



New York City Transit



Guide to Accessible Transit on Buses and Subways



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Introduction



“As a conduit to employment, opportunity, culture, and community, NYCT should provide all members of the public with a reliable way to travel.”

Andy Byford,
NYCT President



Alex Elegudin
Senior Advisor for
Systemwide Accessibility

Knowing that our Transit system is complex, we have created this guide to help you better understand and navigate the accessibility features. Currently 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.

In May 2018, President Andy Byford introduced Fast Forward: The Plan to Modernize New York City Transit. This ambitious plan will transform the subway system and modernize the bus network while prioritizing accessibility by implementing:

- 50+ new accessible stations within the next 5 years
- More direct routes and a new Paratransit Access-A-Ride scheduling and dispatch system
- Better information regarding elevator outages and alternate routing information in stations, on our website, kiosks, emails, mobile apps, and text alerts
- New disability sensitivity training for all employees
- A new Senior Advisor for Systemwide Accessibility, **Alex Elegudin**, reporting directly to the President.

Introduction



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

Web web.mta.info/accessibility

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

Available on all **Help Points** and at **station booths** in Queens, Brooklyn, The Bronx, and Manhattan. If you use a hearing aid or cochlear implant, switch to the T-setting (telecoil).



@NYCTSubway
@NYCTBus
@NYCTAAR

My MTA Alerts

Get free email and/or text alerts regarding elevator and escalator status at stations. Click **here** to sign up at

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. The Reduced-Fare MetroCard is available for persons with the following disabilities:

- Blindness
- Deaf/Hard of hearing
- Ambulatory disability
- Loss of both hands
- Intellectual disability and/or other mental capacity disability
- Receiving Medicare benefits for any reason other than age
- Serious Mental Illness (SMI) and receiving Supplemental Security Income (SSI) benefits.



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

- Click **here** and complete an application
- 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.

To apply for a Senior Citizen Reduced-Fare MetroCard:

- Click **here** and complete an application
- Provide a photocopy of one of the following proof of age documents:

Birth Certificate

Driver’s License

Passport

Valid State ID

Medicare Card

- Allow two to four weeks for in-house processing.

Reduced-Fare MetroCard Program



Applications for a Reduced-Fare MetroCard can be submitted:

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, M20, M55

Our Mobile MetroCard Service Centers have regular monthly schedules that take them to the five boroughs. Visit web.mta.info/metrocard/mms.htm to see when a service center will be near you.

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.

By Mail to

MTA New York City Transit

Attn: Reduced-Fare Program

130 Livingston Street, Brooklyn, NY 11201

Navigating a Subway Station

This section lists elements of ADA stations and tips for riding safely.

Features of Accessible Stations

Accessible stations have features that improve accessibility for customers with visual, hearing, and mobility disabilities, as specified by the Americans with Disabilities Act. Features include:

- Elevators or ramps
- Handrails on ramps and stairs
- Large-print and tactile-Braille signs
- Audio and visual information systems
- Accessible station booths with induction loop technology
- Accessible MetroCard Vending Machines
- Accessible service entry gates at subway stations
- Platform-edge warning strips
- Platform gap modifications to reduce the gap between trains and platforms.

Station Identification Signs

Look for directional signs with the International Symbol for Accessibility (ISA). 

All fully accessible stations and newly renovated stations have tactile-Braille signage located on the left side of the station booth, the platform columns nearest the stairs, and on other columns throughout the station.

For those who are hard of hearing or deaf, many stations have countdown clocks, dynamic signage, and interactive On the Go Kiosks.

AutoGate

AutoGate is an automatic entry/exit gate that allows customers who have ambulatory disabilities, are accompanied by a service animal, or use wheelchairs to enter and exit the subway system. Many accessible and some non-accessible subway stations are equipped with AutoGate units. You must have the specially encoded Reduced-Fare AutoGate MetroCard to open AutoGates.

Navigating a Subway Station

Elevators

When you enter the station, look for signs directing you to the nearest elevator.

If the elevator is out of service, you should:

- Check signage on the elevator for alternate travel information
- Ask station personnel for assistance.

Note: For the most up-to-date information on elevator and escalator status, click [here](#), use the **MYmta app** or call **511**.

Plan a Trip

Click [here](#) 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 trip.

Large Print Subway Maps

Call **511** to request a large print edition of the subway map and stay tuned for clearer ADA station maps to come.



