

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, 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	http://mta.info/mta/ada/transit.htm	<ul style="list-style-type: none"> • Voice: 718-596-8585 (voice) • TTY: 718-596-8273 Daily, 6AM-10PM
MTA NYC Transit subway maps in Braille		Voice: 718-393-4131 Monday – Friday, 9AM-5PM
MTA Transit Access-A-Ride	http://mta.info/mta/ada/transit.htm NOTE: 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"> • Eligibility documents - fax to number: 718-393-4306 • Schedule rides: 877-337-2017 • Elevator/escalator hotline: 800-734-6772 or TTY: 718-596-8273 Monday – Friday, 8AM-5PM
MTA NYC Transit Bus	http://mta.info/busco/index.html	<ul style="list-style-type: none"> • General information: 718-330-1234 • Voice: 718-330-4847 (non-English speaking) • TTY: 718-596-8273 Daily, 6AM-10PM
MTA NYC Transit Subway	http://mta.info/mta/ada/index.html	<ul style="list-style-type: none"> • 718-330-1234 (general information) • Voice: 718-330-4847 (non-English speaking) • TTY: 718-596-8273

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

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