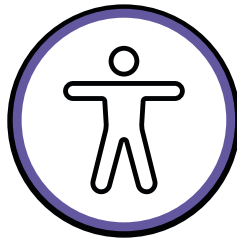




Council on
Developmental
Disabilities

Rideshare Quick Guide





Council on Developmental Disabilities

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Acknowledgement

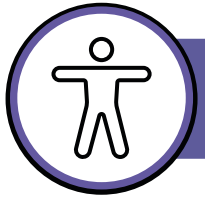
This material was developed by WRI Solutions under an agreement with the New York State Council on Developmental Disabilities.

Table of Contents



Learning About Rideshares

Definition of Rideshare.....	1
Get Started	1
Arrange for a Ride	4
Rate and Tip the Rideshare Driver	10
Safety Tips and Preparation.....	11
Use the Rideshare GPS Map	14
Report a Problem	14



Accessibility Features and Options

Accessibility Features Within a Rideshare App	17
Accessible Service Options	18
Make Your Ride Comfortable.....	20



Financial Help

Rideshare Reimbursements.....	21
Programs that Support Low-Cost Transportation.....	22



Other Resources

Services to Help You Find Transportation.....	23
Paratransit Services in NYC.....	23



Learning About Rideshares

Definition of Rideshare

Rideshare is a service available through an application (app) on a smartphone or tablet. The app lets you arrange and pay for transportation to somewhere you want to go. You may have heard of rideshare services like Uber and Lyft.

It can be very helpful to use a rideshare service if you don't drive, don't have a car, or there isn't a bus or train route to where you want to go. This Rideshare Quick Guide can help adults, 18 years old and older, learn how to use a rideshare. It can also help you choose one that works best for you.

Get Started

You may choose to work with a trusted support person to use this guide. Start by thinking about what you need from a rideshare service. Below are a few questions to help you identify your needs and choose a service. After you learn what rideshare services meet your needs, you are ready to choose one and download the app.

Questions

Below are questions to help you choose a rideshare service.

Do you use a wheelchair?

Do you need help getting in or out of the car?

Do you use a **screen reader**?

Do you have a **service animal**?

Do you need to **text instead of talk**?

Suggestions

Below are rideshare services that may have what you need.

Try **Uber WAV** or **Curb** (in major cities)

Check if **Uber Assist** is available near you.

Uber and **Lyft** apps work with screen readers.

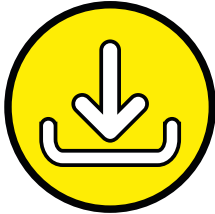
Uber and **Lyft** welcome service animals.

Uber and **Lyft** apps have features for riders and drivers who are hearing impaired or deaf.

[Return to Table of Contents](#)



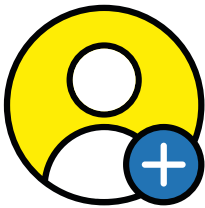
Download and set up the rideshare app



1. Download the app

Find rideshare apps in the app store on your phone.

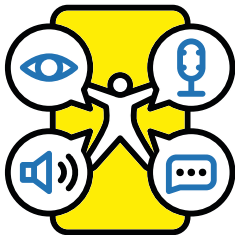
- ▶ If you use an iPhone, go to the **Apple App Store**.
- ▶ If you use an Android, go to the **Google Play Store**.
- ▶ In the app store, search for Rideshare and download the app(s) of your choice.



2. Set up an account

You must set up an account to use the app. Follow the step-by-step directions in the app to:

- ▶ Create an account
- ▶ Create a log-in and password for your account



3. Set up accessibility features

- ▶ You can change the accessibility settings in the app to meet your needs.
- ▶ To change the accessibility options, go to the app **Settings** and select **Accessibility**.



4. Set up and share your location

- ▶ You must set up your location services on your phone for the rideshare app to find your pickup location.
- ▶ For safety, it is best to share your location with one or more of your support persons. **See page 3** for [How to set up and share your location](#).

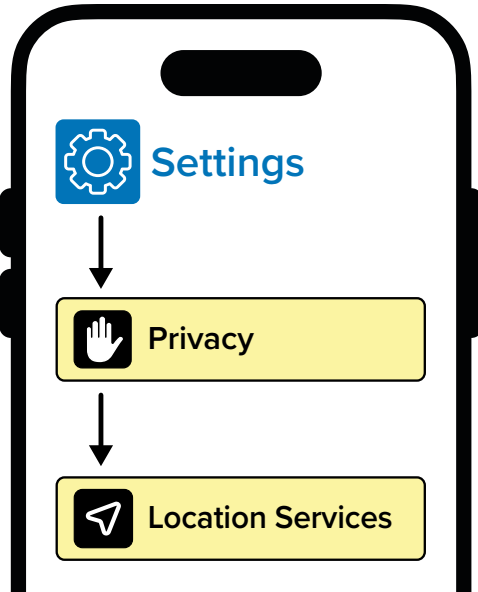
Important Note

Rideshare apps need to stay updated to work correctly. In your smartphone settings, find the 'Auto Update' option to keep your app current.

