



New York City Transit



Guide to Accessible Transit on Buses and Subways

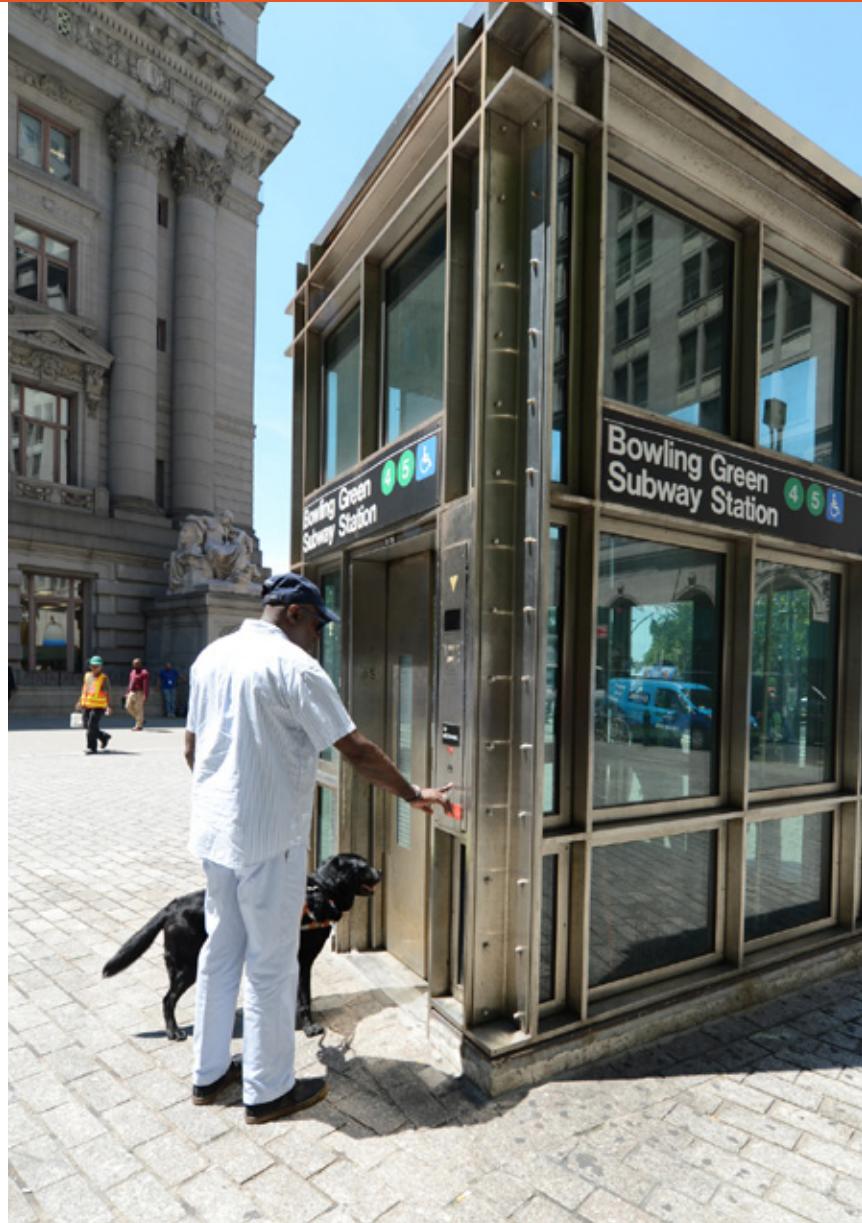


Table of Contents



- 1 Introduction**
- 4 Reduced-Fare MetroCard**
- 8 Navigating the Subway**
- 16 Accessible Stations by Borough**
- 26 Same-Platform Transfers**
- 28 Riding the Bus**
- 35 Paratransit Access-A-Ride**
- 38 Policies and Procedures**
- 42 Travel Training**

Introduction



Our Transit system is complex and changing all the time. We created this guide to help you better understand and navigate the accessibility features of the system. All of our buses are wheelchair accessible, there are accessible subway stations in each borough, and Paratransit Access-A-Ride provides services to help customers with qualifying disabilities get to where they need to go, but we fully recognize that there is much more to do.

We plan to implement:

- At least 50 new accessible stations within the next 5 years
- A new Paratransit Access-A-Ride scheduling and dispatch system, offering more direct routes and customer flexibility
- Better information regarding elevator outages and alternate travel routes in stations, on our website and by email, mobile app, and text alert
- Enhanced disability sensitivity training for all employees
- More accessibility features on buses including increased audio and visual announcements

Introduction



For more information or to contact us regarding accessibility please use the following channels

Plan a Trip

Visit new.mta.info or use the **MYmta app** and select the accessible trip option to find an accessible trip to your destination. This option takes into account current service status and elevator outages when planning an accessible route.

You can also customize the TripPlanner if you prefer to travel by only buses, only subways, or both.

Web/email new.mta.info/accessibility
accessibility@nyct.com

Twitter  @NYCTSubway
@NYCTBus
@NYCTAAR

MYmta Alerts Get free email and/or text alerts regarding elevator and escalator status at stations. Sign up in the **MYmta app** or online at mymtaalerts.com

Phone Call **511**, 6 AM to 10 PM. Our automated voice recognition system is available 24/7 and directs you to a menu or travel representative. If you are deaf or hard of hearing, use your preferred relay service provider or the free **711** service relay to reach **511**.



