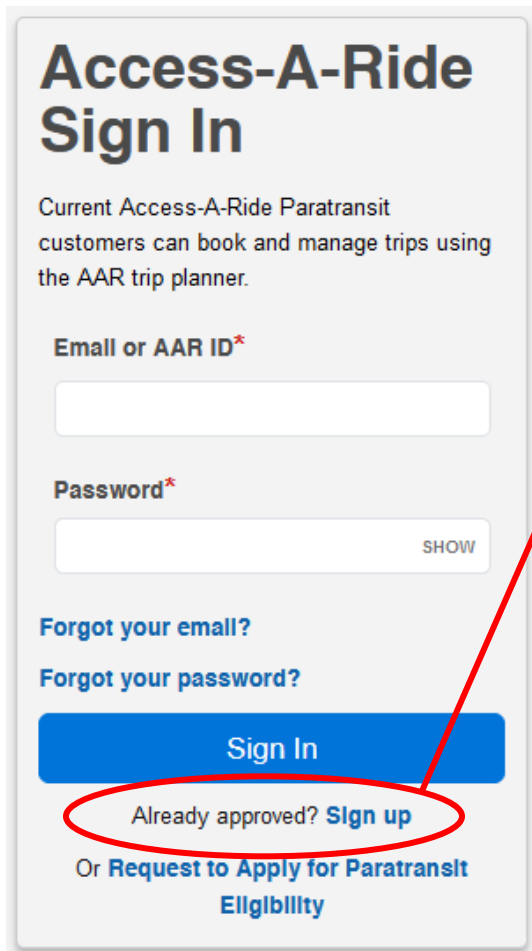
- Sign in to MY AAR to book trips**
- Learn more about MY AAR
- Apply or recertify for Access-A-Ride

Access to MY AAR

I am a current AAR Paratransit customer.
How do I sign up to use MY AAR?

If you have been certified as an AAR customer but have not yet completed your account registration, click **Sign up** to be directed to complete the process.

On the next screen you will be prompted to enter your AAR ID, First Name, Last Name, Date of Birth, and Email. You will also have to create and confirm your password and complete a CAPTCHA requirement.



Access-A-Ride Sign In

Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner.

Email or AAR ID*

Password*

 SHOW

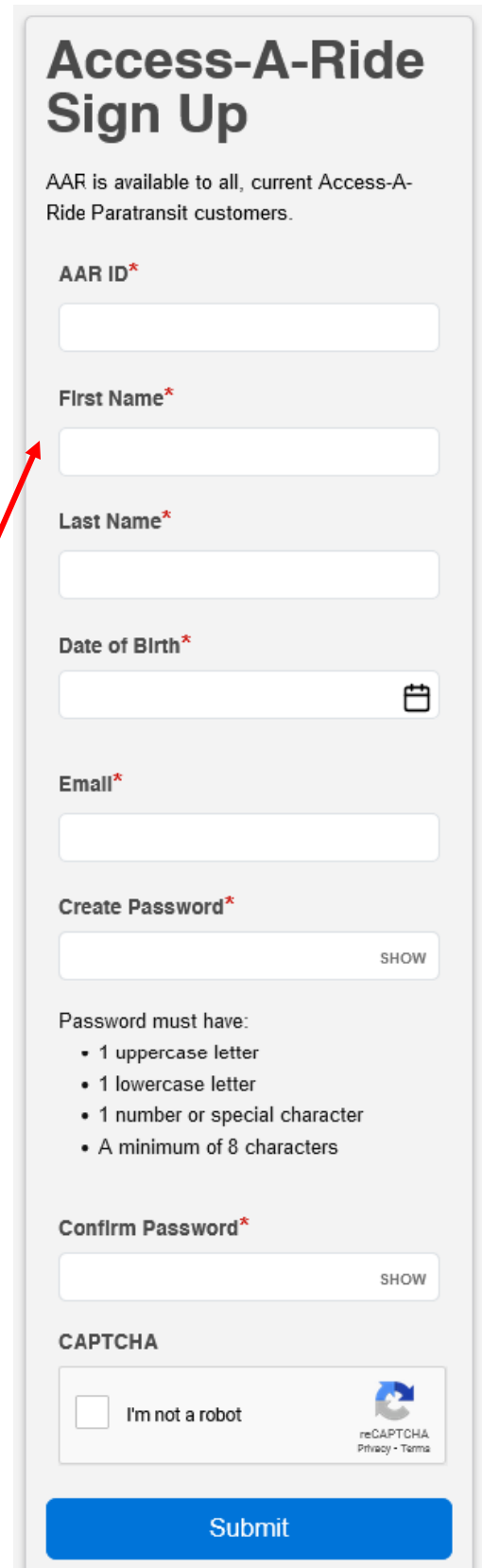
[Forgot your email?](#)

[Forgot your password?](#)

Sign In

Already approved? **Sign up**

Or [Request to Apply for Paratransit Eligibility](#)



Access-A-Ride Sign Up

AAR is available to all, current Access-A-Ride Paratransit customers.

AAR ID*

First Name*

Last Name*

Date of Birth*

Email*

Create Password*

 SHOW

Password must have:

- 1 uppercase letter
- 1 lowercase letter
- 1 number or special character
- A minimum of 8 characters

Confirm Password*

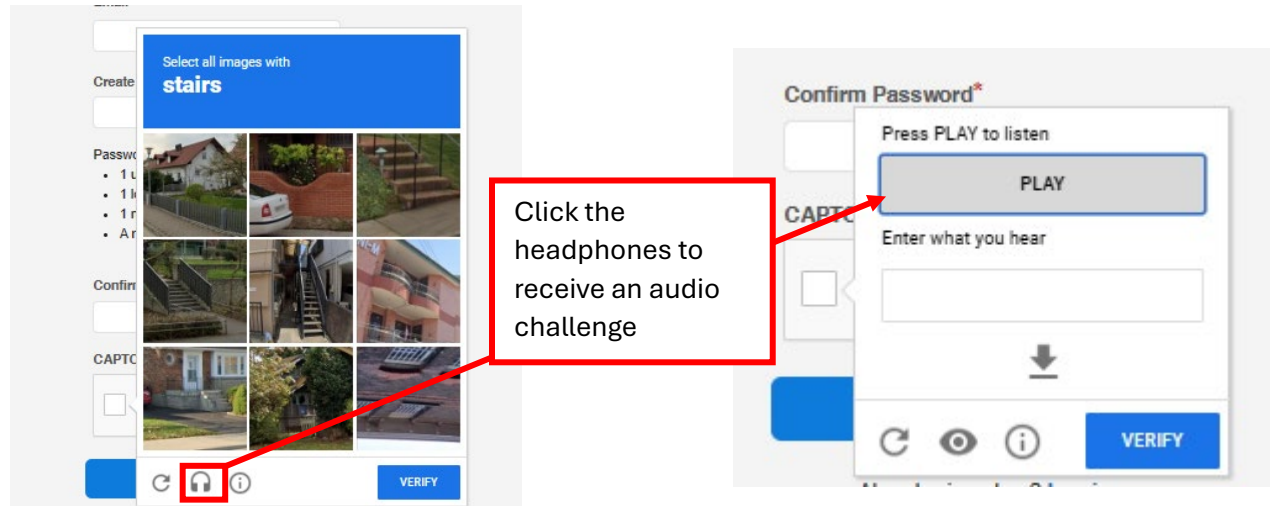
 SHOW

CAPTCHA

☐ I'm not a robot 
reCAPTCHA
Privacy • Terms

Submit

You must complete the CAPTCHA requirement to submit your registration. You can choose to complete the default visual challenge, or you can select the audio challenge by clicking the headphone icon below. If you select the audio challenge, you will need to click on the **Play** button to hear a saying. Once you have completed the visual or audio CAPTCHA challenge, click **Verify** to move to the next screen.



Once you have filled out the required registration details and completed the CAPTCHA requirement, click the **Submit** button.

When you are redirected to the MY AAR login page, enter your sign-in credentials and click **Sign in**.

I am not a current AAR Paratransit customer. How do I get certified for MY AAR?

If you have not yet applied for AAR service, click **Request to Apply for Paratransit Eligibility** at the bottom of the sign-in window. This link will direct you to the AAR Inquiry Form, where you can apply to become an AAR customer.

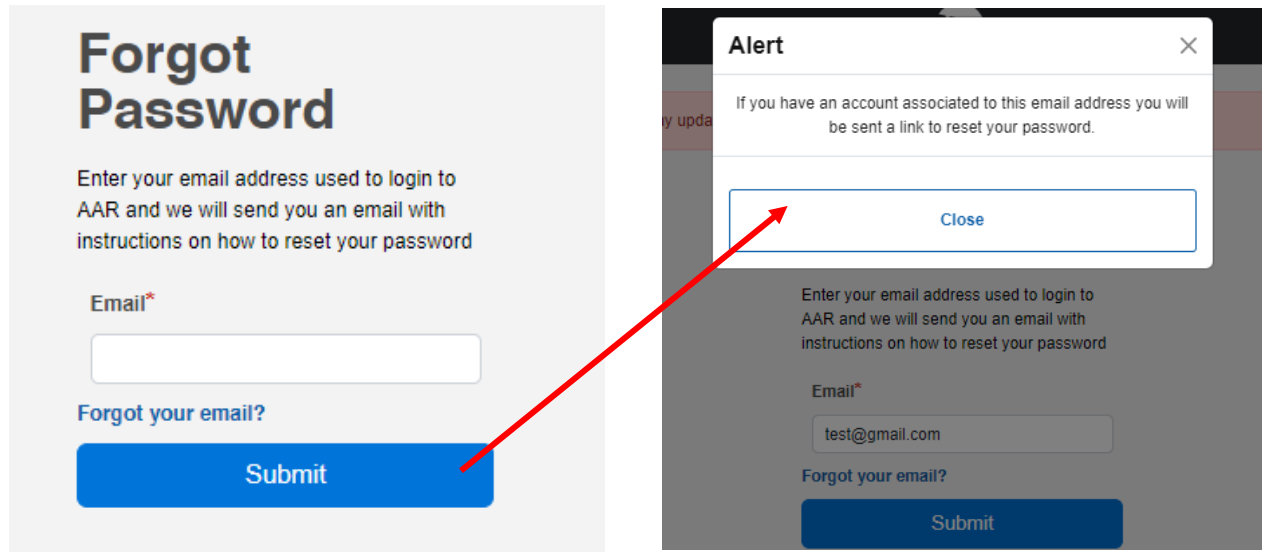
You can find more information about the AAR eligibility and certification process at <https://new.mta.info/accessibility/access-a-ride/how-to-apply-or-recertify-for-access-a-ride> or by calling 877-337-2017.

If you have been approved for AAR service but have not yet completed registration, click **Sign up** to be directed to complete the Sign-Up process.

The image shows the "Access-A-Ride Sign In" form. It has a title "Access-A-Ride Sign In" and a subtitle "Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner." Below this are two input fields: "Email or AAR ID*" and "Password*", each with a "SHOW" link next to the password field. There are two links: "Forgot your email?" and "Forgot your password?". A blue "Sign In" button is present. At the bottom, there are two links: "Already approved? Sign up" and "Or Request to Apply for Paratransit Eligibility". The latter link is circled in red.

What if I forgot my password?

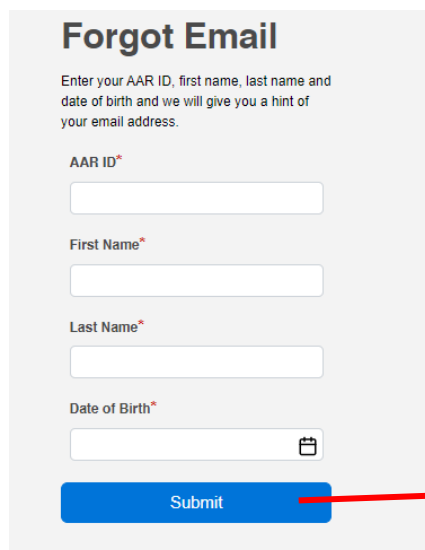
If you don't know your password, click on the **Forgot your password?** link on the sign-in page. Enter the email address associated with your AAR account, then click **Submit**. A message will populate telling you to check the email associated with your AAR account.



The image shows two parts of the user interface. On the left is the 'Forgot Password' form, which has a title 'Forgot Password', a description 'Enter your email address used to login to AAR and we will send you an email with instructions on how to reset your password', an 'Email*' input field, a 'Forgot your email?' link, and a blue 'Submit' button. A red arrow points from the 'Submit' button to an alert box on the right. The alert box has a title 'Alert', a close button (X), and a message: 'If you have an account associated to this email address you will be sent a link to reset your password.' Below the message is a 'Close' button.

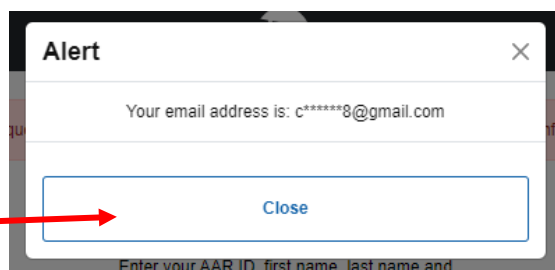
Please check the email associated with your AAR account and add AARNoReply@nyct.com to your email contacts to ensure the email does not go in your spam folder. If you have trouble, please call the AAR team directly at (877) 337-2017.

What if I forgot my email address?



The image shows the 'Forgot Email' form. It has a title 'Forgot Email', a description 'Enter your AAR ID, first name, last name and date of birth and we will give you a hint of your email address.', and four input fields: 'AAR ID*', 'First Name*', 'Last Name*', and 'Date of Birth*'. The 'Date of Birth*' field has a calendar icon. At the bottom is a blue 'Submit' button. A red arrow points from the 'Submit' button to an alert box on the right.

Click on the **Forgot your email?** link on the sign-in page. (You can also reach this screen from the **Forgot Password** page.) Enter your AAR ID, First Name, Last Name, and Date of Birth, then click **Submit**. The first and last characters of the email address along with the email provider will be displayed.



The image shows an alert box with a title 'Alert', a close button (X), and a message: 'Your email address is: c*****8@gmail.com'. Below the message is a 'Close' button. A red arrow points from the 'Submit' button of the 'Forgot Email' form to this alert box.

What if I need to confirm my registration?

If you have signed up for MY AAR but have not yet confirmed your email address, enter your email or AAR ID and password and click **Submit** on the MY AAR homepage. You will receive a message that reads “Registration confirmation sent to your email address has not been confirmed. Click here to resend link.”

By clicking the text reading “Click here to resend link,” you will be redirected to the page **Access-A-Ride Sign-Up Confirmation Request**. Complete all fields then click **Submit**.

A new confirmation link will then be sent to the email address linked to your MY AAR account. Check the email associated with your AAR account and click the confirmation link it contains. If AARNoReply@nyct.com is not in your email contacts, check your spam folder.

Access-A-Ride Sign In

Current Access-A-Ride Paratransit customers can book and manage trips using the AAR trip planner.

