

# NYC Essentials:

## Transportation

New York City is an international hub, with thousands of daily flights in and out of the City at competitive prices. Three major airports—JFK, LaGuardia and Newark—are within one hour of Midtown Manhattan. Twenty-four-hour transit lines, from buses and ferries to subways and commuter trains, connect the five boroughs of the City. Subways have announcements indicating the next stop, and all buses and select subway stations are wheelchair accessible. Designated yellow taxicabs are also available to assist persons with disabilities.

For up-to-date information on venues and services, go to [nycgo.com/accessibility](http://nycgo.com/accessibility)

Downtown &  
Brooklyn via  
6 Av Express

B

via  
Other times

## Transportation

The City's five boroughs—the Bronx, Brooklyn, Manhattan, Queens and Staten Island—are linked by bridges, tunnels and ferries. All street corners are wheelchair accessible.

One of the best ways to get around town is by mass transit—an extensive system of public buses and subway trains operated by the Metropolitan Transportation Authority (MTA). The system is modestly priced and runs 24 hours a day, every day. Customers with disabilities are permitted to bring their service animals into all MTA transit facilities (as well as all other public spaces of the City). The animals must be securely leashed for the safety of all customers.

Refer to Useful Numbers and Websites, at the back of this section, for more MTA information. Call 718-330-1234 for bus and subway schedules, station and route information and updates.

Note: All subway stations listed in this guide are wheelchair accessible.

## MTA Features and Services

### MetroCard and MetroCard Vending Machines

Purchasing a MetroCard is your first step to getting around the City by subway or bus. MetroCards can be purchased at subway stations—from automated machines (which accept cash, ATM/debit cards and credit cards) and station attendants—or by contacting the MTA ([mta.info](http://mta.info) or 212-638-7622 or 718-596-8585 voice). Customers with visual impairments may use an audio feature that prompts them through the use of the machine. To activate the audio feature, press 1# on the vending machine (you must use your personal headset, such as those used with tape players, to access the feature). Braille instructions are located at the base of the screen. Varying discounts are given for multiple rides, as well as for seniors (ages 65 and over) and people with disabilities.



MetroCards are valid on MTA buses and subways.

# NYC Essentials: Transportation

## Buses

Public buses are an excellent way to see the City (as well as a way to reach destinations not convenient to a subway stop). All City buses accept MetroCards and exact fare in coins, except pennies. Buses operate 24 hours a day, seven days a week (there may be a few exceptions in more remote corners of the City). Waiting time varies, but it's usually 5–15 minutes, depending on the time of day. Travel can be slow when there is a lot of traffic, and buses are often more scenic than underground subways. Buses generally stop at alternating blocks on avenue routes and at every block on cross-street routes. (Note: MetroCards cannot be purchased on buses. Unlimited MetroCards are not valid on express buses.)

NYC Transit has the largest accessible fleet in the world. Every bus is accessible to people in wheelchairs via front- or rear-door lifts; some newer buses have low floors that enable customers to enter via front-door ramps. Some buses have a “kneeling” feature that lowers the front entrance of the vehicle to within inches from the ground for easy access by any customer with mobility impairments or difficulty using the front steps. The driver will position the bus to deploy the lift safely or operate the kneeling

feature. Priority seating for customers with disabilities and senior citizens is located behind the driver. Other passengers must make these seats available upon request.

- New York City Transit and Long Island Bus serve local and express bus routes throughout the five boroughs and in Nassau and western Suffolk counties. These routes connect with many subway and commuter rail stations, as well as key transportation hubs.
- Personal Care Attendants (PCAs) accompany and assist individuals with disabilities. PCAs are eligible to ride subways and local buses free when accompanying a person who is carrying an Access-a-Ride paratransit identification card with the notation “PCA.”
- Wait near the bus stop sign where the driver can see you and you can signal to the driver.
- Make sure you have the correct bus by checking the front destination sign, listening to the recorded announcements on many LI Bus vehicles and some NYC Transit vehicles or asking the driver.

## Subways

One of the quickest ways to travel around the City is by subway. Subway trains operate 24 hours a day, seven days a week, and are

often faster than street-level transportation. Stations are generally about eight to 10 blocks apart. (Note: Subways do not travel to Staten Island. To get there, take the Staten Island Ferry (free) to St. George Terminal. Once there, the Staten Island Railway has four accessible stations: St. George, Dongan Hills, Great Kills and Tottenville; there is also a free transfer from Manhattan buses to the Staten Island Railway from the Staten Island Ferry.)

The NYC Transit network currently has 82 ADA-accessible subway and commuter rail stations. These stations have features that improve accessibility for customers with visual, hearing and mobility impairments, as specified by the Americans with Disabilities Act (ADA). Note: Not every subway station is accessible, and some are only accessible in one direction. Be sure to plan your trip carefully.

## **Entering and Exiting Subway Stations**

All accessible subway stations in the Bronx, Brooklyn, Manhattan and Queens are equipped with AutoGate, an automatic entry/exit gate that allows people who have ambulatory disabilities, are accompanied by a service animal or use a wheelchair to enter and exit the subway system.

AutoGates are located at subway station booths and at stations where no station agent is present. You must have a Reduced-Fare AutoGate MetroCard to enter and leave the station through the AutoGate (the card also works with conventional turnstiles). This card also entitles customers to reduced fares on these other MTA services: Long Island Bus, Long Island Rail Road, Metro-North Railroad, MTA Bus, Westchester County Bee-Line buses (certain exclusions apply) and Staten Island Railway.