In Person

Please seek assistance via:

- NYCT station booth attendants, vested employees, or cleaning staff
- A **Help Point** intercom to talk with a Customer Service Representative 24/7
- A visit to our Customer Service Center at 3 Stone Street, New York, NY 10004

Induction Loop Technology

Induction Loop Technology is available on all **Help Points** and **station booths** in Queens, Brooklyn, The Bronx, and Manhattan. See Navigating the Subway section for more details.

Reduced-Fare MetroCard Program

Customers 65 years of age or older, or who have a qualifying disability, are eligible for reduced-fare travel at \$1.35 per trip. Persons with the following disabilities may qualify for the Reduced-Fare MetroCard:

- Blindness
- Deafness or hearing loss
- Ambulatory disability
- Loss of both hands
- Intellectual disability and/or other mental capacity disability
- Serious Mental Illness (SMI), if you receive Supplemental Security Income (SSI) benefits
- Customers receiving Medicare benefits for any reason other than age may also be eligible.



To apply for a Reduced-Fare MetroCard for People with Disabilities or Senior Citizens:

- Visit new.mta.info/RFM. Scroll to “How to Apply for a Reduced-Fare MetroCard” and download the application that applies to you
- Provide a photocopy of one of the following proof of age documents:
 - Birth Certificate
 - Driver’s License
 - Passport
 - Valid State ID
 - Medicare Card
- If you are applying for the Reduced-Fare MetroCard for people with disabilities, complete the section that applies to your eligibility category
- If the Certification Section applies to your disability, you must have a physician or other licensed healthcare provider (“Certifier”) complete the Certification
- **Allow two to eight weeks for in-house processing**

Reduced-Fare MetroCard Program

Applications for a Reduced-Fare MetroCard can be submitted:

By mail to:

MTA New York City Transit
Attn: Reduced-Fare Program
130 Livingston Street, Brooklyn, NY 11201

In person to:

The Customer Service Center
3 Stone Street
New York, NY 10004

Weekdays 9 AM - 5 PM (except holidays)

Travel directions to 3 Stone Street:

By Subway

4 5 to Bowling Green 

1 to South Ferry 

R W to Whitehall Street (non-accessible station)

By Bus

M15, M15-SBS, M20, M55

Mobile Vans

Mobile MetroCard Service Centers have regular monthly schedules that take them to the five boroughs. To see when a bus or van will be near you, visit new.mta.info/metrocard-bus-vans.

If you are applying in person, a photo will be taken at the Customer Service Center or on the MetroCard Mobile Sales Bus or Van.

Visitors are also encouraged to apply for Reduced-Fare MetroCards using the same application at least two to eight weeks in advance of your visit.

Temporary Cards

MTA New York City Transit offers a temporary Reduced-Fare MetroCard to customers who cannot access the turnstiles because they use a mobility device or travel with a service animal. The temporary card is valid for up to 90 days and is issued upon submission of the Reduced-Fare application.

Visit the Customer Service Center or Mobile Service Center for more information.

Navigating the Subway

Plan a Trip

Visit new.mta.info or use the **MYmta app** and select the accessible trip option to find an accessible route to your destination. This option takes into account current service status and elevator outages when planning an accessible trip.

You can also customize the TripPlanner if you prefer to travel by only buses, only subways, or both.

Large Print and Accessible Station Subway Maps

Call **511** to request an accessible station map, which features large print on one side and highlights accessible stations on the other side. These maps are also digitally available on new.mta.info/maps/subway or the MYmta app.

Service Changes

We post notices in all subway stations and on digital screens in advance of all planned service changes. If you see the International Symbol for Accessibility (ISA)  icon on a notice, it means the planned service change detailed on that notice will affect service at one or more accessible subway stations.

During a service change, we also display notices near elevators or on white boards in station booths. If your train is rerouted from an accessible station, ask the station agent or any other vested station personnel to help you find an alternate route.

Entering a Subway Station

- For stair-free access, locate the elevator or ramp that will take you from the street to the mezzanine. You can find elevator and ramp locations in our list of accessible stations (see pages 16-25). Look for directional signs with the ISA icon  as you navigate the station.
- Braille and raised lettering signage including the station name and the train lines the station serves is usually found on the right side of street-level subway entrances.



Navigating the Subway

At the Mezzanine

Station Booths

- All station booths in Manhattan, Brooklyn, Queens, and The Bronx are equipped with Induction Loop Technology. If you use a hearing aid or cochlear implant, switch to the T-setting (telecoil) to communicate with the station agent.
- Station booths at accessible stations are equipped with lower trays within reach range.

MetroCards

- All MetroCard Vending Machines (MVM) are equipped with an audio jack, and you can activate the audio after inserting headphones by pressing either 1+# or 1+ENTER. MVMs also have these instructions in braille and raised lettering.
- To enter the station, you can swipe any MetroCard at the turnstile.
- If you have a Reduced-Fare AutoGate MetroCard you can also dip your card in the AutoGate card reader. The AutoGate is an automatic entry-exit gate that allows customers who use mobility devices or are accompanied by a service animal to enter and exit the subway system independently. Ask an NYCT employee if you need assistance with the AutoGate.