Email or AAR ID*

1341747

Password*

Registration confirmation sent to your email has not been confirmed.

[Click here to resend link](#)

[Forgot your email?](#)

[Forgot your password?](#)

Sign In

Access-A-Ride Sign-Up Confirmation Request

You may request another confirmation email here.

AAR ID*

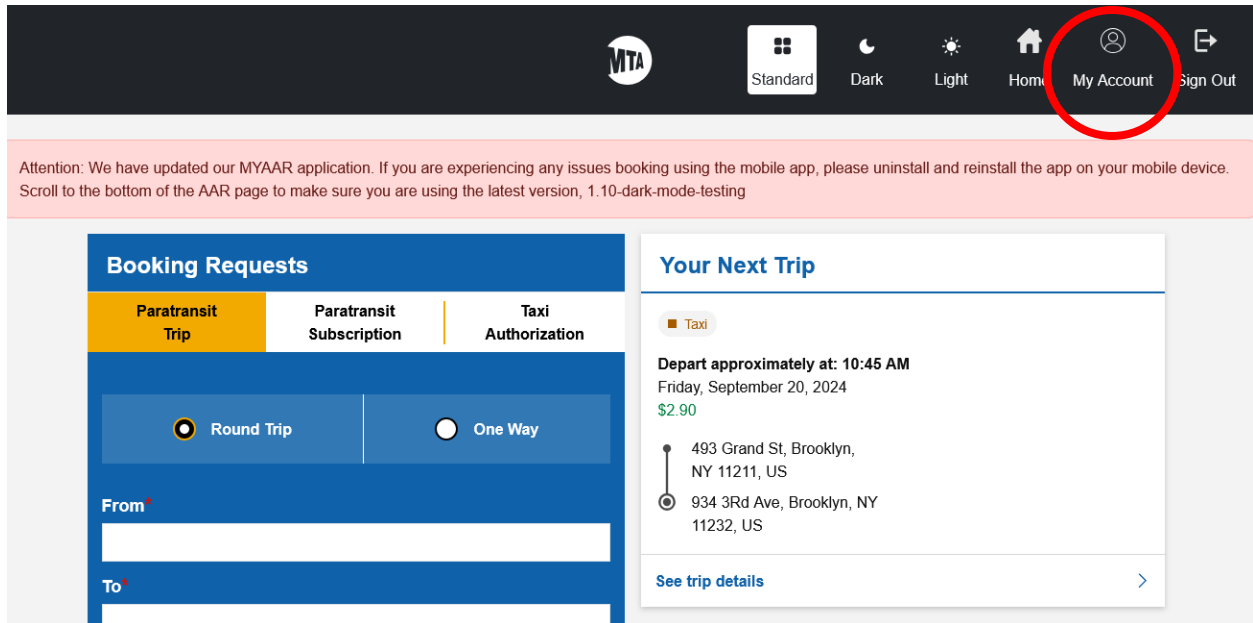
First Name*

Last Name*

Date of Birth*

Submit

Back to Homepage



MY AAR Account

How do I view MY AAR account information?

Once you have signed into MY AAR, you can view your account information by clicking on the **My Account** icon in the upper right-hand corner of the screen.

On the My Account page, you will be able to access and edit your personal information, including account information, contact information, equipment and support needs, and emergency contact details.



Message Update: 07/09/2024 Attention: We have made updates to our application. Scroll to the bottom of the page to make sure you are using the latest MY AAR application version, 1.11, if not please refresh your browser.

Personal Information

Manage your personal details, sign-in ID, contact details, address, and emergency contact info here.

Personal Details

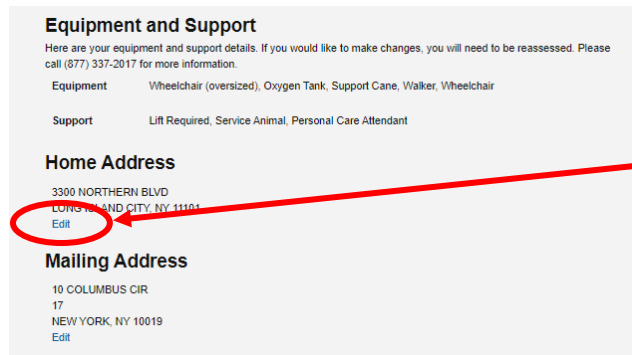
First Name	TEST1
Last Name	PARATRANSIT
Date of Birth	5/21/1980

Access-A-Ride Information

AAR ID	1187323
--------	---------

How do I change MY AAR account information?

Once on the My Account page, scroll down to the information you'd like to update. All information that is editable will display an Edit link underneath the text. Click **Edit** under the text you want to update and you will be directed to a new page to update your information. Click **Save** when you are finished updating and click **Cancel** if you no longer wish to make updates.



Equipment and Support
Here are your equipment and support details. If you would like to make changes, you will need to be reassessed. Please call (877) 337-2017 for more information.

Equipment Wheelchair (oversized), Oxygen Tank, Support Cane, Walker, Wheelchair

Support Lift Required, Service Animal, Personal Care Attendant

Home Address
3300 NORTHERN BLVD
LONG ISLAND CITY, NY 11101
[Edit](#)

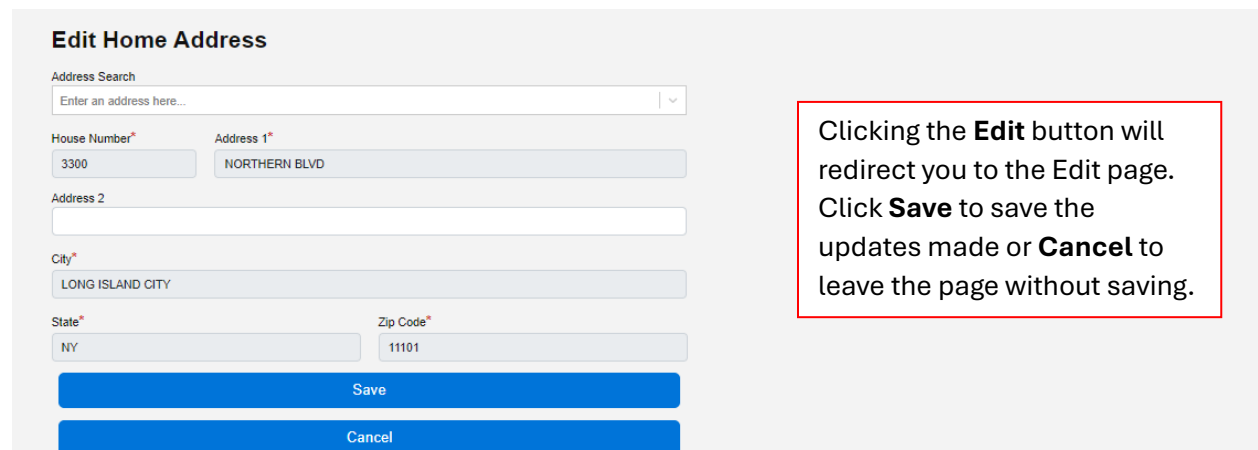
Mailing Address
10 COLUMBUS CIR
17
NEW YORK, NY 10019
[Edit](#)

The **Edit** button will be displayed under each editable field on the My Account page. Some fields, including equipment and support information are read only and can only be changed by contacting the AAR team directly. **If you need to make updates read-only fields, please call (877) 337-2017.**

Why are there two sections asking for my email address?

Your Sign-In Email Address is the email address you used to apply for AAR and it is associated with your MY AAR online account. Your Notification Email Address is used to receive notifications on trips or subscriptions.

Your Notification Email is the email address at which you would like to receive email notifications about your AAR account. If you do not designate a Notification Email, you will not receive notifications regarding IVR. Once you designate an email address as your Notification Email, check the checkbox marked **Use For Email Notifications** to receive trip notifications at this email address. Make sure to save your changes.



Edit Home Address

Address Search
Enter an address here... | v

House Number* Address 1*
3300 NORTHERN BLVD

Address 2

City*
LONG ISLAND CITY

State* Zip Code*
NY 11101

[Save](#)

[Cancel](#)

Clicking the **Edit** button will redirect you to the Edit page. Click **Save** to save the updates made or **Cancel** to leave the page without saving.

Edit Notification Email Address

Email Address*

☐ Use For Email Notifications

Save

Cancel

How do I receive automated phone calls about trips and subscriptions?

You can designate any phone number listed on the My Account page for use with Interactive Voice Response (IVR) by checking the box labeled **Use For Voice Notifications**. To edit a phone number's IVR status, scroll to the Contact Numbers section, then select **Edit** for the number you'd like to update. On the edit screen, make sure your correct phone number is entered. Check the **Use for Voice Notifications** box to enable IVR for this number. Uncheck the **Use for Voice Notifications** box to disable IVR for this number. Make sure to always save any updates.

Edit Primary Pick-Up Number

Phone Number

(718) 123-4557

Extension

☐ Use For Voice Notifications

Save

Cancel

MY AAR Paratransit Trips

What kinds of trips can I schedule using MY AAR?

MY AAR offers customers three options when scheduling travel.

- **Paratransit Trips:** Customers can use MY AAR to book one-off trips.
- **Paratransit Subscriptions:** Customers can use MY AAR to book trips that repeat weekly on the same days and at the same time.
- **Taxi Authorizations:** Customers can use MY AAR to authorize use of taxi or ride-hailing services for AAR-eligible trips.

How far in advance can I request a Paratransit Trip?

You may request a Paratransit Trip one to two days in advance of the day you would like to travel, based on the time of day. After 5:00 PM, you will no longer be able to book trips for the next day.

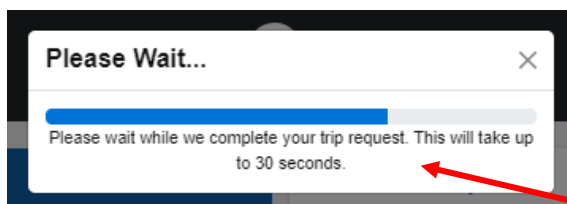
How do I request a Paratransit trip?

On the Home page in the Booking Requests widget, click on the **Request a Trip** tab.

- Select **Round Trip** or **One Way** radio button
- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Trip**,
 - o Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. "Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination.
 - o Enter trip date and time using dropdowns and text box.
 - You may complete a trip request for the coming two days until 5:00 PM. Between 5:00 PM and 12:00 AM, you will only be able to book for the day after tomorrow.
 - Select **Approximately at** dropdown to target the 30-minute window in which you'd like to be picked up
 - Select **No earlier than** dropdown to receive a pickup time that is up to an hour later than the requested time
 - Select **No later than** dropdown to receive a pickup time that is up to an hour earlier than the requested time

- If you selected **Round Trip**, your request will include a section called **Your Return Trip**. Under **Your Return Trip**,
 - o Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. "Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination. Enter trip date and time using dropdowns and text box following the same parameters as the **Your Trip** section.
- Select any equipment, Personal Care Attendant, or guests you will require for your trip.
- When you have entered all required information for your trip, click **Submit Trip Request**.

Once you finish the form and click on **Submit Trip Request**, a window will display. Allow up to 30 seconds for the system to book the trip.



Booking Requests

Paratransit Trip

Paratransit Subscription

Taxi Authorization

☒ Round Trip
 ☐ One Way

From*

To*

Your Trip ⓘ

☒ Depart / Pick-Up
 ☐ Arrive by / Appointment

Thursday, September 19, 2024

Approximately at

Your Return Trip ⓘ

☒ Depart / Pick-Up
 ☐ Arrive by / Appointment

Thursday, September 19, 2024

Approximately at

Select your requirements for this trip, based on your profile options:

Mobility Aids

☒ Adaptive Stroller
 ☒ Support Cane

Vehicle Requirements

☒ Lift Required
 ☒ Service Animal

Select if you will be traveling with a Personal Care Attendant

☐ Personal Care Attendant (PCA)

Select if you will be traveling with a guest

☐ Guests

Submit Trip Request

User Manual - How To Use myMTA Website rv5.3

15 | Page

Once the trip is booked, your trip summary will appear in a dialog box, as below. Above your reservation details, you will see a yellow banner that indicates **Your reservation is pending**. Please note: this page does not refresh automatically. Click the **Close** button on your Trip Confirmation to review your updated reservation details.

Trip Confirmation

Your reservation is pending

Your Trip Trip ID 153059655
Thursday, June 6, 2024 Pending
Your request has been submitted. Your pickup time will be confirmed soon. Please check your trip details page for confirmation.

Your Request Details
Thursday, June 6, 2024
Pickup Time To be determined
From 10 River Terrace, New York, NY 10282, US
To 12 E 49Th St, New York, NY 10017, US
Fare \$2.90

Your Requirements

Your Return Trip Trip ID 153059656
Thursday, June 6, 2024 Pending
Your request has been submitted. Your pickup time will be confirmed soon. Please check your trip details page for confirmation.

Your Request Details
Thursday, June 6, 2024
Pickup Time To be determined
From 12 E 49Th St, New York, NY 10017, US
To 10 River Terrace, New York, NY 10282, US
Fare \$2.90

Total Round Trip Fare \$5.80
Note: Exact change in cash required.

Click **Print** to print and save your trip confirmation

Click **Close** to return home and view updated details about your trip

How do I view my next Paratransit Trip?

Your next trip is displayed in the top right corner of the home page under the header **Your Next Trip**. To view trip details, click on **See trip details**.

How do I view all of my Paratransit Trips?

On the Home page, scroll down to **Your Trips** widget to view all your trips. Click the **Upcoming** tab to view your next two trips and click **See all upcoming trips** at the bottom to view the complete list of future trips.

Your Next Trip

Scheduled

Reservation Pick-Up Time: 7:17 PM
Thursday, June 6, 2024
\$2.90

12 E 49Th St, New York, NY 10017, US
10 River Terrace, New York, NY 10282, US

Click **See trip details** to see details of your next trip

Wednesday, June 5, 2024

Approximately at --:--

Your Return Trip

☒ Depart / Pick-Up

☐ Arrive by / Appointment

Wednesday, June 5, 2024

Approximately at --:--

Select your requirements for this trip, based on your profile options:

Mobility Aids

☒ Adaptive Stroller

☒ Artificial Limb / Prosthesis

☒ Leg Braces

☒ Oxygen Tank

Vehicle Requirements

☒ Blind Passenger

Your Trips

Upcoming Past

Scheduled

Reservation Pick-Up Time: 7:17 PM
Thursday, June 6, 2024
\$2.90

12 E 49Th St, New York, NY 10017, US

10 River Terrace, New York, NY 10282, US

Scheduled

Reservation Pick-Up Time: 8:30 PM
Thursday, June 6, 2024
\$2.90

10 River Terrace, New York, NY 10282, US

12 E 49Th St, New York, NY 10017, US

[See all upcoming trips](#)

Click **Upcoming** to see a preview of your next trips

Click **See all upcoming trips** to see details of all future trips

Likewise, click the **Past** tab to view your previous trips, and click **See all past trips** at the bottom to view the complete list of your past trips. This will bring you to the **All of Your Trips** page.

