

All the news on Access-A-Ride

Stay Connected: Update Your Contact Info

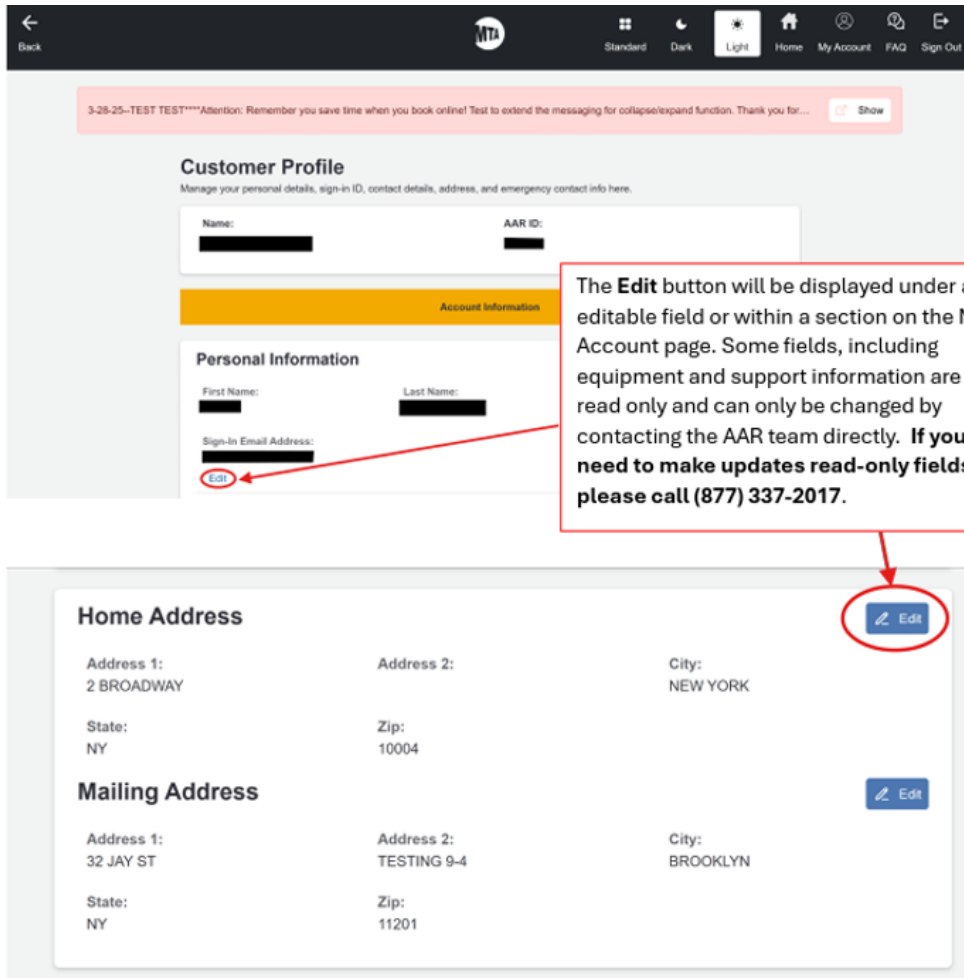
Accurate contact details help us provide smoother, faster, and more reliable service — so you never miss critical trip information or essential program mailings. Your up-to-date contact information allows AAR to reach you on the day of travel, send you important IVR updates about your scheduled trips, and ensure you receive items like your OMNY card and recertification materials without delay.

The quickest way to update your phone number, mailing address, or email is via [MY AAR](#) — fast, easy, and available anytime. Once signed in to your MY AAR account, on the top right side of the screen the My Account icon will appear. If you are using a mobile device, on the top right side of the screen, click on the three lines for the menu and the My Account icon will appear.

The image below shows step by step process, once in My Account, scroll down to the information you'd like to update. All information that is editable will display an Edit link underneath the text.

- Click **Edit** under the text you want to update, and you will be directed to a new page to update your information.
- Click Save when you are finished updating and click **Cancel** if you no longer wish to make updates.