After You Pay Your Fare:

- Most subway stations have separate mezzanine and platform levels.
- If you need to use an elevator or ramp to get to the platform, look for directional signs with the ISA  directing you to the elevator or ramp that will take you to the correct platform.

If an elevator is out of service, you should:

- Check for signage on the elevator with alternate route information.
- If there is no alternate route signage, visit **new.mta.info** or the **MYmta app** and use the accessible trip planning feature.
- Ask station personnel for assistance.
- Note: For the most up-to-date information on elevator and escalator status, please visit **new.mta.info/elevator-escalator-status**, the **MYmta app** or call **511**.

Navigating the Subway



On the Platform

All fully accessible and recently renovated stations have:

- Braille and raised lettering signage on the platform columns near the stairs indicating the stop name and direction of travel.
- Yellow tactile warning strips at the platform edge.
- An Accessible Boarding Area near the center of the platform where the conductor's car usually stops. This is the area of the platform with the smallest gap between the platform edge and the subway car.
- While on the platform, look for countdown clocks and customer information screens, and listen for announcements about train arrivals, service changes, or other important information.

Boarding the Subway:

- Stay behind the yellow warning strip when on the platform.
- If needed, look for overhead signage to indicate the Accessible Boarding Area near the center of the platform where the conductor's car normally stops.
- Boarding at the Accessible Boarding Area allows the conductor to ensure you have safely boarded the train before closing the doors.

On the Subway:

- If you use a mobility device, try to navigate to the priority seating area, located at either end of each subway car. Newer subway cars have flip seats or no seats in the priority seating area of the subway cars surrounding the Accessible Boarding Area. Position yourself safely and lock your brakes.
- Look for LED signs and listen for announcements with next stop information, service changes, and PSAs.



Navigating the Subway

Exiting the Subway:

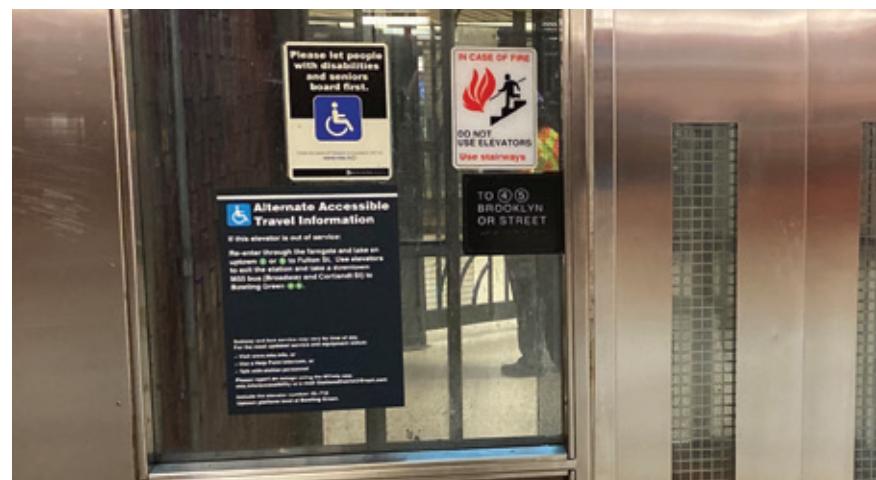
- Use caution when exiting the train. If you use a mobility device, consider whether exiting facing forward or backward might be easier for you.

If you miss your stop at an accessible station:

- Consult subway maps in train cars, the **MYmta app**, or pages 16-25 in this book to locate the next accessible station.
- Stay on the train until you reach a station where you can transfer on the same platform and ride back to the station missed. See page 26 for a list of Same-Platform Transfers.

If, upon exiting, you encounter an out-of-service elevator on the platform:

- Check signage on the elevator for alternate route information. Many accessible stations have Alternate Route Signage that provide options in case of an unexpected outage.
- You may need to get back on the train and exit at the next accessible station to either back-ride or take a bus to your destination.
- Ask station personnel for assistance.
- Note: For the most up-to-date information on elevator and escalator status, please visit new.mta.info, the **MYmta app** or call **511**.



Manhattan Accessible Stations

1 Av

8 Avenue-bound elevator on NW corner of east 14th St and Ave A. Brooklyn-bound elevator on SW corner of east 14th St and Ave A.

14 St

Elevator on NW corner of 14th St and 8th Ave.

14 St-Union Sq only, are not accessible

Elevator on NE corner of 14th St and Park Avenue South.

23 St

Downtown elevator on NW corner of 23rd St and Park Avenue South. Uptown elevator on NE corner of 23rd St and Park Avenue South.

28 St Downtown only

Elevator at SW corner of 28th St and Park Avenue South.

34 St-Herald Sq

Elevator in Herald Center building on west side of Broadway between 33rd St and 34th St.

34 St-Penn Station

Elevator on NW corner of 34th St and 7th Ave.

