



Navigate

NYC

with

Confidence

A Guide to
Accessible Transportation

NEW YORK CITY





A photograph of a city street scene, likely in New York City, featuring a yellow overlay with text. The background shows a multi-story building with scaffolding on the left, a large tree in the center, and a modern building with a grid facade on the right. A blue banner with white text is visible in the background. The foreground shows a green-painted sidewalk with circular patterns and some plants.

Welcome!

Getting around NYC can feel overwhelming — but it doesn't have to be. Wherever you are going, this guide is here to help you travel with more ease and confidence.

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1260

NEXT BUS PLEASE

Modes of Travel

like the others

Out

Comedy
by Bravo







Walking & Rolling

- Every New Yorker is a pedestrian, and walking is symbolic of the spirit of New York City.
- NYC DOT adds pedestrian ramps, Accessible Pedestrian Signals, and improved crossings. This work makes NYC streets safer and more accessible.





The number 1260 is printed in blue on the side of a white bus. The bus is partially visible in the background, showing its side profile and a window.

Buses

- All MTA buses are wheelchair accessible.
- They are equipped with either a ramp at the front door or a lift in the middle of the bus to assist riders when boarding and exiting.
- Each bus has designated priority seating areas for older adults and people with disabilities. These areas are clearly marked and located near the front or middle of the bus.
- Securement areas are available for wheelchair users to ride safely.
- Buses provide audio announcements of stop names and service changes and visual displays to assist riders with disabilities.

Subways

- Over 150 subway stations in New York City are accessible.
- Accessible stations feature:
 - Elevators and ramps for step-free access between street, mezzanine, and platform levels.
 - Tactile warning strips along platform edges to assist riders with vision disabilities.
 - Accessible boarding areas marked on platforms for easier train entry.
 - Wide-aisle gates and audio/visual service announcements.
- Check the MTA app, [MTA website](https://www.mta.info) (mta.info), or the accessible subway map to plan your route.
- For real-time elevator status, planned outages, and service changes, [sign up for email and text alerts from the MTA](https://www.mta.info/guides/service-alerts) (mta.info/guides/service-alerts) or call 511 for assistance.



Access-A-Ride

- Access-A-Ride (AAR) is designed for people with disabilities who cannot use public transit.
- Eligible AAR customers can receive up to four free daily trips on subways, local and Select Bus Service (SBS), and the Staten Island Railway (SIR). This benefit does not affect AAR eligibility or enrollment status. To learn more, call AAR at 877-337-2017, select your language, then press 4.
- Eligibility requires an application, assessment, and approval process.
- Customers with access to a smartphone, tablet, or computer can manage trips through MY AAR in the MTA app or on the [MTA website](http://mta.info) (mta.info).
- The MY AAR app allows users to:
 - Book and cancel trips
 - View trip status and arrival time
 - Update contact information
 - Manage subscription rides

Accessible Dispatch: Taxis & Rideshares

- Wheelchair-accessible vehicles (WAVs) are available on-demand or can be pre-scheduled.
- Call for an accessible taxi at 646-599-9999 or use the apps Arro, Curb, Myle, Waave Ride, or Wapanda.





Ferries

New York City has a few ferry systems that offer scenic ways to travel by water. They all are accessible to people with disabilities and older adults.

Staten Island Ferry

The Staten Island Ferry, which is managed by the New York City Department of Transportation (NYC DOT), runs between Staten Island and Lower Manhattan. It's completely free to ride. Ferries run every 15 to 30 minutes, and the ride offers great views of New York Harbor and the Statue of Liberty. Terminals and boats are accessible, with elevators, ramps, and accessible restrooms. You can bring your mobility device, service animal, or bicycle.

NYC Ferry

NYC Ferry connects waterfront neighborhoods in all five boroughs. It is managed by New York City Economic Development Corporation (NYCEDC). The NYC Ferry boats are wheelchair accessible, and all landings have ramped boarding.

Whether you're commuting or sightseeing, ferry rides offer a smooth and picturesque way to get around.

