

Accessibility at the MTA

Celebrating Disability Pride

**Update to the MTA Board
July 28, 2026**



The MTA has prioritized accessibility since 2020

161

Accessible subway stations

>90%

of both LIRR and Metro-North stations **are fully accessible**

2.5x

more paratransit trips taken in Q1 2025 than in Q1 2021

96.5%

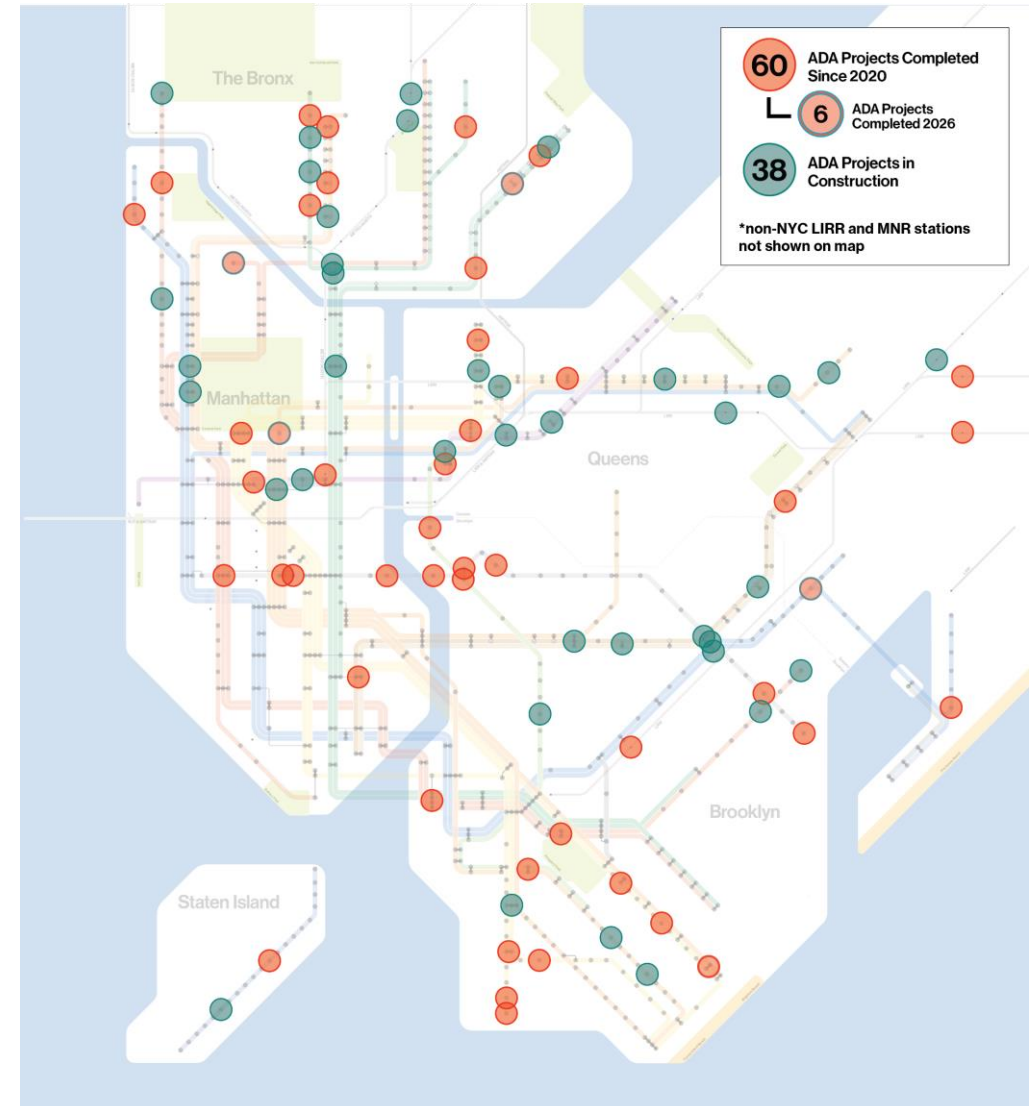
Elevator availability, the time elevators are up and running

1990

when the **bus fleet became 100% accessible**

70%

of all subway rides will take place to or from an **accessible station** by the end of the current Capital Plan