34 St-Penn Station

Elevator on SE corner of 34th St and 8th Ave.

34 St-Hudson Yards

Elevator inside Hudson Yards on south side of 34th St between 10th Ave and Hudson Blvd E.

42 St-Port Authority Bus Terminal

Elevators inside Port Authority on 8th Ave between 41st St and 42nd St and on SW corner of 44th St and 8th Ave.

47-50 Sts-Rockefeller Ctr

Elevator on NW corner of 49th St and 6th Ave.

Manhattan Accessible Stations

49 St Uptown only

Elevator on NE corner of 49th St and 7th Ave.

50 St Downtown only

Elevator on north side of 49th St between 8th Ave and 9th Ave.

51 St

Elevator on NE corner of 52nd St and Lexington Ave.

Note: Passageway to Lexington Av-53rd St  is accessible.

57 St-7 Av

Elevator located at the NE corner of 55th St and 7th Ave.

59 St-Columbus Circle

Elevators on NW corner of Columbus Circle and Central Park West and on SW corner of 8th Ave and Columbus Circle.

66 St-Lincoln Center

Downtown elevator on SW corner of 66th St and Broadway.
Uptown elevator on SE corner of 66th St and Broadway.

72 St

Elevators inside station house on Broadway between 72nd St and 73rd St.

72 St

Elevators on SW corner of 72nd St and 2nd Ave.

86 St Uptown only

Elevator on NE corner of 86th St and Lexington Ave.

86 St

Elevator on SE corner of 86th St and 2nd Ave.

96 St

Elevators inside station house on Broadway between 95th St and 96th St.

96 St

Elevator on west side of 2nd Ave between 95th St and 96th St.

125 St

Elevator on NE corner of 125th St and Lexington Ave.

Manhattan Accessible Stations

125 St A C B D

Elevator on SW corner of 125th St and St. Nicholas Ave.

135 St 2 3

Downtown & Brooklyn-bound elevator on SW corner of 135th St and Lenox Ave. Uptown & The Bronx-bound elevator on NE corner of 135th St and Lenox Ave.

168 St A C only, 1 is not accessible

Elevator on SE corner of 168th St and St. Nicholas Ave.

175 St A

Elevator on NE corner of 177th St and Fort Washington Ave.

Bowling Green 4 5

Elevator on NE corner of Broadway and Battery Pl.

Broadway-Lafayette St/Bleecker St B D F M 6

Elevator on north side of Houston St between Lafayette St and Crosby St.

Brooklyn Bridge-City Hall 4 5 6

Elevator in City Hall Park east of City Hall near Chambers St and Centre St.

Canal St 6

Downtown elevator on NW corner of Canal St and Lafayette St. Uptown elevator on NE corner of Canal St and Lafayette St.

Chambers St 1 2 3

Elevator on NW corner of Hudson St and Chambers St.

Chambers St J Z

Elevator in City Hall Park east of City Hall near Chambers St. and Centre St. Follow signs for elevators to J and Z train platforms.

Cortlandt St R W

Elevators on the SW and NE corners of Dey St and Broadway.

Dyckman St 1 Downtown only

Elevator on SW corner of Hillside Ave and St. Nicholas Ave/ Ft. George Hill.

Manhattan Accessible Stations

Fulton St A C J Z 2 3 4 5

Elevators on the SW and NE corners of Dey St and Broadway.

Grand Central-42 St 4 5 6 7 S

Elevator inside main entrance, immediately to right of Grand Central Terminal (East 42nd St between Park Avenue and Lexington Ave). Elevator on NW corner of 42nd St and Lexington Ave.

Inwood-207 St A

Elevator on SW corner of Broadway and 207th St.

Lexington Av/53 St E M

Elevator on NE corner of 52nd St and Lexington Ave.

Note: The passageway to 51 St 6 is accessible.

Lexington Av/63 St F Q

Elevators on north side of 63rd St west of Lexington Ave and on NW corner of 63rd St and 3rd Ave.

Roosevelt Island F

Elevators inside station house on W Rd.

South Ferry 1

Elevator on SE corner of State St and Whitehall St.

Times Square-42 St N Q R W 1 2 3 7 S

Elevator on SE corner of 42nd St and 7th Ave.

West 4 St-Washington Sq A C E B D F M

Elevator on NE corner of 3rd St and 6th Ave.

World Trade Center E

Elevator on SW corner of Church St and Vesey St.

WTC Cortlandt 1

Elevator on SW corner of Greenwich St and Vesey St.

Brooklyn Accessible Stations

8 Av Manhattan-bound only

Elevator inside station house at 8th Ave and 62nd St.

62 St/New Utrecht Av

Elevator inside station house on SE corner of 62nd St and New Utrecht Ave.

86 St

Elevator on SE corner of 4th Ave and 86th St.

Atlantic Av-Barclays Ctr

Elevators on SE corner of Pacific St and 4th Ave and at Hanson Pl and Flatbush Ave.

Avenue H Coney Island-bound ramp on East 15th St and Avenue H. Manhattan-bound ramp on East 16th St and Avenue H.

Bay Pkwy

Elevator on NW corner of 86th St and Bay Pkwy.

Bedford Av

Elevator on NE corner of Bedford Ave and North 7th St.

