

**AARRG!**  
**(Access-A-Ride Reform Group)**  
**Brooklyn Center for Independence of the Disabled**  
**Center for Independence of the Disabled, New York**  
**Mobilization for Justice**  
**New York Lawyers for the Public Interest**

**Access-A-Ride Survey**

We would like to ask you a few questions about your experiences with Access-A-Ride (AAR). The purpose of this survey is to help the Access-A-Ride Reform Group (AARRG!) advocate for improvements to AAR by broadly -- and anonymously -- publishing the results of the survey.

**Your name, contact information and all other responses you provide will be kept CONFIDENTIAL.** We will contact you if we would like to use your name in public reports and specifically ask for your consent to do so. You will still be eligible for all of our services and programs, whether or not you answer this survey, or whether or not you allow us to use your name in any report.

If you have any questions, you can contact Shain Anderson at 646-368-8031.

You should email the completed form to [Sanderson@CIDNY.org](mailto:Sanderson@CIDNY.org) or mail it to Center for Independence of the Disabled, NY- 841 Broadway, Suite 301, New York, NY 10003.

1. Name \_\_\_\_\_
2. Address \_\_\_\_\_
3. Borough \_\_\_\_\_
4. Zip Code \_\_\_\_\_
5. Phone number \_\_\_\_\_
6. Email address \_\_\_\_\_

7. What is the best way to contact you?

*Mark only one oval.*

- Text
- Phone
- Email
- Mail
- Other: \_\_\_\_\_

8. How old are you?

- 0-15
- 16-64
- 65+

9. What is your current gender identity?

- Female
- Male
- Transgender: Female to Male
- Transgender: Male to Female
- Other

10. What is your race or ethnicity?

*Check all that apply.*

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Hispanic or Latino
- Other: \_\_\_\_\_
- Prefer not to reply

11. What is your disability?

*Check all that apply.*

- Autism
- Blind
- Cognitive disability
- Deaf
- Hard of hearing
- Intellectual disability
- Learning disability
- Low vision
- Mental health disability
- Multiple disabilities
- Physical disability
- Other developmental disability

12. What is your current Access-A-Ride status?

*Mark only one oval.*

- Active AAR user
- Waiting for approval of Access-A-Ride Application
- Appealing denial of Access-A-Ride Application
- Parent of an Access-A-Ride user
- Care-taker of an Access-A-Ride user
- Attendant of an Access-A-Ride user

13. If you are an active customer, how often do you use Access-A-Ride?

- Every day
- Three times a week
- Once a week
- Other: \_\_\_\_\_
- Doesn't apply to me

14. What type of Access-A-Ride services do you use?

*Check all that apply.*

- Full

- Conditional
- Temporary
- Other: \_\_\_\_\_
- Don't know
- Doesn't apply to me

15. What type of Access-A-Ride vehicle do you use most often?

*Mark only one oval.*

- Large van
- MV1 van
- Sedan/car
- Not sure

16. For what purposes do you use Access-A-Ride?

*Check all that apply.*

- Work
- School
- Doctor's appointments
- Other appointments
- Social activities
- Other: \_\_\_\_\_

17. Thinking back on your three most recent Access-A-Ride trips, did they take:

- Less time than expected (for example, take less time than you would expect the ride to take in a taxi)?
- The same amount of time as expected (for example, take the same amount of time that you would expect the ride to take in a taxi)? Twice as long as expected (for example, take twice as long as you would expect the ride to take in a taxi)?
- Three times as long as expected (for example, take three times as long as you would expect the ride to take in a taxi)?
- Other: \_\_\_\_\_
- Don't know
- Does not apply to me

18. How often in the last year have you experienced an AAR trip that took more than two hours?

- Never
- Once
- 2-5 times
- 6-10 times

- More than 10 times

**[IF YOU HAVE EXPERIENCED DELAYS AND LONG RIDES, PLEASE ANSWER QUESTIONS A1-A2 AT THE END THIS SURVEY]**

19. Have you had any problems talking with Access-A-Ride personnel in your native language or in alternative formats such as Braille, large print, or audio tape?