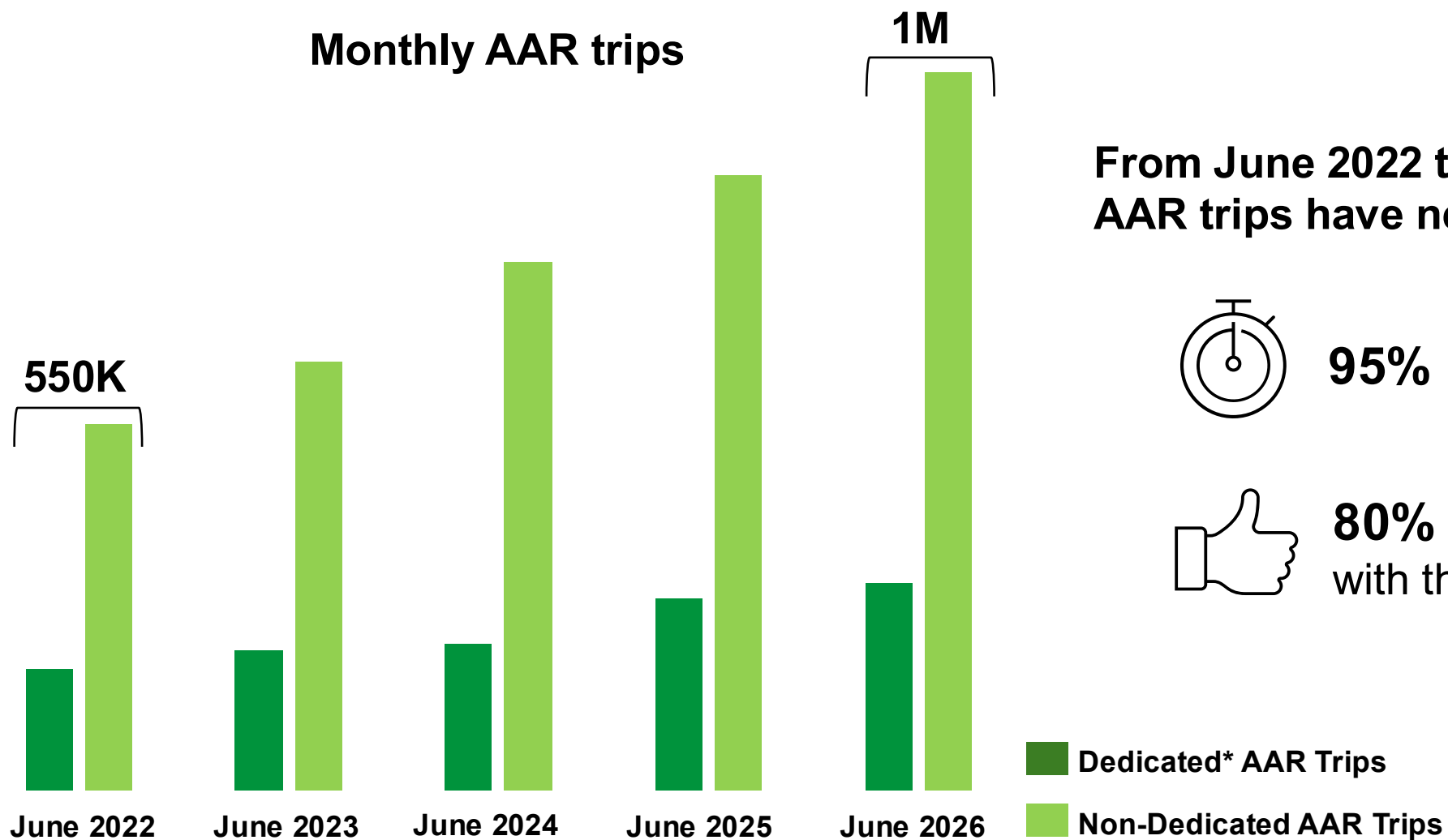
Access-A-Ride is built for reliability and customer experience

This MTA team has invested in improved service reliability and customer experience through:

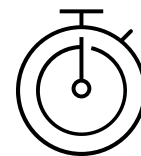
- 400 new vehicles
- Enhanced app for trip booking and real time tracking
- Fare integration with OMNY
- A modern technology platform that will roll out starting next year



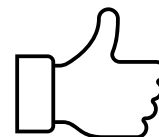
And customers are responding by taking more AAR trips



From June 2022 to June 2026, monthly AAR trips have nearly doubled.