Your Return Trip

☒ Depart / Pick-Up

☐ Arrive by / Appointment

Wednesday, July 17, 2024

Approximately at --:--

Select your requirements for this trip, based on your profile options:

Mobility Aids

☒ Adaptive Stroller

☒ Support Cane

Vehicle Requirements

☒ Lift Required

☒ Service Animal

Select if you will be traveling with a Personal Care Attendant

☐ Personal Care Attendant (PCA)

Select if you will be traveling with a guest

Your Trips

Upcoming **Past**

No Show

Reservation Request Time: Depart approximately at 12:00 PM
Saturday, July 13, 2024
\$2.90

3300 Northern Blvd, Long Island City, NY 11101, US

80 5Th Ave, Brooklyn, NY 11217, US

Completed

Reservation Drop-Off Time: 10:40 AM
Saturday, July 13, 2024
\$2.90

80 5Th Ave, Brooklyn, NY 11217, US

3300 Northern Blvd, Long Island City, NY 11101, US

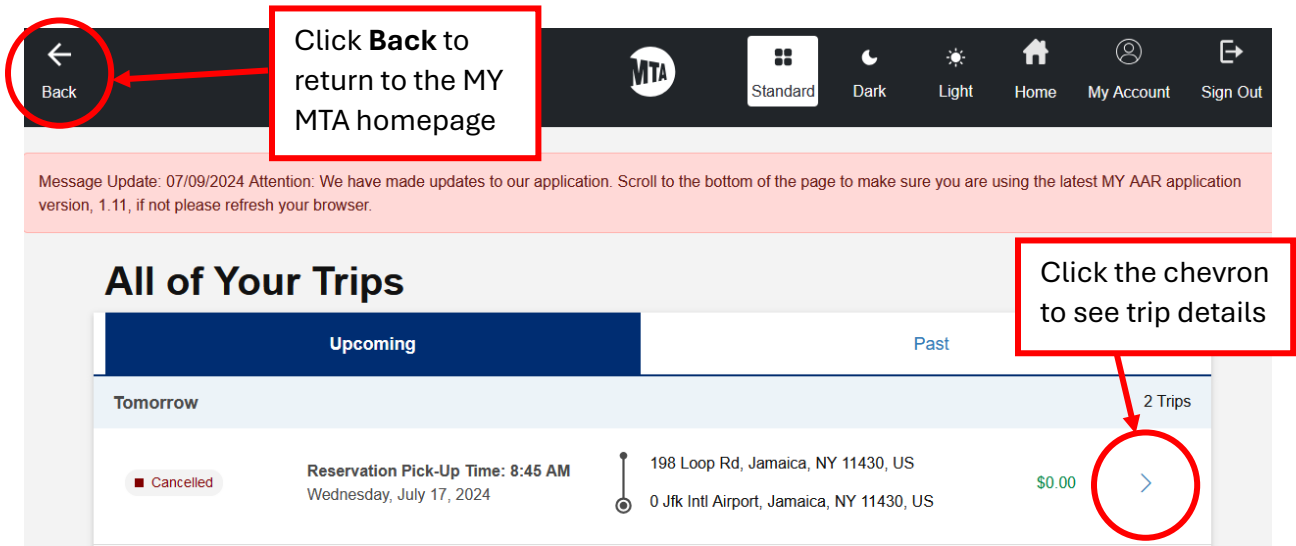
[See all past trips](#)

Click **Past** to see a preview of your

Click **See all past trips** to see

How do I view my Paratransit Trip details?

Once you have clicked into **See all upcoming trips**, you will be directed to the **All of Your Trips** page. From here, you can select a trip by clicking on the chevron icon (>) at the right edge to see trip details for individual trips, as below. To return to the home screen, select the **Back** button at the top left corner of the page, highlighted below in red.



After selecting a trip from the **All of Your Trips** page, you will access the trip details page, where you will be able to view various details about the selected trip.

- The **Header** section shows information about your trip's date, pickup time, current status, and fare
- The **Itinerary** section provides information about the pickup and arrival times, location details, and vehicle information for your trip
- The **Your Request Details** section displays information entered at the time of reservation request

Header

The **Header** section begins with the trip's Trip ID. You'll need this number in the event that you need to call AAR with questions about your trip, as AAR will use the Trip ID to locate the trip. In the box below the Trip ID number, you'll find information about the trip date, pick-up time, status, and fare of the trip.

Trip ID **257912375**

Thursday, September 19, 2024
Reservation Pick-Up Time: 2:36 PM

Scheduled \$2.90

Itinerary

Pick-Up
ETA
2:36 PM


Carrier

10 River Terrace,
New York, NY
10282, US

There is no vehicle
information available.

Drop-Off
ETA
3:24 PM

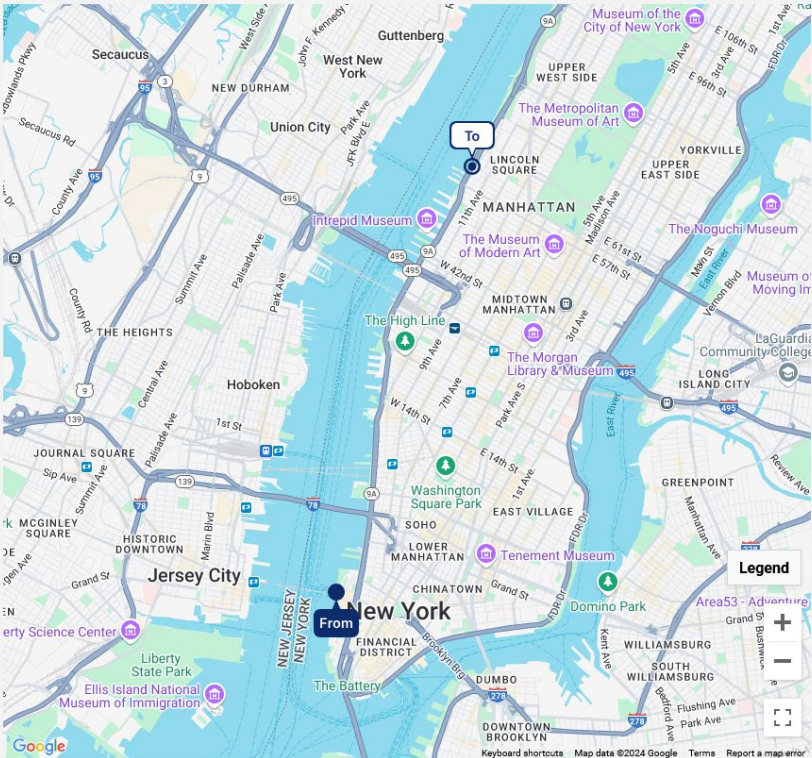


10 Riverside Blvd,
New York, NY
10069, US

Your Request Details

From	10 River Terrace, New York, NY 10282, US
To	10 Riverside Blvd, New York, NY 10069, US
Date	Thursday, September 19, 2024
When	Depart approximately at 2:30 PM
With	
Fare	\$2.90 Note: Exact change in cash required

[Cancel Trip](#)



Itinerary

Below the **Header** is the **Itinerary** section. The Itinerary section provides you with an Estimated Time of Arrival (ETA) for pickup and drop-off, address and location details, as well as vehicle information when available.

A green banner will appear in the **Itinerary** section of the page when your trip is about to start. This banner provides pickup ETA information.

The vehicle icon will change based on provider type: taxi, carrier, and broker.



Taxi



Carrier



Broker

Itinerary

LIVE Your vehicle will arrive in about 15 minutes

Pick-Up
ETA 11:01 AM
Broker
1015 E 167Th St,
Bronx, NY 10459,
US
Vehicle ID
CMT Yellow Toyota
Prius V; Driver: ALVIN
ELKERSON ; Hack #: 5997819

Drop-Off
ETA 11:13 AM
961 E 174Th St,
Bronx, NY 10460,
US

Once you have been picked up, the banner will automatically update to provide you your drop-off ETA. You will also see the status update in the upper right corner of the screen change from **Scheduled** to **In Progress**.

Monday, September 11, 2023
Reservation Pick-Up Time: 1:30 PM

In Progress \$2.90

Itinerary

LIVE You will be dropped off in about 40 minutes

Pick-Up
1:14 PM
Carrier
47-01 111Th St,
Queens Village, NY
11368, US
Vehicle ID
(MAGGIES) 5186

Drop-Off
ETA 1:55 PM
3934 21St St,
Queens Village, NY
11101, US

Map showing the route from the Museum of the City of New York to the Museum of the City of New York.

The page automatically refreshes to provide you information about your ETA, current vehicle location, and trip status. Vehicle location and ETA are updated after 20 minutes, as displayed in the image below.

Monday, September 11, 2023
Reservation Pick-Up Time: 1:30 PM

In Progress \$2.90

Itinerary

LIVE You will be dropped off in about 23 minutes

Pick-Up 1:14 PM Drop-Off ETA 1:55 PM	Carrier 47-01 111Th St, Queens Village, NY 11368, US Vehicle ID (MAGGIES) 5186 3934 21St St, Queens Village, NY 11101, US
--	--

Once the trip is complete, you will see the actual Pick-Up and Drop-Off times in the Itinerary section.

Monday, September 11, 2023
Reservation Pick-Up Time: 1:30 PM

Completed \$2.90

Itinerary

Pick-Up 1:14 PM Drop-Off 1:57 PM	Carrier 47-01 111Th St, Queens Village, NY 11368, US Vehicle ID (MAGGIES) 5186 3934 21St St, Queens Village, NY 11101, US
--	--

You will also see that the trip status in the top right corner changes from In Progress to Completed.

There may be some moments during your trip in which GPS becomes inaccessible to MY AAR. When that happens, the green banner will read “Vehicle information not available.” The green banner will be updated once MY AAR has access to your vehicle’s location again.

Itinerary

LIVE Vehicle information not available

Pick-Up ETA 10:31 AM Drop-Off ETA 10:58 AM	Paratransit 7307 Amboy Rd, Staten Island, NY 10307, US Vehicle ID (MAGGIES) 5087 3939 Richmond Ave, Staten Island, NY 10312, US
--	--

Your Request Details

Below **Itinerary** is the **Your Request Details** section. This section provides details of your booking, including pickup and drop off locations, approximate pickup time, support details, the number of guests, and the fare amount that you'll need to bring in exact change.

Your Request Details

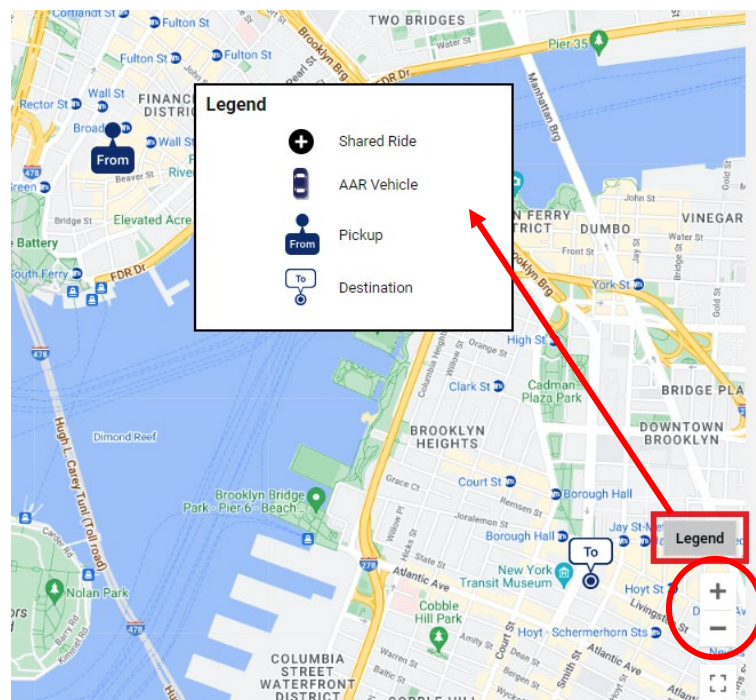
From	2 Broad Street, Manhattan, NY 10005, US
To	130 Livingston Street, Brooklyn, NY 11201, US
When	Depart approximately at 3:15 PM
With	Support Cane
Fare	\$2.90 Note: Exact change in cash required



The map displays the route from the pickup location in Manhattan to the destination in Brooklyn Heights. Key landmarks like the Brooklyn Bridge and various parks are visible. The route is highlighted in yellow, and the map includes a legend for navigation controls.

Map Details

You will also be able to view more information about your trip using the map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**.



How do I cancel my Paratransit Trip?

From the **Trip Details** page, scroll down below **Itinerary** and **Your Request Details** widgets to find the **Cancel trip** button.

When you click the **Cancel trip** button, a confirmation window will populate. Click **Cancel trip** again to confirm. You will receive a confirmation window reading “Your trip is canceled. Please view your upcoming trips if any other trips for the day need to be canceled.” Click **Close** to exit the confirmation window. When you return to the **Trip Details** page, the trip’s status will have changed to **Cancelled** in the **Header** bar.

Penalties apply for trips that are canceled later than two hours before scheduled pickup time as well as for no-shows. If you attempt to cancel a trip for which a penalty may apply, you will receive

a warning message that reads “This will be considered a late cancellation. Please note that your AAR service may be suspended after too many late cancellations. Are you sure you want to cancel your trip?” You will then have the opportunity to select either **Cancel Trip** or **Do Not Cancel Trip**.

For more information on Paratransit’s no-show and cancellation policies, see [No-Show/Late Cancellation Violations](#).

Reservation ID 143420466

Trip ID 242260994

Thursday, September 7, 2023
Reservation Pick-Up Time: 12:30 PM

Scheduled \$2.90

Itinerary

Pick-Up
ETA
12:30 PM


Broker

2 Broadway,
Manhattan, NY
10004, US

There is no vehicle
information available.