To apply for a Reduced-Fare AutoGate MetroCard, call 718-243-4999 (voice) or 718-596-8273 (TTY), Mon.–Fri., 9am–5pm; download an application from [mta.info/nyct/fare/rfapply.htm](http://mta.info/nyct/fare/rfapply.htm); or go to the NYC Transit Customer Service Center at 3 Stone Street in Lower Manhattan (near the ADA-accessible Bowling Green subway station). A temporary Reduced-Fare AutoGate MetroCard is available to City visitors.

## **Boarding, Riding and Exiting Subway Cars**

- Wait for the train near the middle of the platform, where the car with the conductor normally stops. There are boarding-area signs on all ADA-accessible subway station platforms.
- ADA-accessible stations have

two-foot-wide yellow tactile edge-warning strips. Make sure that you stay behind the strip until it is time to board the train.

- If you are in a wheelchair, position it about three feet from the edge of the platform and make sure you've locked your brakes. Never position your wheelchair between a station column and the platform edge. This creates an obstacle to passenger flow and is a safety hazard for you and other passengers.
- At most stations there is a gap between the platform edge and the subway car; on curved platforms the space is more significant. Be extra careful when crossing these gaps. (The vertical gap on accessible subway station platforms is lower toward the center of the platform, near the conductor's position.)
- Once on board, position your wheelchair close to either end of the car and near, but not blocking, the doors. Please lock your brakes.
- If you miss your stop at an ADA-accessible station, stay on the train until you reach a station where you can transfer on the same platform to a train in the opposite direction and ride back to the station you missed. Ask the conductor or train operator if you need help.

### Tactile-Braille Subway Maps

Tactile-Braille subway maps can be obtained from NYC Transit; the Baruch College Computer Center for Visually Impaired People has produced a series of raised-line Braille maps with large print for each subway line. Tactile-Braille overview maps of each borough and station maps for 66th St. / Lincoln Center, 74th St. / Roosevelt Ave., Jay St. / Borough Hall and 59th St. / Lexington Ave. are available. These maps are free. To order, call 718-393-4131. Expect your order to arrive in six to eight weeks.

All ADA-accessible stations and newly renovated stations have tactile-Braille signage that is located on the subway entrances, elevators (if applicable) and some platform columns.



Bowling Green subway station, one of many wheelchair-accessible stations

## Accessible Subway Stations

### Features include:

- elevators or ramps
- handrails on ramps and stairs
- large-print and tactile-Braille signs
- audio and visual information systems
- accessible station booth windows
- accessible MetroCard Vending Machines
- accessible service entry gates (AutoGates) at subway stations
- platform gap modifications or bridge plates to reduce or eliminate the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTYs)
- accessible restrooms at commuter rail stations with restrooms (not all station buildings have restrooms)

NB—Northbound  
 SB—Southbound  
 EB—Eastbound  
 WB—Westbound

## The Bronx

### 149th St. / Third Ave.

2 5

Uptown elevator at southwest corner of 149th St. and Third Ave.; downtown elevator at northwest corner

**Bus connections:** Bx2, Bx4, Bx15, Bx19, Bx21, Bx41, Bx55

### 161st St. / Yankee Stadium

B D 4

Elevator at northeast corner of 161st St. and River Ave. Take elevator to mezzanine. For B D service, take elevator #134 (adjacent to elevator #131) to downtown platform; take elevator #135 (across mezzanine, at right) to uptown platform. For 4 service, pay fare, use up ramp to elevator #132; take elevator to second mezzanine and uptown platform; for downtown service, turn right at second mezzanine; take down ramp to elevator #133.

**Bus connections:** Bx6, Bx13

### 231st St.

1

Uptown elevator at southeast corner of 231st St. and Broadway; downtown elevator at southwest corner

**Bus connections:** Bx1, Bx1 Limited, Bx7 (NB), Bx9, Bx10, Bx20 (NB)

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## 233rd St.

2 5

Elevator at northwest corner of White Plains Rd. and 233rd St.

**Bus connections:** Bx31, Bx41, Bee-Line #42 (operated by Westchester County Bee-Line; for further assistance call Bee-Line customer service at 914-813-7777)

## Fordham Rd.

4

Elevator at southeast corner of Jerome Ave. and Fordham Rd.

**Bus connections:** Bx12, Bx12 Select (pay fare at fare machine at bus stop before boarding), Bx32

## Gun Hill Rd. / White Plains Rd.

2 5

Elevator inside main entrance on White Plains Rd. bet. Gun Hill Rd. and 211th St.

**Bus connections:** Bx28, Bx30, Bx39, Bx41, Bx55 (weekdays only)

## Pelham Bay Park

6

Elevator at back of station beyond escalators, near corner of Westchester Ave. and Bruckner Blvd.

**Bus connections:** Bx5, Bx12, Bx12 Select (pay fare at fare machine at bus stop before boarding), Bx14, Bx29, QBx1, Bee-Line #45 and #93 (operated by Westchester County Bee-Line; for further assistance

call Bee-Line customer service at 914-813-7777)

## Pelham Pkwy.

2 5

Elevator at southwest corner of Pelham Pkwy. and White Plains Rd.

