

All the news on Access-A-Ride

Celebrating the 250th Anniversary of America's Independence



As America marks its 250th anniversary, we celebrate the role of paratransit and all types of accessible transit in supporting independence, mobility, and inclusion. For generations, paratransit has ensured that every rider has access to the opportunities and connections that strengthen our nation. Here's to 250 years of progress—and to continuing the journey together.

Celebrating the 36th Anniversary of the Americans with Disabilities Act



This summer, we proudly celebrate the 36th Anniversary of the Americans with Disabilities Act (ADA) — a landmark civil rights law that transformed our nation by advancing access, inclusion, and equal opportunity for people with disabilities. Signed on

July 26, 1990, the ADA continues to open doors, break down barriers, and support a more inclusive future for all.

Here at Access-A-Ride, we see the impact of the ADA every day. AAR helps New Yorkers with disabilities fully engage in the life of our city — getting to jobs, medical appointments, community gatherings, family events, and the everyday experiences that make NYC vibrant.

As we honor Disability Pride Month, we also want to highlight ways riders can make the most of their AAR experience:

- Explore flexible travel options through all MTA modes, including many newly accessible subway and rail stations.
- Use MY AAR to manage trips and get real-time updates.
- Keep your contact information up to date so you receive important updates and can be reached by your driver when needed.

Are you using the latest version of MY AAR (1.14.2)? Verify that the MTA app is the latest version. Using the latest version ensures MY AAR runs securely, reliably, and with the newest features and fixes. Android @ Google Play Store; Apple @ App Store. Using a computer? Re-add bookmark by visiting mta.info, click menu (left), select AAR, click sign in to MY AAR then bookmark the page.

Verify Trip Payment Type Before You Go

Are you using OMNY to pay for your AAR trips? Before making a reservation, check the available balance on your [OMNY account](#) or with OMNY Customer Service at 877-789-6669.

The AAR booking system checks if the available balance is sufficient to support **new and existing reservations**.

- If yes, then the new trip reservation payment method will be OMNY. The driver will know not to collect cash, and your fare will automatically be deducted after your trip.
- If no, then the new trip reservation payment method will be CASH. Even if you have an OMNY account, if there is not sufficient value on your card when you book the trip, you will be expected to pay with cash on the vehicle.

How and Where to Verify?

- **MY AAR:** Navigate to your trips section, select “See all upcoming trips,” view your trip request details and check if your trip was booked as CASH or OMNY.
- **Phone at the time of reservation:** Verify with reservationist at the end of the call

NOTE: CASH will be the default payment method when there are low or negative balances on the AAR OMNY ID card.

Want more OMNY card convenience?

You can also reload your OMNY card online by linking it to a free and secure OMNY account. You can even set up automatic reloads so your balance never drops below the amount that you set. That means you will never have to worry about a low balance or stand in line at a vending machine again.

Plus, if you ever lose your OMNY card, you can sign in to your account to protect your balance.

Customers should be prepared on the day of service at the start of the pickup window with their ID and fare if your payment type is CASH (double check via MY AAR or call and press prompt # 3 to verify) so the driver can efficiently and safely board and secure you along with any mobility devices, reducing delays.

Setup Subscription Service for the Fall

Eligible Access-A-Ride customers who travel at least once a week between the same pickup and drop-off locations can take advantage of the convenience of subscription service. Once approved through MY AAR or by calling 877-337-2017/718-393-4999, recurring trips are automatically scheduled—no need to call for each ride.

Please note that subscriptions may be suspended for 30 days if more than 30% of trips are canceled or if there are more than seven no-shows or late cancellations in a month. Subscription trips are also automatically canceled on major holidays; customers who need service on those days should book their rides 1–2 days in advance.

To manage or cancel upcoming trips within the next two days, including subscription trips, use the MY AAR app or call 877-337-2017 or 718-393-4999. Be sure to cancel at least two hours before your scheduled pick-up to avoid penalties.

Did You Know? There are no direct transfers between AAR and Suffolk County, but you can request visitor service and use NICE as a connector! Suffolk County Accessible Transportation - SCAT 631-853-8333 weekdays, 9 AM to 4:30 PM

Accessibility Upgrades in Motion

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

We've also recently completed several station accessibility projects!



Accessibility upgrades at Rockaway Boulevard (A) subway station include two new elevators, new platform ADA boarding areas, and three new ADA compliant staircases; improving accessibility, safety, and circulation for 5,600 daily riders.



Accessibility upgrades at W 4 St-Wash Sq Station. The newly replaced elevator at W 4 St provides access from the uptown A/C/E and B/D/F/M platforms to the mezzanine, following the replacement of two other elevators at the station last year. The station serves approximately 27,000 riders every weekday.



Modernized elevator at Church Av 2/5 Station in Brooklyn. The elevator at Church Av provides access from the street to the Brooklyn-bound 2/5 platform.



Three New Elevators Connect Street, Mezzanine and Platform Levels at Borough Hall complex that serves the 4 and 5 trains. In addition of two street elevators at the station, which is great for reliability.

Upcoming Accessibility Upgrades

[Read more](#) about the MTA announcement of Upcoming Accessibility upgrades at 50 St 1 Train Station Funded Through Zoning for Accessibility Program

[Read more](#) about the MTA announcement of Upcoming Accessibility Upgrades at Nevins St Station Funded by Private Developer Under Zoning for Accessibility Program

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 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.

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.