

All the news on Access-A-Ride

Celebrating the 35th Anniversary of the Americans with Disabilities Act (ADA)



This summer, we proudly celebrate the 35th Anniversary of the Americans with Disabilities Act (ADA) — a groundbreaking civil rights law that transformed our country by advancing access, inclusion, and equal opportunity for people with disabilities.

Signed into law on July 26, 1990, the ADA continues to help open doors, break down barriers, and encourage progress. Each July, and especially on July 26, communities across the nation honor this historic milestone and the ongoing work to build a more inclusive future. Access-A-Ride (AAR) is proud to support celebration events with partner organizations. [Join MTA in celebrating Disability Pride Month 2025 at these events in July.](#)

Learn How to Use MY AAR — Summer Zoom Sessions!

Want to book and track your Access-A-Ride trips faster and easier? Join us this summer for a live, interactive Zoom session where you'll learn how to use **MY AAR via the MTA app or webpage** like a pro!

Each **one-hour session begins at 2:00 PM** and is led by AAR experts who will guide you through:

- Signing up for MY AAR
- Understanding key features and navigation
- Booking trips

- Requesting advance taxi authorization
- Tracking or cancelling a trip
- Setting up subscription rides
- Q&A and bonus tips to help you get the most from the app

Sessions will be held each Tuesday through August 19.

Register today:

https://mta.zoom.us/meeting/register/pYXK_ZtkT-y4zTaq5mt4RA

or send an email to MYAAR@NYCT.com with the **subject line** “Summer Session 25,” and be sure to include your full name, email address, AAR ID number, and phone number. Registrants will receive a confirmation email with Zoom details. Space is limited — secure your spot today!

We look forward to seeing you this summer and helping you ride smarter with MY AAR!

Can't attend a Live Zoom Session? Download the MTA app and visit: <https://www.mta.info/document/133686> for a step-by-step MY AAR User Manual located at the bottom of the webpage. See pages 6 - 7 of this newsletter for more on the newest MY AAR features.

New Advance Taxi Authorization Locations

AAR customers can now request taxi authorization in advance to/from Jamaica Ave LIRR, Atlantic Terminal LIRR, and George Washington Bridge Bus Terminal. Customers looking to travel to or from Port Authority / George Washington Bus Terminals or Atlantic Terminal LIRR via taxi must call AAR directly to make travel arrangements. Wheelchair users granted a taxi authorization can call 311 and ask for Accessible Dispatch or call the Dispatcher directly at 646-599-9999 for a wheelchair accessible taxi to travel in any of the five boroughs for the metered rate.

Submit Your AAR Taxi Authorizations for Reimbursement Online

The quickest way to get reimbursed for an approved AAR taxi authorization trip is to submit your request online. Visit the direct form link: [AAR Online Reimbursement Form](#), Complete the form, Upload a clear PDF or photo (JPEG) of your receipt, Click submit — and you're done!

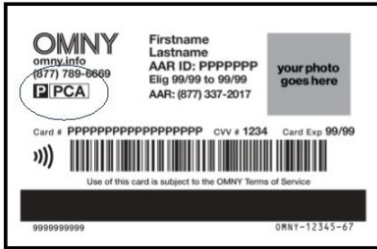
What AAR Customers Should Know about OMNY Cards

OMNY, the MTA's contactless fare payment system, gives you the option of cashless fare payment for your AAR trips. This eliminates the need to carry exact change for your AAR trips. However, you can still pay for your trip with cash if you prefer. If you'd like to continue paying with cash, make sure you continue to have exact change, since AAR drivers don't provide change. Whether you choose to pay with OMNY or cash, always be prepared to show the driver your AAR ID card for each trip.

What to Expect with the AAR OMNY ID

The MTA has started mailing new AAR OMNY ID cards to **all eligible AAR customers in batches**. If you haven't received your card yet, don't worry — it's on the way. Now is a great time to check and make sure your mailing address on file is accurate to avoid delays. The fastest and easiest way to update your information is via the [MY AAR app](#).