Using Subways

Boarding

- Locate the **Accessible Boarding Area** near the center of the platform where the car with the conductor normally stops.
- Accessible Boarding Areas incorporate reduced gaps to facilitate train entry/exit for customers using wheelchairs.
- Boarding near the conductor allows the conductor to see you and hold the train as needed.
- Never position your wheelchair between a station column and the platform edge. This creates a safety hazard for you and fellow customers and creates an obstacle to passenger flow.

Riding

- Once on board, try to navigate to the accessible seating area.
- Position yourself safely and lock your brakes.



Using Subways

Exiting

If you miss your stop at an accessible station:

- Ask the train conductor or station personnel for assistance.
- Use a Help Point intercom.

Note: If upon exiting, you encounter an out-of-service elevator on the platform, please refer to alternate travel information signage in the station or refer to page 10 for more guidance.

Service Changes

Look for notices in all subway stations. If you see the ISA icon on a notice, it means the upcoming planned service change described on that notice will affect service to/from one or more accessible subway stations.

During a service change, there are notices near elevators or on white boards in station booths. If your train is rerouted from an accessible station, ask the station agent or station personnel to help you choose an alternate route.

Help Points

Help Points put subway customers in touch with Transit personnel 24/7 via an interactive communications device.

Each Help Point device has two buttons, a green INFORMATION button to ask for travel information and a red EMERGENCY button to be used only in an urgent situation.



Manhattan Accessible Stations

14 St **A C E L**

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

14 St-Union Sq **L N Q R W** only, **4 5 6** are not accessible

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

23 St **6**

Elevators on corners of 23rd St and Park Ave South.

34 St-Herald Sq **B D F M N Q R W**

Elevator on Herald Center building on west side of Broadway.

34 St-Penn Station **1 2 3**

Elevator on south side of 34th St at LIRR entrance.

34 St-Penn Station **A C E**

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

34 St-Hudson Yards **7**

Elevator on SW corner of 34th St and 10th Ave.

42 St-Port Authority Bus Terminal **A C E**

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

47-50 Sts-Rockefeller Ctr **B D F M**

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

49 St **N Q R W** accessible northbound only

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

50 St **C E** accessible southbound only

Elevator on north side of 49th St west of 8th Ave.

Manhattan Accessible Stations

51 St **6**

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

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

59 St-Columbus Circle **A C B D 1**

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

66 St-Lincoln Center **1**

Elevators on corners of 66th St and Broadway.

72 St **1 2 3**

Elevators inside station house on north side of 72nd St.

72 St **Q**

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

86 St **Q**

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

96 St **1 2 3**

Elevators inside station house on Broadway.

96 St **Q**

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

125 St **4 5 6**

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

125 St **A C B D**

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

135 St **2 3**

Elevators on corners of 135th St and Lenox Ave.

Manhattan Accessible Stations

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 east of City Hall near Chambers St and Centre St.

Canal St **6**

Elevators on NE corner of Canal St and Lafayette St.

Chambers St **1 2 3**

Elevator on NW corner of Hudson St and Chambers St.

Cortlandt St **R W**

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

Dyckman St **1** southbound only

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

Fulton St **A C J Z 2 3 4 5**

Elevators on the corners of Dey St and Broadway.

Grand Central-42 St **4 5 6 7**

Elevator on 42nd St between Park Ave and Lexington Ave.

Manhattan Accessible Stations

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.

Lexington Av/63 St **F Q**

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

Roosevelt Island **F**

Elevators on street level.

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** only, **S** is not accessible

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

West 4 St **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

Atlantic Av-Barclays Ctr

B D N Q R 2 3 4 5

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

Avenue H **Q** southbound only

Entrance on north side of Avenue H and East 15th St.

Bay Pkwy **D**

Street elevator on NW corner of Bay Parkway and 86th St.

Borough Hall **2 3** both directions, **4 5** northbound only

Elevator in front of Supreme Court Building at Court St.

Canarsie/Rockaway Pkwy **L**

Ramp on main entrance.

Church Av **2 5**

Elevators on corners of Church Ave and Nostrand Ave.

Church Av **F G**

Elevator at NW corner of Church Ave and McDonald Ave.

Coney Island/Stillwell Av **D F N Q**

Main entrance is on Mermaid Ave.