- Yes
- No

20. If you requested documents in your native language, did you receive them?

- Yes
- No

**[IF YOU HAVE EXPERIENCED LANGUAGE ACCESS PROBLEMS, PLEASE ANSWER QUESTIONS B1 - B3 AT THE END OF THIS SURVEY]**

21. Are there parts of Access-A-Ride with which you are dissatisfied?

- Yes
- No

22. If "Yes," with which part(s) of Access-A-Ride are you dissatisfied?

*Check all that apply.*

Application/Certification Process

- Recertification
- Failure to provide transportation to fair hearing
- Inappropriate Services approved (i.e. conditional, temporary)
- Failure to provide appeal assistance
- Other: \_\_\_\_\_

**[IF YOU ARE EXPERIENCING PROBLEMS WITH AN APPLICATION FOR ACCESS-A-RIDE SERVICES, PLEASE ANSWER QUESTIONS B1-B3 AT THE END OF THIS SURVEY.]**

Services

- Lateness

- Inappropriate route
- Longer route than required
- No pick-up
- Denial because of service animal
- Drop-off in area without a curb cut
- Non-functioning lifts
- Other: \_\_\_\_\_

Management

- Inappropriate behavior of drivers
- Inappropriate behavior of other AAR staff
- Miscommunication for pick-up
- Denial of services for being a "no show," etc.
- Cars not marked
- Other: \_\_\_\_\_

23. How often have you experienced these problems?

- Once
- Twice
- Three times
- Four or more times

24. Have you filed a complaint with Access-A-Ride about these problems?

- Yes
- No

**[IF YOU HAVE FILED A COMPLAINT, PLEASE ANSWER QUESTIONS C1-C3 AT THE END OF THIS SURVEY]**

25. Will you share your Access-A-Ride experiences with us? We will not share this information with anyone, unless you specifically say we may share it.

- Yes \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- No

26. Are there other things about Access-A-Ride you would like to tell us?

- Yes \_\_\_\_\_  
 \_\_\_\_\_

- 
- 
- No

27. Are you a member of any advocacy groups that work on AAR issues?

- Yes
- No

28. If "Yes," which advocacy group(s) are you a member of?

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29. Are you interested in joining us as an advocate to improve AAR services?

- Yes
- No

30. If "Yes," please check all areas in which you are interested in being an advocate:

- Attend AAR rallies
- Testify at AAR hearings
- Administer AAR surveys to consumers
- Distribute AAR information to consumers
- Help spread the word about AAR
- Other: \_\_\_\_\_

## EXPERIENCES and SPECIFIC PROBLEM AREAS:

### A. DELAYS/LONG TRIP TIMES

A1: If you have had experiences where your typical AAR trip takes longer than a taxi would, please explain why:

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A2: If "Yes," what are the problems?

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### B. APPLICATION ISSUES

B1: If you are waiting for approval for Access-A-Ride services, are you experiencing any problems with your application?

- Yes
- No
- Doesn't apply to me

B2: If you are appealing the denial of an Access-A-Ride application, are you experiencing any problems with your appeal?

- Yes
- No
- Doesn't apply to me

B3: Can you describe any problems or issues with your application and/or appeal?

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**C. LANGUAGE ACCESS:**

C1: If "Yes," please describe those problems.

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**D. COMPLAINTS**

D1: If "Yes," when did you file your complaint?

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D2: If "Yes," about what did you file a complaint?

*Check all that apply.*

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Services

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- Cars not marked

Other: \_\_\_\_\_

D3: Where did you file the complaint?

*Check all that apply.*

- MTA
- AAR
- Mayor's Office for Persons with Disabilities
- 311
- Other: \_\_\_\_\_

D4: How did you file the complaint?

- Online
- By email
- In writing and by mail
- By phone
- N/A

D5: Did you try to get advice about your Access-A-Ride concerns from a legal or other advocacy organization?

- Yes
- No
- N/A

D6: If yes, which legal/advocacy organization did you contact?

\_\_\_\_\_

D7: If you had a problem with Access-A-Ride but did not file a complaint, please tell us why.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

D8: We can help you understand AAR's policies and procedures, explain how to file a complaint, identify which organizations can help with your complaint, and more. Would you be interested in learning more about how we can help you with your AAR problems?

- Yes
- No



**CID-NY**

841 Broadway  
Suite 301  
New York, NY 10003

80-02 Kew Gardens Rd  
Suite 107  
Kew Gardens, NY 11415

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841 Broadway, Suite 301  
New York, NY 10003