**Bus connections:** Bx12, Bx12 Select (pay fare at fare machine at bus stop before boarding), Bx22, Bee-Line #60, #61, #62 and #90 (operated by Westchester County Bee-Line for further assistance call Bee-Line customer service at 914-813-7777)

## Simpson St.

2 5

Uptown elevator at southeast corner of Simpson St. and Westchester Ave.; downtown elevator at northwest corner

**Bus connections:** Bx4, Bx5, Bx11, Bx19, Bx27, Bx35

## Brooklyn

### Atlantic Ave.

B Q 2 3 4 5

### Atlantic Ave. / Pacific St.

D M N R

Elevator to all subway lines at southeast corner of Pacific St. and Fourth Ave. (easiest access to **D** **M** **N** **R**), or at Hanson Place and Flatbush Ave. (easiest access to **B** **Q** **2** **3** **4** **5**) and for direct access to the Long Island Rail Road (LIRR). Pacific St. elevator leads to subway

system but requires fare to use subway entrance for access to LIRR.

**Bus connections:** B41, B45, B63, B65, B67

**Also:** LIRR

## Borough Hall

**2 3 4 5** (**4 5** NB only; access from **2 3** platform. **M R** corridor is not ADA-accessible)

Elevator in front of Supreme Court Building at Court and Montague Sts.

**Bus connections:** B25, B37, B38, B41, B45, B51 (weekdays only), B52, B65, B103

## Brooklyn College / Flatbush Ave.

**2 5**

Elevator on corner of Flatbush and Nostrand Aves.

**Bus connections:** B6, B11, B41, B44, B103, Q35

## Canarsie / Rockaway Pkwy.

**L**

Station is at street level. Pay fare and take ramp to platform.

**Bus connections:** B6, B17, B42, B60, B82

## Church Ave.

**2 5**

Elevator for NB service at southeast corner of Church and Nostrand Aves.; elevator for SB service at northeast corner

**Bus connections:** B35, B44

## Church Ave.

**F**

Elevator at northwest corner of Church and McDonald Aves.

**Bus connections:** B35, B35 Limited, B67

## Coney Island / Stillwell Ave.

**D F N Q**

Main entrance on Stillwell Ave. between Surf and Mermaid Aves. Ramp to turnstile level mezzanine located at far right of street level concourse. At turnstile level, AutoGate is directly in front of ramp. Entrances on Surf and Mermaid Aves. are also ADA-accessible by ramp. The **F N Q** platforms are accessible by ramp from turnstile level. The **D** platform is accessible via **N** platform. For **D** service: Take **N** ramp to **N** elevator, then take **N** elevator to overpass and take **D** elevator to **D** platform. Note: Ramp on **D** platform is not accessible.

**Bus connections:** B36, B64, B68, B74, B82

## Crown Heights / Utica Ave.

**3 4**

Elevator at corner of Utica Ave. and Eastern Pkwy.

**Bus connections:** B14, B17, B46

## DeKalb Ave.

**B M Q R**

Elevator at southeast corner of DeKalb and Flatbush Aves.



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**Bus connections:** B25, B26, B38, B52, B54

## Euclid Ave.

**A C**

Elevator at northeast corner of Euclid and Pitkin Aves.

**Bus connections:** B13 (SB only; NB stop is two blocks away at Crescent St. and Pitkin Ave.), Q7, Q8

## Flatbush Ave.

See Brooklyn College / Flatbush Ave.

## Flushing Ave.

**J M**

Elevator at southwest corner of Flushing Ave. and Broadway, near entrance to Woodhull Medical Center. At mezzanine, go through doors, pay fare and ask station agent to open gate, or use a Reduced-Fare MetroCard to enter through the AutoGate. For Queens-bound service, use doors on right for elevator. For Manhattan-bound service, use doors on left, bear right past staircase and take passageway to elevator.

**Bus connections:** B15, B43, B46, B47, B57

## Franklin Ave.

**C S**

Elevator on south side of Fulton St., west of Franklin Ave.

**Bus connections:** B25, B48, B49 (A also serves station between

11pm and 6am)

## Marcy Ave.

**J M Z**

Manhattan-bound: use elevator at northwest corner of Marcy Ave. and Broadway. Queens-bound: use elevator at southwest corner.

**Bus connections:** B24, B46 (B39, B44, B60 and Q54 available at Williamsburg Bridge Plaza / Washington Bus Terminal, one block west of station)

## Myrtle / Wyckoff Aves.

**L M**

Enter through station house entrances at the intersection of Myrtle and Wyckoff Aves. Elevator to platforms inside station house

**Bus connections:** B13, B26, B52, B54, Q55, Q58

## Park Place

**S**

Ramp from Prospect Place, west of Franklin Ave. Service in both directions on single track

**Bus connection:** B48

## Prospect Park

**B Q S**

Entrance ramp on Lincoln Rd. between Flatbush and Ocean Aves. After paying fare, take ramp to elevator for Manhattan-bound platform or ramp to elevator for Brighton Beach-bound platform. **S**

to Franklin Ave. stops at Manhattan-bound platform

**Bus connections:** B16, B41, B43, B48

## Manhattan

### West 4th St.

**A C E B D F V**

Elevator at northeast corner of W. 3rd St. and Sixth Ave. Take elevator to mezzanine level; use NB or SB passageway for **A C E** platforms. Use elevators on **A C E** platforms to go to lower platforms for **B D F V** service.

