



# Access-A-Ride

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MTA Board Update  
June 25, 2025





# Paratransit Service Commitment

- "Complementary" or "safety net" public transit required by the ADA for customers whose disabilities prevent them from using bus or subway service for some or all trips
- Origin to destination trips 24/7/365, across the five boroughs (mirroring subway and bus coverage)
- Provided by dedicated, lift-equipped fleet and network of brokers using taxis/for-hire vehicles
- A transit provider that prioritizes safe, reliable service:
  - **Scheduled trips** that customers reserve 1-2 days in advance, online or by phone
  - A **shared-ride program** for efficient routing
  - Base **fare of \$2.90**, with Fair Fares available



# Paratransit at Massive Scale

**1,150**

Dedicated, lift-equipped vehicles

**40,000+**

Scheduled weekday trips

**180,000**

Eligible customers

**\$700m**

Annual budget

**13m**

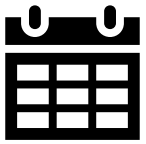
Riders served in 2024, a  
20% annual increase

*All figures as of June, 2025*

# A Typical Access-A-Ride Trip

Jim travels from his home in College Point, Queens to a work meeting in Downtown Manhattan

## A typical AAR trip



**Tuesday**

Jim books a trip  
for the next day  
in MY AAR

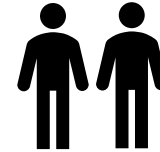


**Wednesday**

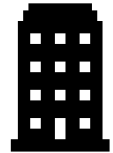
Jim is notified that  
AAR vehicle will arrive  
in 15 min



AAR picks up Jim  
at the curb in front  
of his home



AAR picks up additional  
passenger on the way to  
Jim's drop-off



Jim is dropped off at  
the office for his  
work meeting

## A similar trip on fixed-route transit



**Wednesday**

Jim leaves home for  
the bus 5 blocks away



Jim waits for and  
boards the bus



Jim transfers from the  
bus to the subway



Jim exits the subway  
and walks 4 blocks to  
the office

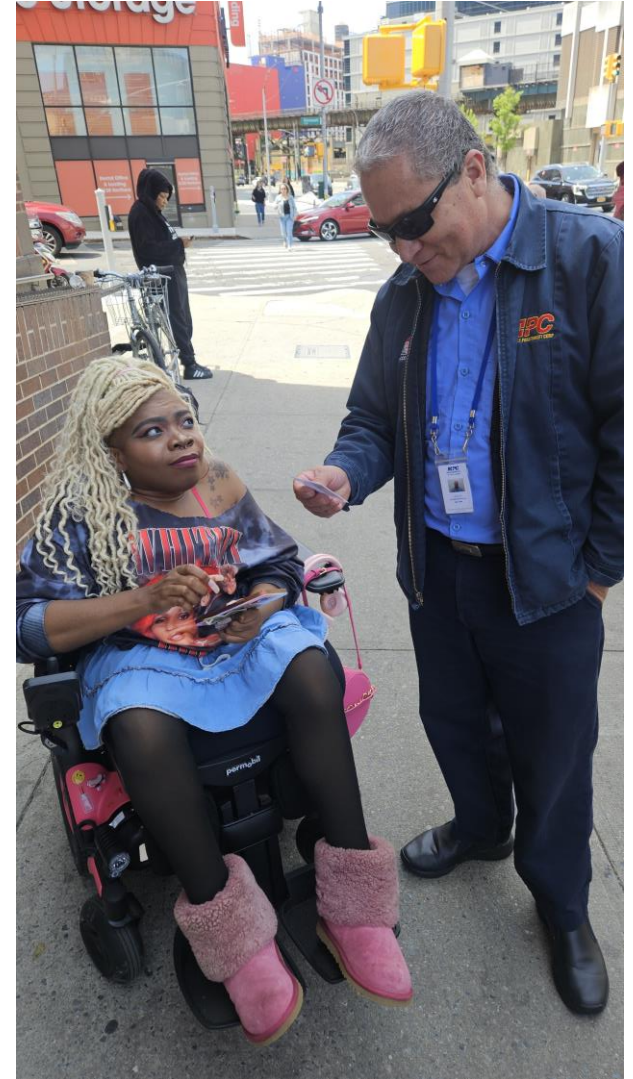


Jim arrives at the office

# A Paratransit Service Renaissance

Since 2022 we have delivered for our customers:

- **Faster, more reliable rides** through investment in broker program vendors and drivers
- **500 new vehicles** with improved features and greater reliability
- **Better call center service** with same-day troubleshooting and faster booking
- **App-based booking & trip tracking** for accessibility and convenience
- Up next: a **modern Paratransit Technology System** to unlock further scheduling efficiencies and service improvements



# Delivering Record Reliability

**96.5%**

Trips picked up within  
30-minute window

**92%**

Trips picked up within  
20-minute window

**70%**

Trips picked up before or  
within 5 minutes of pick-up  
time

**<1 per 1,000**

Trips are no-shows

**99%**

Trips within the maximum  
ride-time guidance

*All figures 2025 year-to-date*

# Unprecedented Customer Experience

**22%**

Trips booked in the  
MY AAR app

**12%**

Trips made by subscription,  
requiring no call

**50%**

Decrease in  
complaints since 2021

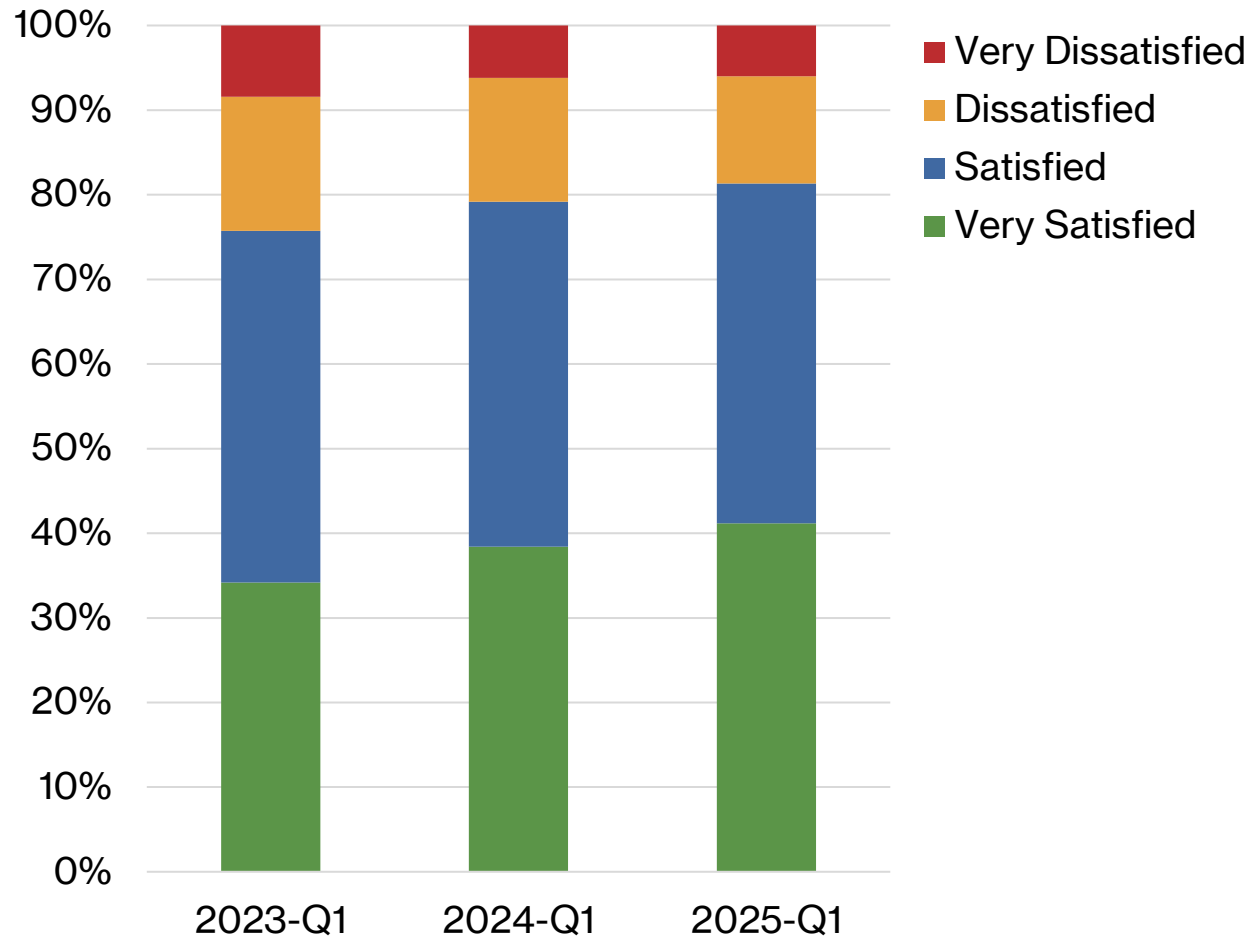
**33 seconds**

Average call answer  
speed

**1 minute**

Decrease in average call  
duration since 2019

# AAR Customer Satisfaction is High and Rising



**Total Satisfied +  
Very Satisfied:**

**65%**

**79%**

**81%**

Source: MTA Monthly Pulse Survey

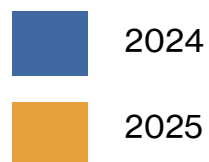
Access-A-Ride has made living comfortable for me to get around. With my disability I wouldn't be able to have a life if it wasn't for AAR.

Great drivers and excellent customer service from the Access-A-Ride staff members.

