

Moving Forward 2055

Connecting Communities, Creating Opportunities

APPENDIX E

COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN



NYMTC Regional Transportation Plan
Adopted on September 5, 2025

MOVING FORWARD 2055

COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN

prepared by

THE NEW YORK METROPOLITAN TRANSPORTATION COUNCIL

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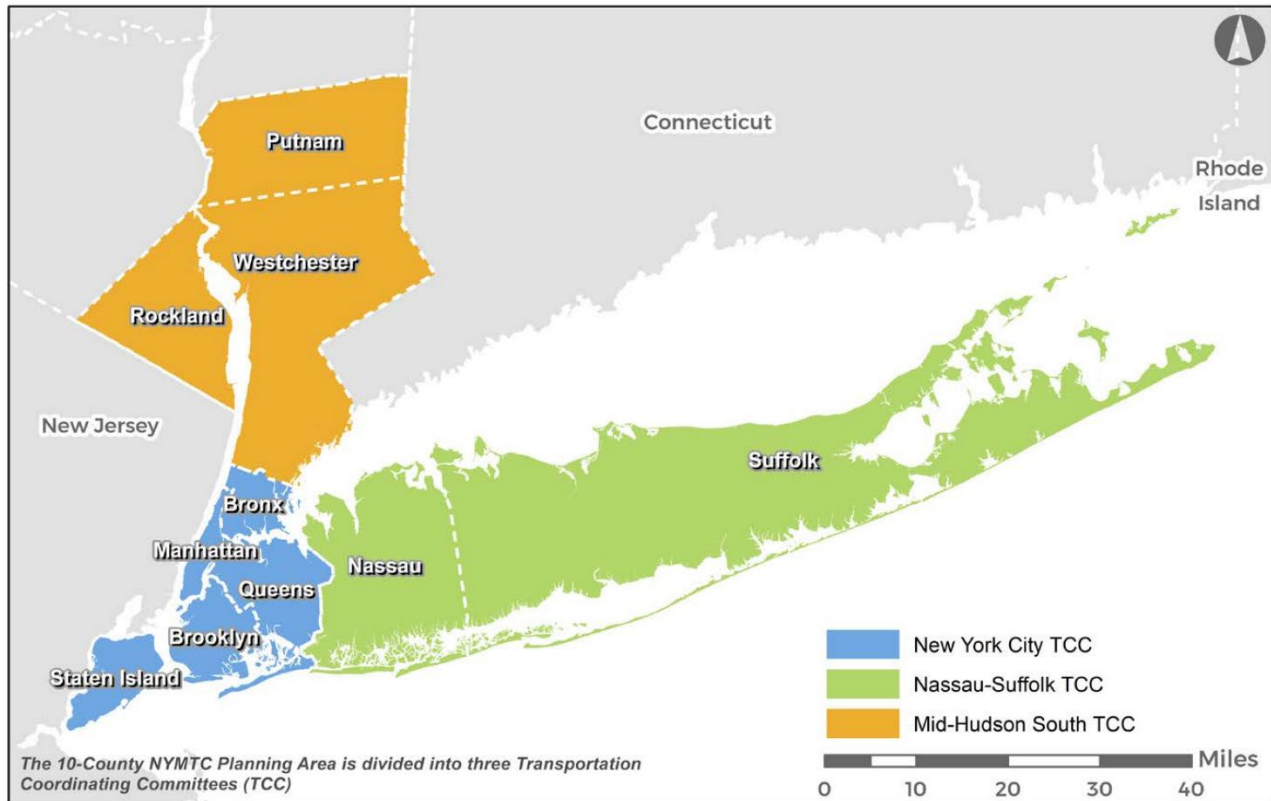
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INTRODUCTION

The planning area of the New York Metropolitan Transportation Council (NYMTC) encompasses New York City (the boroughs of Bronx, Brooklyn, Manhattan, Queens, and Staten Island), Long Island (Nassau and Suffolk counties), and the Lower Hudson Valley (Putnam, Rockland, and Westchester counties). This area features a large, diverse, multimodal transportation landscape that includes several levels of public transit, paratransit, and human service transportation (HST) options. These multiple levels of transportation services and the large number of providers in this geographically and demographically diverse area make coordinating the needs and services for specific groups in the resident population challenging.

As a federally mandated metropolitan planning organization (MPO), NYMTC is responsible for developing a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) every four years (pursuant to 23 United States Code (U.S.C.) 134) as a component of this overall regional transportation plan (*Moving Forward 2055* or the Plan). The Coordinated Plan serves as a means to identify and prioritize investment opportunities that will improve the coordination of public transit, paratransit services, and HST programs. The Coordinated Plan enables access to Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program funding for transportation service providers in the NYMTC planning area.