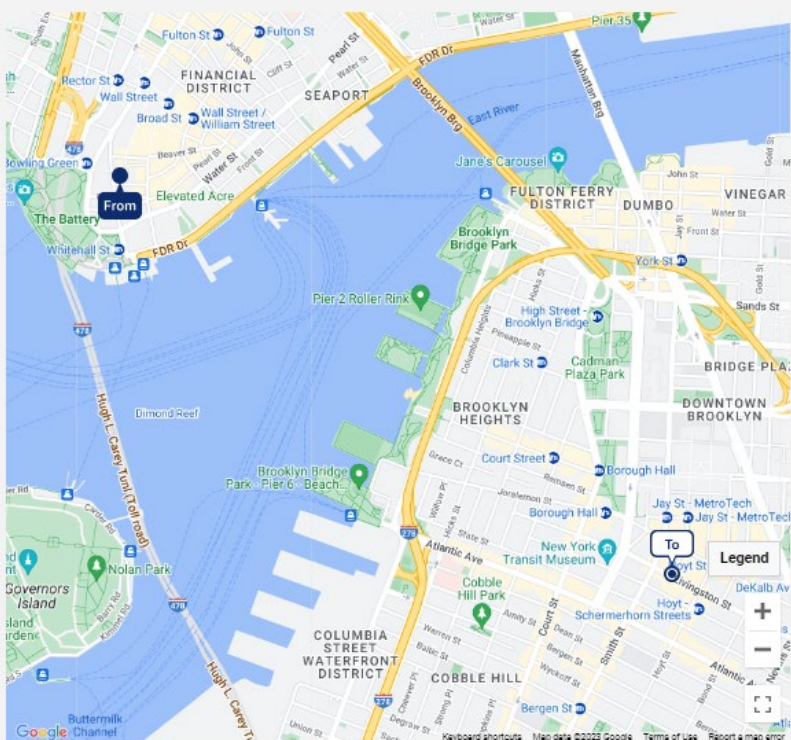
Drop-Off
ETA
12:51 PM



180 Livingston
Street, Brooklyn, NY
11201, US

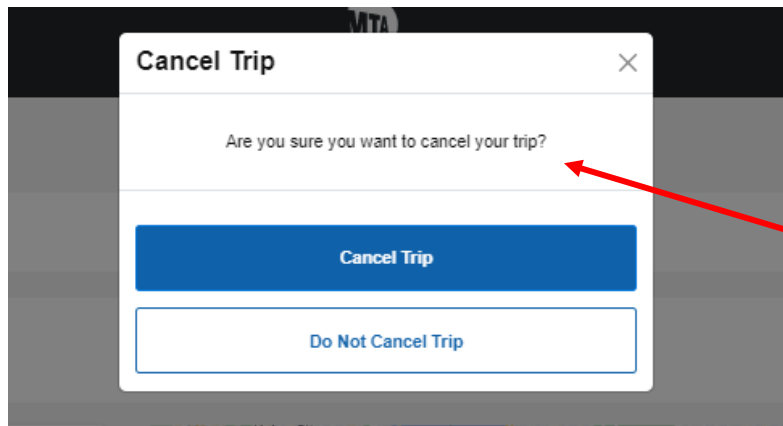
Your Request Details

From	2 Broadway, Manhattan, NY 10004, US
To	180 Livingston Street, Brooklyn, NY 11201, US
When	Depart approximately at 12:30 PM
With	Support Cane Personal Care Attendant
Fare	\$2.90 Note: Exact change in cash required

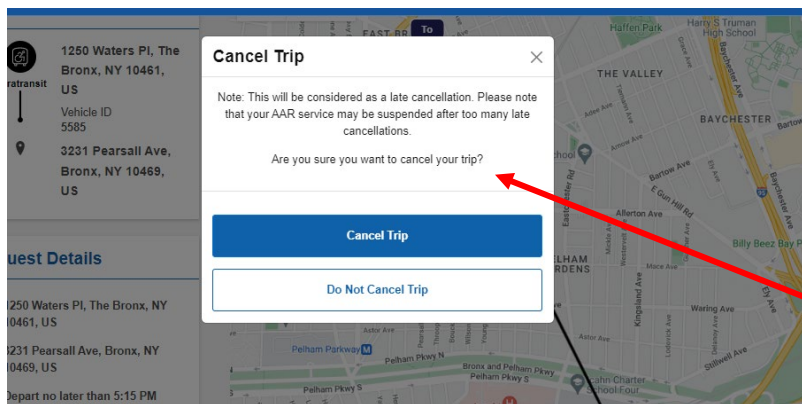


The map displays the travel route from 2 Broadway in Manhattan to 180 Livingston Street in Brooklyn. The route is highlighted in orange, starting in the Financial District, crossing the East River via the Brooklyn Bridge, and ending in Downtown Brooklyn. Key landmarks and streets labeled include the Financial District, Seaport, Fulton St, Wall Street, Brooklyn Bridge, East River, Dumbo, Brooklyn Bridge Park, Brooklyn Heights, Cobble Hill, and Downtown Brooklyn. The map also shows various transit lines and stations along the way.

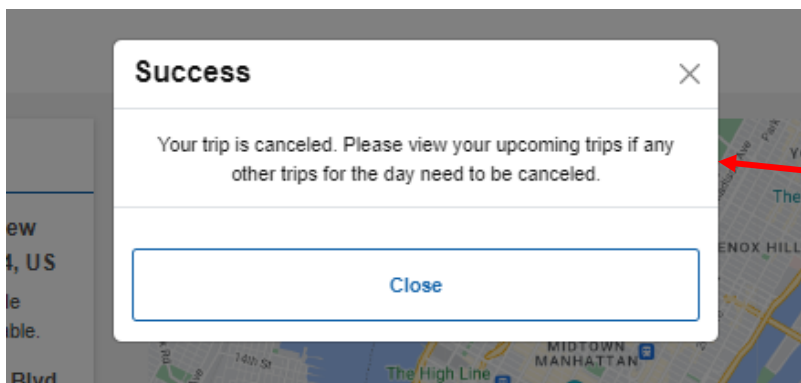
Cancel Trip



You will receive a message confirming the cancellation of your trip.



If you are attempting to cancel a trip that would be considered a late cancellation, a message will be displayed notifying you that it will be marked as such.



Trip Cancellation Success Message will be displayed after clicking **Cancel Trip**.

Reservation ID 153059652

Trip ID 252718197

Wednesday, June 5, 2024

Reservation Pick-Up Time: 5:50 PM

Cancelled \$2.90

Itinerary

Supplemental

12 E 49Th St, New York, NY 10017, US

There is no vehicle information available.

10 River Terrace, New York, NY 10282, US

When you exit the Trip Cancellation Success Message, the trip's status will now read **Cancelled**.

MY AAR Paratransit Subscriptions

How far in advance can I request a Paratransit Subscription?

The scheduling process requires you to request a subscription at least three days in advance of your first trip. You will receive a response informing you when your subscription has been scheduled and when it will begin.

How do I request a Paratransit Subscription?

On the Home page in the Booking Requests widget, click on the **Paratransit Subscription** tab.

- Enter a name for your subscription under **Name Your Subscription**
- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Trip**,
 - o Designate whether the time you enter below is your departure (**Depart/Pick-up**) or arrival (**Arrive by/Appointment**) time. "Depart" or "Pickup" time is the requested time a customer would like to be picked up to travel to their destination.
 - o Enter subscription time, **Start Date**, and **End Date** using dropdowns and text box.

Booking Requests

Paratransit Trip

Paratransit Subscription

Taxi Authorization

You can request a subscription for your trips that repeat weekly, on the same day, at the same time. All requests are subject to review and will be responded to with a phone call within 48 hours.

Name Your Subscription

e.g. Home to Work

From*

To*

Your Trip ⓘ

☒ Depart / Pick-Up

☐ Arrive by / Appointment

⌵

Start Date*

End Date*

09/21/2024

10/18/2024

Repeats weekly on*

☐ S

☐ M

☐ T

☐ W

☐ T

☐ F

☐ S

Select if you will be traveling with a Personal Care Attendant

☐ Personal Care Attendant (PCA)

Select if you will be traveling with a guest

☐ Guests

Submit Subscription Request

Error

There is a problem with your request:

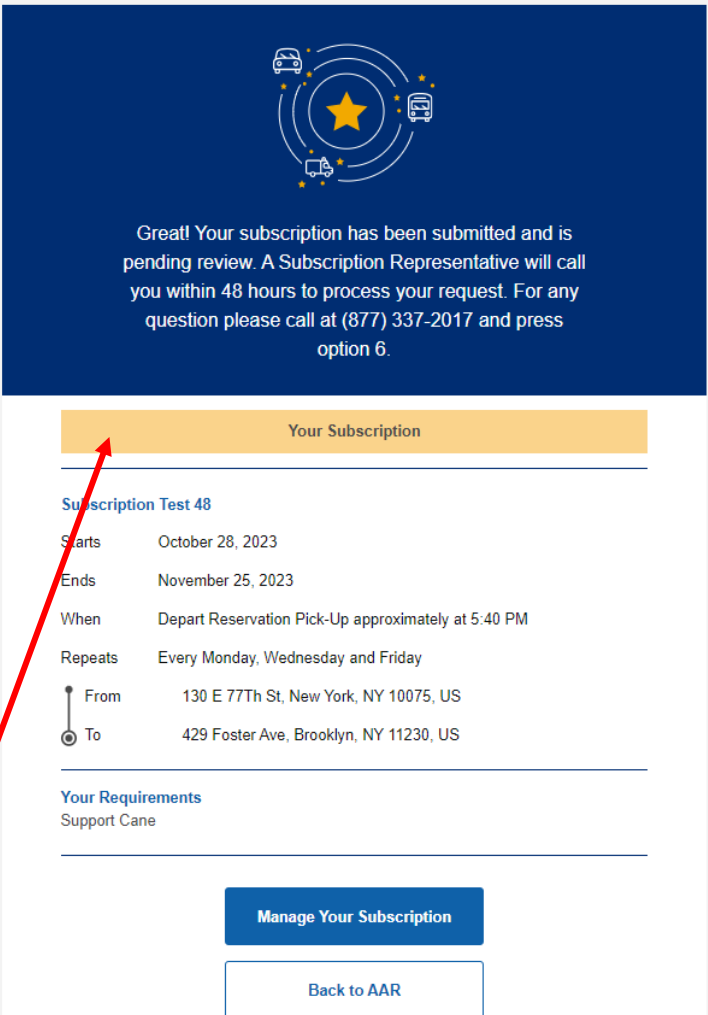
- Subscription must start at least 3 days from today.

Close

- Your subscription **Start Date** must begin at least three days from the date of booking. If you attempt to input a start date that is one or two days from the date of the request, you will receive an error message.
- Under **Repeats Weekly On**, tick the box above the days of the week on which the subscription should repeat each week. Select any equipment, Personal Care Attendant, or guests you will require for your trip.
- When you have entered all required information for your trip, click **Submit Subscription Request**.

Once you click on **Submit Subscription Request**, a confirmation window will display. Please allow up to 30 seconds for the request to be submitted. The booking system will send your request to an associate who will review your subscription request and contact you about your subscription within 48 hours. Please ensure that your contact information on the My Accounts page is correct.

Subscription requests need to be reviewed and confirmed by AAR staff. You will be contacted about your subscription within 48 hours.



Great! Your subscription has been submitted and is pending review. A Subscription Representative will call you within 48 hours to process your request. For any question please call at (877) 337-2017 and press option 6.

Your Subscription

Subscription Test 48

Starts	October 28, 2023
Ends	November 25, 2023
When	Depart Reservation Pick-Up approximately at 5:40 PM
Repeats	Every Monday, Wednesday and Friday
From	130 E 77Th St, New York, NY 10075, US
To	429 Foster Ave, Brooklyn, NY 11230, US

Your Requirements

Support Cane

[Manage Your Subscription](#)

[Back to AAR](#)

On the Home page, scroll down to **Your Subscriptions** widget to view your two upcoming subscriptions. Scroll past your subscriptions and click on **See all subscriptions** at the bottom to see details. This will bring you to the **All of Your Subscriptions** page.

- Click the **Active** header to view currently active subscriptions, including those on a temporary hold

Your Next Trip

Scheduled

Reservation Pick-Up Time: 10:00 AM
Thursday, September 7, 2023
\$2.90

3000 Northern Boulevard,
Queens, NY 11101, US

240 Madison Avenue,
Manhattan, NY 10016, US

[See trip details](#)

Your Subscriptions

Active

Medical Appointment

Reservation Pick-Up approximately at 8:00 AM

Start date is September 9, 2023 and End date is February 9, 2024

M T W T F S S

Active

Rockaway Subscription

4:25 PM

Start date is September 8, 2023 and End date is October 27, 2023

M T W T F S S

[See all subscriptions](#)

Click **See all subscriptions** to be able to view all your subscriptions

A screenshot of the MY AAR homepage navigation bar. The bar is dark grey with white text and icons. On the left, there is a 'Back' button with a left-pointing arrow icon, which is circled in red. A red arrow points from the text 'Click Back to return to the MY AAR homepage' to this button. To the right of the 'Back' button are several icons: the MTA logo, a 'Standard' button with a grid icon, a 'Dark' button with a moon icon, a 'Light' button with a sun icon, a 'Home' button with a house icon, a 'My Account' button with a person icon, and a 'Sign Out' button with an exit door icon.

Attention: We have updated our MYAAR application. If you are experiencing any issues booking using the mobile app, please uninstall and reinstall the app on your mobile device. Scroll to the bottom of the AAR page to make sure you are using the latest version, 1.10-dark-mode-testing

Active

Inactive

guide

■ Inactive

Time

Reservation Pick-Up approximately at 5:00 PM

Duration

September 21, 2024 - October 18, 2024

M

T

W

T

F

S

S

10 South St, New York, NY 10004, US

100 Centre St, New York, NY 10013, US

Click > to see subscription details

>

28 | Page

How do I view my subscription details?

From **All of Your Subscriptions**, you can see details on a subscription by choosing **Active** or **Inactive**, then clicking on the chevron icon (▸) at the right edge to see trip details for individual trips, as below. To return to the home screen, select the **Back** button at the top left corner of the page, highlighted below in red.

After selecting a trip from the **All of Your Subscriptions** page, you will access the **Subscription Details** page, where you will be able to view various details about the selected subscription.

- The **Header** section shows the name you gave your subscription and its status
- The **Subscription Details** section displays information entered at the time of reservation request and the **Cancel this Subscription** button

- The **Pause Subscription** section has the **Pause Subscription** button

AP - JOHN F KENNEDY INTL

Active

Subscription Details

Time

Reservation Pick-Up
approximately at 3:00 PM

Start

Saturday, January 1, 2000

End

Thursday, December 31, 2099

Repeats

M

T

W

T

F

S

S

From

3300 Northern Blvd, Long Island City, NY 11101, US

To

0 Jfk Intl Airport, Jamaica, NY 11430, US

With

Support Cane
Personal Care Attendant

Cancel this Subscription

Pause Subscription

You can put a subscription on hold by pausing it. When paused, trips will not be scheduled during the requested hold period. However, trips that were scheduled before the pausing date will not be canceled. Please note: The pause date to start a hold must be at least 3 days in advance from today's date.

Pause Subscription

Header

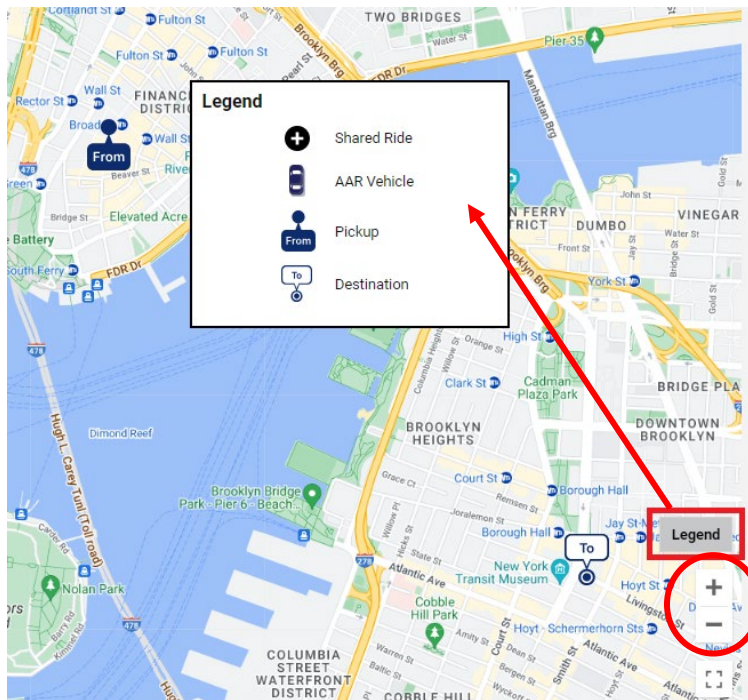
The **Header** section begins with the name you gave your subscription and its status.