[Return to Table of Contents](#)



How to set up and share your location

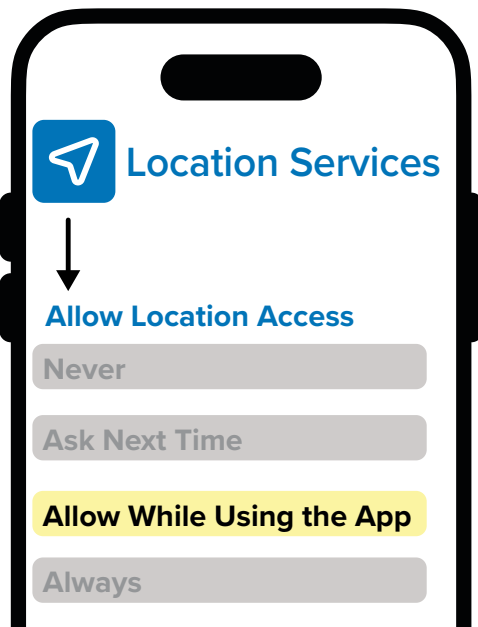


Step One

Turn on location services

Go to your **phone settings** and turn on location services. Location services are also known as GPS (Global Positioning System).

1. Open the **Settings** for your phone.
2. Look for **Location Services**. It may be found in Privacy **or** Connections.
3. Choose the **Location Services** button to turn **Location ON**.
4. Choose **Share My Location** and **Choose Allow** so your apps can use your location when needed.



Step Two

Allow the rideshare app to use your location

1. Open your **rideshare app**.
2. If asked, choose **Allow** when it asks for permission to use your location.
3. If not asked, you will need to:
 - ▶ Go back to your **phone settings**.
 - ▶ Look for **Apps** and find your rideshare app.
 - ▶ Choose **Permissions**, select **Location**, select **Allow While Using the App**.

You are now ready to arrange for a ride and communicate with your driver.

[Return to Table of Contents](#)



Arrange for a Ride

You can request a ride right before you need it or schedule one ahead of time. **See page 7**, for how to [Schedule a ride in advance](#). Here is an overview and tips for arranging a ride.



Enter addresses for pickup and destination.



Choose a ride that is right for you.



Request a ride. Be sure to give yourself enough time.

- ▶ **Enter the addresses for pickup and destination.**
 - Type in the address where you want the driver to pick you up, and the address where you want to go.
- ▶ **You can save the places you visit often.**
 - If you go to the same place a lot, you can save it with a name. This makes it easier to find and enter in the app.
- ▶ **Double-check** the pickup and destination addresses you entered **before requesting the ride**. You want to be sure the driver knows the correct places to go.
- ▶ **Choose the ride that is right for you.**
 - If you use a wheelchair or need help getting in and out of the car, there are ride options that can support you.
- ▶ **Give yourself enough time to prepare and be at the pickup location on time.**
 - It is **important to know** that a driver will wait about 2 minutes at the pickup location. They may leave and cancel the ride if you are not there.
- ▶ **Request a ride when you are almost ready to leave.**
 - Be sure you can be at your pickup location at the correct time.
- ▶ **The app will show you the location of the driver and about how much time until your ride arrives.**
 - Your pickup time depends on how close the driver is to your pickup location. It may take a few minutes or longer if the driver is farther away.

[Return to Table of Contents](#)



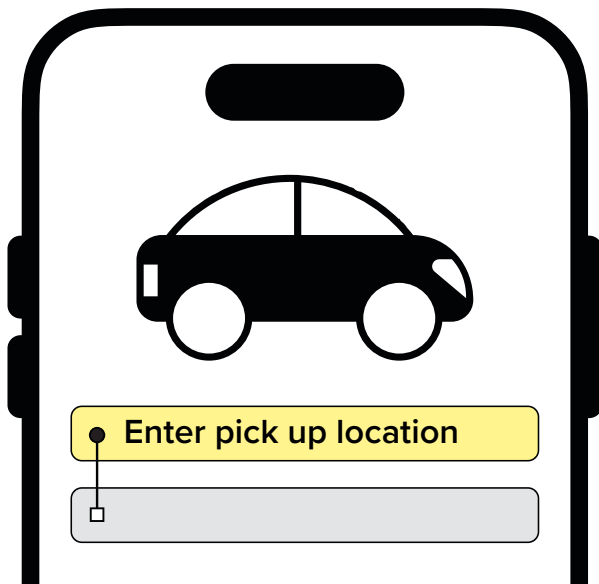
How to arrange for a ride



To get started

Open the rideshare app.

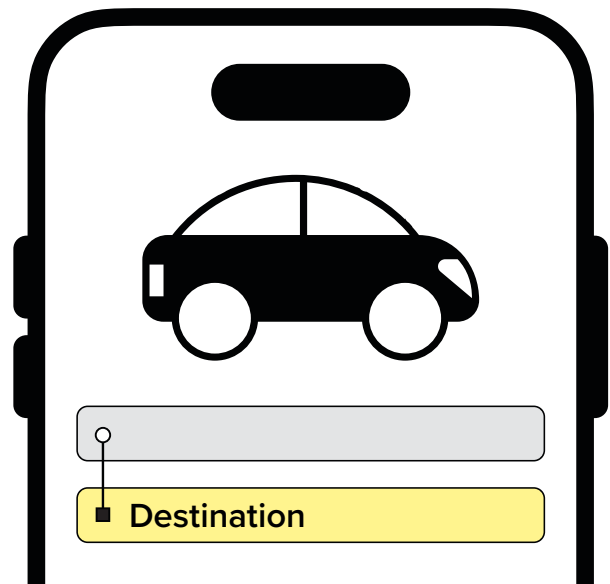
Set your preferences for the ride. For help selecting preferences for the ride or disclosing a disability, see page 17, [Accessibility Features and Options](#).



