



NEW YORK STATE SENATOR

Malcolm Smith

Senator Smith Updates Constituents On Status Of Investigation Regarding Access A Ride Service

Malcolm A. Smith

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State Senator Malcolm A. Smith (D-Queens) today announced that he has received a response from the Metropolitan Transit Authority (MTA) regarding a letter he wrote to the Executive Director about complaints made by passengers of the Access A Ride service.

"The MTA has responded to my recent letter urging them to investigate the complaints that have been made by Queens residents. I was pleased that the MTA has recognized that there is indeed a problem and is working towards a solution. They have assured me that they will be increasing the number of vehicles in the near future to enhance their scheduling capability," said Senator Smith.

The Queens lawmaker noted that the MTA currently has over 90,000 Access A Ride registrants.

According to the MTA, over 90 percent of Access A Ride applicants are approved. Those who are not approved receive a letter and are given the opportunity to appeal the decision.

"It is helpful to have a better understanding of the application process of the Access A Ride service. For my constituents who have been denied access in the past, this information will shed some light on the situation," said Senator Smith.

For those interested in contacting the MTA directly with questions or complaints, they can write to MTA NYC Transit, Paratransit Division, 130 Livingston Street, Brooklyn, NY 12201, or call Customer Assistance at 718-330-3322

"I hope this response from the MTA answers some questions for the passengers who utilize this service. While there is still progress to be made, I am hopeful that the addition of more vehicles will be beneficial and help to solve some of the problems regarding this service. I will continue to reach out to my constituents to check on the status of the Access A Ride service to ensure that the Queens community is receiving the best service that is available," concluded Senator Smith.
