

CONDITIONAL ELIGIBILITY

The federal Department of Transportation Americans with Disabilities Act regulations allow New York City Transit (NYCT) to grant persons “conditional eligibility” when:

- 1) buses or subways are inaccessible
- 2) conditions at bus stops or subway stations do not permit individuals to board and disembark from accessible vehicles
- 3) the individual’s wheelchair cannot be accommodated on accessible vehicles
- 4) their specific impairment-related conditions prevent them from traveling to or from bus stops and subways

Customers granted conditional eligibility are eligible for Access-A-Ride (AAR) paratransit service only when their disability and/or specific impairment-related conditions prevent them from using buses or subways. For example, snow, hot and/or cold weather, hilly terrain, subway stairs and unfamiliarity with a destination are conditions that prevent some people with disabilities from using the bus or subway.

Those determined conditionally eligible for AAR may only travel on AAR when the conditions noted on the AAR ID card apply.

NYCT will check the weather site www.weather.gov/nyc to determine when weather conditions apply.

Customers with questions about conditional eligibility should call the Eligibility Unit at 877-337-2017. Customers who are deaf should call through the relay. When the recorded message begins, the customer should press either “1” to continue in English or “2” to continue in Spanish. When the subsequent recorded message begins, the customer should press “1” to speak with a representative.

CONDITIONAL ELIGIBILITY CATEGORIES:

INTERBOROUGH

Customers found eligible for interborough service may use AAR to travel from one borough to another provided there is no available fixed-route bus or ADA accessible subway station that he/she has been determined able to use. For example, the customer may use AAR to travel between Brooklyn and Queens.

EXTREME COLD

Customers found eligible for service during cold weather may use AAR to travel in all boroughs when the temperature is forecast to be 39° F or below on the day of the trip from December 1 through March 31. Additionally, environmental barriers to travel such as snow and icy streets will be taken into consideration.

EXTREME HEAT

Customers found eligible for service during hot weather may use AAR to travel in all boroughs when the temperature is forecast to be 90° F or above on the day of the trip from July 1 through August 31. Additionally, environmental barriers to travel such as humidity will be taken into consideration.

EXTREME COLD/EXTREME HEAT

Customers found eligible for service during cold and hot weather may use AAR to travel in all boroughs (1) when the temperature is forecast to be 39° F or below on the day of the trip from December 1 through March 31; and (2) when the temperature is forecast to be 90° F or above on the day of the trip from July 1 through August 31. Additionally, environmental barriers to travel such as humidity, snow and icy streets will be taken into consideration.

EXTREME COLD & INTERBOROUGH

Customers found eligible for service during cold weather and for interborough service may use AAR to travel (1) in the borough where they live when the temperature is forecast to be 39° F or below on the day of the trip from December 1 through March 31; and (2) from one borough to another provided there is no available fixed-route bus or ADA accessible subway station that he/she has been determined able to use. Additionally, environmental barriers to travel such as snow and icy streets will be taken into consideration.

EXTREME HEAT & INTERBOROUGH

Customers found eligible during hot weather and for interborough service may use AAR to travel (1) in the borough where they live when the temperature is forecast to be 90° F or above on the day of the trip from July 1 through August 31; and (2) from one borough to another provided there is no available fixed-route bus or ADA accessible subway station that he/she has been determined able to use. Additionally, environmental barriers to travel such as humidity will be taken into consideration.

EXTREME COLD/HEAT & INTERBOROUGH

Customers found eligible for service during hot and cold weather and interborough may use AAR to travel (1) in the borough where they live when the temperature is forecast to be 39° F or below on the day of the trip from December 1 through March 31; (2) when the temperature is forecast to be 90° F or above on the day of the trip from July 1 through August 31; and (3) from one borough to another provided there is no available fixed-route bus or ADA accessible subway station that he/she has been determined able to use. Additionally, environmental barriers to travel such as humidity, snow and icy streets will be taken into consideration.

UNFAMILIAR PLACES (NAVIGATIONAL)

Customers found eligible because they are unfamiliar with bus and/or subway routes to some locations due to their cognitive or visual impairment may use AAR for those trips. They may not use AAR for routes with which they are familiar.

DISTANCE

1 TO 2 BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 2 blocks from the origin or destination of their trip.

3 TO 4 BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 4 blocks from the origin or destination of their trip.

5 OR MORE BLOCKS

Customers found eligible for service under this category may use AAR for all trips that would require them to travel to a bus stop or subway that is more than 5 blocks from the origin or destination of their trip.

Please note all MTA New York City Transit buses are wheelchair-lift equipped.