Step One

Enter your pickup location

- ▶ Tap the box labeled, **Enter your location** or **Enter pickup location**.
 - ▶ Type your address or select a saved location, such as “Home” or “Work.”
- or
- ▶ Move the pin on the map to your exact pickup spot.



Step Two

Enter your destination

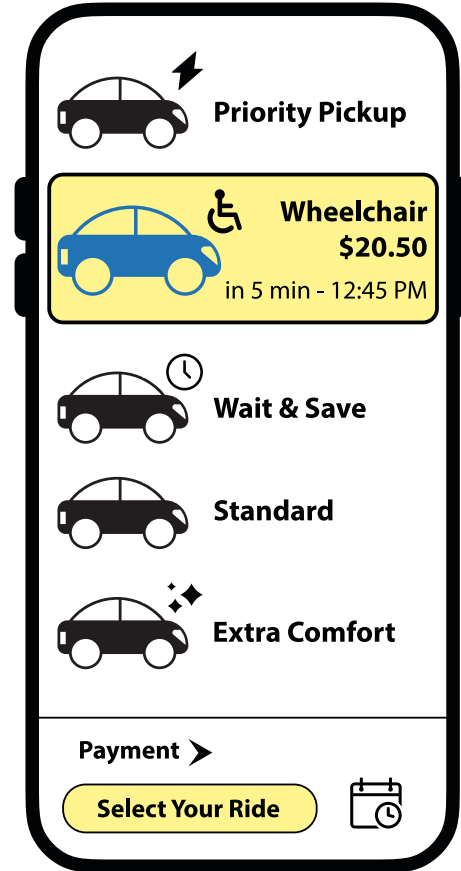
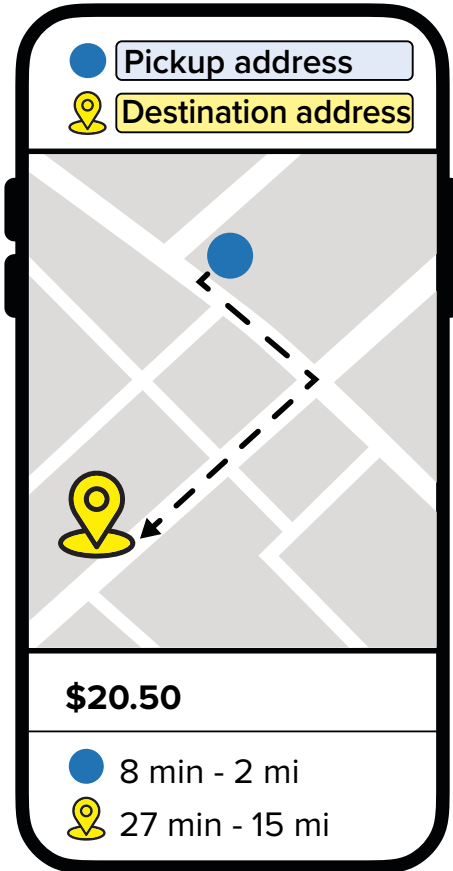
- ▶ Tap the box labeled **Destination** or **Where to?**
- ▶ Type in the address or business name of where you want to go.
- ▶ Confirm it by selecting the correct option from the list that appears.

Go to the next page for more steps on how to arrange for a ride.

[Return to Table of Contents](#)



How to arrange for a ride (continued)



Step Three

Check your route

- ▶ Make sure the addresses entered for pickup and destination are correct.

On this screen, you will also see:

- ▶ The cost of the trip.
- ▶ The length of time you will need to wait for the driver to pick you up.
- ▶ The length of time it will take to get to your destination.

Step Four

Request your ride

- ▶ Choose from the available ride types.
- ▶ Tap **Request** to call your driver.

Important Note

Not every ride option is available in every area. For example, wheelchair accessible rides may not always be available. It depends on the drivers who are nearby.

[Return to Table of Contents](#)



Schedule a ride in advance

You can schedule a ride a day or more ahead of time in the rideshare app. You will need to choose the date and time you want to be picked up. Some apps may allow you to schedule 30 to 90 days ahead of the ride.

Scheduling a ride ahead of time does not always mean a driver will be available. You will be **notified** if a driver is **not** available.

The price of your ride may change before your scheduled pickup time. You will be notified if the price for your ride has changed.

Other ride options

Other
rideshare



Bus or taxi



Friend or family

When a ride is canceled

Sometimes a scheduled ride may get canceled by the driver, or canceled because of bad weather or traffic problems. It is a good idea to have a plan in place in case this happens.

