

All the news on Access-A-Ride

2025 Year in Review

2025 was a record-breaking year with Paratransit seeing significant ridership increases, steady service reliability, and customer experience improvements. Paratransit provided over 11 million trips in 2025; a 20% increase compared to 2024. We hit record ridership in October with more than 1 million completed trips. The trend continued through December with more than 968,000 completed trips in the month and a single day record of 49,800 trips scheduled for December 17.

As demand grew, we finished 2025 with an overall 30-minute on-time performance of 97% and our call center met its goals of answering 95% of calls, with an average speed of answer just under 60 seconds. Paratransit delivered more trips than ever in 2025 and kept reliability and customer satisfaction high. We improved customer experience by delivering dozens of MY AAR app workshops, resulting in almost 24% app bookings by December, and rolling out the AAR OMNY ID to provide our customers with a cashless option for paying the paratransit fare.

AAR OMNY ID Card & OMNY Account Setup Tips

Did you recently receive your AAR OMNY ID card? Don't forget to register your AAR OMNY ID card online or call OMNY customer service at 877-789-6669 to set yourself up for cashless payment for AAR trips.

- 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
- Track your balance history, located within the details section of your OMNY account

Switching to pay for AAR trips with OMNY is easy! Once your AAR OMNY ID card has available funds, you'll be able to travel on AAR without cash - the fare will automatically be deducted from the AAR OMNY ID card at the end of the trip(s). There are no OMNY readers on board AAR vehicles to tap.

Shared-Ride Service and Accessibility Standards

Access-A-Ride (AAR) is a shared-ride paratransit service provided for eligible individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA). The ADA requires the provision of accessible transportation such as paratransit service. However, requests for a specific type of vehicle or provider do not have to be accommodated, except where accessibility is required.

The term “accessibility is required” refers to when a customer needs a vehicle that has the following accessible feature/s:

- Vehicle lift or ramp
- Handrail on vehicles with steps
- Securement system for mobility aids or devices

AAR provides the service and vehicle type needed to meet these accessibility requirements. However, it does not guarantee a particular vehicle type, provider, or service style beyond what is required to ensure safe and accessible transportation.

Changes in your contact information or mobility equipment must be updated in your permanent records maintained by the Eligibility Unit (prompt #4). While you may have told a reservationist about a new or different phone number or mobility/support device you need for a specific trip, this will not ensure an update in your permanent records. Please call Eligibility at your convenience if you need to make these changes. Some changes may require a visit to an assessment center.

New Online Taxi Reimbursement Form

The new form is a step toward full integration of taxi reimbursement into the MY AAR app and web experience, with rollout planned later this year. Please bookmark and save the [new link](#) — visits to the old form will automatically redirect.

In the new online taxi reimbursement form, customers will now be required to enter the correct taxi authorization number and AAR ID associated with the reimbursement request. This allows for quicker processing times of all reimbursement requests. Customers can find their taxi authorization number when logged into their MY AAR account by clicking the trip details for that trip.

Forgot your Authorization Number?

You can find it in the [MY AAR](#) app.

1. Open and sign into the app and go to **Past Trips** under **Your Trips**.
2. Locate the **date of your trip**.
3. Look for the trip status labeled **Taxi** on the left.
4. Click on the **arrow** on the right side of the trip request.
5. Your **Taxi Authorization Number** will appear at the top of the screen.

Taxi Authorization / Trip ID **284062902**

Wednesday, February 11, 2026
 Depart approximately at: 5:00 PM

■ Taxi \$3.00

Itinerary

ETA/Vehicle updates may be available no earlier than 30 minutes prior to trip promise time

33-00 Northern Blvd, Long Island City, NY 11101, US

Below is a detailed guide highlighting the key updates to the online reimbursement form.

Computer

Phone

- Navigate to [new online taxi reimbursement form link](#)
- **New Defined sections:** On the top of the screen of the new online taxi reimbursement form sections will appear as a progress tracker for submission. As you enter your information, the form sections will change color to guide you through the process.
 - **Blue** shows where you are currently entering information.
 - **Yellow** shows where you have skipped a section.
 - **Red** shows where you have missed entering required information.
 - **Green** shows where you have successfully completed a section.



- **Taxi Authorization Number:** Customers will now be required to enter the **correct taxi authorization number and AAR ID** associated with the reimbursement request.