Subscription Details

Below the **Header** is the **Subscription Details** section. The Subscription Details section provides an overview of the subscription's booking information, including time, start date, end date, days the trip will repeat, starting location, ending location, and support needs. The **Cancel this Subscription** button can be found at the bottom of the **Subscription Details** section. Skip to "How do I cancel my subscription?" for additional information.

Pause Subscription

Below the **Subscription Details** section is the **Pause Subscription** section. The **Pause Subscription** button can be found at the bottom of the **Pause Subscription** section. Skip to “How do I pause my subscription?” for additional information.



Map Details

You will also be able to view more information about your subscription using the map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**.

Medical Appointment

Subscription Details

Time	Reservation Pick-Up approximately at 8:00 AM
Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	☐ M ☐ T ☒ W ☐ T ☒ F ☐ S ☐ S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

Cancel this Subscription

Pause Subscription

You can put a subscription on hold by pausing it. When paused, trips will not be scheduled during the requested hold period. However, trips that were scheduled before the pausing date will not be canceled. Please note: The pause date to start a hold must be at least 3 days in advance from today's date.

Pause Subscription

How do I pause my subscription?

Scroll down to the **Pause Subscription** section of the subscription details page.

Under the header, you will see an overview of how to pause a subscription. To proceed, click **Pause Subscription**. A pop-up window will display requiring entry of the start and end dates the subscription should be paused. After entering the dates click **Save Changes** or **Close** to cancel.

A success message will display confirming the subscription has been paused for the dates requested. Pause start and end dates will now be displayed in the **Pause Subscription** section.

Pause Subscription

You have paused this subscription from
September 9, 2023 to September 30, 2023.

Remove This Pause

approximately at 8:00 AM

Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	☐ M ☐ T ☒ W ☐ T ☒ F ☐ S ☐ S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

Pause Subscription

Start Date	09/09/2023
End Date	09/30/2023

Close

Save Changes

approximately at 8:00 AM

Start	Saturday, September 9, 2023
End	Friday, February 9, 2024
Repeats	☐ M ☐ T ☒ W ☐ T ☒ F ☐ S ☐ S
From	160 East 53Rd Street, Manhattan, NY 10022, US
To	2 Broadway, Manhattan, NY 10004, US
With	Support Cane Personal Care Attendant

Success

Your subscription has been successfully paused.

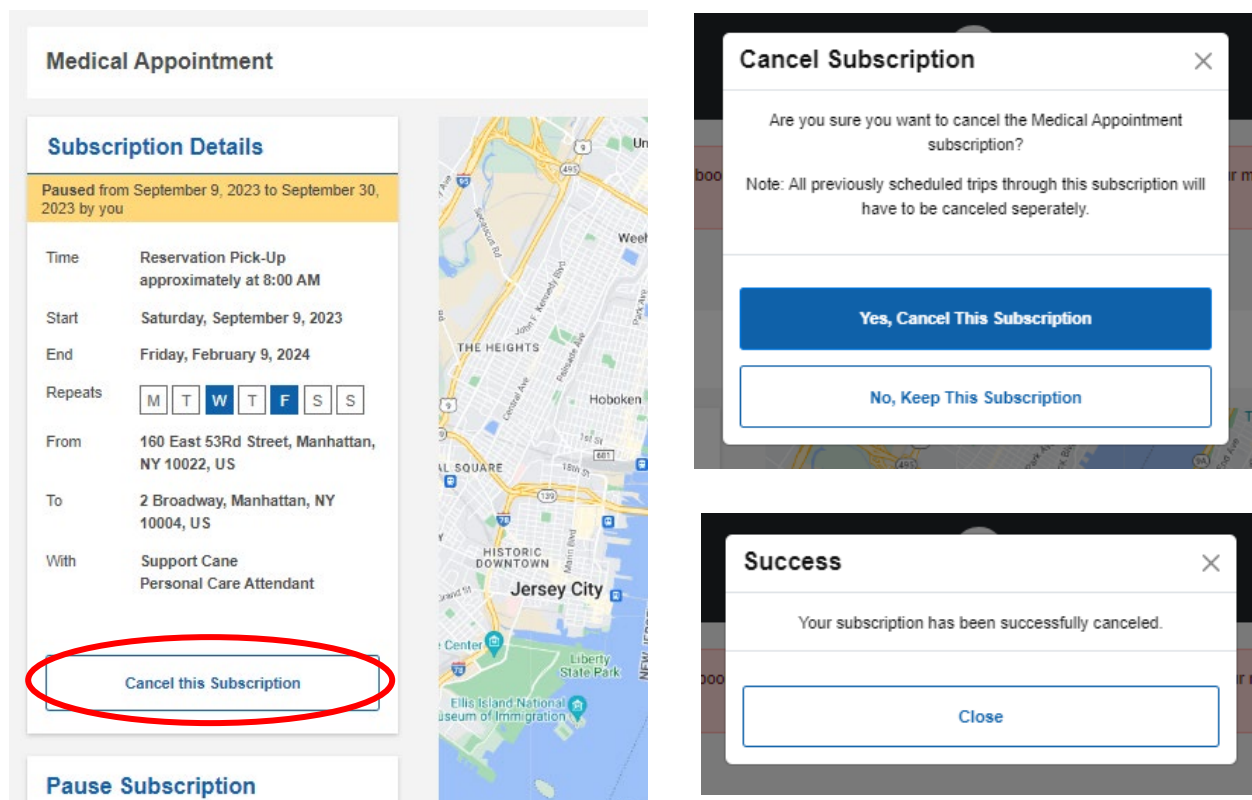
Close

How do I resume my paused subscription?

If you wish to resume your paused subscription before it is scheduled to end, scroll down to the **Pause Subscription** section. Click the **Remove This Pause** button.

How do I cancel my subscription?

Scroll down to the bottom of the **Subscription Details** section until you see the **Cancel this Subscription** button. **Click Cancel this Subscription**. A confirmation window will pop out to confirm the trip cancellation. Click the **Yes, Cancel This Subscription** button again to confirm. A success message will display confirming the subscription has been canceled.



MY AAR Taxi Authorizations

How does MY AAR Taxi Authorization work?

MY AAR allows customers to request authorization to use taxi or other for-hire vehicle services for certain trips planned one to two days in advance. Using the new Taxi Authorization option in MY AAR, customers can request a taxi authorization without needing to call. When the authorized trip has been completed, customers can seek reimbursement either by mail or online, just like they do now with a taxi authorization booked by phone.

For detailed information on AAR's Taxi Authorization policies, see <https://new.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy>.

How far in advance can I schedule a Taxi Authorization?

Taxi Authorizations through MY AAR can only be made for trips scheduled one to two days in advance.

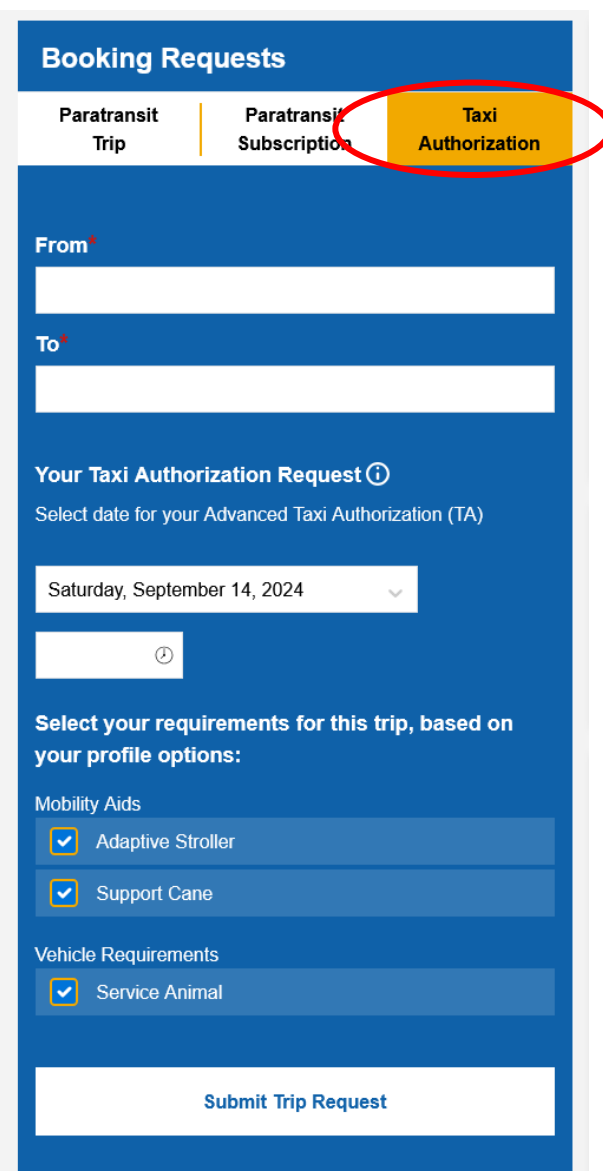
How do I request a Taxi Authorization?

On the Home page in the Booking Requests widget, click on the **Taxi Authorization** tab.

- Enter **From** and **To** addresses. When you begin to enter an address in the From or To field, addresses will be autogenerated in a dropdown menu, from which you can select your desired address.
- Under **Your Taxi Authorization Request**, enter trip date and time using dropdowns and text box. You may complete a trip request for the coming two days until 5:00 PM. Between 5:00 PM and 12:00 AM, you will no longer be able to schedule trips for the next day.
- Select any equipment you will require for your trip.

When you have entered all required information for your trip, click **Submit Trip Request**.

Once the trip is booked, your **Taxi Authorization Confirmation** will appear in a dialog box, as below. Above your reservation details, you will see a green banner that indicates **Your taxi authorization has been approved**. Note your



The screenshot shows the 'Booking Requests' interface. At the top, there are three tabs: 'Paratransit Trip', 'Paratransit Subscription', and 'Taxi Authorization'. The 'Taxi Authorization' tab is highlighted in yellow and circled in red. Below the tabs, the form has two input fields for 'From' and 'To' addresses. Underneath these is a section titled 'Your Taxi Authorization Request' with an information icon. It includes a dropdown for the date, currently set to 'Saturday, September 14, 2024', and a time selection box. Below this is a section 'Select your requirements for this trip, based on your profile options:'. It contains two sections: 'Mobility Aids' with checkboxes for 'Adaptive Stroller' and 'Support Cane', both of which are checked; and 'Vehicle Requirements' with a checkbox for 'Service Animal', which is also checked. At the bottom of the form is a large white button labeled 'Submit Trip Request'.

Taxi Authorization/Trip ID number, circled below in red, as you will need this information to receive reimbursement for your Taxi Authorization.

Taxi Authorization Confirmation

Your taxi authorization has been approved

Taxi Authorization/Trip ID 257912379

Your Trip
Friday, September 20, 2024

Great! Your taxi authorization has been approved. Customers are responsible for arranging and paying for their own taxi/car service. Wheelchair users can call 311 and ask for Accessible Dispatch or call 646-599-9999 for a Wheelchair Accessible Vehicle (WAV).

Your Request Details
Friday, September 20, 2024
Depart approximately at 10:45 AM

From 493 Grand St, Brooklyn, NY 11211, US
To 934 3Rd Ave, Brooklyn, NY 11232, US
Fare **\$2.90**

Your Requirements

Total Fare **\$2.90**

Original receipts from the taxi provider must be submitted to receive reimbursement. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.

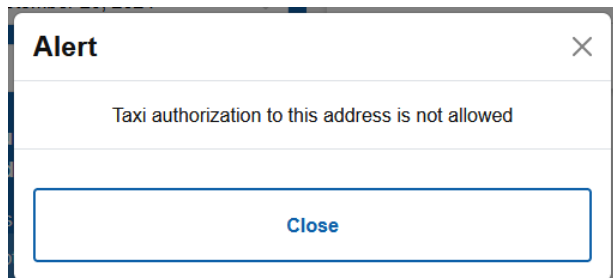
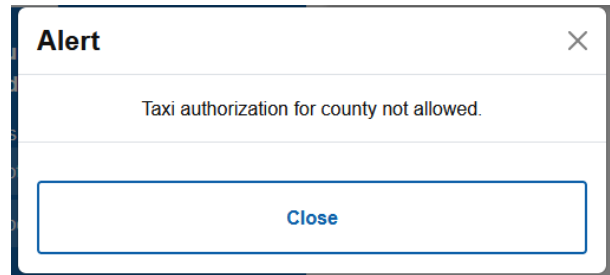
Print

Close

Where can I travel using Taxi Authorization?

Taxi Authorization is currently permitted for those trips with pickup and drop-off locations that are within the same borough, except on Staten Island, Westchester, and Nassau. Taxi Authorizations between boroughs are allowed only when scheduling trips to or from John F. Kennedy Airport, LaGuardia Airport, Penn Station, Grand Central Terminal, Brooklyn Cruise Terminal, and Manhattan Cruise Terminal. When requesting Taxi Authorization to or from one of the transportation hubs listed, customers must enter the specific address, except for the airports which must include the terminal number. Customers looking to travel to or from Port Authority Bus Terminal via taxi must call AAR directly to make travel arrangements. Taxi Authorization may be subject to some additional restrictions on specific locations.

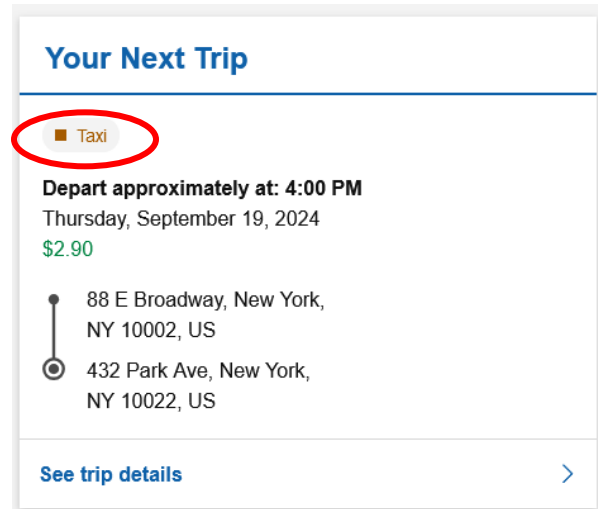
If you request a Taxi Authorization for a trip between two boroughs outside of these permitted locations, or to a restricted address, and click **Submit Trip Request**, you will receive an error message.



