



All the news on Access-A-Ride

## 2026 Fare & Toll Increases

The MTA Board has approved modest fare and toll increases, along with fare and ticket policy changes designed to prioritize affordability across MTA transportation modes and prepare for the sunset of MetroCard.

Starting January 4, 2026, fares will increase:

- Access-A-Ride (AAR), subways and local buses: \$2.90 to \$3.00
- Reduced Fare (on subway and bus service) from \$1.45 to \$1.50
- Express Buses from \$7.00 to \$7.25

Visit the [MTA Press Release](#) to read the full details on fare and toll changes.

**OMNY Transition:** In 2026, the MTA will complete its switch from the MetroCard to OMNY. All Access-A-Ride (AAR) customers — except temporary customers — will receive an AAR OMNY ID card before the end of 2025.

With this change, MetroCard sales and AAR voucher/coupon distribution will end. However, AAR will continue to accept vouchers already in circulation. The exact end date will be announced and posted on AAR vehicles next year.

If you currently get AAR vouchers through your employer or a pre-tax benefit provider, they'll reach out soon with details on how to move your benefit to your new AAR OMNY ID card. Cash will continue to be accepted as a payment option for AAR trips.

## Let's Talk OMNY: Your Guide to the AAR OMNY ID Card

At AAR, we're always looking for ways to make your travel experience easier, faster, and more convenient. Your AAR OMNY ID card does more than just identify you—it's also your contactless way to pay for AAR trips and access travel benefits (if eligible) for the bus or subway. Be part of the movement towards simpler, smarter travel with AAR. Join our AAR OMNY ID card webinar.

**Date:** Thursday, November 6

**Time:** 11:00 AM

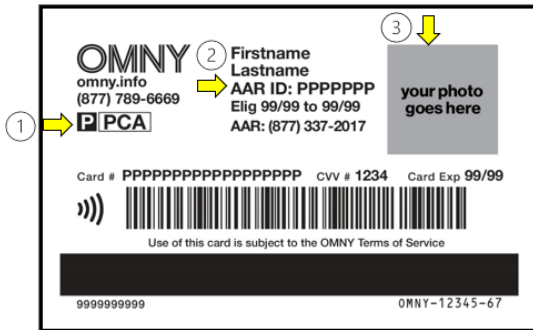
**Register:** [Webinar Registration - Zoom](#)

This free information session will walk you through everything you need to know about your new AAR OMNY ID card and how the new contactless payment system works for paratransit riders, including how to:

- Create an OMNY account and register your AAR OMNY ID card
- Manage your balance and/or add funds via your OMNY account
- Verify your trip and charge history
- Request the free subway or bus rides benefit
- Keep paying for AAR trips with cash (if you prefer)

Can't make it to the webinar? Don't worry—you can still learn all about your AAR OMNY ID card by visiting the [website](#).

## Your AAR OMNY ID card is on it's way!



If you haven't received your AAR OMNY ID card yet, it should arrive in your mailbox soon. To help you identify it when it arrives, look for the following features on the back of the card:

1. Check PCA Status
2. AAR ID Number
3. Photo

**Keep your card in a safe place and have it ready for use when traveling.**

## My AAR Zoom Session

Access-A-Ride is investing in tools that put you in control of your travel. Learn how My AAR makes booking, tracking, and managing your trips easier than ever—all from your phone or computer. Join this My AAR session on:

**Date:** Tuesday, October 28

**Time:** 2:00 PM

**Registration:** [My AAR - Zoom](#)

This free information session will walk you through everything you need to know about My AAR, the fastest way to book and track MY AAR trips and your AAR account information. You'll learn how to:

- Sign up to use MY AAR
- Understand the terminology and tabs within MY AAR
- Make round trip or one-way reservation(s)
- Set up subscription trip(s)
- Request advance taxi authorization
- Cancel a trip(s)

## **Before the session:**

Using a smartphone? Download the free MTA app, it's a black-and-white icon — black background, white letters — that spell MTA. For convince we have linked the app stores below:

- Android Phone: [Google Play Store](#)
- iPhone: [App Store](#)

To get the most out of this session, please come prepared with your email address and password. If you're unsure of your login details, we recommend checking or resetting your password before the session.

If you need assistance, please email [MYAAR@NYCT.com](mailto:MYAAR@NYCT.com).

Can't make it to the webinar? Don't worry—you can still learn all about My AAR by visiting the [website](#) or [user manuel](#).

Can't make the upcoming MY AAR or OMNY session? AAR is partnering with elected officials and community groups to do in-person sessions throughout the five boroughs. Interested in knowing where we will be next? Email: [AAR@nyct.com](mailto:AAR@nyct.com).