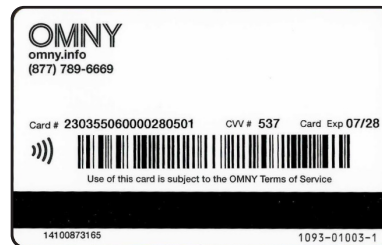
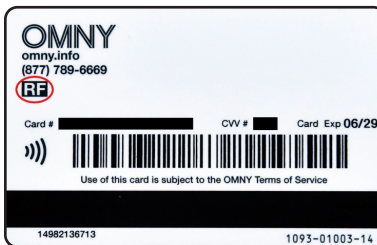
The AAR OMNY card will serve as your new AAR ID and replace both your **AAR white laminated ID card** and your **AAR MetroCard** (if you have one). Eligible AAR customers will automatically receive their AAR OMNY ID card, **you do not need to contact us to request an AAR OMNY ID**.



The AAR OMNY ID includes your AAR ID number, your photo, and Personal Care Attendant status if authorized.

How does AAR OMNY Differ from Reduced Fare (RF) and Fair Fares (FF)?

AAR customers who are in the Reduced-Fare program will receive a separate RF OMNY card. AAR customers deemed eligible for Fair Fares benefits will have the benefit automatically applied to their AAR OMNY ID.



The Reduced-Fare OMNY card entitles the rider to half fare (\$1.45) on subway and bus trips, for riders age 65+ or with qualifying disabilities, and will include the letters (RF) shown on the left.

The Fair Fares (FF) OMNY card entitles the rider to half fare (\$1.45) for eligible riders ages 18 – 64, and will have no identifiers on the card shown on the right. As a reminder, AAR can only link with the Fair Fares program. When applying for Fair Fares be sure to include your AAR ID. If approved, your information will be sent to AAR and applied to your account automatically.

Adding Funds to Your AAR OMNY

AAR customers have the option to use OMNY to pay for paratransit trips, and to tap and go for trips on MTA buses, subways, Staten Island Railway, Roosevelt Island Tram, Hudson Rail Link, and AirTrain-Howard Beach and AirTrain-Jamaica. Remember, MetroCard sales and refills will end on **December 31, 2025.**

Funds can be added to any OMNY card online at omny.info, over the phone by calling 877-789-6669, available 7 days a week from 6 am to 8 pm. , at OMNY vending machines in subway stations, or at participating retail locations (<https://omny.info/retail-locations>). Registering your card allows you to track balances, enable automatic refills, and protect your account if the card is lost or stolen.

Access-A-Ride Is Growing

Access-A-Ride (AAR) continues to deliver more trips, more reliably than ever before. In 2024, AAR completed over **9 million rides**, with **on-time performance exceeding 95%**, even as ridership continues to grow. If you or someone you care about relies on paratransit, you'll be glad to know that **wait times and no-shows are down**, and booking is easier thanks to the growing use of **MY AAR**.

As a reminder, AAR paratransit service is a scheduled, shared-ride service operated within the guidelines of the Americans with Disabilities Act (ADA). The ADA guarantees transportation for those who are eligible but does not ensure a specific type of vehicle except to meet accessibility needs. We're proud of our progress and committed to transparency. To explore our latest performance metrics, visit: metrics.mta.info.

Subway & Bus Travel for AAR Customers

Your AAR OMNY ID card can also be tapped for **four free trips** a day on MTA subways and local, limited, and SBS buses, the Staten Island Railway, and the Roosevelt Island Tram, **if you're part of this program**. Call and speak to Eligibility (prompt # 4) if you are interested in getting the **zero-fare** benefit added to your account. Note that zero-fare taps reset daily and do not accumulate.

Authorized PCAs traveling with an AAR customer can also travel free up to four times per day. PCAs do not need to show ID and can be anyone assisting the customer with their transportation needs.

Guests traveling must always pay the applicable transit fare. For more information visit: <https://www.mta.info/accessibility/access-a-ride/omny>.

