

ACCESS-A-RIDE

Customer Bill of Rights



The Metropolitan Transportation Authority (MTA) is dedicated to delivering safe, reliable and efficient public transportation, which includes New York City Transit's Access-A-Ride (AAR) Paratransit Service. AAR is a shared-ride, origin-to-destination paratransit service that is provided in compliance with the Americans with Disabilities Act (ADA) for persons whose disabilities prevent the use of NYC Transit public buses or subways.

NYC Transit's **AAR Customer Bill of Rights** sets forth clear standards and expectations for AAR customers.

In Eligibility Determinations, AAR Customers Have The Right To:

- Apply for service in a preferred language
- Participate in an eligibility process that is fair and objective
- Expect confidentiality regarding documentation and conversations
- Submit relevant documentation from their own doctors
- Request copies of their assessment records
- Appeal eligibility decisions

In Scheduling, AAR Customers Have The Right To:

- Obtain information regarding AAR procedures and policies in a preferred language and/or format
- Have their calls answered courteously and promptly
- Communicate with AAR in a preferred language
- Request a later pick-up from a medical appointment or workplace where AAR dropped them off earlier the same day
- Speak to a supervisor
- Expect confidentiality
- Reserve travel with one guest, and additional guests if capacity permits

In Boarding and Travelling On AAR Vehicles, Customers Are Entitled To:

- Delivery of safe, prompt and reliable service
- Efficient rides with trips that do not exceed AAR's Maximum Ride Times
- Be allowed to wait inside until the vehicle arrives
- Pick-ups within 30 minutes after the agreed reservation time
- Authorization to use a taxi or for-hire vehicle if a pick-up is unreasonably delayed beyond the 30 minute window
- Receive timely notice of unexpected schedule delays, when possible
- Easy and safe access for boarding and exiting vehicles
- Travel with service animals
- Utilize the lift, as requested, curbside and not in the middle of the street
- Decide whether to face forward or backward when boarding/riding vehicles in a wheelchair or scooter
- Travel with an authorized Personal Care Attendant

AAR Customers Have The Right To Drivers Who:

- Are professional, courteous, and respectful
- Receive training and supervision to meet the travel requirements of customers
- Call out the name of the customer upon arrival at the pick-up location
- Wait five (5) minutes after a scheduled pick-up time, unless contact is made with the customer, in which case the driver will wait an additional five (5) minutes
- Provide assistance door-to-door, curb-to-curb and into and out of vehicles as needed
- Are fully trained on every component of the vehicle, including the lift, air conditioner and heating
- Assist customers with fastening their seatbelts, if requested
- Assist with securing wheelchairs, oxygen bottles and other devices
- Carry up to two bags/parcels totaling 40 lbs. or less on/off the vehicle
- Are responsive to customer inquiries
- Respond to a medical emergency by pulling the vehicle out of traffic and notifying dispatch and/or calling 911

AAR Customers Have The Right To Vehicles That Are:

- Properly equipped and have been inspected for safety
- Checked every day to ensure maximum working order of all functions in the vehicle
- Clean and odorless, with clean seats and straps and a smoke free environment
- Equipped with adequately functioning heating or air conditioning according to the season

AAR Customers Have The Right To File A Complaint And Can Expect:

- To be heard and/or acknowledged by phone, letter or email and receive a response to their complaint (in their preferred format) within 21 business days
- To be free from retaliation
- That AAR management will investigate and act on all complaints
- That AAR management will identify and correct systemic issues that negatively impact service standards
- That AAR management will proactively seek and evaluate opportunities to improve customer service

For any questions, comments or concerns pertaining to the AAR Customer Bill of Rights, please visit <http://web.mta.info/nyct/paratran/AARcustomerbillrights.htm>