The **Edit** button will be displayed under an editable field or within a section on the My Account page. The steps remain the same whether you are using MY AAR on a smartphone or computer.



The **Edit** button will be displayed under an editable field or within a section on the My Account page. Some fields, including equipment and support information are read only and can only be changed by contacting the AAR team directly. **If you need to make updates read-only fields, please call (877) 337-2017.**

For Interactive Voice Response (IVR) updates, ensure that the **“Main & Primary Pick-Up”** sections are updated and check the box labeled **Use for Voice Notifications to enable.**

If you prefer to receive text message updates, then update **“Text Message”** and check the box labeled **“Use for SMS Notifications”** to enable then choose your mobile phone carrier from the list. **Be sure to always save any updates.**

Edit Primary Pick-Up Number

Phone Number (718) 123-4557 Extension

Use For Voice Notifications

[Save](#)

[Cancel](#)

Edit Text Message Number

Phone Number (718) 123-4557 Extension

Use For SMS Notifications

Mobile Phone Carrier Verizon

[Save](#)

[Cancel](#)

Some fields, including equipment and support information can only be changed by contacting the AAR team directly. If you need to make updates to read-only fields or prefer to speak with an agent for assistance call AAR at (877) 337-2017 and speak with Eligibility and Compliance unit at (prompt #4).

How to access MY AAR in the updated MTA App:

We recently upgraded the MTA app to make it faster, more reliable, and more accessible for all riders. To get to MY AAR, open the MTA app and tap ‘More’ on the bottom menu. Then select ‘Access-A-Ride.’ If you’re not signed in, you’ll be prompted to log in; if you are, you’ll go straight to your MY AAR home page. Please note that in the new app, you’ll need to tap ‘More’ and select ‘Access-A-Ride’ each time you use MY AAR. If you have any feedback about your experience with the updated MTA app, we’d love to hear from you.”

Understanding How to Use OMNY for Access-A-Ride


The AAR OMNY ID card lets you pay for your AAR trips **electronically** once you add value to your card. Please note there may be a brief delay before funds appear as available, so plan before upcoming trips.

Check your balance history on your [online OMNY account](#) under the details section located in the wallet tab next to your current available balance. Picture below showcase an example of an OMNY account balance history.

Website view:

← Wallet

AAR OMNY ●●1937



Status Active

Rider Type Paratransit w/ PCA

Card Added Oct. 2, 2025

Card Expires Jul. 2031

Transit Account # XXXXXXXXXX

Last ride Jan. 8, 2026

Manage ▾

+ Add value

Balance \$9.80

Personal funds ⓘ \$9.80

Pre-tax benefits ⓘ \$0.00

Total balance \$9.80

View balance history

Details ▾

↻ Reload

Reload in progress

Passes

○ Zero Fare


Activates on first lap

⚙️ Program Benefit

Access-A-Ride

Program membership

Access-A-Ride More ▾


Wallet
Trips
Charges
Account Settings

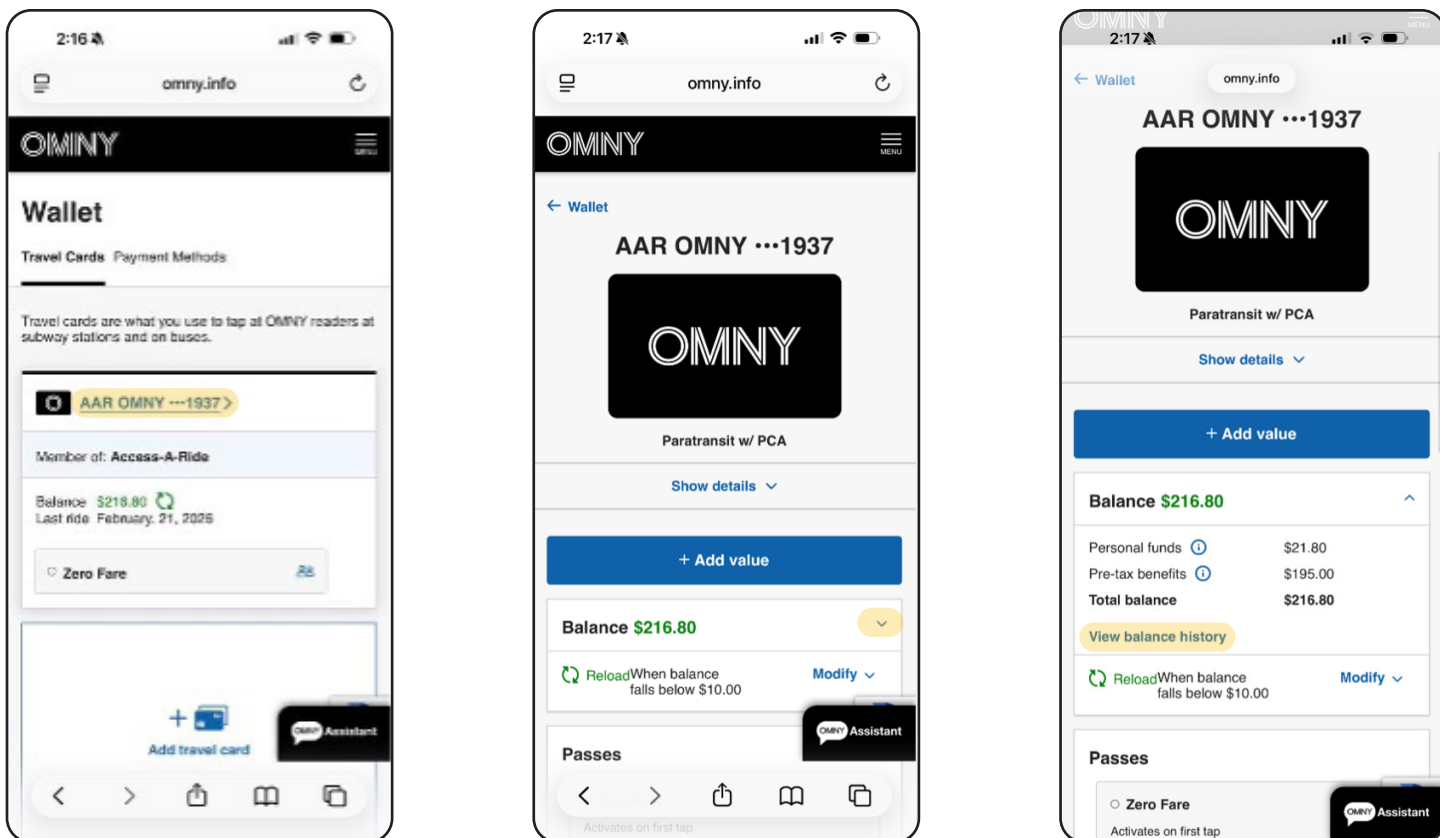
← AAR OMNY ●●1937

Balance History

Current month, all types Update filter ▾

Date	Type	Description	Amount	Balance
Jan. 7, 2026	Personal funds	Trip Payment	-\$3.00	\$24.80
Jan. 7, 2026	Personal funds	Trip Payment	-\$3.00	\$21.80
Jan. 8, 2026	Personal funds	Trip Payment	-\$3.00	\$18.80
Jan. 8, 2026	Personal funds	Trip Payment	-\$3.00	\$15.80
Jan. 9, 2026	Personal funds	Trip Payment	-\$3.00	\$12.80
Jan. 9, 2026	Personal funds	Trip Payment	-\$3.00	\$9.80

Phone View:



Before booking your next trip, check your balance to ensure you have enough **available** funds to cover scheduled trips and new trips. On the day of your trip, if your payment type is booked as OMNY, the driver will not collect payment. After each completed trip, **the fare is automatically deducted** from your balance. However, if you have low funds at the time of booking, trips will automatically be booked as a payment type of CASH.

Pending charges may still appear on your OMNY account since the trip was booked with a payment type of OMNY. The fare will automatically be credited back to your account within 1-2 days for trips confirmed as not completed. For customers without internet access or smart devices, **OMNY Customer Service** is available **27/4 at 877-789-6669** and can provide account information over the phone.