1260



Meet Your Transportation Providers



NYC-Based Transportation





New York City Department of Transportation

- Every time you go outside, you interact with the New York City Department of Transportation (NYC DOT).
- We are responsible for a vast network of public infrastructure, including planning, design, construction, maintenance, and management of roads, sidewalks, bridges, traffic signals and signs, crosswalks, bus stops, bike lanes, streetlights, plazas—even the Staten Island Ferry.
- We are here to help all New Yorkers and millions of visitors get around our city.



Metropolitan Transportation Authority

- The Metropolitan Transportation Authority (MTA) operates the subway, buses, and paratransit (Access-A-Ride), as well as the Metro-North and Long Island Railroads.
- The MTA adds and maintains elevators and ramps to subways and railroad stations.
- Use OMNY or Reduced-Fare OMNY to pay for your MTA services.
- Learn more on the [MTA Accessibility website](https://www.mta.info/accessibility) ([mta.info/accessibility](https://www.mta.info/accessibility)).



Access-A-Ride

- Access-A-Ride (AAR) is MTA New York City Transit (NYCT) Paratransit Service.
- AAR provides public transportation for eligible customers with disabilities that prevent them from using the public buses and subways.
- AAR service operates a share-ride program, 24/7, including holidays.
- AAR will take you within the five boroughs of NYC and within a three quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties.
- You can make reservations 1 to 2 days in advance via the MY AAR app, online via the [AAR Website](https://www.mta.info/accessibility/access-a-ride) (mta.info/accessibility/access-a-ride) and by phone at 877.337.2017.





NYC Taxi & Limousine Commission

- The NYC Taxi & Limousine Commission (TLC) oversees the Accessible Dispatch Program. It offers wheelchair-accessible yellow and green taxi services.
- Taxi service can start in any of the five boroughs. Trips can end in the five boroughs, Westchester County, Nassau County, or the three regional airports.
- Passengers pay the metered taxi fare from the point of pick-up to their destination. There are no extra costs to passengers.
- The TLC has transitioned to a new Accessible E-Hail model in response to the changing accessible transportation ecosystem. This new accessible E-hail model will provide passengers greater options when selecting a service provider.
- Passengers can use any of the following apps Accessible Dispatch NYC, Arro, Curb, or Myle to hail a ride. Passengers can also call 646-599-9999 to request an accessible vehicle.
- In addition to accessible taxi service, passengers can receive an FHV accessible ride by connecting with Uber and Lyft through their respective apps.

NYC Ferry

- NYC Ferry provides an affordable way to travel between the waterfront neighborhoods of New York City.
- NYC Ferry has six fixed-service routes and 25 landings that span all five of New York City's boroughs.

Accessibility:

- NYC Ferry's fleet includes 150 and 350-passenger vessels. Each vessel has outdoor seating on the upper deck. It has a climate-controlled cabin. There are over 100 seats, wheelchair tie-downs, and an accessible bathroom.
- All NYC Ferry landings have a digital information display, ticket machines, and signs with schedules and maps.
- The NYC Ferry Discount Program gives lower fares to: seniors, people with disabilities, NYC Fair Fares participants and NYC high school students. You can find more information on how to apply to the NYC Ferry Discount Program on [NYC Ferry's website](https://www.ferry.nyc/discount) ([ferry.nyc/discount](https://www.ferry.nyc/discount)).



NYC

OPPORTUNITY
NEW YORK, NEW YORK

Regional Transportation and Beyond



PATH Train

- The PATH Train links Manhattan to New Jersey cities, including Jersey City, Hoboken, and Newark. The Port Authority of New York and New Jersey (PANYNJ) runs the service.
- Pay with: SmartLink card or contactless credit/debit card or phone (OMNY is not yet accepted).

Accessibility:

- PATH has elevator-accessible stations at Newark, Harrison, Journal Square, Grove Street, Exchange Place, Newport, Hoboken, 33rd Street, and World Trade Center. Check the elevator status (panynj.gov/path/en/alerts/elevator-and-escalator.html).
- Accessible Fare Entry Gates are available at all of the stations listed above and will automatically open upon payment of the fare. There is also a release button that unlocks the gate as you exit.
- PATH provides free on-demand remote video ASL interpreting via the Convo Now app. Passengers can use this service by scanning QR codes with the Convo Now app. These codes are located on PATH Information Booths.
- PATH Website (panynj.gov/path/en/index.html)



NICE Bus

- The Nassau Inter-County Express Bus (NICE Bus) runs in Nassau County and connects to Queens and the subway in some places.
- You pay with coins, MetroCard (also eligible for MTA Reduced-Fare MetroCards), and GoMobile tickets. OMNY is coming to NICE buses in late 2025.
- There are free transfers to MTA buses and subways.