## **Tips for Booking with your AAR OMNY ID Card**

### **OMNY Account**

[Register](#) your AAR OMNY ID card online or call OMNY customer service at 877- 789-6669. With an OMNY account, you can:

- Add funds online any time with your preferred payment method
- Protect your balance if your card is lost or stolen
- Set up recurring automatic reloads so you are always ready to travel with OMNY

Trip Payment(s)

Before making a reservation, check your balance! The AAR booking system checks if the available balance is sufficient to support new and existing reservations.

- If **yes**, then the new reservation will show as OMNY
- If **no**, then the trip(s) will have to be paid in cash

Customers will be asked for cash on the vehicle if they have a low balance in their OMNY account.

Trip booked as CASH payment

Your Request Details	
From	3300 Northern Blvd, Long Island City, NY 11101, US
To	3934 21St St, Long Island City, NY 11101, US
Date	Saturday, October 18, 2025
When	Depart approximately at 6:00 PM
With	Support Cane
Fare Type	Regular
Fare	Cash \$2.90 Note: Exact change in cash required

Trip booked as OMNY payment

Your Request Details	
From	3934 21St St, Long Island City, NY 11101, US
To	3300 Northern Blvd, Long Island City, NY 11101, US
Date	Saturday, October 18, 2025
When	Depart approximately at 4:00 PM
With	Support Cane
Fare Type	Regular
Fare	Cash \$0.00 Note: Exact change in cash required  OMNY \$2.90 Note: Fare deducted from your OMNY account

Remember:

Fare will be deducted from the AAR OMNY ID card at the end of the trip(s). There are no OMNY readers onboard AAR vehicles to tap.

Personal Care Assistant (PCA) & Guest(s)

When scheduling an AAR trip, customers must inform AAR who will be traveling with them (PCA and/or Guest):

- Personal Care Assistant (PCA) always travel for FREE
- Guest(s) must always pay the fare in cash

Go Beyond AAR Trips: Activate the Four Free Ride Benefit to use on Subways and Buses

Eligible AAR customers can ride for free up to four times each day on the subways and buses. This gives you and your PCA (if applicable) even more ways to reach your destination.

Where you <b>can</b> travel with the benefit:	Where you <b>cannot</b> travel with the benefit:
<ul style="list-style-type: none"><li>• Subway</li><li>• Local, limited, SBS buses</li><li>• Staten Island Railway</li><li>• Roosevelt Island Tram</li></ul>	<ul style="list-style-type: none"><li>• Express Buses</li><li>• AirTrain JFK</li></ul>

[Read more about the Four Free Ride benefit exclusive to MTA’s Access-A-Ride program for Paratransit customers.](#)

## Gridlock Alerts Reminder

With holiday season approaching, New Yorkers will experience traffic congestion. Gridlock happens when heavy traffic blocks intersections, especially in Manhattan, and can affect all boroughs. Your AAR trips may be impacted by increased traffic. To help you plan, DOT issues Gridlock Alert Days for known high-traffic dates. Learn more at [nyc.gov/dot/gridlockalert](https://nyc.gov/dot/gridlockalert).

## Traveling this Holiday Season? Don't Forget Your Visitor Eligibility

If you are planning to use paratransit wherever you are traveling, contact AAR at least **two weeks** before your travel plans to establish eligibility with the transit authority at your travel location.

Submit your documents:

- Email at [EDUCI@nyct.com](mailto:EDUCI@nyct.com)
- Fax at 718-393-4306
- Mail to: AAR Eligibility  
MTA NYC Transit Department of Paratransit  
130 Livingston Street, Brooklyn, NY 11201.

For more details, including what information to provide, visit your [guidebook](#) on pages: 28 – 31.

As a reminder, if you need additional time before your trip, contact AAR at least **two hours prior** to the scheduled pickup time to avoid a late cancellation penalty. Customers can cancel via the My AAR app or by calling AAR, select your language preference then option #3.

## Why is AAR a Shared-Ride Service?

Access-A-Ride (AAR) is a **shared-ride service**, which means drivers may pick up and drop off multiple customers along the way. Unlike a taxi or for-hire vehicle, which takes passengers directly to their destination, paratransit trips are designed to be comparable to a similar trip on the fixed-route system (NYC Transit subways or buses). This includes the time it would take to travel to a bus or subway stop, wait, ride the bus or subway, transfer if needed, and then continue to your destination.

With more than **45,000 trips scheduled each day**, shared rides make it possible to meet demand while managing vehicle capacity.