Be ready at the pickup point. Please be prepared at the start of your pickup window with your ID and your fare payment if you pay by CASH. If your payment method is OMNY, just have your ID ready for the driver to verify since your payment will be electronic. Being prepared helps drivers board and secure you and any mobility devices safely and efficiently, which reduces delays for you and other riders.

How to read your Taxi Reimbursement check stub

When you receive a Taxi Reimbursement check from Access-A-Ride, the check stub includes important information about your trip and payment. This example shows where to find each key detail. In the example provided, the AAR customer received this reimbursement

INVOICE	INV DATE	GROSS	RETAINAGE/LIEN	DISCOUNT	NET
488976T279721236D11192025	04/21/26	38.97			38.97
488989T279721426D11202025	04/21/26	38.97			38.97
488995T280037634D11262025	04/21/26	49.04			49.04
489001T280513257D12052025	04/21/26	49.04			49.04

The **Taxi Authorization Number**, shown in the yellow box, appears immediately after the letter "T."

The **Date**, shown in the red box, appears immediately after the letter "D." Shown in a **MMDDYY** or **MMDDYYYY** format.

Reimbursement Amount
The amount issued to you appears in the Gross and Net fields.

check for a total of four trips.

1. Header Information

The top of the check stub lists:

- The agency issuing the reimbursement: New York City Transit Authority and address
- The vendor number in the example is 0000179970

- AAR customer first and last name in the example has been redacted for privacy.
- The invoice date in the example is 04/21/26
- The check number in the example is 11422302

2. Check Details

- **Invoice Number**

Each taxi trip you submit for reimbursement is assigned a unique invoice number usually six digits long and this is shown on the left side of the stub. In the example for the first reimbursed trip the invoice number is “488976”.

- **Taxi Authorization Number**

The unique invoice number also includes the taxi authorization number which appears immediately after the letter “T.” In the example for the first reimbursed trip the taxi authorization number is “T279721236”. This is the unique authorization number you received before booking each individual trip.

3. Trip Date

- The unique invoice number also includes the trip date immediately after the letter “D,” shown in a **MMDDYY** or **MMDDYYYY** format. In the example for the first reimbursed trip the date is “11/19/2025”. Using the taxi authorization number and invoice number, you can easily determine which trips you are being reimbursed for on each check.

4. Reimbursement Amount

- The amount issued to you appears in the Gross and Net fields. In the example for the first reimbursed trip the amount is “38.97”.

Our Taxi Reimbursement department is currently experiencing a high volume of requests, which is causing longer processing times. You can help us process your reimbursement more quickly by submitting your request as soon as possible after your trip and using the online portal whenever possible. Requests may also be submitted by mail, but online submissions typically receive a faster turnaround. We appreciate your patience as we process requests in the order they are received.

The Value of ACCESS-A-RIDE: Paratransit in Supporting Active Lifestyles for People with Disabilities in NYC

Access-A-Ride (AAR) provides essential mobility for people with disabilities, ensuring that all our riders can lead active, independent lives. At \$3 per trip, AAR offers a critical transportation option that supports physical, social, and economic participation across all five boroughs.

For many individuals with disabilities, traditional buses and subways may pose challenges due to physical barriers or limited accessibility at certain locations, whether on the vehicle itself or getting to or from a subway or bus stop. AAR's origin-to-destination service bridges these gaps, enabling riders to reliably reach jobs and school, medical appointments, senior centers, community programs, and essential services. Reliable access to transportation directly supports healthier aging, reduces missed appointments, and helps individuals maintain crucial wellness routines.

AAR also plays a major role in reducing social isolation by empowering riders to stay engaged in recreational, cultural, and social activities. Whether visiting family, attending classes, or

enjoying parks and community events, riders can maintain fulfilling routines that strengthen mental and emotional well being.

Additionally, AAR supports employment and volunteerism, helping riders access jobs and community roles that contribute to financial stability and civic engagement.