Figure 1 NYMTC Planning Area



1.1 FEDERAL REQUIREMENTS AND FUNDING PROGRAMS

The Infrastructure Investment and Jobs Act (IIJA) was signed into law in November 2021. The IIJA maintains the structure of the federal funding programs for public transportation. Section 5310 funds are apportioned to urban areas designated by the U.S. Census. In particular for the Coordinated Plan, projects supported with Section 5310 funds must be drawn from a Coordinated Plan. Such projects are defined to include strategies, activities, or a specific action designed to address a service gap or objective spelled out in the plan, which maintains flexibility for planning process participants.

1.2 ROLE OF THE COORDINATED PLAN

The Coordinated Plan, which accompanies *Moving Forward 2055*, NYMTC's regional transportation plan, reflects the requirements for the federal funding program and identifies opportunities for coordination and investment in specialized transportation services throughout the NYMTC planning area by comparing the various transportation services available in each of the counties and boroughs to the needs of the two target populations: older adults (age 65 and older) and people with disabilities. This is accomplished through the development of a web-based interactive map identifying target populations, as described in Chapter 2. Current transportation services available to address related mobility needs across the NYMTC planning area are discussed in Chapter 3.

In addition to research, NYMTC solicited public feedback on key needs and opportunities as part of the larger *Moving Forward 2055* public outreach program. This included virtual topical forums supplemented with additional insights from in-person events. The public input—combined with the analysis of target populations and transportation service provider information—identified key opportunities for coordination and investment. Spatial service gaps are only one barrier to accessing transportation for the target populations. The public outreach process identified the following additional key needs:

- » Challenges in coordinating between more than one mode of travel.
- » Access to information on transportation services, including live updates.
- » Reduced service availability at certain times of the day and certain days of the week.
- » On-time performance and service reliability issues.

This assessment of needs and gaps serves as the basis for the coordination strategies and opportunities for future investment identified in the Coordinated Plan that will eliminate or reduce duplicative services, fill service gaps, and otherwise provide more efficient utilization of transportation services and resources for the target populations. Each county and borough in the NYMTC planning area has its own distinct needs, service providers, government agencies, stakeholders, and demographic characteristics. The Coordinated Plan synthesizes those needs and identifies strategies and priorities at the local level and regionally.

1.3 THE PLAN'S SHARED VISION FOR REGIONAL MOBILITY

As identified in Chapter 1 of *Moving Forward 2055*, NYMTC's shared vision for regional mobility is as follows:

All people, regardless of race, disability status, age, or socioeconomic background have a right to live, work, and play in communities that are safe, healthy, and free of harmful environmental conditions. Our shared vision is one in which safe, accessible, and efficient mobility for people and goods is made possible by well-maintained and reliable infrastructure.

Furthermore, we envision a future where transportation infrastructure and technology enhance community health, minimize pollution, and where strategic investments in transportation drive continued economic growth.

Extreme weather, for example, is an increasing threat that our region must respond and adapt to. The transportation sector in our region is also a leading contributor to harmful air pollution. It is crucial that we provide options that enhance our ability to further reduce air pollution and help mitigate the effects of extreme weather events.

This shared vision is guided by the following nine principles:

1. We will value the needs of all users across our region.
2. We will seek to use funding for transportation efficiently, no matter its source.
3. We will consider all modes of transportation to achieve connected networks that accommodate all modes and all users.
4. We will plan for modal shifts, first/last mile connections, and multi-system accessibility and operability.
5. We will support multi-agency approaches to better integrate the regional transportation system.
6. We will collaborate and coordinate with other government entities to address regional challenges.
7. We will engage the public and community stakeholders through workshops, webinars, and other outreach to help guide key decisions in the planning process.
8. We will invest in the collection and sharing of quality metrics and data related to transportation.
9. We will be open to innovation and technological advancements to enhance our transportation system.

The Coordinated Plan helps to further this shared vision and related guiding principles as described below:

- » The Coordinated Plan identifies the transportation needs of some of the most vulnerable populations—notably older adults and people with disabilities. These populations can often experience the most challenges in accessing transportation, and as a result, access to everyday needs such as groceries and medical appointments.
- » A key component of the shared vision is accessibility and efficiency applied to mobility. The NYMTC planning area is home to over 200 public transit, paratransit, and HST options. In turn, these transportation services are managed and operated by a multitude of providers and organizations. This can make access to information and coordination needs a challenge. The Coordinated Plan addresses this challenge by compiling a comprehensive list of transportation services available to users in the NYMTC planning area and recommending strategies that aim to increase overall system cohesion.

The Coordinated Plan identifies investment opportunities and opportunities for coordination that can guide project selection for the Section 5310—Enhanced Mobility of Seniors and Individuals with Disabilities program, including capital and operating assistance projects. This further enhances the overall seamless operation of the entire NYMTC multimodal transportation network.