**Bus connections:** M5 (NB), M6 (NB)

### 14th St. / Eighth Ave.

**A C E L**

Elevator at northwest corner of 14th St. and Eighth Ave. After paying fare, use elevators opposite station booth to **A C E** platforms. For **L**, turn right after paying fare; take short passageway to elevator at right; take elevator to platform. Note: Ramp near elevator to **L** platform is not ADA-accessible; use elevator.

**Bus connections:** M14, M20 (NB)

### 14th St. / Union Square

**L N Q R W**

Elevator at northeast corner of 14th St. and Park Ave. South

**Bus connections:** M1, M2 (NB), M3 (NB), M6 (SB), M7, M9, M14

### 34th St. / Herald Square

**B D F V N Q R W**

Elevator at Herald Center building on west side of Broadway, south of 34th St. Note: Ramps are not ADA-accessible; use elevators.

**Bus connections:** M4, M5 (NB), M6, M7, M16, M34, Q32

**Also:** Amtrak, LIRR, New Jersey Transit

### 34th St. / Penn Station

**1 2 3**

Elevator on south side of 34th St., west of Seventh Ave. at LIRR entrance

**Bus connections:** M4, M10 (SB), M16, M20 (SB), M34, Q32

**Also:** Amtrak, LIRR, New Jersey Transit

### 34th St. / Penn Station

**A C E**

Elevator at southeast corner of 34th St. and Eighth Ave. to uptown local **C E** platform level. For other service, after paying fare use elevator #226 to mezzanine level and take elevator #227 for uptown and downtown **A** service or elevator #228 for downtown **C E** service.

**Bus connections:** M10 (NB), M16, M20 (NB), M34

**Also:** Amtrak, LIRR, New Jersey Transit

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## 42nd St. / Grand Central

4 5 6 7

Elevator to mezzanine inside main entrance, immediately to right of Grand Central Terminal (E. 42nd St. between Park and Lexington Aves.). For 4 5 6, turn left after paying fare. At wall, elevator to downtown platform is to the left; elevator to uptown platform is to the right. For 7, go diagonally across mezzanine after paying fare to elevator #224 (adjacent to exit for Chanin Building).

**Bus connections:** M42, M98 (SB, weekdays only), M101 (SB), M102 (SB), M103 (SB), M104

**Also:** Metro-North Railroad

## 42nd St. / Port Authority

A C E

Elevator inside north wing of bus terminal (Eighth Ave. between 41st and 42nd Sts.) near airport bus ticket office. Note: Passageway to 42nd St. / Times Sq. subway station is not ADA-accessible.

**Bus connections:** M10 (NB), M16, M20 (NB), M27, M42, M104 (NB)

**Also:** Port Authority Bus Terminal bus lines (Note: Many of New Jersey Transit's suburban bus services are accessible, but most of the boarding areas at the Port Authority Bus Terminal are not. Call 800-955-2321 for information about New Jersey Access-Link paratransit service.)

## 42nd St. / Times Square

N Q R W 1 2 3 7 (S is not ADA-accessible)

Elevator at southeast corner of Seventh Ave. and 42nd St.

**Bus connections:** M6 (SB), M7 (SB), M10 (SB), M20 (SB), M27 (WB), M42, M104

## 49th St.

N R W (ADA-accessible NB only)

Elevator at northeast corner of 49th St. and Seventh Ave. Push button to right of elevator for access from 1–6am; elevator operates automatically all other hours.

**Bus connections:** M6, M7, M10 (SB), M20 (SB), M27, M50, M104 (SB)

## 50th St.

C E (ADA-accessible SB only)

Elevator on north side of 49th St., west of Eighth Ave.

**Bus connections:** M10 (NB), M20 (NB), M27 (EB), M50, M104 (NB)

(A also serves station 11pm–5:30am)

## 51st St.

6

Elevator at northeast corner of 52nd St. and Lexington Ave. Note: Passageway to Lexington Ave. / 53rd St. subway station is ADA-accessible.

**Bus connections:** M27, M50, M98 (SB, weekdays only), M101 (SB), M102 (SB), M103 (SB)

(4 also serves station 12:30–5am)

## 53rd St. / Lexington Ave.

**E V**

Elevator at northeast corner of 52nd St. and Lexington Ave. Take passageway to elevator for platform. Note: Passageway to 51st St. subway station is ADA-accessible.

**Bus connections:** M102 (SB), M103 (SB)

## 63rd St. / Lexington Ave.

**F**

Elevator on north side of 63rd St., west of Lexington Ave.

**Bus connections:** M102 (SB), M103 (SB)

## 66th St. / Lincoln Center

**1**

Elevators on southwest corner of 66th St. and Broadway (SB) and southeast corner of 66th St. and Broadway (NB)

**Bus connections:** M5, M7, M11 (SB), M66, M104

(**2** also serves station 12:30–5:30am)

## 72nd St.

**1 2 3**

Elevators inside station house on north side of 72nd St. between Broadway and Amsterdam Ave. Station booth at 72nd St. entrance; use Reduced-Fare MetroCard to enter through AutoGate at 72nd or 73rd St. entrance.

**Bus connections:** M5, M7 (NB), M11 (NB), M57, M72, M104

## 125th St.

**4 5 6**

Elevator at northeast corner of 125th St. and Lexington Ave.

