

Frequently Asked Questions (FAQ)

What is DFTA My Ride?

The New York City Department for the Aging's (DFTA) My Ride pilot provides on-demand rides for older adults and people with disabilities. Participants will be able to either schedule or request a ride in real-time directly through a mobile app and will receive a monthly allotment of funds.

Who is eligible for rides?

Older adults aged 60 and over, and people with disabilities aged 18 years and over, living in the following Community Districts (CDs) will be able to apply: Queens 6, 7, 10, 12 and 14; Bronx 4, 5, 8 and 10; Brooklyn 5, 13, 15, 16 and 17.

Why were these Community Districts selected?

These Community Districts were selected because they meet one or more of the following criteria: high poverty rate, or high density of older adults and people with disabilities, or limited transportation options, and did not participate in any previous DFTA-led transportation pilots.

What documentation is required to verify my eligibility?

If selected, all participants will be required to submit a form of government-issued identification to be enrolled. Acceptable proof of age and identity include one of the following:

- New York State (NYS) Department of Motor Vehicles Driver's License or Learner's Permit, or
- NYS Department of Motor Vehicles Non-Driver ID Card, or
- U.S. Department of State Driver's License or Non-Driver ID Card, or
- ID NYC, or
- Passport, or
- Copy of Birth Certificate containing Official Seal

AND

Proof of residence within the target areas, e.g.:

- New York State (NYS) Department of Motor Vehicles Driver's License or Learner's Permit, or
- Utility Bill, or
- Insurance Card, or
- Voter Registration Card

Furthermore, if selected, participants aged 18+ with disabilities will be **also** required to provide proof of eligibility to be enrolled. The following is a list of some examples of acceptable documents:

- Award letter from Social Security Administration, or
- Copy of MTA Access-A-Ride ID, or
- Statements or letters on a medical professional's letterhead, or
- Statements, records, or letters from a State Vocational Rehabilitation Agency (i.e., ACCES-VR or NYSCB), or
- Certification from the New York State Office for People with Developmental Disabilities (O P W D D) that the applicant is eligible to receive services from a program it licenses, operates, certifies, or funds; or, an O P W D D issued ID card, or
- Copy of a New York City Department of Transportation Parking Permit for People with Disabilities

How long will the pilot run for?

In order to serve as many New Yorkers as possible the pilot, defined as implementation and evaluation, will run for three years and include three cohorts of participants. Each cohort will be comprised of new participants.

When does it start?

Application for participation in the program will be available **from September 13, 2021 to October 8, 2021. Rides will begin on November.**

Where can I travel to?

Participants can request a ride to and from any point within the five boroughs, Nassau and Westchester Counties. *DFTA My Ride* can be used for any purpose, including doctor appointments, visiting family and friends, going to the supermarket or shopping mall.

What is the given allotment? Will I need to pay anything?

Each participant will receive a monthly allotment for the length of the course . Details on the monthly allotment will be discussed with those selected. Participants will be informed at the time of the ride request if the funds in their account have been spent. If there is an insufficient balance in the account, the participant will have the opportunity in advance to accept the responsibility for the difference in the cost of the ride or cancel the ride.

Are rides provided on the weekends, evenings and holidays?

The program will provide car service 24 hours per day/7 days a week and will accept advance reservations as well as requests for immediate service.

How can I request a ride?

Participants will have multiple options to request a ride. Rides can be requested through the mobile app for iPhone and Android users, through the website or by calling the dispatch service .

Is tip included?

All costs associated with transportation are covered, including tips and tolls.

Can someone else ride with me?

Individuals accompanying the participant will not be charged an additional fare. However, the number of people accompanying the participant must not exceed the seating capacity within the provided vehicle.

Is there round-trip availability?

Participants will not be able to book a round trip ride, however, they can request a ride from the drop-off location.

How do I apply?

Applicants will apply online for the *DFTA My Ride* program. The application can be found at www.nyc.gov/aging/myride. Please follow instructions and fill out the application completely.

If submitting by mail, please allow eight (8) days from the date of mailing for your application to arrive. We are not responsible for applications lost in the mail or arriving after the deadline. Please send mail to:

NYC Department for the Aging
DFTA My Ride
2 Lafayette Street, 2nd Floor
New York, New York 10007

All applicants will be required to submit documentation to verify age, disability and residence if selected to participate.

What are the vehicle options? Do you have Wheelchair Accessible Vehicles (WAV)?

Both standard and Wheelchair Accessible Vehicles (WAV) will be available for request. Participants will be able to specify whether or not they need a wheelchair-accessible car in setting their profile within the app, website or over the phone.

Are service animals allowed?

Yes, any person with a service animal is protected from discrimination in public accommodations by City, State or Federal laws, rules or regulations.

How and when will applicants be notified of their selection?

Eligible applicants will be selected at random through a lottery system to participate in the program. Applicants who are not selected will be placed on a waiting list and notified if a spot becomes available. Applicants who have been selected to participate in the pilot will be notified by **late October to early November 2021**, by email and/or mail, with instructions on how to enroll in the program.