- ▶ Know how to request a different ride from the same app when you need it. **See page 5, [How to arrange for a ride](#).**
- ▶ Know the other rideshare options available to you. You may need to schedule a ride with another rideshare service.
- ▶ Know the local taxi services available to you. Save local taxi service numbers in your phone in case you need to call for a ride.
- ▶ Learn about bus or train options in your area. You may need to learn how to use them and get to them.
- ▶ Have the phone number of a friend or family member available to call if you need help.

[Return to Table of Contents](#)



How to have a good experience



Be ready for your pickup time

At pickup, a driver will wait only about 2 minutes. They may leave and cancel the ride if you are not there. **If you need extra time**, you can use the app to send a message to your driver.



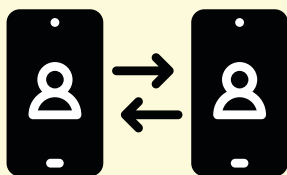
Wait in a safe place

Wait in a well-lit, public area where there are other people. Avoid waiting alone in a dark or non-public area, especially at night. The app will show you when your driver arrives.



Make sure the right driver and ride pick you up

When your ride arrives, make sure the driver name and photo, license plate, and type of car match the information in your app for your ride.



Communicate with your support persons

You can call or text one or more of your support persons before and during your ride. You can also ask a support person to check in with you or, if you like, travel with you.



If something feels wrong or the driver doesn't show up

- ▶ Use the app to report the issue.
- ▶ Call or text a support person for help.



Be kind and respectful

Be kind and respectful to your driver and expect the same. Everyone deserves respect, no matter their language, race, ethnicity, disability, religion, political belief, sexual orientation, gender, or age.

[Return to Table of Contents](#)



Pay for the ride

To schedule the ride to reach your destination, you will need to pay for your ride. Rideshare apps allow you to connect a method of payment and pay for a ride through the rideshare app.

Setting up a method of payment

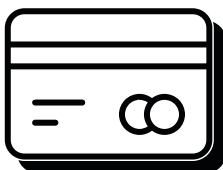
Most apps allow you to connect a bank account, credit card, debit card, a gift cards, or a PayPal or Venmo account. The app will charge your account or card after the ride ends.

How to connect a method of payment

1. Open the rideshare app.
2. Go to your **Account** or **Menu**.
3. Tap **Wallet** or **Payment**.
4. Choose **Add Payment Method**.
5. Select how you want to pay. Depending on the app, some options may include:
 - Bank account
 - Credit or debit card
 - Gift cards
 - PayPal or Venmo
6. Follow the steps to enter your payment information.
7. Save your payment information. After it is saved, the app will charge your account or card the cost of your ride after each trip.



Bank account



Credit or debit card



Gift cards

If you need to update an account or card or want to connect a different one, go back to Step 2 and 3 to **edit**, **remove**, or **add** your payment method.

Some programs are available to help with the cost of rideshares. If you are eligible, some programs may reimburse you for the cost of a rideshare trip after you pay for it. **See page 21**, [Financial Help](#).

[Return to Table of Contents](#)



Rate and Tip the Rideshare Driver

Rate your rideshare driver

Rating a driver means you can give a score about how your ride went. You can also write a comment if you want. Rating the driver helps the rideshare company understand how well the driver is doing and how to improve the service.

When your ride ends, the app will ask you to rate your driver with a score of **1 to 5 stars** (1 = poor, 5 = excellent). You can select a suggested comment or add your own comment.

If you did not get a chance to rate the ride right after it ended, you can do it a few days later.

- ▶ Open your rideshare app.
- ▶ Find your recent ride.
- ▶ Choose how many stars you want to give your rating.
- ▶ Add a comment about your experience if you like.



Rating your rideshare driver

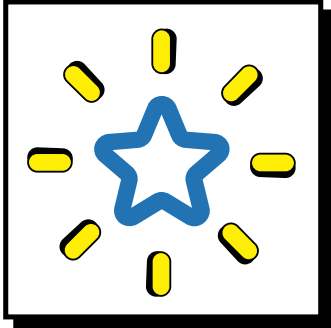
- ▶ Did the driver drive safely?
- ▶ Was the car clean?
- ▶ Was the driver friendly?
- ▶ Did the driver do what you asked? For example, if you asked for air conditioning, was it turned on?
- ▶ Were you picked up and dropped off at the right time and place?
- ▶ Did the driver respect your personal space and preferences?

[Return to Table of Contents](#)



Drivers get to rate you

Drivers can rate passengers, just like you can rate them. Drivers can rate a passenger with a score of 1 to 5 stars.



Tips for you to get a good rating

- ▶ Be polite.
- ▶ Be on time.
- ▶ Do not leave trash in the car.
- ▶ Follow the rules of the rideshare service.



Tip your rideshare driver

Tipping means giving your driver extra money to say thank you for the ride. You don't have to tip, but it's a kind way to show you liked the service. Many riders choose to leave a tip.