Accessibility:

- All NICE buses have lifts or ramps and spaces for wheelchairs.
- Buses also have audio and visual announcements.



Able-Ride

- If you cannot use regular NICE buses because of a disability, you may be eligible for Able-Ride, Nassau County's paratransit service.
- Trips are usually shared with other riders and must be reserved in advance.
- If going from Nassau County to NYC (or vice-versa), you can transfer to Access-A-Ride at Green Acres Mall (main entrance-south at Panera Bread) in Valley Stream, Northwell Health (450 Lakeville Rd, Building D) in New Hyde Park.
- For more information visit the [Able-Ride page on the NICE Bus website](https://www.nicebus.com/Able-Ride/How-to-Ride/) ([nicebus.com/Able-Ride/How-to-Ride/](https://www.nicebus.com/Able-Ride/How-to-Ride/)) or call Able-Ride at 516.228.4000.



Bee-Line Bus

- The Bee-Line Bus serves Westchester County and parts of the Bronx.
- You can pay with MetroCard or coins.
- Senior and disabled reduced fares are available to riders at least 65 years of age, certified disabled persons and valid Medicare card holders with proper photo identification.
- There are free transfers to MTA buses and subways.

Accessibility:

- All Bee-Line buses are wheelchair accessible.
- They have ramps, priority seating, and stop announcements.



Bee-Line ParaTransit:

- Westchester County offers ParaTransit for people who cannot use the Bee-Line buses because of a disability.
- It's a shared ride service and trips must be scheduled ahead of time.
- For more information call ParaTransit at 914-995-7272 or visit the [Westchester County ParaTransit website](http://transportation.westchestergov.com/bee-line-paratransit) (transportation.westchestergov.com/bee-line-paratransit).



NJ TRANSIT

- NJ Transit is New Jersey's provider on bus, train, and light rail transit.
- Connects to NYC via train through Penn Station, or via bus through the Port Authority Bus Terminal or George Washington Bridge Bus Station.
- Pay with: NJ Transit ticket machines, app, or onboard fare payment (exact change on buses).
- For more information visit the [NJ Transit Accessibility website](https://www.njtransit.com/accessibility) ([njtransit.com/accessibility](https://www.njtransit.com/accessibility)).



Amtrak

- Where it goes: Long-distance and intercity rail links NYC to Boston, Washington, D.C., and more.
- Buy tickets on Amtrak's website, app, or at station kiosks.
- For more information visit the [Amtrak Accessible Travel Services Website](https://www.amtrak.com/planning-booking/accessible-travel-services.html) ([amtrak.com/planning-booking/accessible-travel-services.html](https://www.amtrak.com/planning-booking/accessible-travel-services.html)).

Midtown Bus Terminal

- The Midtown Bus Terminal is the world's busiest bus terminal. It sits between Eight and Ninth Avenues and 40 and 42 Streets.



Accessibility:

- The paging system uses the terminal's loudspeakers and scrolling message screens. This helps travelers hear or see important announcements easily.
- Free help, like wheelchair escorts, is available for travelers who find it hard to move around the facility. Visit the Information Booth or dial "54" on any in-house telephone to request staff assistance.
- All restaurants and restrooms at the Midtown Bus Terminal are ADA accessible. This includes the bank, pharmacy, and other shops.
- [Midtown Bus Terminal website](http://panynj.gov/bus-terminals/en/port-authority.html) (panynj.gov/bus-terminals/en/port-authority.html).

Regional Airports

- The NYC metro area has three main airports: LaGuardia, John F. Kennedy International, and Newark Liberty. Access the world through these gateways run by PANYNJ.



Airports offer a variety of accessibility services and options. Visit each airport's website to learn more.