Borough Hall both directions,

Manhattan and The Bronx only

Elevator in front of Supreme Court Building at Court St.

Canarsie/Rockaway Pkwy

Ramp at main entrance on Rockaway Pkwy.

Church Av

Flatbush Av-bound elevator on SW corner of Church Ave and Nostrand Ave. Manhattan and The Bronx-bound elevator on SE corner of Church Ave and Nostrand Ave.

Church Av

Elevator on west side of McDonald Ave between Church Ave and Albemarle Rd.

Coney Island/Stillwell Av

Ramps at main entrance on Mermaid Ave east of Stillwell Ave and at entrance on NE corner of Stillwell Ave and Surf Ave.

Crown Hts/Utica Av

Elevator on north side of Eastern Pkwy west of Utica Ave.

Brooklyn Accessible Stations

DeKalb Av

Elevator on SE corner of DeKalb Ave and Flatbush Ave.

Eastern Pkwy-Brooklyn Museum

Elevator on east corner of parking entrance to Brooklyn Museum of Art on the south side of Eastern Pkwy.

Euclid Av

Elevator on NE corner of Euclid Ave and Pitkin Ave.

Flatbush Av/Brooklyn College

Elevator on SE corner of Flatbush Ave and Nostrand Ave.

Flushing Av

Elevator on SW corner of Flushing Ave and Broadway.

Franklin Av

Elevator on SW corner of Fulton St and Franklin Ave.

Greenpoint Av

Elevator on east side of Manhattan Ave between Greenpoint Ave and Kent St.

Jay St-MetroTech

Elevator on NW corner of Jay St and Willoughby St.

Kings Hwy

Elevator on Kings Highway between 15th St and 16th St.

Livonia Av

Elevator inside station house at the NW corner of Livonia Ave and Van Sinderen Ave.

Marcy Av

Manhattan-bound elevator on NW corner of Broadway and Marcy Ave. Queens-bound elevator on SW corner of Broadway and Marcy Ave.

Myrtle-Wyckoff Avs

Elevator in station house on SW corner of Wyckoff Ave and Gates Ave.

Park Place

Ramp on south side of Prospect Pl between Classon Ave and Franklin Ave.

Prospect Park

Ramp to enter station house on Lincoln Rd between Flatbush Ave and Ocean Ave.

Utica Av

Elevator on NW corner of Fulton St and Malcolm X Blvd.

Wilson Av Manhattan-bound only

Ramp on SE corner of Moffat St at Wilson Ave.

Bronx Accessible Stations

3 Av-149 St ② ⑤

Downtown and Brooklyn-bound elevator on NW corner of 149th St and 3rd Ave. 241 St or Dyre Ave-bound (northbound) elevator on SW corner of 149th St and 3rd Ave.

161 St-Yankee Stadium ③ ④

Elevator on NE corner of 161st St and River Ave.

170 St ④

Elevator on SE corner of Jerome Ave and 170 St.

231 St ①

Manhattan-bound elevator on SW corner of 231St and Broadway, 242 St-bound elevator on SE corner of 231 St and Broadway.

233 St ② ⑤

Elevator on NW corner of White Plains Rd and 233rd St.

Bedford Pk Blvd ③ ④

Elevator on NW corner of Grand Concourse and Bedford Park Blvd.

E 180 St ② ⑤

Elevator on NW corner of East 180th St and Morris Park Ave.

Fordham Rd ④

Elevator on SE corner of Jerome Ave and Fordham Rd.

Gun Hill Rd – Dyre Ave line ⑤

Elevators inside station house located on the south side of the intersection at East Gun Hill Rd and Seymour Ave.

Gun Hill Rd – White Plains Rd line ② ⑤

Elevators inside station house on White Plains Rd between Gun Hill Rd and 211 St.

Hunts Point Av ⑥

Elevator on Hunts Point Ave between Bruckner Blvd and East 163rd St.

Kingsbridge Rd ③ ④

Elevator on NE corner of E. Kingsbridge Rd and Grand Concourse.

Pelham Bay Park ⑥

Elevator near NW corner of Westchester Ave and Bruckner Blvd.

Pelham Pkwy – White Plains Rd line ② ⑤

Elevator on SW corner of Pelham Pkwy and White Plains Rd.

Simpson St ② ⑤

Manhattan and Brooklyn-bound elevator on NW corner of Simpson St and Westchester Ave. 241 St or Dyre Av-bound (northbound) elevator on SE corner of Simpson St and Westchester Ave.

Queens Accessible Stations

21 St-Queensbridge ④

Elevator on NW corner of 21st St and 41st Ave.

61 St-Woodside ⑦

Elevator on NE corner of 61st St and Roosevelt Ave.

Aqueduct Racetrack ④

Elevator on Aqueduct Rd, west of Resorts World Casino parking lot.

Note: Passageway to Resorts World Casino is accessible.

Astoria Blvd ④ ⑤

Elevators on NW corner of Hoyt Ave North and 31st St and SE corner of Hoyt Ave South and 31st St.

Court Sq ⑦ only, ④ is not accessible

Elevator on NE corner of Jackson Ave and 23rd St.

