Interested in Applying or Recertifying for Access-A-Ride?

Applicants and recertifying customers are required to go to an assessment center, as part of the Access -A-Ride (AAR) eligibility determination process. Based on availability, the assessment will be conducted at a center located in the applicant or recertifying customer's borough of residence or within the five boroughs of NYC.

This procedure enables AAR to assign an appropriate eligibility status to applicants more quickly and objectively.

Except for customers who have temporary conditions, those found eligible will only have to **reapply every five years**.

At the Assessment Center

When visiting an assessment center, both AAR applicants and recertifying customers will have a personal interview with a health-care professional and undergo functional testing as appropriate.

Following your visit to the assessment center, a certifier will send an assessment report to MTA New York City Transit Eligibility staff. This report has information that may not have been noted on your application and/or was missing from your doctor's note. It also provides a clearer picture of your travel ability.

Eligibility Determination

As previously stated, the assessment report enables NYC Transit Eligibility staff to assign an appropriate eligibility status to applicants and customers being recertified. Below is a list of the eligibility categories:

1. Full
2. Conditional
3. Continual
4. Full Temporary
5. Conditional Temporary
6. Ineligible

For more information please visit **https://new.mta.info/accessibility/ paratransit**

Continual Eligibility

Continual eligibility will be considered for individuals who cannot use NYC Transit buses or subway service under any circumstances and/or whose disability is unlikely to improve and determined likely to become more severe.

Customers who have continual eligibility will not need to be recertified every five years. Instead, these customers will be sent a form requesting an update of their information every five years.

It Begins With a Call

Whether you are applying or recertifying for AAR, call 877-337-2017 (toll-free for area codes 212, 929, 718, 347, 516, 631, 646, 914, 917, 332 and 845) or 718-393-4999 (from other area codes). Persons who are deaf/hard of hearing call through the relay. Telephonic interpretation service is also provided in many languages. When connected to AAR, you may press "**1**" for **English** and then "**1**" again for Eligibility. If "**1**" is not pressed, callers will hear choices in each of the respective languages: For **Spanish**, press "**2**." For **Russian, Chinese, French Creole, Korean or Bengali**, press "**3**." **For all other languages, press "4**." Eligibility staff are available from 9 a.m. to 5 p.m., Monday through Friday.

Except for those with temporary eligibility, recertifying customers receive a notice in the mail about the recertification process. If you do not receive the notice, please call Eligibility staff six weeks before the expiration date on your AAR identification to begin the recertification process.

Those who agree to visit an assessment center will be told that they will receive an application and a letter providing the date, time and location of their appointment including instructions for scheduling a round-trip visit to the assessment center. The documents should arrive in about five days.

Call us if you do not receive these documents.

There is no fare charged for the trip to and from the assessment center.

Need Help?

Please inform Eligibility staff if you will need assistance in a language other than English when you visit the assessment center. Also inform staff if you need to travel with a Personal Care Attendant (PCA). A PCA may be a relative, spouse, friend or professional attendant. The PCA also rides free of charge.

Decisions

A decision will be made about your eligibility for the service within 21 days after your visit to the assessment center. If you are denied eligibility or given conditional eligibility, you have a right to appeal the eligibility decision within **60 days of notification**. An appeal form and instructions are included with the notification letter.

How to Apply or Recertify for Access-A-Ride Paratransit Service

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