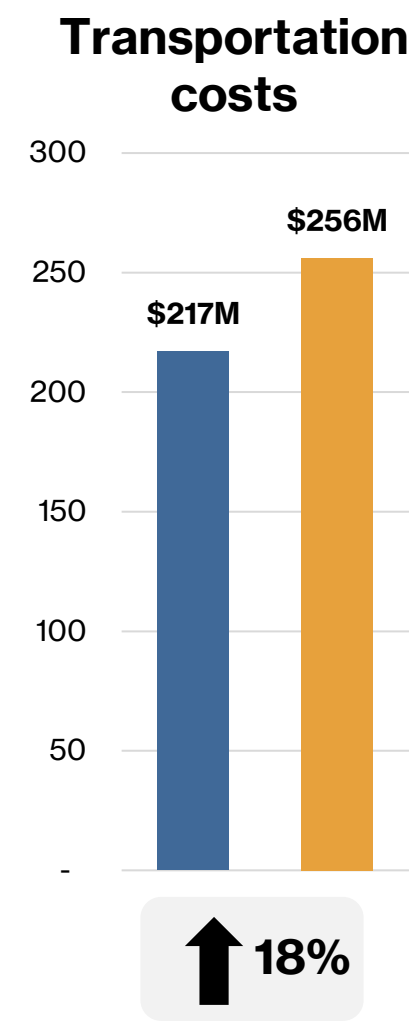
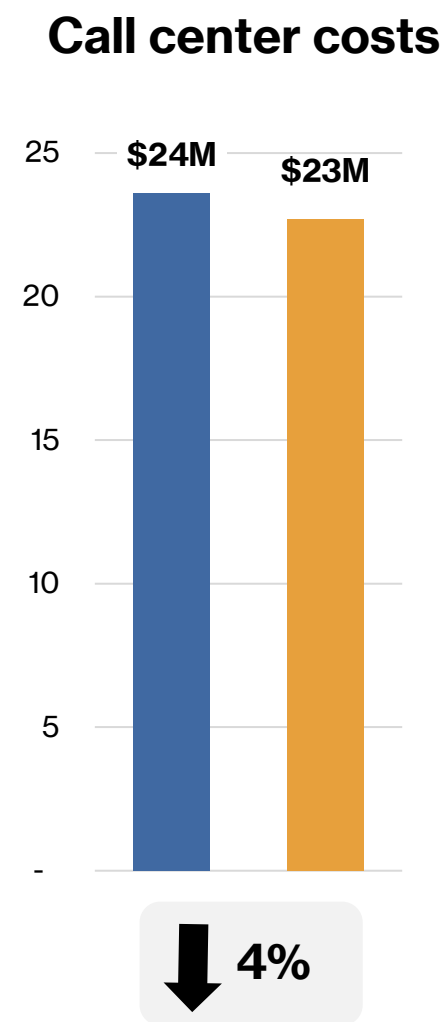
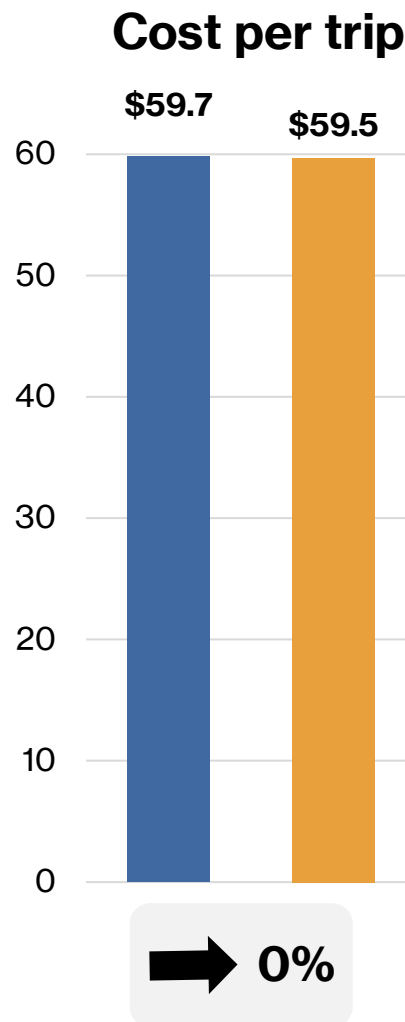
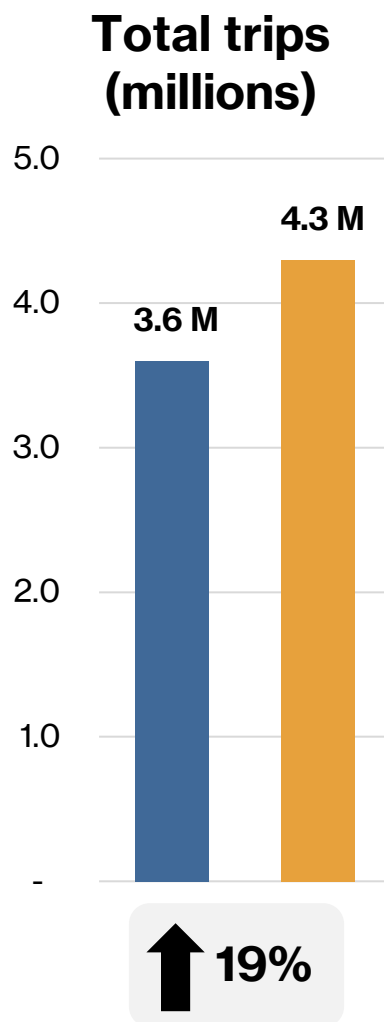
Since I started using Access-A-Ride, it has greatly improved in most respects.



# Managing Growth



All data is Jan - May actuals



# Building a Sustainable Path for Paratransit

- ✓ We've made huge strides in **service reliability** and **customer satisfaction** with strategic investments, improved vendor oversight and smart technology choices
- ✓ Our market is growing because **our service is working better than ever before**, getting New Yorkers with disabilities to all the places their peers go reliably
- ✓ We're getting smarter on how we provide service, and we'll soon unlock **more efficiency gains** from a new technology platform
- ✓ We are proud of our paratransit service, and need continued support to maintain service quality and **grow in a sustainable way**