- ▶ Suggested tips might include a set amount (\$5) or a percentage (like 15–20% of the ride). If the driver was very helpful, you might leave a larger tip.
- ▶ Some apps let you tip drivers automatically. You can set your tip to be the same after every ride.
- ▶ Some apps let you tip up to **30 days** later.
- ▶ **100% of your tip** goes to the driver.



Safety Tips and Preparation

There are steps you can take to stay safe and feel confident when using a rideshare. You have the right to feel safe, and you can learn what to do if something does not feel safe.

Prepare before your ride arrives

Every ride may feel a little different, and that's okay. Most likely you will meet a different driver and get into a different vehicle each time you schedule a ride. On the next page, there is a list of things to help you be safe and comfortable before you get into the vehicle.

[Return to Table of Contents](#)



Learning About Rideshares



Important Note

In the rideshare app, check for information about the driver and vehicle.



Driver's first name and photo.



License plate number of the vehicle.



Type (make and model) and color of the vehicle.

- ▶ Make sure your **phone is fully charged**.
- ▶ Make sure the app is up-to-date and ready to use.
- ▶ Check the addresses of the pickup and dropoff locations to be sure they are correct.
- ▶ Check the app for **information on the driver and vehicle** coming to pick you up. Look for the:
 - **first name of the driver** (a photo of the driver may also be available)
 - **license plate number** of the vehicle
 - **type** (make and model) and **color** of the vehicle
- ▶ You may be able to set up a PIN as an added step to make sure the correct driver arrives. A PIN is a unique 4-digit code. The driver will need to enter the PIN when they start the ride.
- ▶ Call or text a support person while waiting for your driver so you can communicate when your ride arrives.
- ▶ Share your trip with someone you trust. It lets someone see where you are on a map and they can follow along while you're in your ride. You do this within the app.

When your ride arrives

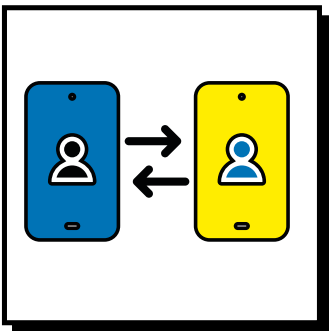
Here are some things to do **before** getting into the vehicle:

- ▶ Make sure the driver's name, license plate number, and type of vehicle **match** the information in the app.
- ▶ **Wait** for the **driver to say your name first**, before you tell them your name.
- ▶ Confirm the driver's name. If the driver does not tell you their name, you can ask, "What is your name?"
- ▶ Do not get in the vehicle if the driver or vehicle do not match the information in the app.
- ▶ If you set up a PIN number, share the PIN before you get in the vehicle. The driver will need to enter it to start the ride.

[Return to Table of Contents](#)



Family, friend,
or caregiver



Share your ride
in the app

Important Note

Call 911

If there is a **life-threatening emergency**, call **911** or your local police department right away.

During your ride

Here are some things you can do to make sure your trip is safe from the time the ride starts to the time it ends.

- ▶ Let a **family member, friend, or caregiver** know when you see your ride is arriving.
- ▶ **Share your ride** in the app if it allows someone to follow along.
- ▶ Keep your phone nearby in case you need to call or text for support during the ride.
 - The apps allow you to call the rideshare company's contact support.
- ▶ Use the app to **report a problem immediately** if something feels unsafe or wrong. **See page 15** for [How to report a problem](#).
- ▶ Stay calm and ask the driver to stop in a safe place if the driver does something unsafe.
- ▶ **Call 911** or your local police department right away if there is a **life-threatening emergency**.
- ▶ If you think you are going to be dropped off at the wrong location, let the driver know this is the wrong location and tell the driver the correct destination address.
- ▶ If you are in the wrong location **after you get out of the car**, here are a couple of things you can do:
 - Open the app to reschedule another ride.
 - Call or text a support person for help.
 - You can also contact the rideshare company's support team for help.
- ▶ If you feel the driver discriminated against you or did not meet your accessibility needs, you can report this in the app.



Use the Rideshare GPS Map



Keep your location turned on in your phone settings.

This helps the app show your ride on a map. You can see where the car is while you wait and follow your trip while you're riding. GPS helps you and the driver **find each other** and stay on track.

The rideshare app shows your trip on a **map**. You will see:

- ▶ Where your driver is
- ▶ When the driver arrives
- ▶ Your trip from start to finish

If you share your ride with a support person, they will also see the ride on the map and be able to follow along.

Want to check directions ahead of time?

Go to your map app on your phone, type your destination, and check the map from your home or another address.