Access-A-Ride Taxi/Car Service Reimbursement Request

Authorization: When a taxicab or car service is authorized, AAR customers are responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver. When using a taxicab, obtain the receipt from the meter. When using a car service, the original receipt must be completed by the driver with the trip date, fare, car number, and driver's signature. The receipt must include the name and telephone number of the car service. When using an app-based service like Uber or Lyft, you must submit the detailed electronic receipt.

Any tolls and/or tip (no more than 15%) must be itemized or the fare will be accepted as the total amount due. Blank receipts completed by customers will not be processed for reimbursement. Only receipts from trips taken in taxis or for-hire vehicles licensed by the NYC Taxi and Limousine Commission will qualify for reimbursement.

Reimbursement Instructions

- Customer must complete and submit this reimbursement request form.
- The reimbursement request must be submitted within 60 days from the trip date.
- The reimbursement request must include the customer's name, mailing address, AAR ID number, the NYC Transit authorization number, and a scan or photo of the original taxi meter receipt or original car service receipt as specified above.
- Any reimbursement request that is missing the required information will be denied.
- The customer must keep the original receipt until reimbursement is approved and issued. MTA may require the customer to submit the original receipt by mail or in person prior to approving reimbursement.
- Customer must submit a separate form for each trip.

NYCT Authorization No.*

* Fields marked with an asterisk are required, and we suggest you fill out as many optional fields as possible to help expedite processing.

Cancel Next >

Reimbursement Request

Authorization: When a taxicab or car service is authorized, AAR customers are responsible for paying the full fare plus any tolls and obtaining a valid receipt from the driver. When using a taxicab, obtain the receipt from the meter. When using a car service, the original receipt must be completed by the driver with the trip date, fare, car number, and driver's signature. The receipt must include the name and telephone number of the car service. When using an app-based service like Uber or Lyft, you must submit the detailed electronic receipt.

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Reimbursement Instructions

NYCT Authorization No.*

NYCT is required

* Fields marked with an asterisk are required, and we suggest you fill out as many optional fields as possible to help expedite processing.

Cancel Next >

- Home Address Shortcut:** The pick-up, drop-off, and home address fields remain required for reimbursement submissions. In the updated online form, the **Home Address Shortcut** is now located to the right of the address field whereas previously appeared as a checkbox below the field.

Trip Details

Pick-Up Address*
 Enter your Pick-Up Address
 Same as Home Address

Drop-Off Address*
 Enter your Destination Address
 Same as Home Address

Date of Trip* MM/DD/YYYY **Time of Trip*** Enter your Time Trip **Car/Medation No.** Enter Car Number

Fare Details

Taxi/Car Service Fare*	Tip	Toll
\$ 00.00	\$ 00.00	\$ 00.00

Please enter tip and toll values separately. Reimbursement Calculations are as follows: Taxi/Car Service Fare + AAR Paratransit Fare + Tip + Tolls = Reimbursed Amount.

NOTE: Receipts that appear altered may be rejected. The reimbursement amount may be limited if a request appears excessive.

Cancel

Trip Details

Pick-Up Address*
 Enter your Pick-Up Address
 Same as Home Address

Drop-Off Address*
 Enter your Destination Address
 Same as Home Address

Date of Trip* MM/DD/YYYY **Time of Trip*** Enter your Time Trip

Car/Medation No. Enter Car Number

- Receipt Preview:** Before submitting your form, you can preview your attached receipt to make sure the correct image has been uploaded. The receipt preview now appears as a pop-out instead of opening in a new tab. To close the preview, simply tap or click anywhere in the gray area outside of the preview window.

Attachments

Attach photo or scan of receipt (photos of both front and back if your receipt is two-sided)

Drag & Drop or Upload
 Max. size is 14MB

 User Receipt.JPG
 PNG | 0.08 MB

Other Notes/Comments
 Leave your comments

Cancel

Attachments

Attach photo or scan of receipt (photos of both front and back if your receipt is two-sided)

Max. size is 14MB

 IMG_0168.jpeg
 PNG | 0.05 MB

Other Notes/Comments
 Leave your comments

Cancel

- Enhanced Security:** The updated form now includes a **reCAPTCHA** feature for added protection.

