



All the news on Access-A-Ride

June 29, 2021

Access-A-Ride Service Updates

Beginning Tuesday July 6, MTA New York City Transit will begin a phased return to scheduling shared rides on Access-A-Ride and return to our pre-pandemic guest policies as customers begin to resume travel with family and friends. Customers will again be able to book travel with a Personal Care Assistant (PCA) and one guest in all cases, and additional guests will be accommodated on a space available basis.

Since mid-March 2020, the MTA stopped all shared rides and the booking of guests on Access-A-Ride. As New York City moves toward a full reopening, and trip demand increases each week returning to near pre-pandemic levels, we must take this step to continue meeting demand with our zero-denial mandate. As we gradually phase in shared rides, every effort will be made to minimize any impact to trip time.

We continue to remain vigilant with safety measures designed to protect against the transmission of COVID-19. All dedicated vehicles are disinfected daily. Broker services follow similar disinfection and health check requirements under the regulatory authority of the NYC TLC. As a reminder, masks are required for customers, PCA, guests and drivers when traveling on Access-A-Ride and at our assessment centers regardless of vaccination status. We still offer dedicated non-shared transportation for those customers who are COVID-positive or symptomatic.

We encourage all customers and employees to get vaccinated if you have not already been vaccinated and look forward to welcoming you and your guests back safely.

Access-A-Ride (AAR) Telephone Directory

Call 877-337-2017 toll-free from area codes in the NY Metro Area and adjacent counties. Reminder that we have a 718 number and from other area codes, call 718-393-4999. Customers who are deaf/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,” or assistance in Russian, Chinese, French Creole, Korean or Bengali,*
- press “4.” for all other languages,*

Callers will then be directed to press one of the following prompts:

Prompt #1 – Eligibility Unit

Agents are available Monday – Friday from 9 am - 5 pm to assist with eligibility, appeals, certification or application questions and requests for updates to customer’s contact information etc.

Prompt #2 – Trip Planning

Agents are available to make a reservation 7 days a week from 7 am - 5 pm

Prompt #3 – Agents are available 7 days a week from 7 am - 5 pm to change a trip.

Prompt #4 – Agents are available 24/7 to cancel a trip.

Prompt #5 – Travel Services

Agents are available 24/7 assistance with same day trip. This may include getting information about your vehicle and its estimated arrival time, help with delays that may arise with your pick-ups or with your return trip such as rescheduling a later pick-up, etc.

Prompt #6 – Subscription Service

Agents are available Monday – Friday from 9 am - 5 pm to help arrange, re-schedule or cancel subscription service. This service is offered to any customer who travels from the same location to the same destination at the same time of day for each trip at least one day a week.

Prompt #7 – Automated System

Prompt #8 – Customer Comment Line

Agents are available Monday – Friday from 9 am - 5 pm to submit suggestions, commendations, complaints, along with requests for publications, and outreaches. If one prefers, report online.

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.

The most updated AAR information, including AAR policies, newsletter and customers' bill of rights are available Online at new.mta.info/accessibility/paratransit or via the [MYmta app](#).

Manage and monitor your AAR trips online or via your smartphone. For info and guides, visit: <https://new.mta.info/accessibility/paratransit/making-a-reservation-and-managing-trips/faqs>

Your questions and comments about On The Move are welcome. Please send them to:

MTA NYC Transit, Department of Buses Paratransit Division, 130 Livingston Street, Brooklyn, NY 11201

Or go to: <https://new.mta.info/customer-feedback>

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