Report a Problem

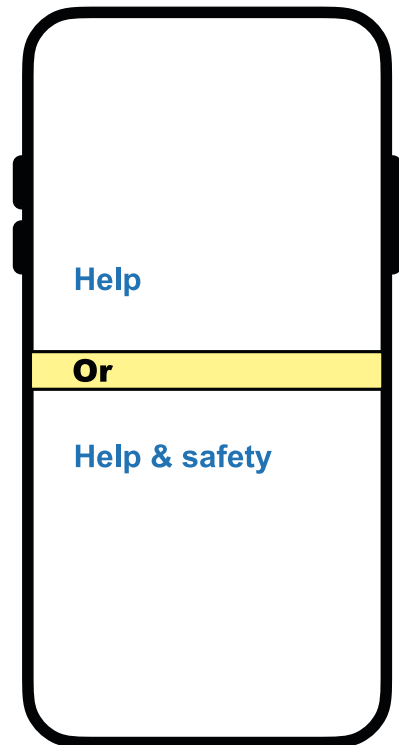
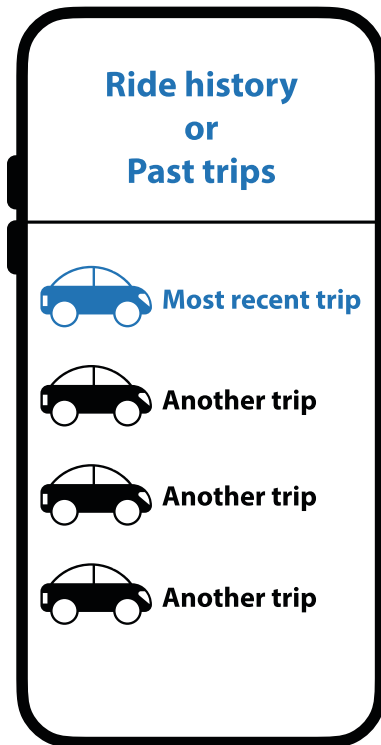
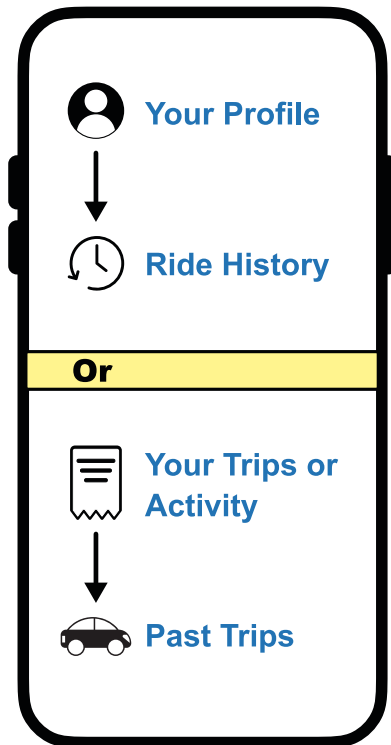
You can use the app to report a problem during or after your ride. **See page 15** for [How to report a problem](#). Here are some examples of problems you may want to report.

- ▶ The driver was rude or unsafe.
- ▶ The car didn't show up.
- ▶ You were charged too much.
- ▶ You left something of yours in the car.



How to report a problem

To get started: Open the rideshare app.



Step One

Find your ride history

- ▶ Look for **Ride History**, **Your Trips**, or **Activity**.
- ▶ Tap on the option that shows up on your phone.

Step Two

Find the ride you want to report

- ▶ You will see a list of your past trips.
- ▶ Your most recent trip will be at the top.
- ▶ Tap the ride you want to report a problem.

Step Three

Find Help or Help & safety

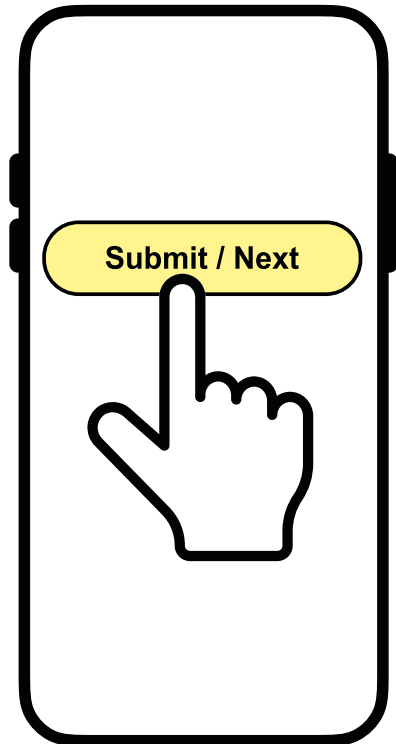
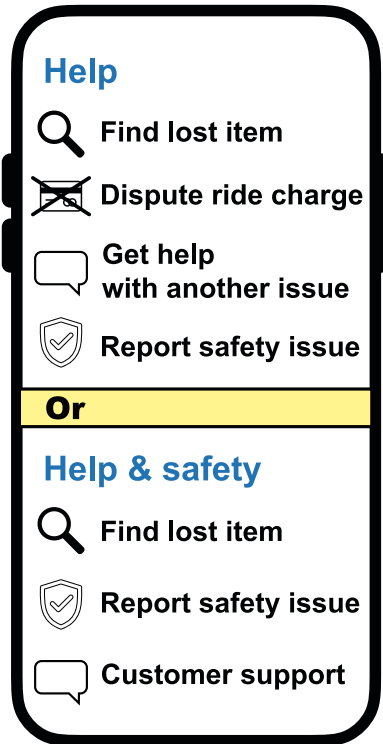
- ▶ After you opened the past trip, scroll down to find **Help** or **Help & safety**.
- ▶ Tap on **Help** or **Help & safety**.

Go to the next page for more steps on how to report a problem.