Crown Hts/Utica Av **3 4**

Elevator on corner of Utica Ave and Eastern Pkwy.

DeKalb Av **B Q R**

Elevator on SE corner of DeKalb Ave and Flatbush Ave.

Euclid Av **A C**

Elevator on NE corner of Euclid Ave and Pitkin Ave.

Brooklyn Accessible Stations

Flatbush Av/Brooklyn College **2 5**

Elevator on corner of Flatbush Ave and Nostrand Ave.

Flushing Av **J M**

Elevator on SW corner of Flushing Ave and Broadway.

Franklin Av **C S**

Elevator on SW corner of Fulton St and Franklin Ave.

Jay St-MetroTech **A C F R**

Elevator on NE corner of Jay and Willoughby Streets.

Kings Hwy **B Q**

Elevators on Kings Highway between 15th and 16th Streets.

Marcy Av **M J Z**

Elevators at corner of Marcy Ave and Broadway.

Myrtle-Wyckoff Avs **L M**

Elevators at the intersection of Myrtle Ave and Wyckoff Ave.

Park Place **S**

Ramp from Prospect Pl west of Franklin Ave.

Prospect Park **B Q S**

Entrance ramp on Lincoln Rd between Flatbush Ave and Ocean Ave.

Utica Av **A C**

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

Wilson Av **L** northbound only

Use ramp on south side of Wilson Ave and Moffat St.

Bronx Accessible Stations

3 Av-149 St

Elevator on the corners of 149th St and 3rd Ave.

161 St-Yankee Stadium

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

231 St

Elevators on corners of 231st St and Broadway.

233 St

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

E 180 St

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

Fordham Rd

Elevator on SE corner of Jerome Ave and Fordham Rd.

Gun Hill Rd – White Plains Rd line

Elevator on White Plains Rd between Gun Hill Rd and 211th St.

Hunts Point Av

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

Kingsbridge Rd

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

Pelham Bay Park

Elevator near corner of Westchester Ave and Bruckner Blvd.

Pelham Pkwy – White Plains Rd line

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

Simpson St

Elevators corner of Simpson St and Westchester Ave.

Queens Accessible Stations

21 St-Queensbridge

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

61 St-Woodside

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

Aqueduct Racetrack

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

Court Sq only, is not accessible

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

Far Rockaway-Mott Av

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

Flushing/Main St

Elevator on Roosevelt Ave, east of Main St.

Forest Hills-71 Av

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

Howard Beach-JFK Airport

Elevators on Coleman Sq and 159th Ave.

Jackson Hts-Roosevelt Av

74 St-Broadway

Elevator on Roosevelt Ave between 74th St and 75th St, or enter on Broadway between 74th St and 75th St.

Jamaica/179 St

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

Queens Accessible Stations

Jamaica Center-Parsons/Archer

Elevator on south side of Archer Ave at 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 on street level.

Ozone Park-Lefferts Blvd

Elevator on NW corner of Liberty Ave and Lefferts Blvd.

Queens Plaza

Elevator on corner of Queens Plaza South and Jackson Ave.

Rockaway Park-Beach 116 St rush hours only

 all times. Station at street level.

Sutphin Blvd-Archer Av/JFK Airport

Elevator off SE corner of Sutphin Blvd at 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 on the same platform for a train that later stops at an accessible station. All same platform transfers are same direction unless noted otherwise.

Brooklyn Stations

Bergen St **F** **G**

Broadway Junction **A** **C**

Carroll St **F** **G**

Franklin Av **2** **3** **4** **5**

Hoyt-Schermerhorn Sts **A** **C**

G Opposite Direction

Nevins St **2** **3** **4** **5**

Smith-9 Sts **F** **G**

Manhattan Stations

14 St **1** **2** **3**

42 St-Bryant Park **B** **D** **F** **M**

Canal St **A** **C** **E**

City Hall **R** **W**

Both Directions

Lexington Av-59 St **N** **R** **W**

Both Directions

Queens Stations

Broad Channel **A** **S**

Myrtle Av **M** **J** **Z**

Depending on Day/Time

Queensboro Plaza **N** **W** **7**



Using Buses



Boarding

- Bus operators must accommodate customers with disabilities as long as the bus is not at capacity and wheelchair priority seating is available.
- Wait near the bus stop sign where the bus operator can see you.
- Make sure you have the correct bus by checking the front destination sign, listening to recorded announcements, or asking the bus operator.
- Bus operators must attempt to curb the bus as closely as possible, so customers can board safely.
- All bus operators must lower the bus whenever they cannot curb the bus.
- When a bus operator observes a customer who may have difficulty boarding, the operator should kneel the bus.
- The bus operator will position the bus to deploy the ramp/lift safely or to activate the kneeling feature.
- The bus operator will activate the ramp/lift, allow you to board, and secure your wheelchair/scooter on the bus. You can board facing forward or backward (whichever you prefer).