AAR has transfer locations to accommodate travel between the Bronx and Westchester County and/or Queens and Nassau County. To transfer to other services, you must have established paratransit eligibility with AAR and the adjacent service. Nassau County: Able-Ride (516-228-4021) & Westchester County: Bee-Line ParaTransit (914-995-2959)

Accessibility Upgrades in Motion

Regular subway elevator replacements are crucial to keep the system running effectively and efficiently resulting in fewer unplanned repairs and disruptions. The MTA currently has elevator replacement projects in progress in the Bronx, Brooklyn, Queens and Manhattan. Details can be found [here](#).

The MTA recently completed these accessibility modernization projects:

At the 14 St-Union Sq station, crews replaced a street to mezzanine elevator serving the **L N Q R W** lines in both directions.



One street-to-mezzanine elevator and two mezzanine to platform elevators were put into service at the DeKalb Av **BQR** station.



Three modernized elevators serving street to mezzanine and mezzanine to platform at the 161 St-Yankee Stadium **BD** subway station.



One modernized elevator serving the Canal St **6** station.

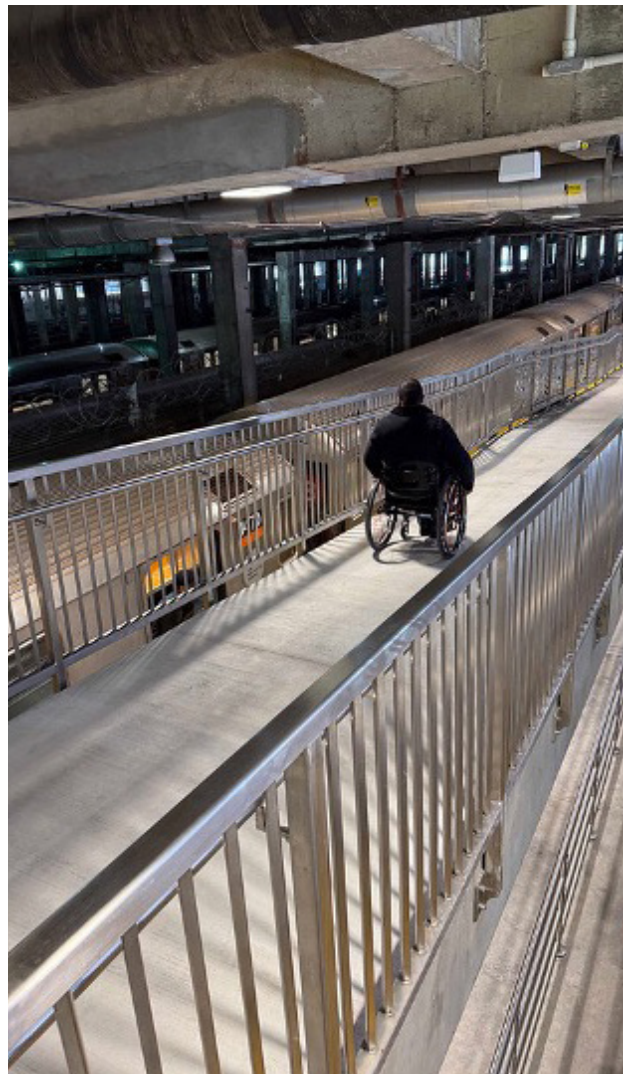


One modernized elevator serving the Lexington/53 St **E** **F** station.



The upgrades at the Harlem-148 St **3** station are the first to be completed as part of the ADA Package 5, a bundle of 13 stations on the subway and Staten Island Railway across the five boroughs.

At the Harlem-148 St **3** station; A six-foot-wide ADA-compliant ramp with guardrails and handrails has been installed that runs from the street to the platform. This terminal station is now fully accessible, providing access from the street to the platform making connections for all New Yorkers, whether they're using a mobility device, pushing a stroller, or even just carrying their groceries.



Reminders:



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.



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 ID & your fare ready if your payment type is CASH prior to boarding AAR vehicles. 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.

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.