[Return to Table of Contents](#)



How to report a problem (continued)



Step Four

Choose the problem to report

- ▶ You will see a list of problems like:
 - Lost item
 - Fare/price issue
 - Safety issue
- ▶ Select the one that best matches your problem. You can report things like:
 - Driver behavior
 - Car didn't come

Step Five (optional)

Write a short message

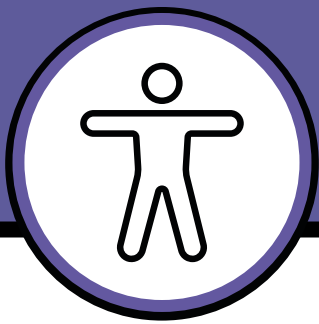
- ▶ You may be asked to explain what happened.
- ▶ You can write a short message in your own words.
 - Example: “**The driver was not polite.**” or “**The car never came.**”

Step Six

Send the report

- ▶ Select **Submit**, **Send**, or **Next** to send your message.
- ▶ The app may send you an email or message after you reported your problem.

[Return to Table of Contents](#)



Accessibility Features and Options

Accessibility Features Within a Rideshare App

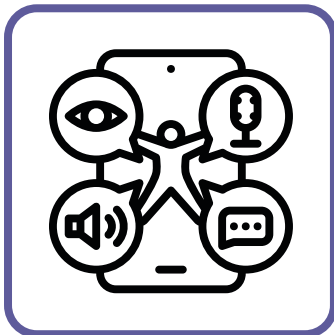
Rideshare apps include accessibility features, but each app offers different options. You can find these features in the app's settings. When choosing which rideshare app to download, think about which accessibility features are most important to you.

You may want to ask a support person, family member, or another trusted person to help you.

- ▶ Identify your needs.
- ▶ Identify what you may want in a rideshare.
- ▶ Pick which rideshare services meet your needs and desires.

Accessibility features make it easier to arrange for a ride. They can help you share your needs, such as using a service animal or a wheelchair. Below are some accessible options you may find in a rideshare app:

- ▶ **Text-to-speech:** Words are read out loud.
- ▶ **Large text:** Bigger letters make it easier to read.
- ▶ **Picture symbols:** Images help explain words.
- ▶ **Service animal:** Share Information about your service animal.
- ▶ **Simple language mode:** Instructions will be easier to understand.
- ▶ **Screen readers:** Programs can read screens for people who are blind or have low vision.



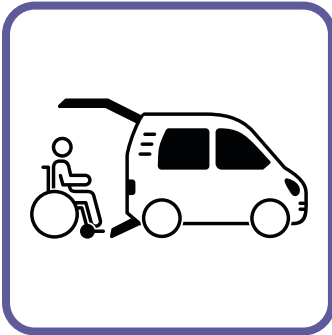
[Return to Table of Contents](#)



Accessible Service Options

Wheelchair Accessible Vehicles (WAVs)

Some rideshare apps allow you to request a wheelchair-accessible vehicle (WAV). These vehicles are usually vans designed to fit wheelchairs. A WAV may not be available in every location, so make sure to check the app first.



Accessibility trained drivers

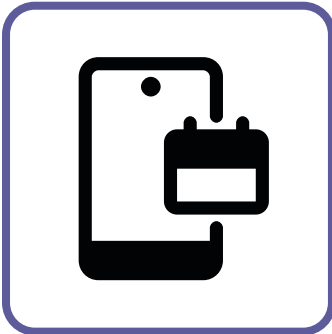
Certain rideshare options include drivers who receive training to support riders who:

- ▶ Travel independently
- ▶ Need help getting in or out of the car
- ▶ Need a little extra assistance

NOTE: These services are not medical transportation or ambulances.

Scheduling a ride by phone

Some rideshare services allow you to schedule rides by phone if using the app is not an option. You can also have a caregiver request a ride for you.



Taxi connections

Some rideshare apps can connect you with local taxis, including wheelchair-accessible ones. This can help if the app's own drivers cannot meet your needs, especially in major cities.



Sharing disability needs in rideshare apps

You can use the rideshare app to tell your driver what you need so your ride is safe and comfortable. The apps have accessibility tools to help you share this information, and most apps let you save your disability needs in the settings.

[Return to Table of Contents](#)



Accessibility Features and Options

Add your needs in the app

You can add information about:

- ▶ Using a wheelchair, walker, cane, or other device
- ▶ Having a service animal
- ▶ Being blind, low vision, deaf, or partially deaf
- ▶ How you like to communicate (text or phone)



Choose accessible ride options

Some apps have:

- ▶ Wheelchair-accessible vehicles (WAVs)
- ▶ Drivers trained to give extra help



Message your driver

You can send your driver a message or call to:

- ▶ Tell them what support you need
- ▶ Let them know you may need more time
- ▶ Ask for help with mobility devices



Ask for wait-time fee waivers

A driver may charge for extra time needed to load belongings and passengers into a vehicle. If you are charged for needing extra time to get into the car, you may be able to ask the app to remove that fee. You can do this in the **Help** or **Accessibility** section of the app.

Report problems

If you have any problems because of accessibility issues, you can report them in the **Help** section of the app. **See page 15** for [How to report a problem](#).