- [LaGuardia Airport Accessibility Services](http://laguardiaairport.com/at-airport/accessibility-services) (laguardiaairport.com/at-airport/accessibility-services).
- [John F. Kennedy International Airport Accessibility Services](http://jfkairport.com/at-airport/accessibility-services) (jfkairport.com/at-airport/accessibility-services).
- [Newark Liberty International Airport Accessibility Services](http://newarkairport.com/at-airport/accessibility-services) (newarkairport.com/at-airport/accessibility-services).



Paying Your Fare



OMNY

OMNY is the MTA's tap and go fare payment system for public transportation in the New York region. Simply use your contactless credit or debit card, smart phone, wearable device, or an OMNY card to tap and go. OMNY is accepted across subways, buses, paratransit, and other regional services.

Here's how it works:

- Tap and go: Use a smart phone (with mobile wallet enabled), a wearable, or a contactless credit or debit card, or an OMNY card to pay your fare at subway turnstiles, AutoGates, and onboard buses (including Select Bus Service). Simply tap any payment device on the OMNY reader.
- OMNY cards are reloadable, function like MetroCards, and are accepted anywhere OMNY is available.
- Free transfers: Use the same card or device for both legs of your trip to get a free transfer.
- Free trips: Pay for 12 rides using the same card or device in a 7-day period, and all additional rides within the week are free.

How to Get and Reload Value an OMNY Card:

- OMNY cards can be purchased in OMNY vending machines in subway stations, Mobile Sales Units, Customer Service Centers, and one of over 4,000 retail locations like CVS, Walgreens, and Duane Reade. Find a retail location near you by checking the [OMNY Website](https://omny.info/retail-locations) (omny.info/retail-locations).
- You can add value to your card in several ways:
 - In person at retail locations or OMNY machines or MTA Mobiles Sales.
 - Via phone at 877.789.6669, seven days a week (from 6AM to 8PM).
 - Online at omny.info (you'll need to register your card).
 - Set up auto-reload online so your balance never runs out.

OMNY offers the same reduced fare benefits as MetroCard for older adults and people with disabilities. Once approved through the MTA, you can link your reduced fare benefit to your OMNY card or payment method.

For help, call OMNY Customer Service at 877.789.6669 or visit the [OMNY website](https://omny.info) (omny.info).



Reduced-Fare OMNY

Good news! If you're eligible for a Reduced-Fare MetroCard, you can now also use OMNY to tap and ride. The MTA has mailed out Reduced-Fare OMNY cards, if you have not received your card, call 511.



Who qualifies for reduced fare:

- People 65 or older.
- People with qualifying disabilities.

How to set up OMNY with your reduced fare:

- Apply for the MTA Reduced-Fare Program online, by mail, or in person. Applications are available on the MTA Reduced-Fare program website (mta.info/reduced-fare).
 - The MTA will activate your reduced-fare benefit on your registered device or card.
- Once approved, you'll receive a Reduced-Fare OMNY card.
- Create an optional account at omny.info and register your preferred payment method.

Need help? Call the OMNY Customer Service Center at **877.789.6669** or visit the [MTA Reduced-Fare program website](http://mta.info/fares-tolls/subway-bus/reduced-fare) (mta.info/fares-tolls/subway-bus/reduced-fare).



Access-A-Ride

- Eligible AAR customers will receive their AAR OMNY ID card by mail before the end of 2025. You do not need to contact AAR to request a card.
- AAR customers are encouraged to create an OMNY account before they begin using their AAR OMNY ID card for AAR trip payments and/or the Four Free Trip benefit.
- Customers can register an AAR OMNY ID card online or by calling OMNY customer service.



Reduced Fare: AAR fares are the same as a full subway or bus ride. NYC Fair Fares can provide 50% off an AAR trip for those who qualify for the program.

Need help managing your account or figuring out payment options? AAR customer service is there to support you! Call 877-337-2017 or visit the AAR page on the [MTA website](https://www.mta.info/accessibility/access-a-ride) ([mta.info/accessibility/access-a-ride](https://www.mta.info/accessibility/access-a-ride)).

Fair Fares NYC

Fair Fares NYC is a program that helps low-income New Yorkers save money on public transportation. If you qualify, you can get a 50% discount on subway and eligible bus rides. It is funded and run by New York City.