**Bus connections:** M35, M60, M98 (weekdays only; SB along Park Ave., NB along Third Ave.), M100, M101, M103, Bx15

**Also:** Metro-North Railroad

## 125th St.

**A C B D**

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

**Bus connections:** M3, M10, M18, M60 (to LaGuardia Airport), M100, M101, Bx15

## 135th St.

**2 3**

Elevators at northeast corner (for NB service) and southwest corner (for SB service) of 135th St. and Lenox Ave.

**Bus connections:** M7, M102, Bx33

## 168th St.

**A C** (**1** is not ADA-accessible)

Elevator at southeast corner of 168th St. and St. Nicholas Ave.

**Bus connections:** M2, M3, M5, M18, M100, Bx7

## 175th St.

**A**

Elevator at northeast corner of 177th St. and Fort Washington Ave.

**Bus connections:** M4, M5, M98 (weekdays only), M100, Bx3, Bx7,

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Bx11, Bx13, Bx35, Bx36

**Also:** Port Authority George Washington Bridge Bus Station bus lines (Note: The GWB Bus Station is not ADA-accessible. Call New Jersey Transit at 973-275-5555 for additional information and lift-equipped bus reservations.)

## 207th St. / Inwood

**A**

Elevator at southwest corner of Broadway and 207th St.

**Bus connections:** M100, Bx7, Bx12, Bx12 Select (pay fare at fare machine at bus stop before boarding), Bx20

## Bowling Green

**4 5**

Elevator at northeast corner of Broadway and Battery Place goes to uptown platform and lower mezzanine. For Brooklyn service, pay fare on lower mezzanine and take elevator to left of AutoGate for Brooklyn platform.

**Bus connections:** M1 (weekdays only), M6, M9, X1, X3, X4, X8, X10, X11, X12, X13, X15, X16, X17, X18, X19, X20, X27, X28, X29

**Also:** Staten Island Ferry (four blocks south)

## Brooklyn Bridge / City Hall

**4 5 6**

Elevator east of City Hall near Chambers and Centre Sts.

**Bus connections:** M1 (SB, weekdays

only), M6 (SB), M15 (weekdays only), M22, M103, B51 (weekdays only)

## Canal St.

**6**

Elevators at northeast corner (for NB service) and northwest corner (for SB service) of Canal St. and Lafayette St.

Note: There is no station booth on the downtown platform. For access to subway platform and **6**, use a Reduced-Fare MetroCard or use the Customer Assistance intercom to notify station agent in uptown booth to open gate. Passageway to other routes not ADA-accessible.

(**4** also serves station 1–5am)

**Bus connections:** M1 (weekdays only), B1 (SB, weekdays only)

## City Hall

See Brooklyn Bridge / City Hall

## Cortlandt St.

**R W** (ADA-accessible SB only)

Station is closed as of 2008.

## Grand Central

See 42nd St. / Grand Central

## Penn Station

See 34th St. / Penn Station

## Roosevelt Island

**F**

Elevators at street level

**Bus connections:** Q102; RIOCR Red Bus

## Times Square

See 42nd St. / Times Square

## World Trade Center

**E**

Elevator closed for long-term construction starting in 2008. Go to [mta.info](http://mta.info) for updated information and bus directions. Closest ADA-accessible **E** stations are West 4th St. and 14th St. / Eighth Ave.

## Queens

### 21st St. / Queensbridge

**F**

Elevator at northwest corner of 21st St. and 41st Ave.

**Bus connections:** Q19A, Q66, Q67, Q69, Q100, Q101, Q102, Q103

### 61st St. / Woodside

**7**

Elevator at northeast corner of 61st St. and Roosevelt Ave.

**Bus connections:** Q18 (runs on Woodside Ave., two blocks away), Q32, Q53

**Also:** LIRR

### 74th St. / Roosevelt Ave.

**E F G V R 7**

Elevator on Roosevelt Ave. between 74th and 75th Sts., or enter on Broadway between 74th and 75th Sts. For **E F G V R** Manhattan-bound service, take elevator #420 to middle mezzanine level, then take elevator #421 to platform level.

For **E F G V R** to Forest Hills or Jamaica take elevator #420 to middle mezzanine level, then take elevator #421 to mezzanine level; then transfer to elevator #422 to platform level. For Flushing-bound **7** platform, take elevator #420 to platform level. For Manhattan-bound **7** platform, take elevator #420 to mezzanine level, then take elevator #423 to platform level.

**Bus connections:** Q19B, Q32, Q33, Q45, Q47, Q53 (Q33 and Q47 go to LaGuardia Airport)

### 179th St. / Jamaica

**F**

Elevator at southeast corner of 179th St. and Hillside Ave.

**Bus connections:** N1 (rush hours), N2 (rush hours), N3 (rush hours), N6, N22, N22A, N24, N26 (rush hours), Q1, Q2, Q3, Q17, Q36, Q43, Q75, Q76, Q77, Q110 (rush hours)

**Also:** AirTrain JFK

### Flushing / Main St.

**7**

Elevator on Roosevelt Ave., east of Main St.

**Bus connections:** N20, N21, Q12, Q13, Q14, Q15, Q16, Q17, Q19, Q20A, Q20B, Q25, Q26, Q27, Q28, Q34, Q44, Q48, Q65, Q66, QBx1

### Howard Beach / JFK Airport

**A**

(be sure service is to Far Rockaway or Rockaway Park, not

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Ozone Park / Lefferts Blvd.)  
Elevators at Coleman Square and  
159th Ave.