New Features Available on MY AAR

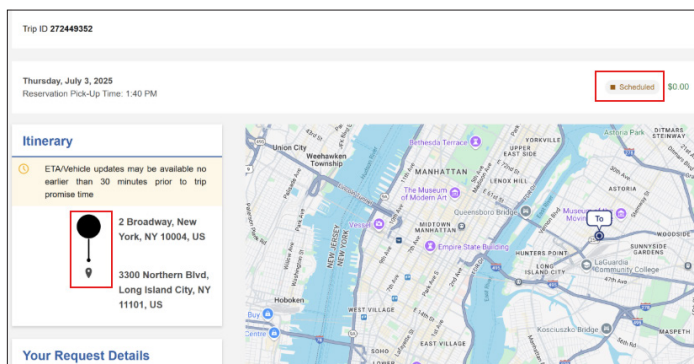
Recent enhancements to MY AAR have been implemented based on our work with customers and our continued commitment to making the app an even faster and easier place to schedule, confirm, and track your trips.

Improved Trip Display Times, Same Easy Booking

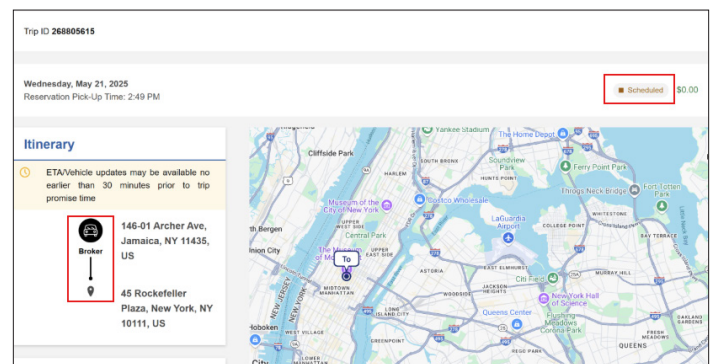
You may notice some changes in the information you see when checking the status of your scheduled trip on MY AAR. To provide customers with more consistent and accurate trip information, we will only begin displaying certain information once it is confirmed in our schedule or with the provider. **This update will not change the process of booking your trip.**

- Provider type (Broker, Carrier, or Taxi) will appear in MY AAR starting at 12 AM on the day of the trip.

Before 12 AM

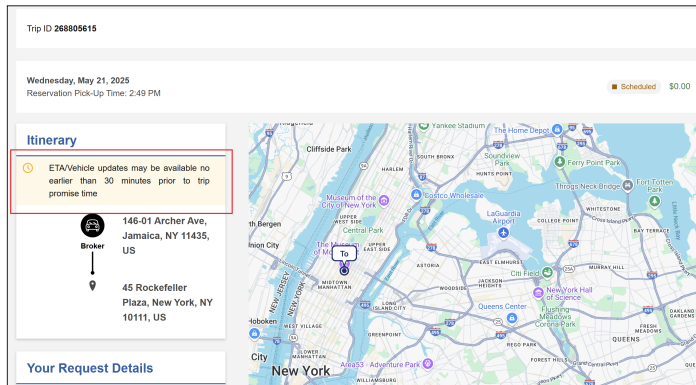


After 12 AM

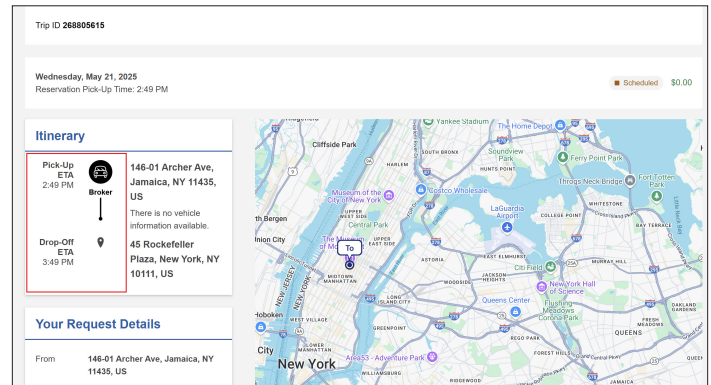


- **30 minutes before the promise time**, vehicle information (Vehicle # or License Plate #) and estimated pickup and drop-off time, based on real-time vehicle location information, will appear.