You may be eligible if you:

- Live in New York City.
- Are between ages 18 and 64.
- Meet income requirements (for example: up to 200% of the federal poverty level).
- Are not already receiving a discounted MetroCard/OMNY Card through another program, such as the MTA Reduced Fare program.



How It Works:

- You'll receive a Fair Fares OMNY Card (FFOC) that works like a regular one, but charges half the fare per ride.
- When you add money to your FFOC, only half of the current fare will be deducted each time you tap.
- Once you take 12 paid trips in a 7-day period using the same (FFOC), the rest of your rides of the same week will automatically be free.
- Fair Fares also gives 50% off Access-A-Ride (AAR) paratransit trips, you just need to link your AAR and Fair Fares accounts.

How to Apply:

- **Online:** Visit the [NYC Fair Fares website](https://nyc.gov/fairfares) (nyc.gov/fairfares).
- **In Person:** Go to a Fair Fares NYC location (listed on the website).
- **Need help?** Call 311 and say "Fair Fares".

A blue and yellow bus is stopped at a bus stop. A digital sign on the bus displays route information: "52 via CROSS BAY BLVD & LIBERTY AV via WOODHURST". The sign also shows "CL Emhurst W 0", "BS Select Bu 4", and "CL Emhurst W 7". The bus has a "selectbus service" logo. A person's legs in khaki pants are visible in the foreground, walking past the bus stop.

Tips for Planning Your Trip



Use Trip Planners

Planning ahead can make your travel experience smoother, safer, and more enjoyable. Here are some helpful tools and tips:

MTA Trip Planning Tools

- **MTA Trip Planner:** Enter your origin and destination to get real-time travel suggestions for bus, subway, or rail.
- The MTA App and TrainTime App both have trip planning tools available.
- **MY AAR:** Schedule AAR rides and track vehicles in real-time.

Other Trip Planners:

- There are other apps, like Transit and Google Maps, that let you plug in your destination and get transit directions, including accessible route options.

Check Real-Time Information

Several apps will give you information about transit arrival times.

- Use **the MTA app** for real-time subway, bus, and Access-A-Ride updates.
- Use **the TrainTime app** for all your Metro North and Long Island Rail Road trips and ticket purchasing.
- Sign up for **Real Time Alerts** to get information about your most used routes 24/7 via SMS or Email.
- Visit [MTA.info](https://www.mta.info) for service changes, elevator outages, and accessibility alerts.

MTA NaviLens Pilot

- NaviLens is a smartphone app that helps blind and low vision riders navigate transit spaces using colorful QR-style codes.
- Codes are posted in select subway and bus locations and can be scanned up to 12x farther away than a QR code, even without precise camera aim.
- The app provides audio and visual guidance in dozens of languages about your location, nearby services, and directions.
- Sighted users may use the NaviLens GO tool to quickly receive real-time service information, also in dozens of languages.

How it works:

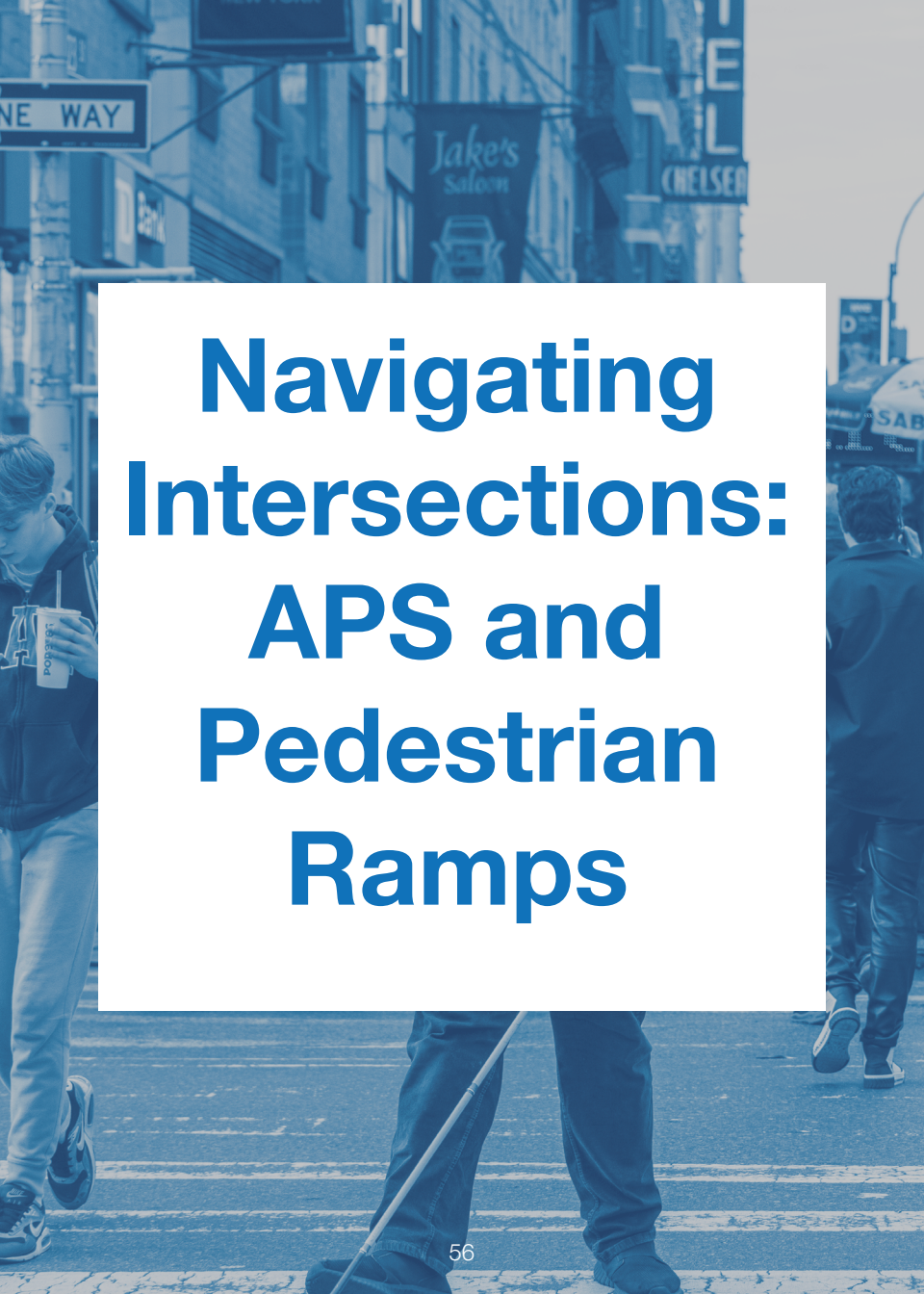
- Scan colorful NaviLens codes posted in select subway stations and bus stops.
- Codes can be scanned from up to 40 feet away—no need for precise aiming.
- The app provides audio and visual information about your surroundings in multiple languages.



Convo Access Pilot

- The MTA, PANYNJ, and NJ TRANSIT are all piloting a new technology solution to help people who are Deaf or hard of hearing get information while using transit!
- Convo Access is a mobile app that connects you to a live ASL interpreter right on their device.
- No need to download anything, and it is free to use on the NYC subway, PATH trains, and NJ TRANSIT.
- Through this app you can chat with a transit employee at a station about service changes, payment, or anything related to your trip.
- To use Convo Access scan a green QR code at select locations.
- For MTA, it is available at Customer Service Centers in subway stations, the MTA Customer Service Center in Lower Manhattan, mobile sales vehicles, and certain LIRR and Metro-North stations.
 - Information about which stations have Convo on the [MTA Convo website](https://www.mta.info/accessibility/innovations/convo) ([mta.info/accessibility/innovations/convo](https://www.mta.info/accessibility/innovations/convo)).
- For the PATH, Convo Access is available at PATH Information Booths.
- For NJ TRANSIT it is available in Penn Station.
- It is also available at the Midtown Bus Terminal.





Navigating Intersections: APS and Pedestrian Ramps



Getting across the street safely and confidently is key to independent travel. NYC DOT is working to make intersections easier to navigate for all, especially for those with vision or mobility disabilities.



Accessible Pedestrian Signals (APS)

APS devices help people who are blind or have low vision know when it is safe to cross the street.