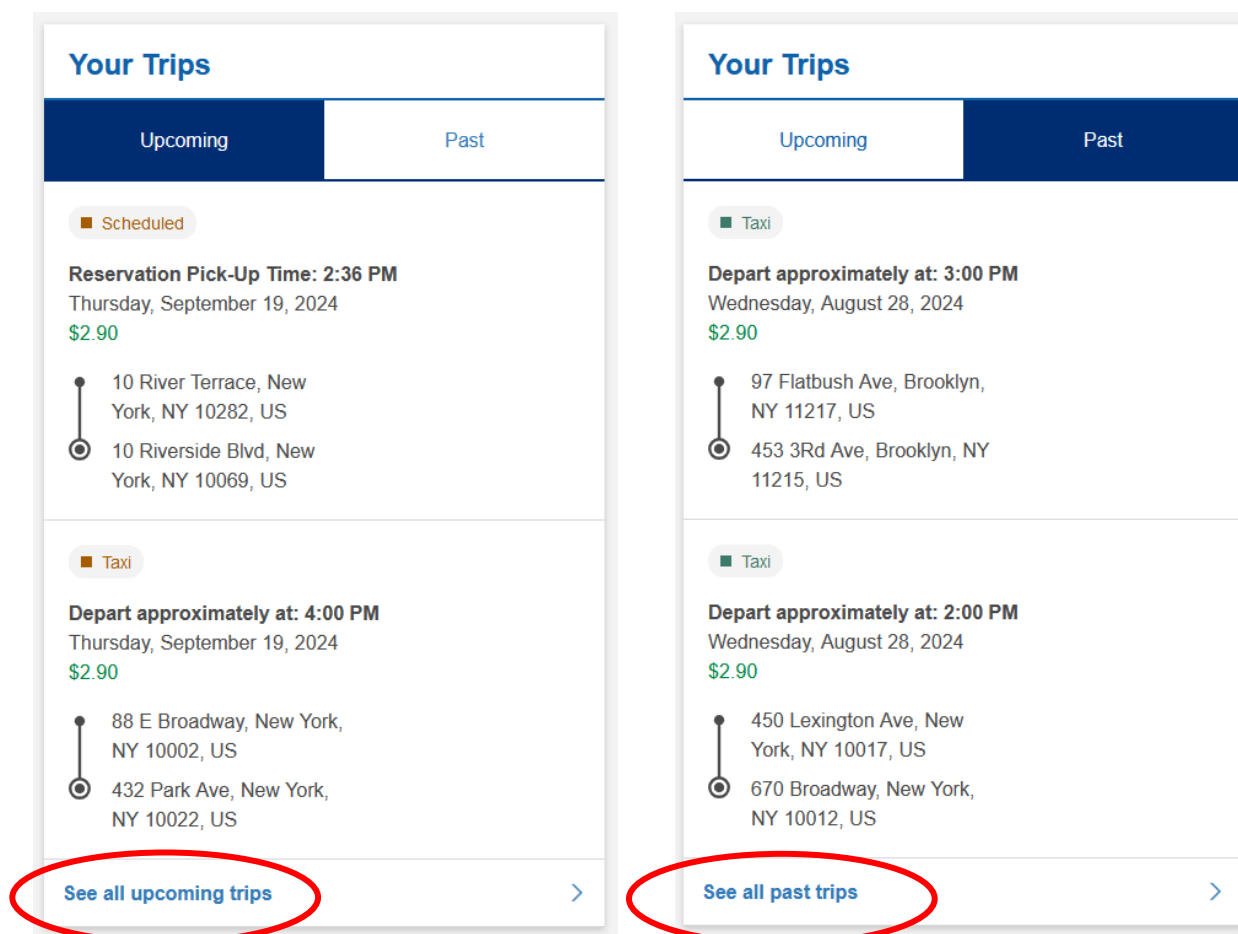
How do I view all of my Taxi Authorizations?

If your Taxi Authorization is the next AAR trip you have scheduled, you can find it under **Your Next Trip** at the top right of the home page. To view trip details, click on **See trip details**. All Taxi Authorizations will be marked with a Taxi badge, circled here in red.

To see all of your Taxi Authorizations, scroll down to **Your Trips** widget on the homepage. Under **Your Trips**, you'll find details on both upcoming Paratransit Trips and Taxi Authorizations.



Click the **Upcoming** tab to view your next Paratransit Trips and Taxi Authorizations. Click **See all upcoming trips** at the bottom to view the complete list of future trips. Likewise, click the **Past** tab to view your past Paratransit Trips and Taxi Authorizations. Click **See all upcoming trips** at the bottom to view the complete list of past trips.



How do I view my Taxi Authorization details?

Once you have selected a Taxi Authorization, you will access the trip details page, where you will be able to view various details about the selected trip.

- The **Header** section shows information about your trip's Taxi Authorization ID, date, departure time, and fare
- The **Itinerary** section provides information about the pickup and arrival times, location details, and vehicle information for your trip
- The **Your Request Details** section displays information entered at the time of reservation request

Taxi Authorization / Trip ID 257912371

Thursday, September 19, 2024
Depart approximately at: 4:00 PM

Taxi \$2.90

Itinerary



Taxi

88 E Broadway, New York, NY 10002, US

There is no vehicle information available.

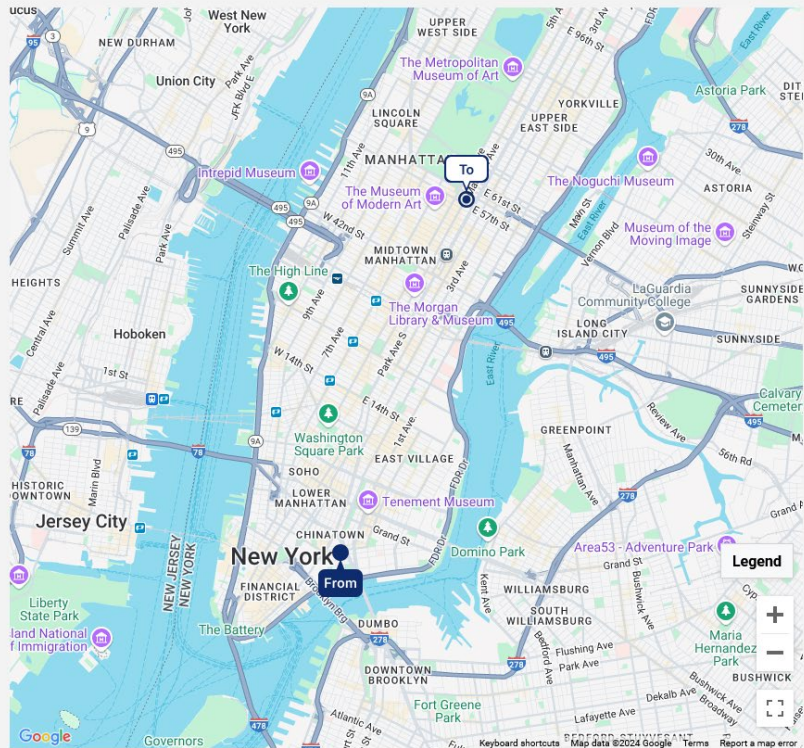
432 Park Ave, New York, NY 10022, US

Your Request Details

From 88 E Broadway, New York, NY 10002, US
To 432 Park Ave, New York, NY 10022, US
Date Thursday, September 19, 2024
When Depart approximately at: 4:00 PM
With
Fare \$2.90

Customers are responsible for arranging and paying for their own taxi/car service. Original receipts from the taxi provider must be submitted to receive reimbursement. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.

[Cancel Taxi Authorization](#)



Header

The **Header** section begins with the trip's Taxi Authorization / Trip ID. You'll need this number to file for reimbursement, as AAR will use the Taxi Authorization / Trip ID to locate the trip. In the box below the Taxi Authorization / Trip ID number, you'll find information about the trip date, pick-up time, status, and fare of the trip.

Itinerary

Below the **Header** is the **Itinerary** section. The Itinerary section provides you with basic information about pickup and drop-off. No vehicle information is available because you will manage your own travel.

Your Request Details

Below **Itinerary** is the **Your Request Details** section. This section provides details of your booking, including pickup and drop off locations, approximate pickup time, support details, the number of guests, and a reminder to both arrange and pay for your own taxi and to keep your original receipts.

Map Details

The Map Details section shows both Pick Up and Drop Off locations on a map. In the bottom right corner of the map, you have options to zoom in by clicking **+**, zoom out by clicking **-**, and to learn more about the icons by clicking **Legend**. Because customers book their own travel using Taxi Authorization, the Map will not display any real-time information about your trip.

How do I cancel my Taxi Authorization?

From the **Trip Details** page, scroll down below **Itinerary** and **Your Request Details** widgets to find the **Cancel Taxi Authorization** button, highlighted here in red.

When you click the **Cancel Taxi Authorization** button, a confirmation window will populate. Click **Cancel Taxi Authorization** again to confirm. You will receive a confirmation window. Click **Close** to exit the confirmation window. When you return to the **Trip Details** page, the trip's status will have changed to **Cancelled** in the **Header** bar.

Please note that AAR cannot issue fare reimbursement for a canceled Taxi Authorization.

Your Request Details

From	88 E Broadway, New York, NY 10002, US
To	432 Park Ave, New York, NY 10022, US
Date	Thursday, September 19, 2024
When	Depart approximately at: 4:00 PM
With	
Fare	\$2.90

Customers are responsible for arranging and paying for their own taxi/car service. Original receipts from the taxi provider must be submitted to receive reimbursement. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.

Cancel Taxi Authorization

Thursday, September 19, 2024

Cancel Taxi Authorization

Are you sure you want to cancel your Taxi Authorization?

Please note that AAR cannot issue fare reimbursement for a canceled trip.

Cancel Taxi Authorization

Do Not Cancel Taxi Authorization

You will receive a message confirming the cancellation of your Taxi Authorization.

Success

Your trip is canceled. Please view your upcoming trips if any other trips for the day need to be canceled.

Close

Taxi Authorization cancellation success message will be displayed

Trip ID **257889939**

Thursday, September 19, 2024
Reservation Pick-Up Time: 6:00 PM

Cancelled \$2.90

Itinerary

Unknown

10 River Rd, New York, NY 10044, US

There is no vehicle information available.

When you exit the Trip Cancellation Success Message, the trip's status will now read **Cancelled**, and the Taxi Authorization/Trip ID will return to a Trip ID.

How do I apply for Taxi Authorization reimbursement?

When utilizing Taxi Authorization, customers are responsible for arranging for their own taxi/car service at the time of travel, including paying the fare, tolls, and no more than a 15 percent tip, obtaining a receipt from the driver or app, and submitting a complete reimbursement request to AAR online or by mail. If the trip meets all policy requirements, customers will be reimbursed the cost of their trip minus the AAR Paratransit fare. Reimbursement requests must be submitted within 60 days from the trip date, include required documentation (including meter taxi receipts, or for-hire/car service vehicle receipts with pick-up and drop off addresses and trip date as authorized by AAR, along with fare, tolls, and tip), and include the customer's name, address, AAR ID number, and the Taxi Authorization/Trip ID number. To ensure a speedy reimbursement, be sure to submit accurate information and complete documentation of your trip.

For additional information on AAR's Taxi Authorization policies, see

<https://new.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy>.

To file a reimbursement request online, see <https://contact.mta.info/s/forms/access-a-ride-reimbursement>.

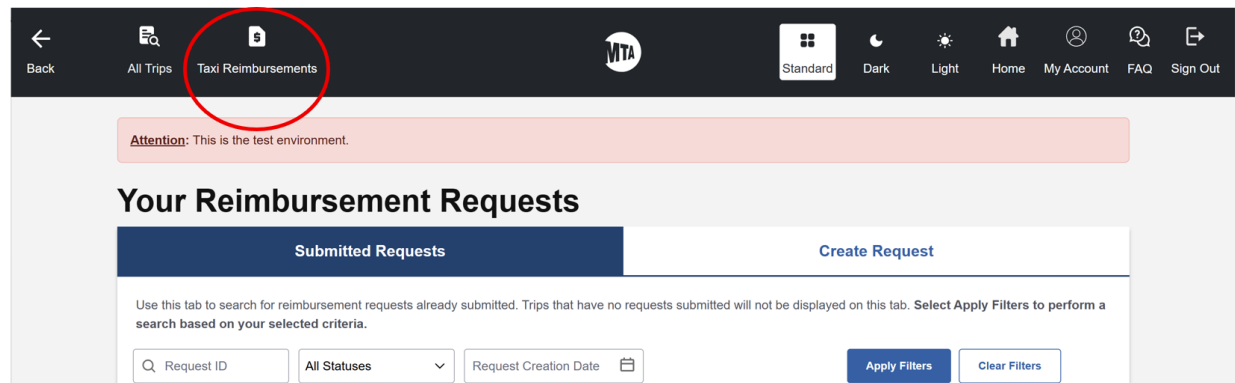
MY AAR Taxi Reimbursements

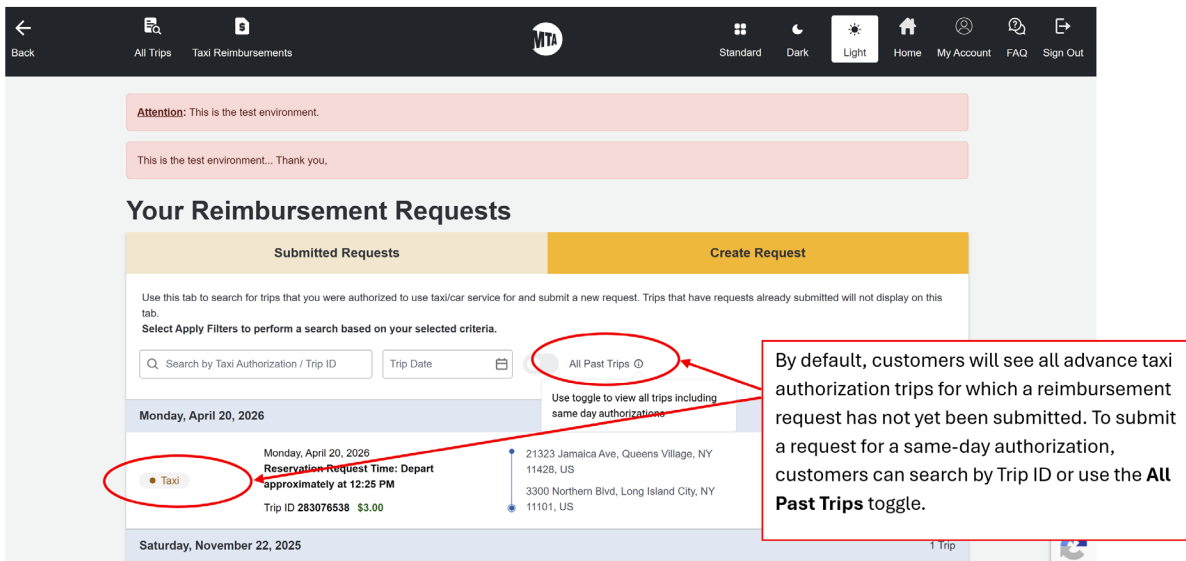
What is the Taxi Reimbursement section of MYAAR?