Using Buses

Riding the Bus

- If you are boarding using a lift, make sure to lock your brakes.
- Once you are in position on board the bus, lock your brakes again. In order to ride safely on the bus, the bus operator must secure your wheelchair in place.
- If you have a visual disability, please listen closely for your stop or ask the bus operator to notify you when you are near your stop.

Exiting the Bus

- You can indicate when you want to exit the bus by pressing the button or strip located in the area surrounding the windows.
- When you reach your destination, please wait until the bus comes to a complete stop before unlocking the brakes on your wheelchair. The bus operator will free your wheelchair or scooter from its position on the bus and activate the ramp or lift to let you off the bus.

Request-A-Stop

- You can ask the bus operator to let you off at a location along the route that is not a bus stop between 10 PM and 5 AM nightly.
- If the operator can stop the bus safely at the requested stop, you will be let off the bus.
- Bus Operators will continue to make all regular stops.
- Please note that Request-A-Stop service is only available on local bus routes, and on express routes only when the bus is dropping off customers.



Paratransit Access-A-Ride Service

The NYCT Access-A-Ride (AAR) service provides public transportation for eligible customers with disabilities or health conditions that prevent them from using the public 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.

Whether you need temporary eligibility while recovering from surgery, require more long-term access, would like to reapply, or are seeking reciprocal 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, click **here** and click the Access-A-Ride link.



Accommodations

Service Animals

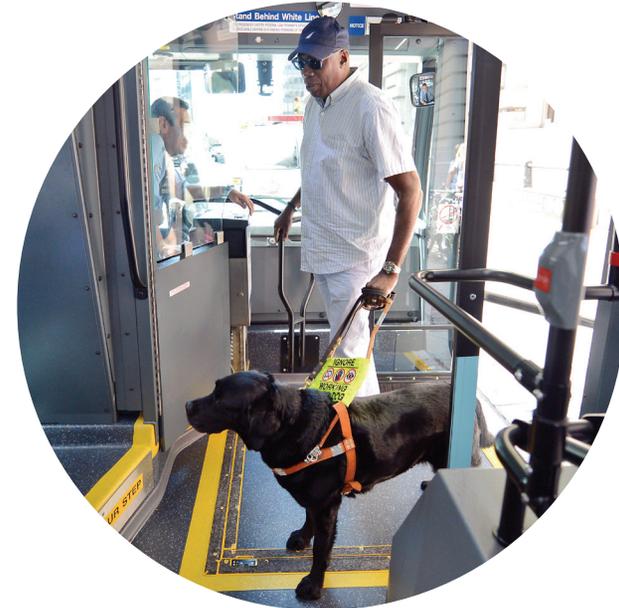
Customers with disabilities are permitted to bring their service animal into all MTA transit facilities. The animal must be leashed and under the control of their handler. Service animals are animals (usually, but not always, a dog) that have been trained to perform tasks to mitigate the effects of their handlers' disabilities, 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

Animals that have not been trained to perform tasks to assist their handlers with their disabilities, including animals whose sole therapeutic function is to provide emotional support, are not service animals and are not exempt from the rule requiring animals 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 MTA buses please **visit web.mta.info/accessibility** to complete an application.



Accommodations

Personal Care Attendants (PCAs)

Personal Care Attendants are people who assist individuals with disabilities. PCAs are eligible to ride MTA 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, Reduced-Fare MetroCard please explain why you need a PCA on your application and your request will be reviewed at your Eligibility Determination.

Whether or not you are approved to travel with a PCA, you may travel with one guest. On AAR, customers and guests must pay full AAR fare, except an infant held in a parent's lap.

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, click [here](#)



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 **516-465-1502** (leave message), or click **here**.

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 our Museum with the help of track safety workers.

Please click **here** for more information.



New York City Transit