

## Access Reference Guide 2009

Big Apple Greeter has developed this list to help travelers with disabilities find their way around New York City with easier accessibility. *The information provided does not constitute endorsement or affiliation with Big Apple Greeter and was accurate at the time of posting. We have tried to include as many resources as possible; however, other resources may exist that are not listed below.* For additional accessibility information, please visit NYC&Company website @ [www.nycgo.com](http://www.nycgo.com), then click on the Accessibility Guide for accommodations, sightseeing, arts & entertainment, museums, dining, nightlife, and sports.

Agency or Company	Website URL	Phone number
MTA NYC Transit	<a href="http://mta.info/mta/ada/transit.htm">http://mta.info/mta/ada/transit.htm</a>	<ul style="list-style-type: none"> <li>• Voice: 718-596-8585 (voice)</li> <li>• TTY: 718-596-8273</li> </ul> Daily, 6AM-10PM
MTA NYC Transit subway maps in Braille		Voice: 718-393-4131 Monday – Friday, 9AM-5PM
MTA Transit Access-A-Ride	<a href="http://mta.info/mta/ada/transit.htm">http://mta.info/mta/ada/transit.htm</a> <b>NOTE:</b> Prior to visiting NYC, fax a copy of your hometown or local Access eligibility certificate to the NYC MTA. Then, call to schedule rides. Check the elevator & escalator hotline prior to subway station use.	<ul style="list-style-type: none"> <li>• Eligibility documents - fax to number: 718-393-4306</li> <li>• Schedule rides: 877-337-2017</li> <li>• Elevator/escalator hotline: 800-734-6772 or TTY: 718-596-8273</li> </ul> Monday – Friday, 8AM-5PM
MTA NYC Transit Bus	<a href="http://mta.info/busco/index.html">http://mta.info/busco/index.html</a>	<ul style="list-style-type: none"> <li>• General information: 718-330-1234</li> <li>• Voice: 718-330-4847 (non-English speaking)</li> <li>• TTY: 718-596-8273</li> </ul> Daily, 6AM-10PM
MTA NYC Transit Subway	<a href="http://mta.info/mta/ada/index.html">http://mta.info/mta/ada/index.html</a>	<ul style="list-style-type: none"> <li>• 718-330-1234 (general information)</li> <li>• Voice: 718-330-4847 (non-English speaking)</li> <li>• TTY: 718-596-8273</li> </ul>