Before



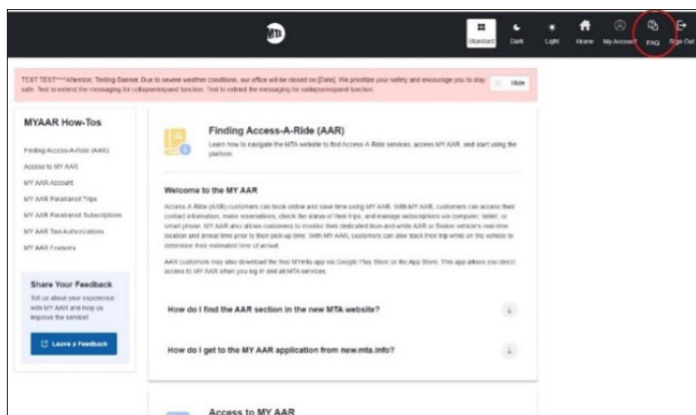
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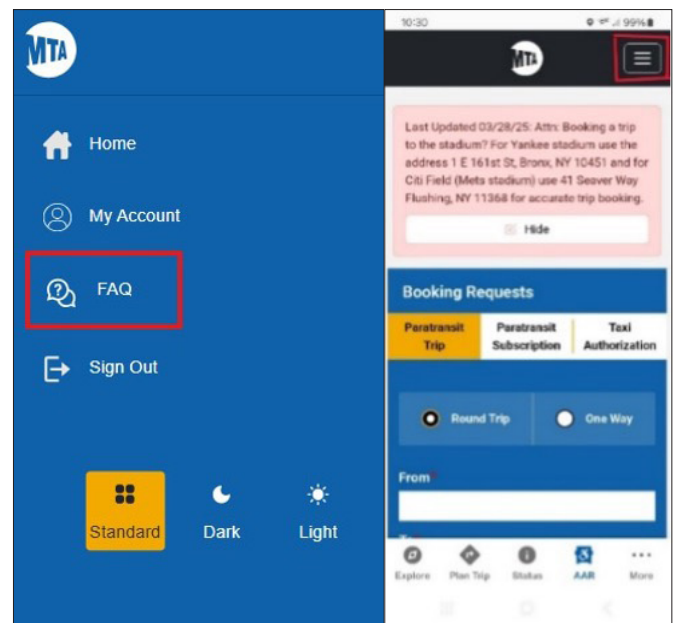
Frequently Asked Questions (FAQ)

With the FAQ option, navigating MY AAR is now easier with answers to the most frequently asked questions.

On desktop, find the **FAQ** link within the navigation bar at the upper right of the page:



On the mobile app, the **FAQ** link is within the menu (three lines in the upper right corner of the screen):



Late-Night Booking Reminder

The MY AAR app is open 24/7 — but trip booking still ends at 5 PM daily. Booking after 5 PM? You'll be booking for two days ahead, not the next day.

Stay informed about important AAR updates by making sure your phone number, mailing address, and email are current. The easiest way to update your information is through the **MY AAR app**. It's fast, simple, and available anytime. Prefer to speak with someone? You can also update your contact info by calling the Eligibility and Compliance unit (prompt #4).

AAR's Parcel and Bag Policy

As a reminder, customers must fold shopping carts and board AAR vehicles with no more than two bags or parcels totaling 40 pounds or less. A very bulky item that fills a seat or is a safety hazard is not permitted on an AAR vehicle, even if the item weighs less than 40 pounds.

Additional shopping carts, bags/parcels carried by PCA and or guests cannot be accommodated.

Good to go:

- 2 bags or fewer
- Easy to remove
- Cart can be folded
- Under 40 lbs.