If you are traveling within borough and prefer a more direct option, you can request **taxi authorization** when booking your trip. This allows you to take a taxi or car service, pay up front, and then submit your receipt to AAR for reimbursement (minus the AAR fare).

## Why Use Taxi Authorization?

Taxi authorization can be a convenient option for some local trips. With **pre-approval**, you can use a taxi, car service, or for-hire vehicle for your trip. As a reminder, here are some of the guidelines for this program:

- **Stay Within Borough**— Taxi Authorization trips must be within the same borough, unless you're traveling to a major hub such as airports or transit centers listed in [AAR's policy](#).
- **Pre-Approval is Required** – Make sure to request taxi authorization code on the MY AAR app or by phone before you book your trip via a taxi, car service, or for-hire vehicle. Without this code you will not be reimbursed.
- **Easy to Book** – You can request taxi authorization directly in the My AAR app when scheduling your ride — quick, simple, and right from your phone.



- **Reimbursement** – With taxi authorization, you pay for the taxi, car service, or for-hire vehicle up front, then submit your receipt online for reimbursement (minus the AAR fare). You can also submit it by mail.

## **Taxi Authorization Reimbursement - Online Submission**

Our Taxi Reimbursement department is currently experiencing a high volume of requests, resulting in longer processing times. AAR customers can help us process reimbursement requests more efficiently by following these important guidelines:

1. Submit your request electronically, if possible. This helps avoid mailing delays and ensures we receive your request promptly.
2. Include a complete, unaltered receipt that clearly shows the date and time of the trip, pickup and drop-off addresses, and a full fare breakdown (including tips, tolls, and any additional charges).
3. Verify that all information entered on the form, including the taxi authorization number, is correct and matches the trip date and time for which it was issued.
4. Add any comments or notes that may help clarify your request.
5. There is no need to call for status updates as it will not speed up the processing of your request.

**Following these steps can help us process your reimbursement in a timely fashion.**

## New Trip Cancellation Reasons via MY AAR

**Are you sure you want to cancel this trip?**

Please select a cancellation reason and select Cancel Trip. If you no longer wish to cancel, select Do Not Cancel.

- ☐ Illness (sick)
- ☐ No longer wish to travel
- ☐ Emergency
- ☐ Weather conditions
- ☐ Mobility aid failure
- ☐ PCA issue
- ☐ Other
- ☐ Prefer not to specify

[Do Not Cancel](#) [Cancel Trip](#)

Whether you know that you will not take your scheduled trip days in advance or on the same day, AAR customers must call AAR or use MY AAR to cancel their trips **no later than two hours** before the scheduled pickup time. Trip cancellations reasons have now been added to MY AAR to offer the same experience as you have when speaking with an AAR representative. [Learn more about AAR's No Show/Late Cancellation Policy.](#)

## Accessibility Upgrades in Motion

As part of MTA's long-term commitment to systemwide accessibility, investing in station accessibility is transforming how New Yorkers travel. The MTA is delivering new elevators, ramps, and station enhancements that make subways easier to use for everyone. As more stations become accessible, Access-A-Ride customers will have even greater travel flexibility, seamlessly connecting between paratransit, and use their four free trip benefit on the subways and buses for a more inclusive and convenient journey across the city.



## Bay Ridge-95 St (R)

The MTA has completed major accessibility upgrades at the Bay Ridge–95 Street R station, including the installation of two new elevators. The project also added new stairways, tactile warning strips, and electrical improvements. [Read more about the updates.](#)



## Queens Plaza E/M/R

Three modernized elevators were added at the Queens Plaza subway station as part of larger accessibility and safety upgrades. [Read more about the updates.](#)



### **Mosholu Parkway station (4)**

Two new elevators recently opened at Mosholu Parkway, providing access to the street level and platform level. One of the elevators brings customers from street-level to the mezzanine and downtown platform, and the other connects the mezzanine to the uptown platform. [Read more about the updates.](#)



### **Northern Boulevard M/R subway station**

The Northern Boulevard M/R subway station in Woodside now has two new elevators, improved staircases, accessible boarding areas, and curb improvements outside the station. In addition to these ADA updates, crews installed new lighting throughout the station and updated communications systems. [Read more about the updates.](#)



## Reminders:



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.



Private carriers (under contract with NYC Transit) provide paratransit service via lift-equipped vans and ramp-equipped vehicles. In addition, Broker Service (under contract with NYC Transit) provides the service via taxis and for-hire vehicles. As a reminder, AAR service is 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 unless accessibility is mandatory.



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.



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

## 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](https://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.