**Also:** AirTrain JFK

## Jamaica Center / Parsons / Archer

**E J Z**

Elevator on south side of Archer Ave.  
at Parsons Blvd.

**Bus connections:** N4, Q4, Q5, Q6,  
Q8, Q9, Q20A, Q20B, Q25, Q30, Q34,  
Q42, Q44, Q65, Q83, Q84, Q85, Q89,  
Q110, Q111, Q112, Q113

## Jamaica / Van Wyck

**E**

Elevator at corner of 89th Ave. and  
the Van Wyck Expressway south  
service road, adjacent to Jamaica  
Hospital

**Bus connections:** Q24, Q54, Q56

## Junction Blvd.

**7**

Elevator at northeast corner of  
Junction Blvd. and Roosevelt Ave.  
Use elevator #425 for access to  
station agent on mezzanine level,  
or continue to overpass level. There  
is no station booth at overpass  
level; use Reduced-Fare AutoGate  
MetroCard to enter through the  
AutoGate. Use overpass to take  
elevator #426 to platform level for  
Manhattan-bound service. Take  
elevator #427 to platform level for  
Flushing-bound service. Use your

Reduced-Fare MetroCard to enter  
through the AutoGate, or use the  
Customer Assistance intercom to  
notify station agent to open gate.

**Bus connection:** Q72

## Kew Gardens / Union Turnpike

**E F**

Elevator at southeast corner of  
Union Tpke. and Kew Gardens Rd.

**Bus connections:** Q10, Q37, Q46,  
Q60, Q74

## Middle Village / Metropolitan Ave.

**M**

Station is at street level.

**Bus connections:** Q38, Q54, Q67

## Queens Plaza

**E G R V**

Elevator at corner of Queens Plaza  
South and Jackson Ave.

**Bus connections:** B61, Q19A, Q32,  
Q39, Q60, Q67, Q101, Q101R, Q102

## Rockaway Park / Beach 116th St.

**A S**

(**A** runs rush hours only; be  
sure service is to Rockaway Park,  
not Far Rockaway or Ozone Park /  
Lefferts Blvd.; **S** shuttle service runs  
at all times between Broad Channel  
and Rockaway Park / Beach 116th  
St.)

Station is at street level.

**Bus connections:** Q21, Q22, Q35,  
Q53

## **Sutphin Blvd. / Archer Ave. / JFK Airport**

**E J Z**

Elevator off southeast corner of Sutphin Blvd. at Archer Ave., near elevated LIRR tracks. Use corridor next to escalators. **E** on upper level of station; **J Z** on lower level; LIRR one level above street; AirTrain JFK two levels above street

**Bus connections:** Q6, Q8, Q9, Q20A, Q20B, Q24, Q30, Q31, Q40, Q41, Q43, Q44, Q54, Q56 (Q54 and Q56 run along Jamaica Ave., two blocks from station), Q60

**Also:** LIRR, AirTrain JFK

## **Staten Island**

**Note:** Staten Island is served by the Staten Island Railway and has no subway service.

## **Dongan Hills**

Ramps on both sides of station

## **Great Kills**

Ramps on both sides of station

## **St. George**

Use north-side elevator (Elevator PE-W) for bus / taxi, ferry or subway levels. Use south-side elevator (Elevator PE-S) for passenger drop-off or ferry levels.

**Bus connections:** S40, S42, S44, S46, S48, S51, S52, S61, S62, S66, S67, S74, S76, S78, S81 (weekdays, pm only), S84 (weekdays, pm

only), S86 (weekdays, pm only), S90 (weekdays, pm only), S91 (weekdays), S92 (weekdays), S94 (weekdays), S96 (weekdays), S98 (weekdays)

**Also:** Staten Island Ferry with connections to / from Manhattan's Whitehall St. / South Ferry Terminal

## **Tottenville**

Ramp at south end of station

**Bus connections:** S74, S84 (weekdays, pm only)



## Same-Platform Transfers at Non-Accessible Subway Stations

At some non-accessible stations you can transfer on the same platform for a train that will later stop at an accessible station.

### Brooklyn Stations

Bergen St.	F G
Broadway Junction	A C
Carroll St.	F
Franklin Ave.	2 3 4 5
Hoyt / Schermerhorn Sts.	A C G
Jay St. / Borough Hall	A C F
Nevins St.	2 3 4 5
Smith / Ninth Sts.	F
Utica Ave.	A C

### Manhattan Stations

14th St.	1 2 3
42nd St. / Bryant Park	B D F V
47th–50th Sts. / Rockefeller Ctr.	B D F V
59th St. / Lexington Ave.	N R W
96th St.	1 2 3
Broadway / Lafayette St.	B D F V
Canal St.	A C E
Chambers St.	1 2 3
City Hall	R W

### Queens Stations

Broad Channel	A
Forest Hills / 71st Ave.	E F V G R
Kew Gardens / Union Tpke.	E F
Myrtle Ave.	J M Z
Queensboro Plaza	7 N W

## Taxis and Vans



Taxicabs operate 24 hours a day, seven days a week, and accept cash, debit and credit cards.