MY AAR allows customers to request reimbursement for trips because they were authorized to use taxis or other for-hire vehicle services. **To be eligible for reimbursement, you must request and receive taxi authorization before taking your trip.** For additional information on taxi reimbursement customers can visit <https://www.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy>.

How do I find a trip for taxi reimbursement?

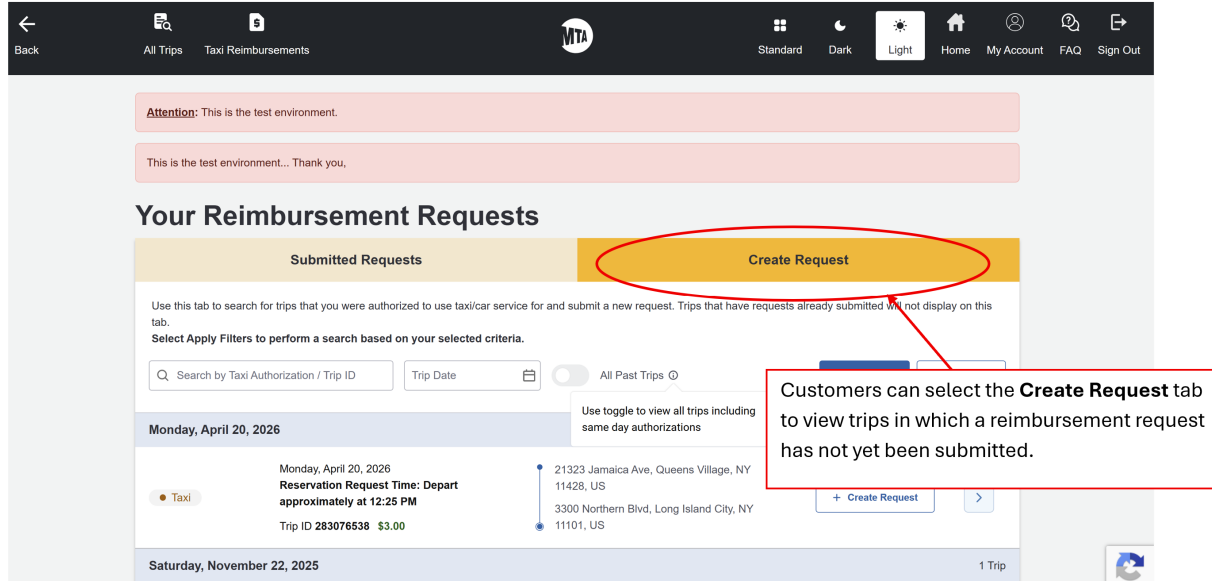
Eligible customers can navigate to the **Taxi Reimbursement** tab to find trips they would like to submit for reimbursement. Trips can be searched by the **Trip ID** or **by the date the trip was authorized**. If you had a trip which resulted in you receiving a taxi authorization the same day, enter the trip ID provided to you and/or the trip date in the search. The page will automatically display **ONLY** advanced taxi authorization trips. Select the **All Past Trips** toggle to review all trips including taxi authorizations provided during same day travel.





How do I initiate the taxi reimbursement process?

To submit a taxi reimbursement request, navigate to the **Taxi Reimbursements** section and select the **Create Reimbursement** tab. Locate the trip associated with your request, select **Create Request**. Alternatively, customers can open the **Trip Details** page for an individual trip and select **New Taxi/Car Service Reimbursement Request** to access the same reimbursement form.



Back
All Trips
Taxi Reimbursements
MTA
Standard
Dark
Light
Home
My Account
FAQ
Sign Out

Attention: This is the test environment.

This is the test environment... Thank you,

Your Reimbursement Requests

Submitted Requests
Create Request

Use this tab to search for trips that you were authorized to use taxi/car service for and submit a new request. Trips that have requests already submitted will not display on this tab.

Select Apply Filters to perform a search based on your selected criteria.

Monday, April 20, 2026

Use toggle to view all trips including same day authorizations

1 Trip

Taxi

Monday, April 20, 2026
Reservation Request Time: Depart approximately at 12:25 PM
Trip ID 283076538 \$3.00

21323 Jamaica Ave, Queens Village, NY 11428, US
3300 Northern Blvd, Long Island City, NY 11101, US

+ Create Request

Saturday, November 22, 2025
1 Trip

Once the correct trip is found, customers can select **+Create Request** to initiate the reimbursement process.

Monday, April 20, 2026
Depart approximately at: 12:25 PM

Taxi \$3.00

Itinerary

Taxi

21323 Jamaica Ave, Queens Village, NY 11428, US
Vehicle ID
3300 Northern Blvd, Long Island City, NY 11101, US

Your Request Details

From: 21323 Jamaica Ave, Queens Village, NY 11428, US
To: 3300 Northern Blvd, Long Island City, NY 11101, US
Date: Monday, April 20, 2026
When: Depart approximately at: 12:25 PM
With:
Fare Type: Regular
Fare: Cash \$3.00

Customers are responsible for arranging for their own taxi/car service at the time of travel, including paying the fare, tolls, and no more than a 15 percent tip, obtaining a receipt from the driver or app, and submitting a complete reimbursement request to AAR online or by mail. The AAR Fare reflects the amount deducted from your reimbursement pending adherence to the AAR Taxi Reimbursement policy.

+ New Taxi/Car Service Reimbursement Request

+ New Taxi/Car Service Reimbursement Request

Customers can also initiate the reimbursement request process on the trip details page.

User Manual - How To Use myMTA Website rv5.3

44 | Page

How do I submit a taxi reimbursement request?

To submit a taxi reimbursement request, customers must complete the **New Taxi/Car Service Reimbursement Request** form. Personal and trip information will be pre-populated. Customers must enter the fare details and upload a copy of the receipt to submit a request. To avoid processing delays, customers should ensure the receipt is legible and matches the trip that a reimbursement is being requested for.

New Taxi/Car Service Reimbursement Request

Authorization: When a taxicab or car service is authorized, **AAR customers are responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver.** When using a taxicab, obtain the receipt from the meter. When using a car service, the 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. When using an app-based service like Uber or Lyft, you must submit the detailed electronic receipt.

Any tolls and/or tip (no more than 15%) must be itemized or the fare will be accepted as the total amount due. Blank receipts completed by customers will not be processed for reimbursement. Only receipts from trips taken in taxis or for-hire vehicles licensed by the NYC Taxi and Limousine Commission will qualify for reimbursement.

Customer Details

First Name* Last Name* AAR ID Number*

Phone Number Email Address

Mailing Address Information ⓘ

Street Address*

Apt/Suite/Unit Number City

State Zip Code

What if my contact details are incorrect?

MY AAR will automatically pre-populate the customer information using the details within the customer's profile. If home or mailing address, phone number, and/or email address need to be updated customers should navigate to the **Accounts** page to update prior to submitting the reimbursement request. Approved reimbursement payments will be mailed only to the home or mailing address on file at the time the request is processed.

How do I track my taxi reimbursement request status?

Reimbursement requests submitted through **MY AAR**, the public online form, or by mail will be displayed in **MY AAR**. Please note that requests submitted by postal mail may take longer to appear, while requests submitted through MY AAR provide real-time status updates.

To view a reimbursement request, navigate to **Taxi Reimbursement** section and select the **Your Reimbursement Requests** tab. Customers can search by **Request ID**, **Request Status**, or **Request Creation Date**.

The **Request ID** can be found on MY AAR, the public form confirmation page, in the confirmation email, or the **Trip Details** page of the requested reimbursement trip. Customers can view the status of each request and click the chevron icon (>) to view additional information.

←

Back

🔍

All Trips

📄

Taxi Reimbursements

MTA

⌵

Standard

🌙

Dark

☀️

Light

🏠

Home

👤

My Account

💬

FAQ

🚪

Sign Out

Attention: This is the test environment.

Your Reimbursement Requests

Submitted Requests

Create Request

Use this tab to search for reimbursement requests already submitted. Trips that have no requests submitted will not be displayed on this tab. Select **Apply Filters** to perform a search based on your selected criteria.

🔍 Request ID

All Statuses ^

Request Creation Date 📅

Apply Filters

Clear Filters

Reimbursement R

All Statuses ✓

Submitted

Processing

Denied

Resubmitted

Payment Pending

Check Issued

Request Status

Submitted

Reimbursement R

Request Status

Trip ID

Trip Date

Taxi/Car Service Fare

Requested Amount

287373446

07/16/2026

\$50.00

\$47.00

Trip ID

Trip Date

Taxi/Car Service Fare

Requested Amount

User Manual - How To Use myMTA Website rv5.3

46 | Page

Trip ID 286582896

Tuesday, June 30, 2026
Reservation Pick-Up Time: 7:00 PM

Failed \$3.00

Itinerary

3711 35Th Ave,
Long Island City, NY
11101, US

There is no vehicle
information available.

15 World Trade
Center, New York,
NY 10006, US

Your Request Details

From 3711 35Th Ave, Long Island City,
NY 11101, US

To 15 World Trade Center, New York,
NY 10006, US

Date Tuesday, June 30, 2026

When Depart approximately at 7:00 PM

With

Fare Type Regular

Fare Cash \$3.00

Customers can see the status of a
reimbursement request on the trip
details page.

Taxi/Car Service Reimbursement Request №57110

Submitted

Submission Date	Car/Medallion No.	Taxi/Car Service Fare	Tip	Tolls	Requested Amount
Jun 30, 2026	—	\$20.00	\$0.00	\$0.00	\$17.00

Attached Files

Other Notes/Comments

What does my taxi reimbursement status mean?

A taxi reimbursement request will move through several statuses as it moves through the review and reimbursement process. Customers can view the status of each reimbursement request.

For more information about what each status means, customers can refer to the below or hover over the information (i) icon on each status within My AAR.

The following are the reimbursement request statuses and its descriptions:

Submit: The request is in queue.

Processing: The request is under review.

Resubmitted: The request has been updated and will be reviewed.

Denied: A letter will be sent to inform why the submission did not meet AAR Taxicab Reimbursement guidelines.

Payment Pending: The request is approved and the reimbursement forthcoming.

Check Issued: The request is approved and the check issued.

Reimbursement Request № 57058

Status Request	Creation Date	Trip ID	Trip Date	Taxi/Car Service Fare	Requested Amount
Processing ⓘ	06/16/2026	282928341	06/16/2026	\$20.00	\$17.00

The request is under review.

Reimbursement Request № 57062

Status Request	Creation Date	Trip ID	Trip Date	Taxi/Car Service Fare	Requested Amount
Payment pending ⓘ	06/17/2026	284311657	06/17/2026	\$5.00	\$6.00

The request is approved and the reimbursement forthcoming.

Customers can hover over any status to view additional information on what the status means.

How do I resubmit if my taxi reimbursement was denied?

If a taxi reimbursement request is denied, customers can see the denial reason in the Trip Details section of the request.

If the request is eligible for resubmission, an **Edit for Resubmit** button will be displayed, allowing customer to submit a revised request.

If the request is **not** eligible for resubmission, the **Edit for Resubmit** button will not appear.

However, the denial reason and any additional notes provided by the Taxi Reimbursement Unit will still be available in the **Trip Details** section. Customers should review the section of the trip to see the reason for the denial as well as any additional notes.

Taxi/Car Service Reimbursement Request №57047

Submission Date: Jun 16, 2026

Tip: \$5.00

Attached Files:  

Other Notes/Comments: TEST

REVIEW DETAILS

Phone Number: +1 008 880 052

The Request was **Denied**

Reason: Blank receipts are not accepted. The driver must fill in the trip date, fare, and car number.

Denied [Edit for Resubmit](#)

A button will be available within trip details if a reimbursement was denied with the eligibility for resubmission.

Taxi/Car Service Reimbursement Request №57029

Submission Date: Jun 15, 2026

Car/Medallion No.: —

Taxi/Car Service Fare: \$50.00

Tip: \$10.00

Attached Files: 

Other Notes/Comments: resubmitted with new receipt

REVIEW DETAILS

Phone Number: +1 008 880 052

The Request was **Denied**

Reason: Our records indicate your receipt(s) for this trip date was previously paid.

Denied 1

Denial reason not eligible for resubmission **Denied**

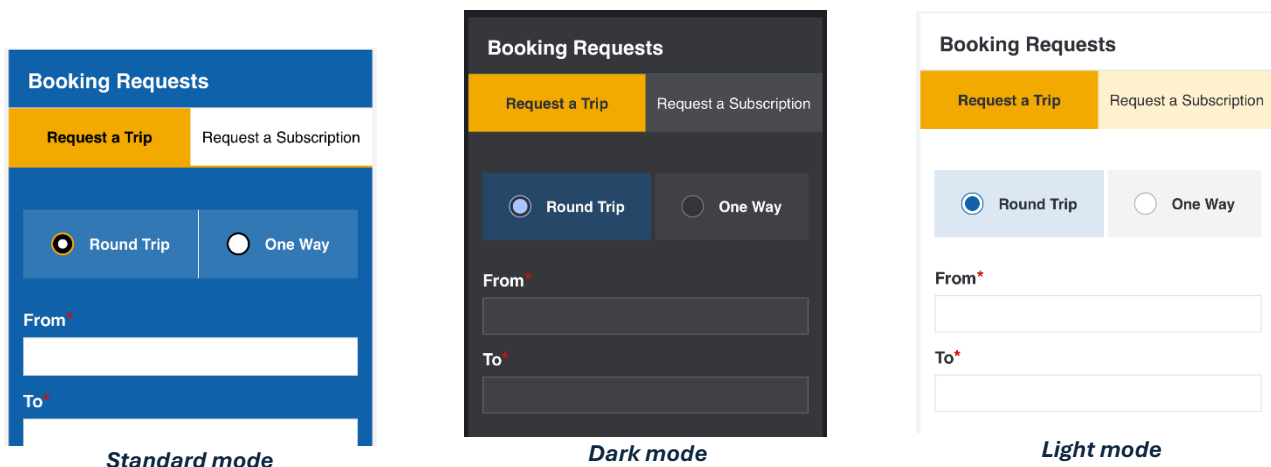
If a request is denied and not eligible for resubmission, customers will see the text explaining this and the reason why.

Our Taxi Reimbursement unit is currently experiencing a high volume of requests, resulting in longer processing times. Minor typos or errors do not require resubmission—your request will still be reviewed. If clarification is needed, you will be contacted.