Can't ride:

- Lots of bags
- Items block seats
- Cart can't be folded
- Over 40 lbs.

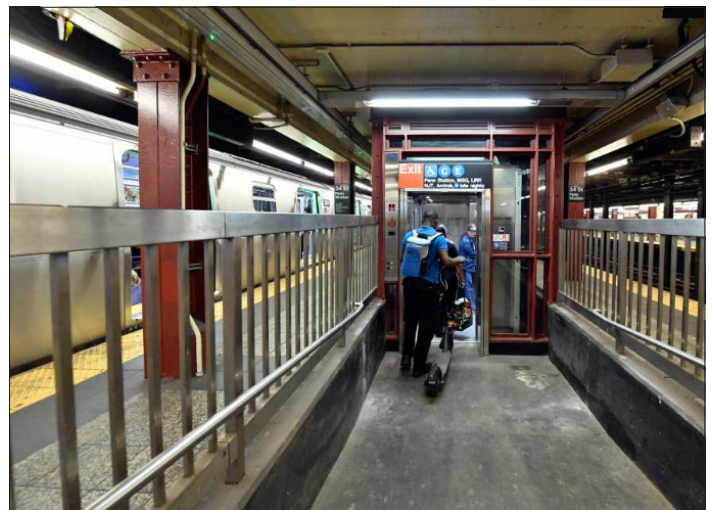
Accessibility Upgrades in Motion

Two brand-new elevators at 34 St–Penn Station

Big news! Two brand-new elevators are now open at 34 St–Penn Station (A/C/E) — making one of the busiest transit hubs in NYC more accessible for everyone. This is part of the MTA’s commitment to expanding accessibility across the subway system — and you can be part of the progress.



Penn Station concourse to
A platform for service
in both directions



Penn Station concourse to
downtown C/E platform

Three Modernized Elevators at Euclid Av Subway Station

The MTA recently announced the opening of three modernized elevators at Euclid Ave in the A/C subway station as part of larger accessibility and safety upgrades. Regular replacements are crucial to keep the system running effectively and efficiently resulting in less repairs and fewer disruptions needed later.



Euclid Ave & Pitkin Ave (NE corner) to mezzanine for service in both directions



Mezzanine to Queens-bound
A service and C terminal



Mezzanine to
Manhattan-bound platform

Stay informed about accessibility in real time via www.mta.info/elevator-escalator-status. Want to help shape the future for new station accessibility upgrades? Submit your feedback here: <https://www.mta.info/accessibility/select-stations>. Together, we're building a more inclusive transit system.

Transit Leadership Grows: Bernard Jackson Joins MTA as NYCT COO



Earlier this year, New York City Transit (NYCT) President Demetrius Crichlow announced new appointments to senior strategic roles. Bernard Jackson has been appointed as the Chief Operating Officer for New York City Transit. Jackson comes to the role with over 38 years of experience spanning multiple transit agencies across the nation, last serving as the Senior Executive

Vice President and Chief Operating Officer for the Dallas Area Rapid Transit (DART). As NYCT's Chief Operating Officer, Jackson will oversee and drive performance and service improvements across the departments of Subways, Buses, Paratransit, and Operations Planning. To learn more visit: <https://www.mta.info/press-release/new-york-city-transit-president-crichlow-appoints-senior-operational-leaders>

Contingency Desk is AAR's Same-Day service call center team that has been created to specifically handle immediate issues that might arise on the day of a trip. **Agents are available 24/7 at option #3.**

Interested in Joining the Paratransit Advisory Committee (PAC)?

If you are an AAR customer or an active member of a disability organization, and are interested in an opportunity to work with fellow advocates and paratransit administration to help shape the future of AAR, you may apply to serve on the PAC.

To submit your name for consideration, mail a letter of intent and your resume to the attention of Chairperson Watkins at MTA New York City Transit, Paratransit Advisory Committee, 130 Livingston Street, Brooklyn, NY 11201.

Reminders:



Hot Weather Ahead! Remember to drink fluids and stay hydrated during this summer season. Feedback regarding the Air Conditioning in our vehicles is appreciated. Please call AAR option #6.



