

General Information on Access-A-Ride

<https://www.mta.info/accessibility/access-a-ride> or use the QR code.



If you are a person with a disability and unable to use public transportation, you may be eligible for Access-A-Ride (AAR), a door-to-door transportation service within NYC and to and from parts of Westchester and Nassau (Long Island). The disability may be permanent or temporary and it may be physical or cognitive (mental).

The fares for AAR are the same as the full fare on public transportation, but you may be eligible for a reduced fair. See our [How to Use NYC Public Transportation at Reduced Rates](#) guide.

How to Apply or Recertify for Access-A-Ride

<https://www.mta.info/accessibility/access-a-ride/how-to-apply-or-recertify-for-access-a-ride> or use the QR code.



Step 1: Contact AAR

AAR will do an initial eligibility assessment by phone or online. If you meet the initial eligibility criteria you will be scheduled for an in-person assessment.

By Phone

- Call 877-337-2017 if you're within NYC and adjacent counties (otherwise call 718-393-4999) Monday to Friday, 9am to 5pm.
- Interpretation services are available if English is not your preferred language.
- If you are hearing impaired (TTY), call AAR using a preferred relay service or the free 711 service relay.

If you meet the initial eligibility criteria, you will be scheduled for an in-person assessment. Let AAR know if you need a **free paratransit ride** to and from the appointment and if you need a Personal Care Attendant to accompany you.

Online

- Complete an Inquiry Form: <https://aar.mta.info/inquiry>
- Once you've completed the form, you will see a message thanking you and providing a Client ID number. **Keep that Client ID Number somewhere safe.**



Step 2: Complete the Application Form & Collect Documentation

- After meeting the initial eligibility criteria, you will receive an application form, along with a letter stating the date and time of your in-person appointment, within 10-12 business days. If you need to reschedule, call 877-337-2017.
- If you can, obtain a letter from your doctor or other documentation of your disability and how it impacts your ability to use public transportation.
- If you need a new application form or want to see what it looks like ahead of time, you can find it here: <https://www.mta.info/document/8841>

Step 3: Attend In-Person Physical Assessment

- **Be sure to bring: your completed application and any supporting documentation**
- At the appointment, you will have a personal interview and a functional test.

They will assess whether you can:

- Go up/down subway stairs
- Travel to a subway/bus station
- Get on, ride, and exit a subway/bus
- Ride/navigate bus/subway system independently

They will also assess:

- Gait and balance
- Endurance, strength, and range of motion
- If applicable, whether you have any cognitive or psychological conditions that may prevent you from using the bus or subway

Step 4: Receive Eligibility Determination

- **Timing:** You will receive your eligibility determination **by mail within 21 days**. (If a decision is not made within 21 days, you will receive AAR until a determination is made.)
- **Category:** There are different types of eligibility categories (e.g., continual, temporary, conditional). You can learn more about the types in the AAR guide: <https://www.mta.info/document/115671>
- **Appeal:** If you're denied or granted conditional service, you can appeal within 60 days. Instructions for the appeal will be included in their notification letter. If you need help, you can call Mobilization for Justice at 877-417-2427.