Court Sq-23 St ④ ⑨ southbound only

Elevator inside City View Tower located at 23-15 44 Drive on the NE corner of 44 Drive and 23 St. Follow signs from mezzanine and take ramp to Manhattan-bound platform.

Far Rockaway-Mott Av ④

Elevators inside station house at corner of Mott Ave and Beach 22nd St.

Flushing/Main St ⑦

Elevator on Roosevelt Ave, east of Main St.

Forest Hills-71 Av ④ ⑤ ⑥ ⑦ ⑧

Elevator on south side of Queens Blvd between 70th Rd and 71st Ave.

Howard Beach-JFK Airport ④

Elevators at NE and SW corners of Coleman Sq and 159th Ave.

Queens Accessible Stations

Jackson Hts-Roosevelt Av

74 St-Broadway

Elevators inside station house on NW corner of Roosevelt Ave and Broadway.

Jamaica/179 St

Elevator on SE corner of 179th Pl and Hillside Ave.

Jamaica Center-Parsons/Archer

Elevator on south side of Archer Ave near the SE corner of Archer Ave and Parsons Blvd.

Jamaica-Van Wyck

Elevator on corner of 89th Ave and the Van Wyck Expwy, adjacent to Jamaica Hospital.

Junction Blvd

Elevator on NE corner of Junction Blvd and Roosevelt Ave.

Kew Gardens-Union Tpke

Elevator on SE corner of Union Tpke and Kew Gardens Rd.

Middle Village/Metropolitan Av

Station entrance on NW corner of Metropolitan Ave and Rentar Plaza.

Ozone Park-Lefferts Blvd

Elevator on NW corner of Liberty Ave and Lefferts Blvd.

Queens Plaza

Elevator on NW corner of Queens Plaza South and Jackson Ave.

Rockaway Park-Beach 116 St rush hours only

all times

Station entrance on SW side of Beach 116th St between Newport Ave and Rockaway Beach Blvd.

Sutphin Blvd-Archer Av/JFK Airport

Elevators off SW corner of Sutphin Blvd and Archer Ave near elevated LIRR tracks.

Staten Island Accessible Stations

Arthur Kill

Ramps can be accessed from both sides of the station.

Dongan Hills

Ramps can be accessed from both sides of the station.

Great Kills

Ramps can be accessed from both sides of the station.

St. George

Use northside elevator for bus/taxi, ferry, or subway levels.
Use southside elevator for passenger drop-off, or ferry levels.

Tottenville Station

Ramp at south side of the station.

Same-Platform Transfers

At some non-accessible stations, you can transfer to a train that later stops at an accessible station without changing platforms. The list below includes selected non-accessible stations that offer one of two types of same-platform transfers: change line and change direction.

This list is meant to highlight stations that are not accessible but may be helpful for customers looking for options to get to accessible stations to end their journey.*

Change Line Transfers:

This list includes stations where you can go to a different train line traveling in the same direction.

Manhattan Stations

- 5 Av / 53 St **E M**
- 7 Av **B D E**
- 57 St – 7 Av **N Q R W**
- Canal St **N Q**
- Canal St **A C E**
- City Hall **R W**
- Essex St **J Z M**
- Grand St **B D**
- Lexington Av / 59 St **N R W**
- Whitehall **R W**

Bronx Stations

- 138 St – Grand Concourse **4 5**

Brooklyn Stations

- 36 St **D N R**
- 59 St **N R**
- Bergen St **F G**
- Brighton Beach **B Q**
- Franklin Av **2 3 4 5**
- Hoyt – Schermerhorn **A C G**
- Newkirk Plaza **B Q**
- Nevins St **2 3 4 5**

Queens Stations

- Bairwood **E F**
- Queensboro Plaza **7 N W**

Change Direction Transfers:

This list includes stations where you can transfer to a train traveling in the opposite direction on the same line.

Manhattan Stations

- 14 St – 6 Av **L**
- 42 St – Bryant Pk / 5 Av **7**
- 57 St **F**
- Bowery **J Z**
- Canal St **J Z**
- Central Park North
(110 St) **2 3**
- Chambers St **A C**
- City Hall **R W**
- Park Place **2 3**
- Lexington Av / 59 St **N R W**
- Wall St **2 3**

Queens Stations

- Seneca Av **M**

Brooklyn Stations

- 15 St – Prospect Pk **F G**
- Alabama Av **J Z**
- Atlantic Av **L**
- Bedford Av **L**
- Clark St **2 3**
- Court St **R**
- Crescent St **J Z**
- Grand Army Plaza **2 3**
- Grant Av **A**
- High St **A C**
- Neptune Av **F**
- President St **2 5**
- York St **F**

*Please be aware that, at non-accessible stations, there may be vertical and/or horizontal gaps between the platform and train car that exceed ADA limits and may be a challenge to navigate.

Riding the Bus

Bus Stops:

- All bus stops have signs with the stop, route(s), and direction the stop serves.
- Many bus stops also have bus shelters, and some stops have digital screens that display arrival information and have a push-button to provide the same information in audio.
- While waiting for your bus, please remain a safe distance from the curb and try to wait near the bus stop sign so that you'll be visible to the operator.