Street closures due to parades, street fairs, marathons and other events may limit direct access to requested pick-up or drop-off locations. AAR reservation agents will suggest alternative locations. Check weekend traffic advisories: <https://www.nyc.gov/html/dot/html/motorist/wkndtraf.shtml>



Primary or Dedicated carriers (under contract with NYC Transit) provide paratransit service via accessible vehicles equipped with a lift or stairs with handrails. In addition, Broker Service (under contract with NYC Transit) provides the service via taxis and for-hire vehicles. AAR does not ensure a particular service or type of vehicle unless accessibility is mandatory.



AAR vehicles cannot accommodate wheelchairs or scooters wider than 33 inches, longer than 51 inches and weighing more than 800 lbs. when occupied. Please note - reclining chairs with casters are not wheelchairs and will not be transported.



AAR provides interpretation and document translation services for individuals whose preferred language is not English. Interpretation and document translation services are available during the application, eligibility, and scheduling processes.



Subscription trips are automatically cancelled on the following holidays. If you would still like to travel on these days, you must reserve your trip 1 – 2 days in advance: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.



Please have your fare and ID ready when traveling on AAR. Fare evasion or fraudulent use of the AAR services by anyone other than the customer may lead to a suspension of service.

Access-A-Ride (AAR) Telephone Directory

Call 877-337-2017 toll-free from area codes in the New York Metro Area and adjacent counties or call 718-393-4999 from other area codes. Customers who are deaf or hard of hearing can use their preferred relay service or the free 711 relay service.

After an important announcement, callers will be guided to

- press “1” for English (If “1” is not pressed, callers will hear choices in each of the respective languages):
- press “2” for assistance in Spanish,
- press “3” for assistance in Russian, Chinese, French Creole, Korean or Bengali, or
- press “4” for all other languages,

Callers will then be directed to press one of the following options:

#1: To use our self-service system (automated 24/7) to check the status of your trip, cancel a reservation, or manage your subscription.

- #2: To speak with an agent to schedule, cancel, or change a trip, please do so one to two days in advance. Agents are available 7 days a week from 7 AM to 5 PM.
- #3: To speak with an agent 24/7 to check the status of today's trip(s), cancel a trip for today, or request a later pickup time for today.
- #4: To speak with an agent regarding eligibility, appeals, certification, or application questions. Agents are available Monday through Friday from 9:00 AM to 5:00 PM.
- #5: To speak with an agent regarding subscription service setup, subscription changes, or to place subscription on hold. Agents are available 7 days a week from 8:00 AM to 5:00 PM.
- #6: To speak to an intake agent to give a compliment, make a complaint, or comment, or if you have an inquiry or suggestion regarding AAR. Agents are available Monday to Friday from 9 AM – 5 PM. To submit feedback online, go to mta.info and select "Give Feedback".

Callers may repeat the prompt menu by pressing "0."
They may also hold for assistance if they don't have a touch-tone phone. Conversations with AAR personnel are recorded and may be monitored.

AAR Resources

Guide:

The AAR website has the most up-to-date AAR information, including the 2024 Guide to AAR Paratransit Service. Go to [MTA.INFO](https://www.mta.info) and click on MENU in the upper left corner to locate the link to Access-A-Ride Paratransit.

MY AAR:

MY AAR is the fastest and most convenient way to book a trip, request an advanced taxi authorization to certain locations, create a subscription, and track your trips. A tutorial video and additional guidance can be found at <https://new.mta.info/accessibility/access-a-ride/booking-trips-with-my-aar>

Follow us on social media: Instagram, X, and/or Facebook @nyctAAR

On The Move Newsletter:

To view current and past quarterly On the Move editions visit: <https://www.mta.info/accessibility/access-a-ride/newsletter-and-announcements>. To ensure that you are notified of postings and all other AAR updates, please provide AAR with a valid email address. If you don't have an email address, please consider sharing one of a trusted family member or friend who will alert you to these communications.