New York City is famous for its yellow (medallion) taxicabs—they are the preferred mode of travel for many people. All medallion taxicab drivers are required to assist persons with disabilities, and are trained to do so. More than 130 medallion taxicabs are wheelchair accessible and may be hailed on the street. In August 2008, the City launched a pilot program under which a person in need of an accessible taxi can call 311 or 212-639-9675 or the Taxi and Limousine Commission (TLC; 718-666-4067 voice) to be connected to a dispatcher. Many for-hire vehicles (FHV), or livery cars, have been fitted with fare meters to be able to participate in this program, making it

easy for prospective passengers to arrange an accessible trip. With the following additions, regular taxi rules and fares apply for both hailed and dispatched vehicles:

- All drivers must assist the passenger to and from the curb, and secure the passenger and mobility aid (i.e., wheelchair) in the vehicle.
- All drivers must secure the passenger's packages in the vehicle and retrieve them for the passenger at the end of the ride.
- All drivers must provide transportation for the passenger's service animal and as many companions as can be seated in the vehicle, if applicable.
- Dispatched driver must wait at the curbside pickup spot for at least 10 minutes after the pickup time designated by the dispatcher, if the passenger is not already at the pickup spot.
- Dispatched driver must not turn on the fare meter until the designated pickup time or until the vehicle arrives at the pickup spot, whichever is later. Fare will include wait time necessary for the passenger to arrive curbside and enter the vehicle.
- Hailed driver must not turn on the fare meter until the passenger and mobility aid are secured in the cab.

## Additional Vehicle Resources

### Golden Touch Transportation

[goldentouchtransportation.com](http://goldentouchtransportation.com)

109-15 14th Ave.

Queens 11356

800-253-1443 voice

718-886-5204 voice

718-762-8467 fax

Available for private taxi hire

### Gray Line Air Shuttle

212-315-3006 voice

Accessible shuttle service operates between New York City's three major airports and area hotels.

### Hand-Operated / Accessible Car Rentals

At the three major airports in the NYC area—Kennedy (JFK), LaGuardia (LGA) and Newark (EWR):

#### Avis

JFK: 718-244-5400 voice

LGA: 718-507-3600 voice

EWR: 973-961-4300 voice

#### Hertz

JFK: 718-656-7600 voice

LGA: 718-478-5300 voice

EWR: 973-621-2000 voice

At other citywide points:

# NYC Essentials: Transportation

## Vega Transportation

[vegatransportation.com](http://vegatransportation.com)

888-507-0500 voice

## Wheelers, Inc.

[wheelersvanrentals.com](http://wheelersvanrentals.com)

800-456-1371 voice

623-412-9920 fax

Vans with lifts, ramps, hand controls etc.

## Accessible Ferry

### NY Waterway–Ferry and Bus System



[nywaterway.com](http://nywaterway.com)

Pier 78 (38th St. at Twelfth Ave.)

NYC 10018

201-902-8700 or 800-533-3779 voice

Ferries from multiple locations in Manhattan to / from New Jersey. Free shuttle bus connections throughout Manhattan. Operates daily.

## Accessible Helicopter

### Helicopter Flight Services



[heliny.com](http://heliny.com)

Downtown Manhattan Heliport,  
Pier 6 (South St.), NYC 10004

212-355-0801 or 203-532-9622 voice  
Charters, sightseeing and airport  
runs. Reservations required

## Rail and Bus Terminals

### Grand Central Terminal



[grandcentralterminal.com](http://grandcentralterminal.com)

42nd St. and Park Ave.

(bet. Lexington and Vanderbilt Aves.)

Elevator to mezzanine inside main  
entrance

Terminal for Metro-North Railroad

### Penn Station



[amtrak.com](http://amtrak.com)

From Seventh to Eighth Ave.,  
bet. 31st and 33rd Sts.

Elevator on south side of 34th  
St., west of Seventh Ave. at LIRR  
entrance

Terminal for Amtrak, LIRR and NJ  
Transit

### Port Authority Bus Terminal



[panynj.info](http://panynj.info)

212-564-8484 or 212-502-2200 voice  
Eighth Ave., bet. 40th and 42nd Sts.

Elevator inside north wing of bus terminal (Eighth Ave. between 41st and 42nd Sts.) near airport bus ticket office. Note: Many of New Jersey Transit's suburban bus services are accessible, but most of the boarding areas at the Port Authority Bus Terminal are not. Call 800-955-2321 for information about New Jersey Access-Link paratransit service. Two multilevel terminal wings with connecting bus service to points throughout the US. Special options for the hearing impaired.

## Rail Lines

### Amtrak



[amtrak.com](http://amtrak.com)

800-USARAIL (872-7245)

National passenger train service to / from Penn Station. Operates daily.

### Long Island Rail Road (LIRR)



[mta.info/lirr](http://mta.info/lirr)

718-217-5477 (schedules / fares)

voice

718-558-3022 TDD

Passenger train service from Penn Station (Manhattan) and Flatbush Ave. Terminal (Brooklyn) to 122 communities in Queens and Long

Island. Getaways and packages, group travel, Belmont Park Race Track, Citi Field, the Hamptons and Fire Island. Operates daily.

### Metro-North Railroad



[mta.info](http://mta.info)

212-532-4900

800-METROINFO (638-7646) voice

Passenger train service between Grand Central Terminal and 120 stations in New York (including the Bronx, Westchester and upstate) and Connecticut. Operates daily.

## Airports and Airport Transfers

All distances and estimated travel times are to / from Midtown Manhattan. Allow extra travel time during weekday rush hours (7–10am and 4–7pm).

