MTA Access-A-Ride Trips

Arrival and Pickup

**Pick up Time:**
12:30 PM

Arrive Early (12:17PM)
Must wait until Pick up Time: 12:30PM
Can only press “No Show” five minutes after Pick up Time

Arrive Late
Must call passenger to tell them you are late

Driver Tips

- **Visually Impaired**
  Call out their name to help find your car

- **Wheelchair**
  Go out and help them to your car and properly secure wheelchair

- **Walker**
  Make sure they get in safely and you store the walker in the trunk

- **Service animals**
  Must allow these animals to enter taxi with passenger

- **Pick up**
  Must verify passenger name and ID when entering taxi

- **Accident?**
  Call 718-954-9440 to notify us

- **Lost Items**
  Attempt to return to passenger but if not then drop off at LIC customer service

End of Trip Payment

- All “MTA Access-A-Ride trips” paid by Curb
- Look at DIM (Driver Information Monitor) to see if you need to collect a co-pay

**MTA PAYMENT APPROVED**

Do Not Collect Co-Pay (Do not ask passenger for money)

- **Fare Paid By Curb:** $22.00
- **Help Call:** 1-800-111-1111
- **Ride ID:** 1234567

Or

Collect Co-Pay $X.XX (Ask the passenger for $X.XX from the DIM)

- **Fare Paid By Curb:** $22.00
- **Help Call:** 1-800-111-1111
- **Ride ID:** 1234567

“Always Remember”
Show care and kindness to customers

Questions?
Email us at driver_support@gocurb.com
or call us at (718) 954-9440