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## COMMUNITY BOARD NO. 2, MANHATTAN

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June 30, 2025

Demetrius Crichlow  
President  
MTA NYC Transit  
2 Broadway  
New York, NY 10004

Dear Mr. Crichlow:

At its Full Board meeting on June 18, 2025, Community Board #2, Manhattan adopted the following resolution:

### **Resolution in support of expanding the customization and flexibility of Access-A-Ride (AAR) while also updating its technology to improve program usability.**

#### **WHEREAS**

1. Community Board 2, Manhattan (CB2) thanks MTA NYC Transit and our very informed guests who are Access-A-Ride (AAR) users for attending our meeting and sharing the details and their insights, knowledge, and experience concerning the AAR program; and
2. AAR is the largest and most comprehensive public transit program designed for those with disabilities in the United States, and it is a vital service for 12.3 million New Yorkers annually; and
3. New Yorkers of all ages use it to get to and from work, attend high school and college, obtain medical care, participate in social and enriching events, reach travel hubs such as airports, visit family and friends, and much more; and
4. While AAR is available 24/7 and 365 days a year, scheduling and usage can be rigid and onerous, leading to wide-ranging, negative impacts on the lives of those who use it, such as long waits and unnecessarily long trips because of uncoordinated pickups and drop-offs; and
5. Users want AAR to incorporate more on-demand options because currently reservations can be made only 1–2 days in advance and only between 7 AM and 5 PM with one exception; and
6. There is the option to pay out-of-pocket for a taxi or Uber but with significant limitations. The ride must begin and end within one borough, reimbursement can take up to three months, and it is inaccessible for those without cell phones or who are not proficient app users; and
7. AAR rides are shared, and the route from pickup to drop-off can be inexplicably convoluted and time consuming due to inadequate mapping software and outmoded scheduling technology; and

8. The MTA/AAR has increasingly outsourced van rides to private car services managed mostly by the Taxi and Limousine Commission (TLC) because they are nimbler, faster, and less expensive for the AAR program than the AAR vans. The downside is that TLC drivers do not receive the same training as AAR drivers do when it comes to disability supports and are not required to speak English as AAR drivers are required to do; and
9. Wait time for rides can be long (or rides don't show up at all), and there is no reliably accurate way to find out when a ride will arrive or where it is on its route or if it's coming at all; and
10. Users are asking for the enrollment process to be streamlined, and to restructure it such that enrollees feel empowered and have a more comfortable and positive experience.

**THEREFORE BE IT RESOLVED THAT CB2 MANHATTAN**

1. Strongly supports the AAR program and recognizes the important and life-changing role it plays in the city's public transportation system; and
2. Urges MTA NYC Transit to make public within the next three months the performance and usage data from the On Demand pilot program launched in 2017 so that an evaluation can be made by the end of 2025 about how and when to roll it out to all users; and
3. Requests that MTA NYC Transit release a plan, with timeline and costs included, to update systems and software so that trip routing is more direct and time efficient, scheduling is more flexible, digital taxi and ride share reimbursements are available, ride booking is 24/7, reliable van tracking is available, and other user-friendly updates are rolled out; and
4. Urges that the out-of-pocket taxi option allows rides to begin and end in different boroughs; and
5. Recommends that, to ensure the best possible user experience, training for TLC and private carrier drivers is upgraded to match the training that AAR drivers receive so that they learn how to support those with disabilities and different kinds of disabilities, and to require that they speak English; and
6. Asks that the enrollment process be made more user-friendly, e.g., by providing additional and more convenient enrollment centers in each borough and offering tele-visit/teleconferencing enrollment.

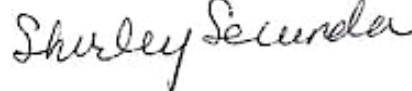
**Vote:** Unanimous, with 38 Board members in favor.

We respectfully request that your agency take action consistent with the positions expressed in the above.

Sincerely,



Valerie De La Rosa, Chair  
Community Board #2, Manhattan



Shirley Secunda, Chair  
Traffic & Transportation Committee  
Community Board #2, Manhattan

VDLR/em

cc: Ruby Benitez, Asst. Director, Govt. & Community Relations, MTA NYC Transit  
Tammie Francisque, Access-A-Ride, MTA NYC Transit

Hon. Dan Goldman, U.S. Representative  
Hon. Brad Hoylman-Sigal, NYS Senator  
Hon. Brian Kavanagh, NYS Senator  
Hon. Deborah Glick, NYS Assembly Member  
Hon. Grace Lee, NYS Assembly Member  
Hon. Mark Levine, Manhattan Borough President  
Hon. Erik Bottcher, NYC Council Member  
Hon. Christopher Marte, NYC Council Member  
Hon. Carlina Rivera, NYC Council Member  
Ms. Kate Scherer  
Mr. Michael Ring  
Ms. Claudia Mallea