Finalize 5 / 5

Instructions Customer details Trip details Attachments **Finalize**

8. Illegible, altered, or blank receipts
 9. Receipts with pick-up and drop-off addresses that do not match the original scheduled trip
 10. Meter receipts indicating "Negotiated Rate" or "Flat Rate", except for Flat Rate receipts for trips to/from the airport
 11. Trip itineraries, booking confirmations, financial statements, bus fares, bank fees and invoices submitted instead of a receipt
 12. Round trip receipts, manufactured receipts (i.e., customer created receipts), car service receipts with consecutive receipt numbers
 13. Receipts with excessive fare for the scheduled pick-up and drop-off locations

NYCT will not process, and will reject, any requests that do not comply with this policy and/or include the necessary documentation. It is recommended that customers keep a copy of receipts for their records.

Electronic signature*
 Type your Full Name here
 Signature is required

By typing your name in this box, you certify that the information you have entered on this form and the receipt copy you have attached are true and accurate to the best of your knowledge.

I'm not a robot
 CAPTCHA: Clicking this will verify you are human.

Cancel

Finalize 5 / 5

customer created receipts), car service receipts with consecutive receipt numbers
 13. Receipts with excessive fare for the scheduled pick-up and drop-off locations

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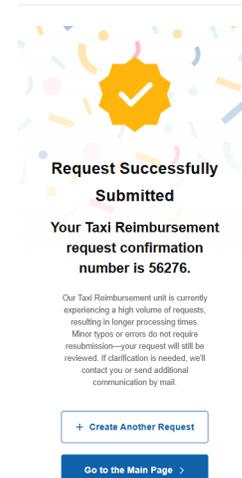
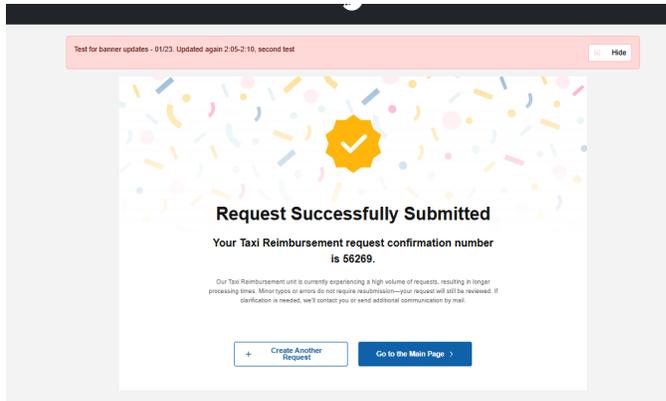
Electronic signature*
 Type your Full Name here
 Signature is required

By typing your name in this box, you certify that the information you have entered on this form and the receipt copy you have attached are true and accurate to the best of your knowledge.

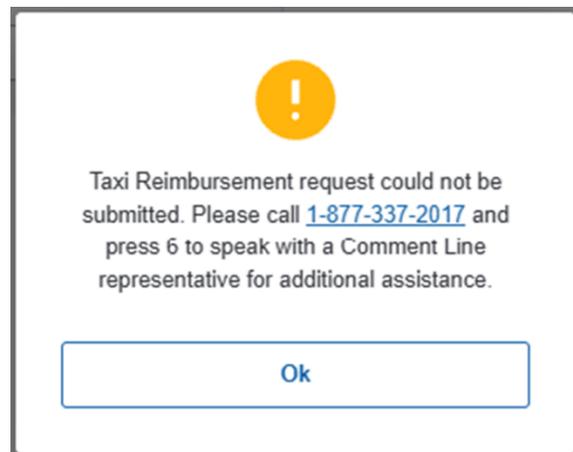
I'm not a robot
 CAPTCHA: Clicking this will verify you are human.

Cancel

- **Successful Entry:** Once the form is submitted, a confirmation screen will appear with a reference number verifying that your request has been successfully received.



- **Error Message for Entry:** Customers will receive an error message stating "Taxi Reimbursement request could not be submitted. Please call 1-877-337-2017 and press 6 to speak with a Comment Line representative for additional assistance."
- If you receive the error message, it is for one of the following three reasons:
 - Incorrect Taxi Authorization number
 - Incorrect AAR ID number
 - Duplicate request



- **Confirmation Email:** Customers will also receive a confirmation email after each successful submission.

Reimbursement Request Submitted Successfully (Confirmation Number: 352682)

Thank you for submitting your reimbursement request. Your request was successfully submitted.