Go to [How to report a problem](#).



[Return to Table of Contents](#)



Make Your Ride Comfortable

Everyone likes different things during a ride. You can tell your driver what you like and what helps you feel calm and comfortable. Here are some suggestions of what you can do to make yourself comfortable.



Noise and music

- ▶ Wear headphones or earbuds if loud sounds make you uncomfortable.
- ▶ Play your own music or sounds to help you relax.
- ▶ Ask the driver to turn the music down or off if it feels too loud.
- ▶ Let the driver know if you prefer a quiet ride.



Coping skills and calming techniques

- ▶ Before or during the ride, you can try taking deep breaths or listening to a favorite song.
- ▶ During the ride, use a fidget tool or hold a small object to help keep your hands busy and your mind focused.
- ▶ It can help to have a simple step by step plan in your mind for the ride. For example, you can say to yourself, “Get in the car. Say hello. Ride to my destination. Say thank you. Get out of the car.”

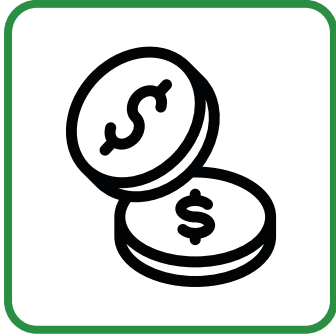


Talking with your driver

You can tell your driver what makes you comfortable. Here are some examples of what you can say:

- ▶ “Can you keep the music low, please?”
- ▶ “Hi, I’d like a quiet ride today, please.”
- ▶ “I might use my headphones during the trip.”
- ▶ You can say “thank you” at the end of your ride, especially if the driver helped you feel comfortable and calm.

[Return to Table of Contents](#)



Visit [511NYRideshare.org](https://www.511nyrideshare.org)

Visit [MTA website](https://www.mta.info)



Rideshare Reimbursements

Some programs may pay you back for rides if you meet their **eligibility** rules. You will need to **pay for the ride first** and then **submit your receipt** to get reimbursed. Be sure to save all your receipts, whether they are on paper or sent by email.

Reimbursement Options

► 511NY Rideshare

- If you carpool or use environmentally friendly transportation (green travel), you may be eligible for a free emergency ride home worth up to \$300 a year.
- 511NY Rideshare works anywhere in New York State. For more information, go online to [511NYRideshare.org](https://www.511nyrideshare.org).

► Access-A-Ride (AAR)

- In NYC, Access-A-Ride may pay you back for using rideshares, taxis, or car services. They will pay you back if they approved the trip in advance or they couldn't send a driver.
- For more information about **eligibility and restrictions**, go online to the [MTA website \(https://www.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy\)](https://www.mta.info/accessibility/access-a-ride/policies-and-forms/taxicab-car-service-reimbursement-policy).

[Return to Table of Contents](#)



Programs that Support Low-Cost Transportation

Some rideshare companies offer special programs that:

- ▶ Provide free or reduced-cost rides for people who qualify
- ▶ Help riders get to medical appointments, job training, grocery stores, and other important locations
- ▶ Partner with local community organizations



Help from the Office for People With Developmental Disabilities (OPWDD)

If you attend a **Day Habilitation** program run by **OPWDD**, they may already have transportation set up for you. This includes **round-trip rides** from your home to your program and back.

Family Support Services (FSS)

If you're not in a Day Program, you might still get help. The **FSS Reimbursement Program** can help you pay for rides to doctor's appointments, therapy, or community activities related to your disability. You'll need to keep receipts and show that the ride was for something related to your intellectual/developmental disability (I/DD) diagnosis.

[Return to Table of Contents](#)



Many rideshares can accommodate people with disabilities, but there may be other transportation options that better fit your specific needs.

To Learn More

211 New York

To learn more, dial **211** or visit: www.211nys.org.

Justice Center

To learn more, visit: www.justicecenter.ny.gov/transportation.

NADTC

To learn more, visit: www.nadtc.org.

The Arc of New York

To learn more, visit: www.thearcny.org.

Access-A-Ride (AAR)

To learn more or apply, call **877-337-2017**

or visit:

<https://www.mta.info/accessibility/access-a-ride>.

Services to Help You Find Transportation

211 New York

211 New York can help you find transportation near you.

New York State Justice Center for the Protection of People with Special Needs

The Justice Center has resources on transportation. You can find information about your civil rights, safety tips, and other ride options.

NADTC (National Aging and Disability Transportation Center)

The NADTC helps people with disabilities and older adults find transportation in their community.

The Arc of New York

The Arc supports people with intellectual/developmental disabilities (I/DD) across New York State. Ask them for help with transportation, services, or rights.

Paratransit Services in NYC

Paratransit is a special van or small bus service for people with disabilities who can't use typical buses or trains.

Access-A-Ride (AAR)

If you live in New York City and can't use the subway or bus because of your disability, you may be able to use Access-A-Ride (AAR).

Access-A-Ride offers:

- ▶ **Rides 24/7** in NYC and nearby areas
- ▶ Door-to-door shared rides
- ▶ Accessible vehicles and trained drivers

[Return to Table of Contents](#)