		Daily, 6AM-10PM
MTA Long Island Railroad	<a href="http://lirr42.mta.info/sfweb/faces/index.jspx">http://lirr42.mta.info/sfweb/faces/index.jspx</a>	<ul style="list-style-type: none"> <li>• Voice: 718-217-5477</li> <li>• TDD: 718-558-3022</li> </ul>
MTA Metro-North Railroad	<a href="http://mta.info/mta/ada/rail.htm">http://mta.info/mta/ada/rail.htm</a>	<ul style="list-style-type: none"> <li>• Voice: 212-532-4900</li> <li>• Voice: 800-638-7646</li> <li>• TDD: 800-724-3322</li> </ul>
NYC Taxi & Limousine Commission Wheelchair Dispatcher	<a href="http://nyc.gov/taxi">http://nyc.gov/taxi</a>	<ul style="list-style-type: none"> <li>• Voice: 718-666-4067</li> <li>• 212-639-9675</li> <li>• In NYC, dial 3-1-1</li> </ul>
NJ Path Trains	<a href="http://www.panynj.gov/path/accessibility.html">http://www.panynj.gov/path/accessibility.html</a>	Voice: 800-234-7284
NJ Transit Access Information	<a href="http://www.njtransit.com/tm/tm_servlet.srv?hdnPageAction=AccessibleServicesTo">http://www.njtransit.com/tm/tm_servlet.srv?hdnPageAction=AccessibleServicesTo</a>	Voice: 973-736-5100
Amtrak Rail Service	<a href="http://www.amtrak.com/servlet/ContentServer?c=Page&amp;pagename=Amtrak%2FPage%2FCollection_Page&amp;cid=1080080554568">http://www.amtrak.com/servlet/ContentServer?c=Page&amp;pagename=Amtrak%2FPage%2FCollection_Page&amp;cid=1080080554568</a>	<ul style="list-style-type: none"> <li>• Voice: 800-872-7245</li> <li>• TDD/TTY 800-523-6590</li> </ul>
Grand Central Terminal	<a href="http://www.grandcentralterminal.com">www.grandcentralterminal.com</a> 42 <sup>nd</sup> Street and Park Avenue (between Lexington and Vanderbilt Avenues) Terminal for Metro-North Railroad	<ul style="list-style-type: none"> <li>• Travel Information for People with Disabilities: 718-596-8585</li> <li>• Travel Information for People with Impaired Hearing: 718-596-8273</li> <li>• Access-A-Ride Information: 877-337-2017</li> </ul>
Port Authority Bus Terminal	<a href="http://www.panynj.info">www.panynj.info</a> Eighth Avenue (between 40 <sup>th</sup> and 42 <sup>nd</sup> Streets)	Voice: <ul style="list-style-type: none"> <li>• 212-564-8484</li> <li>• 212-502-2200</li> </ul>
NY Waterway – Ferry & Bus System	<a href="http://www.nywaterway.com">www.nywaterway.com</a> Pier 78 (38 <sup>th</sup> Street at 12 <sup>th</sup> Avenue)	Voice: <ul style="list-style-type: none"> <li>• 201-902-8700</li> <li>• 800-533-3779</li> </ul>
Golden Touch Transportation (available for private hire)	<a href="http://www.goldentouchtransportation.com">www.goldentouchtransportation.com</a>	<ul style="list-style-type: none"> <li>• Voice: 800-253-1443 or 718-886-5204</li> <li>• Fax: 718-762-8467</li> </ul>
Gray Line Air Shuttle		Voice: 212-315-3006
Hand-Operated / Accessible Car Rentals	Avis – <a href="http://www.avis.com">www.avis.com</a> Hertz – <a href="http://www.hertz.com">www.hertz.com</a> Wheelers, Inc. – <a href="http://www.wheelersvanrentals.com">www.wheelersvanrentals.com</a>	Voice: <ul style="list-style-type: none"> <li>• Avis JFK: 718-244-5400</li> <li>• Avis LGA: 718-507-3600</li> <li>• Avis EWR: 973-961-4300</li> <li>• Hertz JFK: 718-656-7600</li> </ul>

		<ul style="list-style-type: none"> <li>• Hertz LGA: 718-478-5300</li> <li>• Hertz EWR: 973-621-2000</li> <li>• Wheelers: 800-456-1371</li> </ul>
Helicopter Flight Services	<a href="http://www.heliny.com">www.heliny.com</a> Pier 6 (South Street) Reservations required	Voice: <ul style="list-style-type: none"> <li>• 212-355-0801</li> <li>• 203-532-9622</li> </ul>
AirTrain JFK and AirTrain Newark	<a href="http://www.airtrainjfk.com">www.airtrainjfk.com</a> <a href="http://www.airtrainnewark.com">www.airtrainnewark.com</a> <a href="http://mta.info/mta/airtrain.htm">http://mta.info/mta/airtrain.htm</a>	Voice: <ul style="list-style-type: none"> <li>• JFK: 877-535-2478</li> <li>• EWR: 888-397-4636</li> </ul>
Super Shuttle	<a href="http://www.supershuttle.com/AccessibleService.aspx">http://www.supershuttle.com/AccessibleService.aspx</a>	Voice: 212-315-3006
Airlink Shuttle	<a href="http://www.airlinknyc.com">www.airlinknyc.com</a>	Voice: <ul style="list-style-type: none"> <li>• 212-812-9000</li> <li>• 877-599-8200</li> </ul>
Gray Line Tours	<a href="http://www.newyorksightseeing.com">www.newyorksightseeing.com</a>	1-800-669-0051 (please provide 24 hours notice)