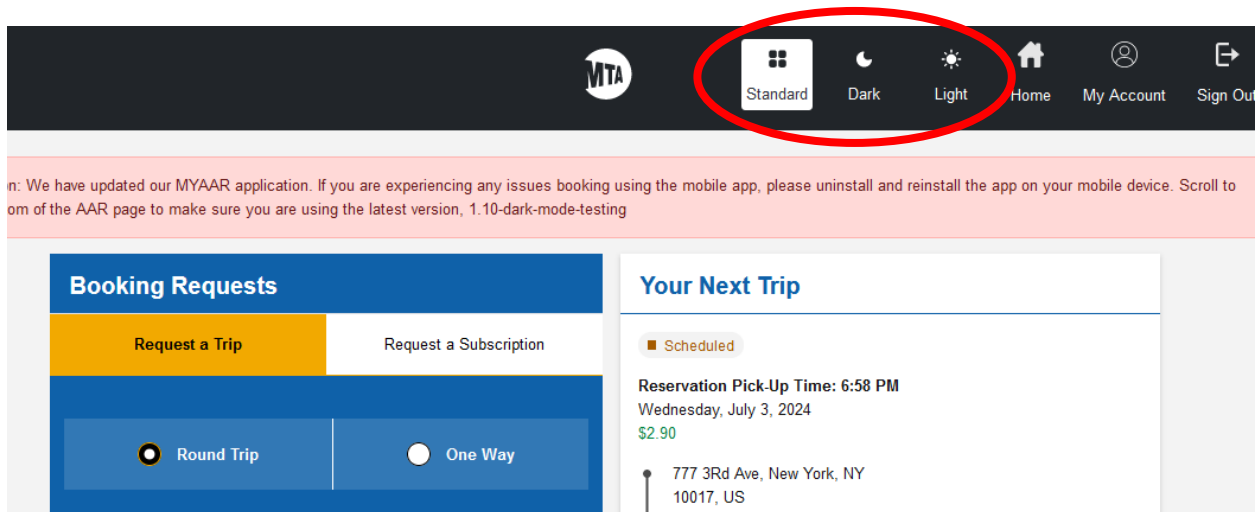
MY AAR Features

Is MY AAR accessible to someone with a visual disability?

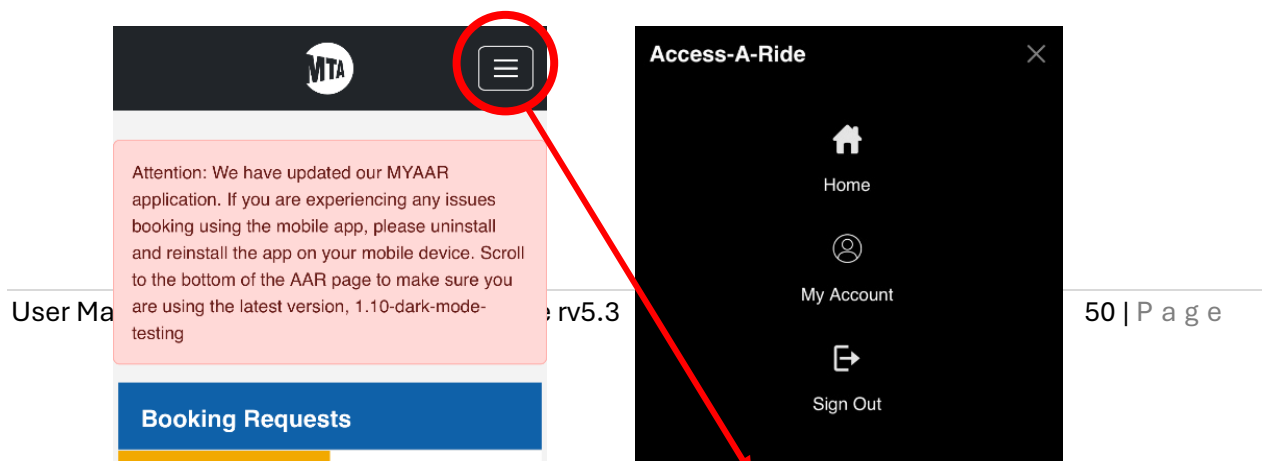
My AAR is fully compatible with screen readers, including NVDA and VoiceOver. MY AAR also offers Standard, Dark, and Light color themes for both desktop and phone, which allow customers to use MY AAR more easily and comfortably based on preference and visual needs.



On desktop devices, you can choose your preferred color theme by logging in to MY AAR and selecting a color theme at the top right-hand corner of the screen.



On mobile devices, you can choose your preferred color theme by logging in to MY AAR and selecting a color theme by tapping the hamburger icon at the top right corner of the screen. This icon will open a menu.



What happens if I get an error when I enter my To or From address while requesting a trip or subscription?

You may receive a message reading “Google Maps does not recognize the address entered or Address not found” when entering a To or From address. These error messages may indicate that you have entered an address in a format that MY AAR cannot recognize.

If that happens, double check that you have entered a numbered address. The names of landmarks (like “Times Square” or “Madison Square Garden”) and cross streets (like “59th Street at 7th”) will generate an error message. If your error message persists, try these tips:

- If the address contains a dash in the house number, enter the address without the dash.
 - If you entered: 180-37 Nightinfairy Street
 - Try entering: 18037 Nightinfairy Street
- If the address has a zero after a dash in the house number, enter the address without the dash and the zero.
 - If you entered: 186-07 Nightinfairy Street
 - Try entering: 1867 Nightinfairy Street
- If the address contains a letter following the house number, enter the address without the letter or, enter a space between the numbers and letters.
 - If you entered: 180B Nightinfairy Street
 - Try entering: 180 Nightinfairy Street or 180 B Nightinfairy Street
- If you entered an address with an abbreviation (e.g. St, Blvd, Ave, Ct, Dr, E, W), try entering it without the abbreviation. If you entered it with an abbreviation, try entering it with one.
 - If you entered: 55 Water Street
 - Try entering: 55 Water St
 - If you entered: 180 E Nightinfairy
 - Try entering: 180 East Nightinfairy
- If you entered an address with NY, NY, try entering Manhattan, NY instead.

- If you entered: 180 Nightinfairy Street NY, NY
- Try entering: 180 Nightinfairy Street, Manhattan, NY

If none of the above suggestions work, call AAR at 877-337-2017 or 718-393-4999 and follow the prompts to book your trip.

Can I book trips to and from the airport using MY AAR?

You can use MY AAR to book trips to and from airport terminals. If you are traveling to either John F. Kennedy Airport or LaGuardia Airport, enter the airport abbreviation *and* the terminal name (letter or number) into the To or From field (e.g. JFK Terminal 1 or LGA Terminal B). Typing only the airport name or abbreviation will return no results; you must enter the terminal information. If you do not see the terminal you are looking for in the drop down once you start typing, make sure to write the entire terminal name.

Please note that MY AAR does not serve airport cargo locations.

From*

LGA Ter

- LaGuardia Airport (LGA), Terminal C, East Elmhurst, NY, USA
- LaGuardia Airport (LGA), Terminal B Departures, LaGuardia Road, East Elmhurst, NY, USA
- LaGuardia Airport (LGA), Terminal A, Marine Terminal Road, Queens, NY, USA
- LaGuardia Airport (LGA), Terminal B Arrivals, LaGuardia Road, East Elmhurst, NY, USA

☐ Arrive by / Appointment

From*

JFK terminal 2

- John F. Kennedy International Airport (JFK), Terminal 2, Queens, NY, USA

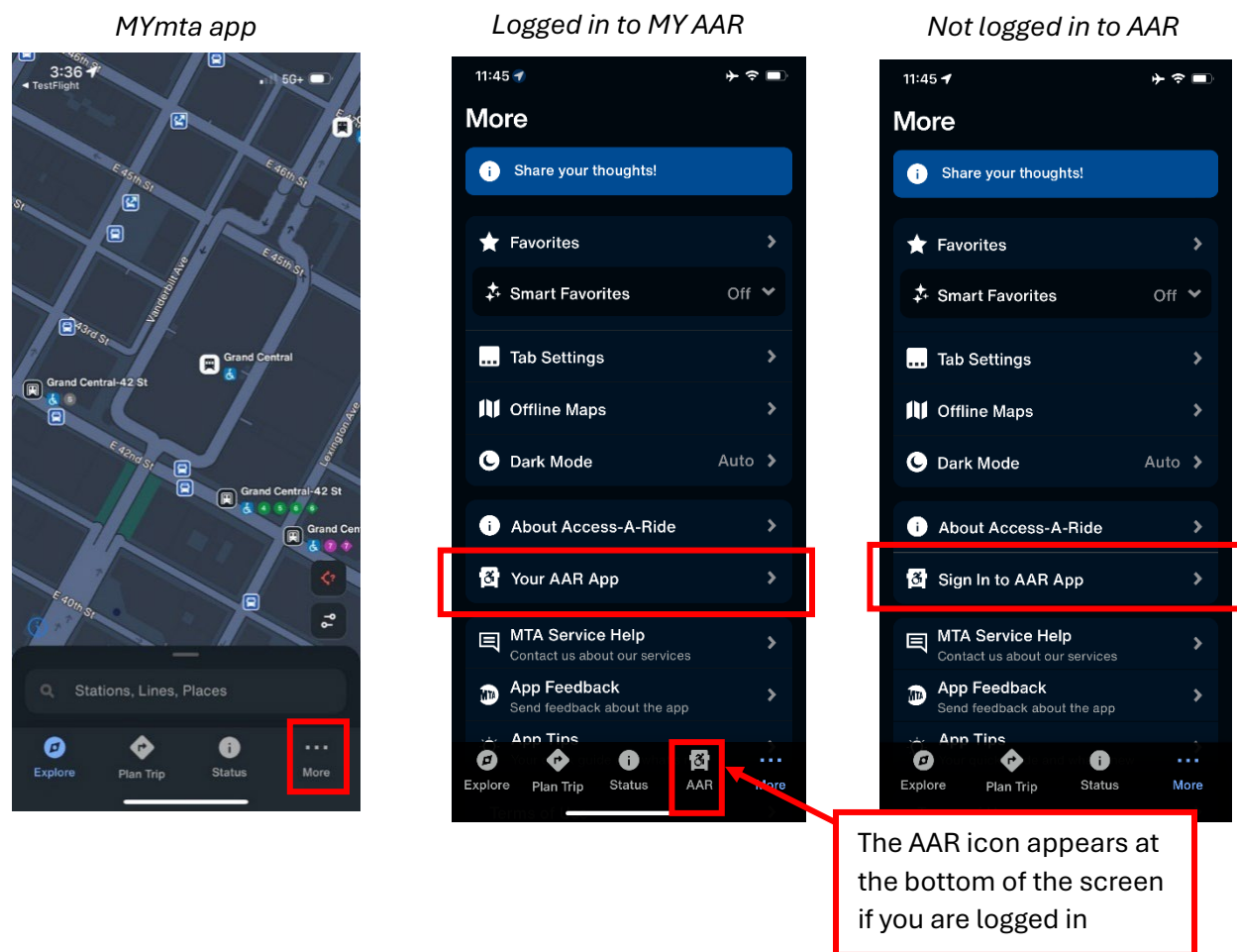
What are the privacy policies of this website?

MTA's privacy policies can be found at <https://new.mta.info/privacy-policy>.

How do I sign into the MY AAR app on my mobile device?

Tap on the MyMTA app on your mobile device to open the app. Tap the **More** icon in the bottom right corner.

- If you are already signed in, tap the option for **Your AAR Account**
- If you are not signed in, tap the option for **Sign In to AAR Account**



If you select **Sign In to AAR App**, you will be redirected to the **Access-A-Ride Sign In** page.

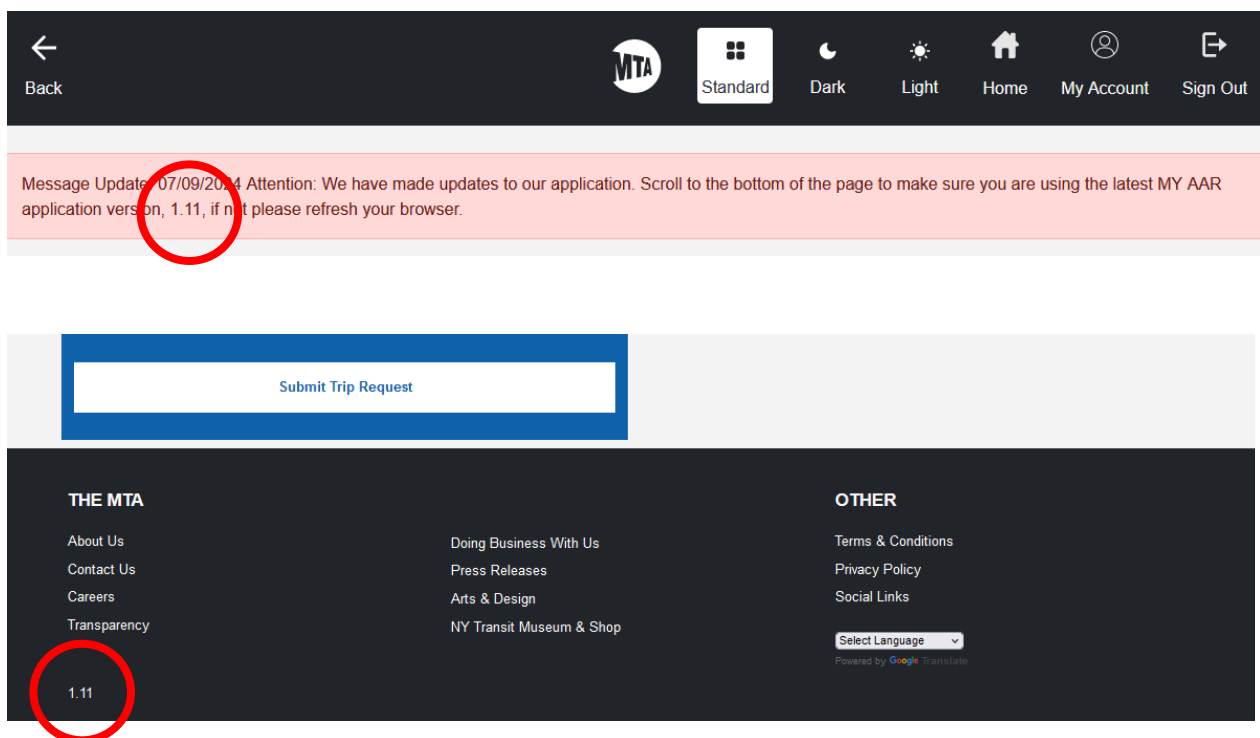
If you select **Your AAR App**, you will be redirected to the **Personal Information** page.

Why do I need an updated application version?

It is important to use the updated application version to ensure you see the latest updates and fixes. Whenever a new version is released, the banner message will be temporarily updated to confirm the version number. The steps below will show you how to refresh your browser and the MTA mobile app to ensure you have the most recent updates.

How do I update my version on a web browser?

Navigate to [Access-A-Ride \(mta.info\)](https://mta.info) and view the banner message displayed at the top of the webpage to confirm a new application version or other important announcements. Scroll to bottom of the page and note the version. If the version number at the bottom of your screen does not match the version number noted in the banner message, refresh your page and the browser will update to the latest version.



How do I update my version on my mobile device?

Scroll to the bottom of the page to see the updated version in your app. If you do not see the updated version, force close the app and relaunch. When you reopen the app, it will be updated to the latest version.