Boarding the Bus:

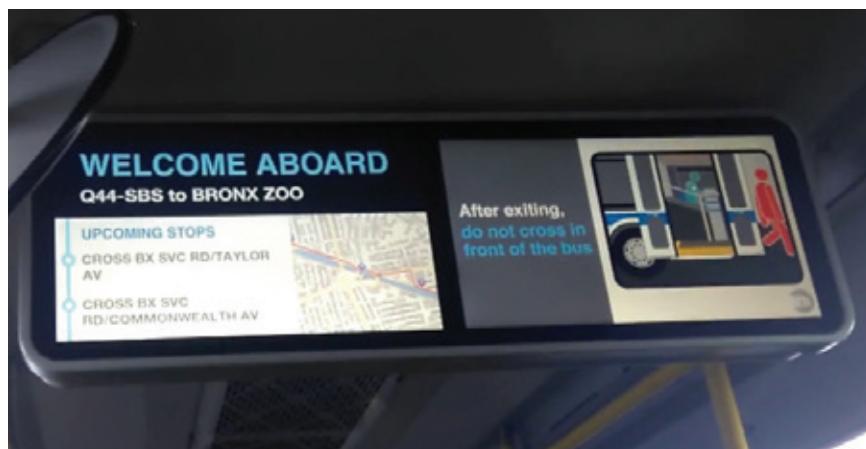
- The destination and route of each bus is displayed on the front and side of every bus. Many buses have route and destination audio announcements when the doors open. You can also ask the bus operator if you are not sure.
- Bus operators should pull as close to the curb as possible.
- If the operator cannot pull up to the curb, the operator is required to lower or "kneel" the bus.

Riding the Bus

- If you use a wheelchair, wait until the operator tells you the wheelchair priority seating area is ready. Make your way toward the securement area. Face the front of the bus and apply your breaks.
- The bus operator will secure your device using the four straps on the bus. This is required for your safety. There is also a seatbelt, which you may use upon request.
- It is recommended that you inform the bus operator of your destination so they can notify you when your stop is coming up.
- The first set of forward-facing seats are priority seating for any customer with a disability.



Riding the Bus



Riding the Bus:

- Most buses have the bus number in braille and large print on a small plaque in the front of the bus next to the bus operator's cabin and at the back of the bus to the right of the vertical handrail closest to the rear doors.
- All new buses have Digital Information Screens and automated audio announcements that provide route, direction, and stop information, as well as PSAs. The existing bus fleet is also being retrofitted with these screens and automated announcement systems.

Exiting the Bus:

- Prior to reaching your destination, you can request your stop by pressing the red "STOP" buttons on the vertical handrails, pulling the yellow cords, or pressing the yellow tape hanging along the sides of the bus.
- If you use a wheelchair, wait until the bus comes to a complete stop before unlocking your brakes.
- The driver will unhook the straps and deploy the ramp so that you can exit the bus safely.
- If you miss your stop, tell the driver and he or she will drop you off at the next stop.

Riding the Bus

Request-A-Stop:

- You can ask the bus operator to let you off at locations along the route that are not bus stops from 10 PM to 5 AM daily.
- If the operator can stop the bus safely at your requested stop, the operator will let you off the bus.
- Bus operators will continue to make all regular stops.
- Please note that Request-A-Stop service is available on local bus routes, and on express routes (only when the bus is dropping off customers ie., on local roads). Request-A-Stop service is not available on limited-stop bus service, Select Bus Service (SBS), the nonstop portion of express bus service, or shuttle bus service.



Paratransit Access-A-Ride Service

The NYCT Access-A-Ride (AAR) Paratransit service provides public transportation for eligible customers with disabilities or health conditions that prevent them from using fixed-route buses and subways.

AAR service operates:

- Within the five boroughs of New York City
- Within a three-quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties
- A shared-ride program
- Origin-to-destination service or feeder service for eligible customers
- 24 hours a day, seven days a week, 365 days a year
- In compliance with federal Americans with Disabilities Act (ADA) regulations
- Using dedicated vans and taxi cabs or for-hire vehicles

Paratransit Access-A-Ride Service

Applying

Whether you need temporary eligibility while recovering from surgery, require more long-term access, would like to reapply, or are seeking Paratransit Service during your visit to NYC, please call **877-337-2017** or **718-393-4999** to start the eligibility process.

For more information about AAR, please visit new.mta.info/accessibility/paratransit.



Access-A-Ride (AAR) MetroCard

The **AAR MetroCard** issued by NYC Transit serves as both your Paratransit customer identification card to use when you ride AAR and as a **MetroCard** if you opt to use fixed-route transit. NYC Transit understands that some Paratransit customers are able to use fixed-route under certain circumstances but at other times need AAR service. Therefore, your eligibility status will not be affected by using fixed-route.

Customers with temporary eligibility do not receive a MetroCard. The AAR eligibility letter with their photo will serve as their AAR identification.

The **AAR MetroCard** gives AAR customers the opportunity and flexibility to take a total of four free trips a day using the subways, local buses and Staten Island Railway (SIR). If you have PCA Certification indicated on your **AAR MetroCard**, your PCA rides free of charge via Paratransit or public transit. On public transit, just swipe or dip your card twice – once for you, and again for your PCA.