### John F. Kennedy International Airport–JFK

Jamaica, Queens

718-244-4444 voice

Distance: 15 miles

Time: 50–60 minutes

Bus: B15, Q3, Q10, AirTrain JFK

# NYC Essentials: Transportation

## LaGuardia Airport–LGA

Flushing, Queens

718-533-3400 voice

Distance: 8 miles

Time: 30–45 minutes

Bus: M60, Q33, Q48

## Newark Liberty International Airport–EWR

Newark, NJ

973-961-6000 voice

Distance: 16 miles

Time: 40–60 minutes

Call your airline in advance for information regarding terminal accessibility, transportation between terminals and accessible ground transportation. Gray Line Air Shuttle (212-315-3006) offers accessible service between the three major airports and area hotels; 24 hours' advance notice is required.



AirTrain is a convenient way to travel to and from JFK Airport.

## AirTrain JFK and AirTrain Newark

[airtrainjfk.com](http://airtrainjfk.com), [airtrainnewark.com](http://airtrainnewark.com), [mta.info/mta/airtrain.htm](http://mta.info/mta/airtrain.htm)

877-JFK-AIRTrain (535-2478) voice

888-EWR-INFO (397-4636) voice

AirTrain is ADA compliant. All AirTrain stations are ADA compliant and accessible by elevator. There are also tactile platform edge-warning surfaces, designated wheelchair areas on trains, raised letter and Braille signs, text telephones and accessible restrooms.

\*AirTrain JFK connects the airport to Jamaica station (LIRR; NYC Transit buses Q6, Q8, Q9, Q20, Q24, Q30, Q40, Q41, Q43, Q44, Q54, Q56 and Q60), Sutphin Blvd. / Archer Ave. / JFK Airport subway station (E, J, Z) and Howard Beach / JFK Airport subway station (A). Transfers between AirTrain JFK and these stations are ADA compliant.

\*AirTrain Newark connects the airport to Newark Liberty International Airport Train Station (Amtrak, NJ Transit, connections for PATH trains), which is ADA compliant.

## Go Airlink Shuttle



[airlinknyc.com](http://airlinknyc.com)

212-812-9000 voice

877-599-8200 (toll free) voice

Door-to-door van service between JFK, LGA and EWR airports and Manhattan hotels. A large fleet of modern vans with separate luggage space and climate control. On call 24/7.

## Useful Numbers and Websites

### **Big Apple Greeter**

[bigapplegreeter.org](http://bigapplegreeter.org)

212-212 669-2896 voice

212-669-8273 TDD

212-669-3685 fax

The Big Apple Greeter's Access Project reaches out to travelers with disabilities and assists in planning personal NYC itineraries.

### **MTA NYC Transit Access-a-Ride paratransit services**

[mta.info/nyct/paratran/guide.htm](http://mta.info/nyct/paratran/guide.htm)

877-337-2017 (toll-free, from area codes 212, 347, 718, 516, 631, 914 and 845) voice

718-393-4999 (From outside NYC) voice

718-393-4259 TTY

800-662-1220 TTY Relay (press "1" for English, then press "1" to speak with eligibility staff Mon.–Fri., 9am–5pm; visitor needs to provide specified documents)

Braille-friendly

### **MTA NYC Transit ADA Compliance**

[mta.info/mta/ada](http://mta.info/mta/ada)

646-252-3053 voice

646-252-3050 TTY

(Mon.–Fri., 9am–5pm)

### **MTA NYC Transit Customer Service**

718-330-3322 voice

(Mon.–Fri., 9am–5pm)

718-596-8273 TTY

NYC Transit customer service, complaints, comments  
Braille-friendly

### **MTA NYC Transit MetroCard Customer Service**

212-638-7622 voice

(Mon.–Fri., 7am–11pm; Sat.–Sun., 9am–5pm)

### **MTA NYC Transit Reduced-Fare MetroCard**

718-243-4999 voice

212-541-6228 TTY

(Mon.–Fri., 9am–5pm)

EasyPay Account Service Center  
877-323-RIDE (7433)

Visually impaired balance information: 800-861-9614

## NYC Essentials: Transportation

### **MTA NYC Transit Relay Phone Service**

800-421-1220 (operator) voice  
800-662-1220 TTY  
800-676-3777 (customer service)  
voice and TTY  
711 voice and TTY

Braille-friendly

### **MTA NYC Transit subway elevator / escalator hotline**

800-734-6772 voice  
718-596-8273 TTY  
(Mon.–Fri., 8am–5pm)

### **MTA NYC Transit subway maps in Braille**

718-393-4131 voice  
(Mon.–Fri., 9am–5pm)

### **MTA NYC Transit Travel Information Center (bus and subway)**

718-330-1234 (general info) voice  
718-330-4847 (non-English-  
speaking) voice  
(Daily, 6am–10pm)  
Trip planner: [tripplanner.mta.info](http://tripplanner.mta.info)  
(voice recognition coming soon)

### **MTA NYC Transit travel information for people with disabilities**

[mta.info/mta/ada/transit.htm](http://mta.info/mta/ada/transit.htm)  
718-596-8585 voice  
718-596-8273 TTY  
(Daily, 6am–10pm)

Braille-friendly

### **Taxi and Limousine Commission Wheelchair Taxi Dispatcher**

[nyc.gov/taxi](http://nyc.gov/taxi)  
718-666-4067 voice  
212-NEWYORK (639-9675) voice  
311 voice