Here's what they do:

- **Audible cues:** A distinct sound plays when the walk signal is on.
- **Tactile features:** Vibrating push buttons provide a physical cue.
- **Consistent messaging:** Sounds and vibrations match the visual “walk” signal.
- **Locator tones:** Help you find the push button in the first place.

APS devices are being added across the city — over 3,700 intersections and growing! That is 25% of all intersections citywide.



Tip: If there's no APS at an intersection you use, you can request one by calling 311 or visiting the [NYC DOT website](https://www.nyc.gov/dot) ([nyc.gov/dot](https://www.nyc.gov/dot))



Pedestrian Ramps

Pedestrian ramps (curb ramps) are a critical component in providing a safe and accessible means of travel throughout New York City. They provide access on and off our streets. They make it easier to roll, walk, or push across the road.


Designed for:

- Wheelchair and mobility device users.
- People using walkers, strollers, or canes.
- Anyone who needs a smoother transition from sidewalk to street.

Features to look for:

- Textured surfaces (detectable warning strips) to alert people with vision loss.
- Smooth, level landings at the top of ramps.
- Clear space — no obstructions or pooling water.

NYC DOT is upgrading ramps citywide, especially those along streets that are resurfaced.

A worker in a safety vest is kneeling on a sidewalk, looking at a tablet. A level tool is placed on the sidewalk in the foreground. The background shows a street with white lines.

**Tip: See something broken or missing?
Report ramp issues to 311 or online at
nyc.gov/311.**

A construction worker with a beard is kneeling on a sidewalk, looking down at a tablet computer. The scene is overlaid with a blue tint. In the foreground, a spirit level is placed on the ground. The text "Driving in NYC" is centered in a white box.

Driving in NYC



Parking Permits for People with Disabilities

- NYC DOT issues two types of parking permits for people with disabilities. One is the NYC Parking Permit for People with Disabilities (City PPPD placard), and the other is the New York State Parking Permit for Persons with Severe Disabilities (State PPPD hangtag).
- The New York State permit can only be used in off-street parking spaces designated for people with disabilities. Outside of New York City, the hangtag can be used for on street parking in municipalities where disability spaces have been designated. The NYC PPPD is valid for on-street parking throughout New York City.
- Learn more and download an application on [the parking permit website \(nyc.gov/pppdinfo\)](https://nyc.gov/pppdinfo).

Tip: These permits have different privileges and eligibility requirements—many drivers in NYC choose to apply for both.

Toll Discounts

E-ZPass gives toll discounts to people with disabilities. This is especially helpful for those who often use bridges and tunnels in the area. Some discount plans require documentation of disability or regular medical visits.

Learn more on the [E-ZPass website](http://e-zpassny.com) (e-zpassny.com).

Congestion Relief Zone Discount

Vehicles in the Individual Disability Exemption Plan (IDEP) do not have to pay the Congestion Relief Zone toll. Enrolling into IDEP is a two-step process. Applicants first need to establish eligibility and then use that eligibility to enroll in IDEP.

Learn more on [the MTA website](http://idep.mta.info) (idep.mta.info).

**Help is
Just a Call
(or Click)
Away**

NYC DOT

Service	Contact Info
NYC 311	Dial 311 or visit nyc.gov/311
MTA Accessibility	mta.info/accessibility or accessibility@mtahq.org
Access-A-Ride	877-337-2017 / new.mta.info/accessibility/paratransit
Accessible Dispatch	646-599-9999 / accessibledispatch.com
NYC DOT	929-441-9658 or accessibility@dot.nyc.gov



About This Guide

This guide is part of the NYC DOT's Access to Independence program. Access to Independence helps people with disabilities and older adults find accessible transportation resources and information. It does this through dynamic events that share information about accessible transportation.

Stay informed about the latest events and information on the [Mobility Management web page](https://www.dotmobility.nyc.gov) ([dotmobility.nyc](https://www.dotmobility.nyc.gov)).

Created under the leadership of:
Mike Flynn, Commissioner NYC DOT
Mobility Management Program
Accessibility Policy Advisor and ADA Coordinator



Scan the QR code or
visit nyc.gov/dotmobility to
download a PDF version of this Guide
and check out other
Mobility Management Resources.