- Taxi Reimbursement request confirmation number: 352682
- Date created: 2/18/2026

Our Taxi Reimbursement unit is currently experiencing a high volume of requests, resulting in longer processing times. [Refer to the guidelines to help process your request efficiently](#). Minor typos or errors do not require resubmission—your request will still be reviewed. If clarification is needed, we'll contact you or send additional communication by mail.

Please see your reimbursement request details listed below:

Customer Details:

Customer Name: PETER PAN (TESTER)
AAR ID: 19
Address: 33-00 Northern Boulevard, Queens, NY 11101
Apt/Suite/Unit #:
Phone Number:

Trip Details:

NYCT Authorization No.: 281383500
Date of Trip: 12/20/2025
Time of Trip: 03:00 PM
Pick-up address: 3300 Northern Boulevard, Long Island City, NY, USA
Drop-Off Address: 100 Centre St, New York, NY 10013, USA
Car/Medallion No.:

Payment Details:

Taxi/Car Service Fare: \$60.00
Tip: \$0.00
Toll: \$0.00

Important Note: Previously submitted taxi reimbursement requests will still be processed and do not need to be resubmitted. Our Taxi Reimbursement unit is working to lower the long processing times. To assist the unit, [refer to the guidelines](#) to help process your requests efficiently. **Minor typos or errors do not require resubmission—your request will still be reviewed. If clarification is needed, we'll contact you or send additional communication by mail.**

AAR Maximum Ride Times

Access-A-Ride (AAR) is a **shared-ride service**. This means your vehicle may pick up or drop off other customers along the way, just like traveling by bus or subway.

AAR's **maximum ride time** is based on trip distance. The chart below indicates the maximum amount of time a customer can anticipate traveling on paratransit, based on trip miles. These timeframes reflect how long a similar trip might take on fixed-route transit. While we aim to adhere to the maximum ride time on every trip, ride times may change based on traffic, construction, or unforeseen circumstances.

Miles	Maximum Ride Time
0 < 3	50 minutes
3 < 6	1 hour 5 minutes
6 < 9	1 hour 35 minutes
9 < 12	1 hour 55 minutes
12 < 14	2 hours 15 minutes
> 14	2 hours 35 minutes

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. If you do need to cancel a trip, you can do so via the MY AAR app or by calling AAR, select your language preference then prompt #3 (Same Day Services).

Accessibility Upgrades in Motion

As part of the MTA’s long-term commitment to systemwide accessibility, investments in station accessibility are transforming how New Yorkers travel. In 2025, the MTA replaced thirty-nine elevators, including nine in Brooklyn, five in the Bronx, twenty in Manhattan, and five in Queens. The MTA currently has twenty-nine elevator replacement projects in active construction in the Bronx, Brooklyn, Queens, and Manhattan. [Details can be found here.](#)

In 2025 the MTA completed a record 39 elevator replacements and opened new elevators to bring us to 155 total accessible stations across the subway system.

Church Av **B** **Q**



Brooklyn’s Church Av **B** **Q** subway station is now fully accessible! Upgrades include a new entrance, two new elevators, two new stairways, a new fare array, and a new transfer bridge with a customer information screen. Other accessibility improvements include ADA raised boarding areas and yellow tactile edge strips along the platform. [Read more about the updates.](#)

Parkchester 6



The MTA kicked off 2026 with the opening of two new elevators at the Parkchester 6 subway station in the Bronx. In addition to the elevators and two new staircases, crews made accessibility improvements and system upgrades. The Parkchester 6 station serves more than 7,000 daily riders. [Read more about the updates.](#)

74 St-Broadway 7 Jackson Hts-Roosevelt Av E F M R



The modernized elevators at 74 St-Broadway/Jackson Hts-Roosevelt Av provide access from the street level to the lower mezzanine on the E F M R lines, the 7 line upper mezzanine, and Flushing-bound 7 line platform. The station complex, which serves more than 38,000 weekday riders, provides connections to multiple bus routes including the Q70 to LaGuardia Airport.

Fordham Rd 4 Station



The elevators at Fordham Rd provide access from the street level to the mezzanine, the mezzanine to the Woodlawn-bound platform, and the mezzanine to the Manhattan-bound platform. The station serves approximately 6,500 riders every weekday.

[Read more about the Queens and Bronx 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 one to two 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.



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 and bags or 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.

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.