AAR customers cannot use their **AAR MetroCard** to ride express buses free of charge. Please see new.mta.info/AAR-MetroCard for more information.

Policies and Procedures

This section details policies and procedures for accommodations across subways, buses, and Access-A-Ride Paratransit. Please visit new.mta.info for more information.

Service Animals

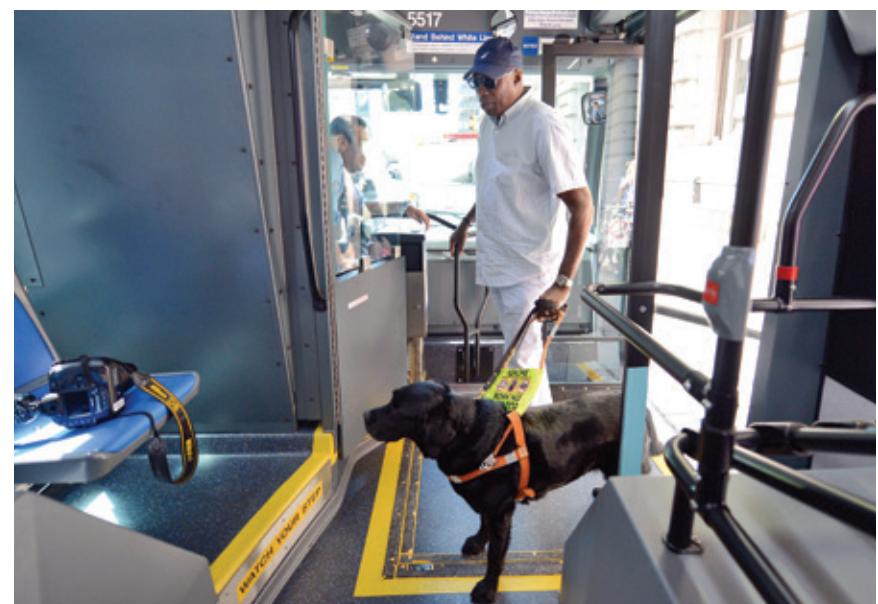
Customers with disabilities are permitted to bring their service animal into all MTA transit facilities. The animal must be leashed and under the control of the customer. Service animals are animals (usually, but not always, a dog) that have been trained to perform tasks to assist an individual with a disability such as:

- Guiding people who are blind
- Alerting people who are deaf/hard-of-hearing to sounds
- Alerting individuals to the presence of allergens
- Picking up and carrying objects
- Alerting of oncoming seizures

Emotional support animals, which are not trained to do a specific task, are not service animals. They are therefore required to be enclosed in containers.

Customers are not required to provide identification for their service animal, but may be asked to describe the tasks they have been trained to perform. NYCT offers a service animal identification card to customers who would prefer to show an ID, but the program is strictly voluntary and the ID is not required.

If you have a service animal and would like an ID card that you can present when traveling in the subway and on buses please visit new.mta.info/accessibility and scroll to “Service Animals.”



Policies and Procedures

Personal Care Attendants (PCAs)

Personal Care Attendants are people who assist individuals with disabilities. PCAs are eligible to ride buses, subways, and AAR free of charge when accompanying a person who is carrying an Access-A-Ride MetroCard that designates PCA assistance is required. When applying for an AAR MetroCard please explain why you need a PCA on your application and your request will be reviewed at your Eligibility Determination.

Reasonable Modification Requests

The MTA and its operating agencies are committed to making reasonable modifications to our policies, practices, and procedures to ensure that our services are accessible to individuals with disabilities.

Any person with a disability who wishes to make a request for Reasonable Modification, or file a complaint about a Reasonable Modification Request, may do so by visiting new.mta.info/reasonable-modifications.



Travel Training

Access-A-Ride

NYCT offers a free Travel Training program for qualified AAR customers. Travel trainers teach individuals one-on-one to:

- Plan a trip
- Use maps, schedules (printed and/or electronic), and landmarks as guides
- Request information or help from appropriate sources
- Cope with service disruptions, delays, and emergencies
- Use mobility aids such as wheelchairs, walkers, and scooters

For more information call **877-337-2017**(and select prompt #8) (leave message), or visit new.mta.info/accessibility/travel/travel-training.

The New York Transit Museum

The New York Transit Museum also offers programs to help customers who are blind/low vision or have neurocognitive disabilities navigate the transit system safely and effectively. Programs include:

- Ready to Ride
Offered for 6th graders through adults with developmental and/or learning disabilities, this program is an introduction to independent subway travel in the safe environment of our subway station museum. In this two-part program, participants experience all aspects of riding the subway – from mapping a route to buying MetroCards to negotiating various scenarios onboard a subway train.
- S.T.E.P. (Subway Track Education Program)
Once a semester, the New York Transit Museum and the New York City Transit's Office of ADA Compliance hold a safety track training program for people who are blind or have low-vision. Participants have an opportunity to walk on actual subway tracks in the Museum with the help of track safety workers.

Please visit www.nytransitmuseum.org/learn/ and click Access Programs for more information.



Boarding



New York City Transit