95% on-time performance

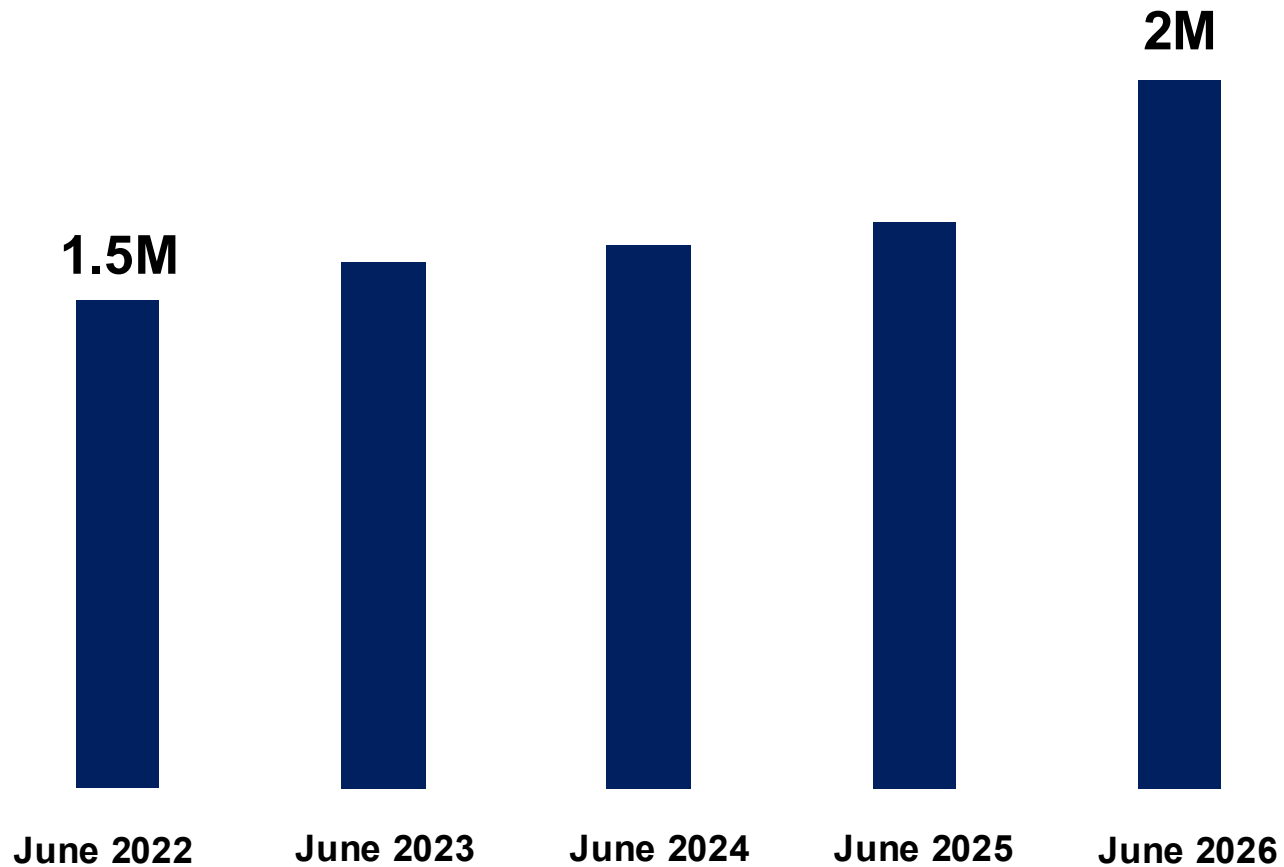


80% of customers satisfied with their last AAR trip

** Dedicated trips are provided by MTA-owned vehicles*

Reduced Fare and Zero-Fare trips are also increasing

Reduced Fare and Zero Fare trips



From June 2022 to June 2026, subway/bus trips by riders with disabilities have increased by 45%

■ Reduced Fare (Disabilities) and AAR Zero-Fare Trips*

** All AAR Customers can request "Zero Fare" trips on fixed route NYCT, up to four rides a day.*

Accessibility requires shared government accountability

The City of New York is an essential partner in creating an accessible transit ecosystem

- Designing a streetscape that prioritizes access to transit and paratransit
 - Partnering on accessible plazas, privately owned elevators and escalators
 - Investing in a TLC-accessible fleet and driver training
- **Our continued progress depends on alignment across state and city agencies**

