



New York City Transit

Department of Buses
Paratransit Division
130 Livingston Street
Brooklyn, NY 11201

CONDITIONAL ELIGIBILITY

If you have been granted conditional eligibility, it means that you are eligible for Access-A-Ride paratransit service only when your disability prevents you from using buses or subways. For example, snow, hot weather, hilly terrain, subway stairs, and unfamiliarity with a destination are conditions that prevent some people with disabilities from using the bus or subway.

The federal Department of Transportation Americans with Disabilities Act regulations allow us to grant such persons “conditional eligibility” when:

- 1) buses or subways are inaccessible.
- 2) conditions at bus stops or subway stations do not permit individuals to board and disembark from accessible vehicles.
- 3) individual’s wheelchair cannot be accommodated on accessible vehicles
- 4) their specific impairment-related conditions prevent them from traveling to or from bus stops and subways.

If you have conditional eligibility, one or more of the conditions below will appear on your paratransit ID Card. When the conditions listed on the AAR ID card apply, you are eligible for service.

For example, customers whose eligibility is for extreme cold and interborough may use AAR for all trips from December 1 through March 31. However, from April 1 through November 30 they can use AAR only for trips from the borough where they live to another borough. Customers with questions about conditional eligibility should call the Eligibility Unit at 877-337-2017. When the recorded message begins, the customer should press either “1” to continue in English or “2” to continue in Spanish. When the subsequent recorded message begins, the customer should press “1” to speak with a representative.

INTERBOROUGH

Customers found eligible for interborough service may use AAR to travel from the borough where they live to another borough. For example, someone living in Brooklyn can travel to Queens, Manhattan, Staten Island and the Bronx but not within Brooklyn.

EXTREME COLD

Customers found eligible for service during cold weather may use AAR to travel in all boroughs from December 1 through March 31.

EXTREME HEAT

Customers found eligible for service during hot weather may use AAR to travel in all boroughs from July 1 through August 31.

EXTREME COLD/EXTREME HEAT

Customer found eligible for service during cold and hot weather may use AAR to travel in all boroughs from December 1 through March 31 and July 1 through August 31.

EXTREME COLD & INTERBOROUGH

Customers found eligible for service during cold weather and for interborough service may use AAR service to travel (1) in the borough where they live from December 1 through March 31; and (2) to other boroughs at all times.

EXTREME HEAT & INTERBOROUGH

Customers found eligible during hot weather and for interborough service may use AAR service to travel (1) in the borough where they live from July 1 through August 31; and (2) to other boroughs at all times.

EXTREME HEAT AND COLD & INTERBOROUGH

Customers found eligible for service during hot and cold weather and interborough may use AAR service to travel (1) in the borough where they live from December 1 through March 31 and from July 1 through August 31; and (2) to other boroughs at all times.

UNFAMILIAR PLACES (NAVIGATIONAL)

Customers found eligible because they are unfamiliar with bus and/or subway routes to some locations due to their cognitive or visual impairment may use AAR service for those trips. They may not use AAR service for routes with which they are familiar.

DISTANCE

1 TO 2 BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 2 blocks from the origin or destination of their trip.

3 TO 4 BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 4 blocks from the origin or destination of their trip.

5 OR MORE BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 5 blocks from the origin or destination of their trip.

TRIP BY TRIP

Customers found eligible for service under this category may use AAR when their disability prevents them from traveling to a bus stop or subway or the subway station or bus is not accessible. For example, a customer who has multiple sclerosis (MS) and is experiencing the effects of this disability is prevented from walking to a bus stop or subway or climbing subway stairs (if the station does not have an elevator) when the MS is active. During such times, this customer would be able to use AAR.

Please note all MTA New York City Transit buses are accessible. However, some New York City Department of Transportation franchise buses are not.