The Coordinated Plan is organized as follows:

- » **SECTION 2: DEMOGRAPHIC METHODOLOGY**—Summarizes the methodology used to identify target demographics of older adults and people with disabilities across the NYMTC planning area.
- » **SECTION 3: INVENTORY OF AVAILABLE SERVICES**—Documents the existing transportation services in each county and borough.
- » **SECTION 4: POLICY GAPS & OPPORTUNITIES**—Summarizes the key policies associated with transportation providers in the NYMTC planning area, and identifies related gaps and opportunities.
- » **SECTION 5: PRIORITY INVESTMENT OPPORTUNITIES**—Identifies priority investments to address the mobility gaps and needs of the NYMTC planning area.

Figure 2 *Moving Forward 2055* Vision Goals



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DEMOGRAPHIC METHODOLOGY

This chapter presents the demographic analysis performed for the two target populations—older adults (age 65 and older) and people with disabilities. The objective of the analysis is to identify the target populations and their highest density locations, using the 2018–2022 American Community Survey (ACS) 5-year estimates from the U.S. Census Bureau. Data is aggregated by census block group across the entire NYMTC planning area.

2.1 IDENTIFICATION OF TARGET POPULATIONS

For the purposes of the analysis, the target populations are defined as follows:

- » **Older Adults:** Individuals 65 years of age or older from the 2022 ACS 5-year estimates.
- » **Persons with a Disability:** The 2022 ACS 5-year estimates for “disability status of the civilian non-institutionalized population” were used. Available data covers six disability types:
 - **Hearing Difficulty:** Deaf or having serious difficulty hearing.
 - **Vision Difficulty:** Blind or having serious difficulty seeing, even when wearing glasses.
 - **Cognitive Difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
 - **Ambulatory Difficulty:** Having serious difficulty walking or climbing stairs.
 - **Self-Care Difficulty:** Having difficulty bathing or dressing.
 - **Independent Living Difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping.

The U.S. Census Bureau considers respondents who reported to have one or more of the six disability types listed above to have a disability.

2.2 MAPPING APPROACH

A web-based interactive map has been developed to replace the many static maps and tables which were developed in previous iterations of the Coordinated Plan. The map includes Census block groups for all of the NYMTC planning area, applied to pre-loaded base maps which include infrastructure, key points of interest, satellite imagery, and other useful components for geographical analysis. This includes total population of each census block group, total population 65 years or older, and total population with a disability. Correspondingly, percentages of the total population that fall in these categories can be determined. The interactive map also includes additional layers which support other components of *Moving Forward 2055*. The interactive map can be found [here](#).

3

INVENTORY OF AVAILABLE SERVICES

This chapter describes the transportation services that are currently available to older adults and people with disabilities in each county or borough. Services offered by public, private, and nonprofit providers are included.

3.1 DESCRIPTIONS OF TYPES OF SERVICES AVAILABLE THROUGHOUT THE NYMTC PLANNING AREA

There are multiple types of transportation services that operate across the entire NYMTC planning area, as described below:

- » **General Public Transit:** These services are available to the general public. In the NYMTC planning area, this includes local fixed-route bus, commuter buses, subway, commuter rail, and ferry services. Those transit services which receive federal funding, and are required to provide paratransit service, as described below, are also classified within this category. General public transit services vary in mode, size and geographic context, and are available across most portions of the NYMTC planning area.
- » **Paratransit:** In compliance with the Americans with Disabilities Act (ADA), paratransit services consist of origin-destination transportation for eligible customers with disabilities or health conditions that prevent them from using existing local fixed-route public transit. The service is required for travel within three-quarters of a mile of the fixed-route service. Some providers in the NYMTC planning area also provide paratransit service beyond these requirements.
- » **Municipal or Community Services:** A number of municipal and community services operate in the NYMTC planning area, especially in Westchester County and across Long Island.

- » **Private Nonprofit:** A wide range of private nonprofit organizations operate in the NYMTC planning area. Incorporated under New York State law, these organizations exist to further a charitable cause, such as the provision of healthcare, religious, and/or civic services. A number of these organizations provide HST for eligible users to and from key related locations.
- » **Private Providers:** Operating in the private sector, this category includes taxis and limousines, ambulette services, private sector intercity buses, some ferry services, shared mobility services, carshares, and the following subcategories which are further expanded on:
 - **Medicaid Non-Emergency Medical Transportation (NEMT):** Administered by the New York State Department of Health through a transportation broker, and available to Medicaid recipients to access eligible health care services.
 - **Ride-Hailing Services:** Currently available across the entire NYMTC planning area, ride-hailing services have been the subject of recent legislation and judicial rulings in relation to providing accessible rides to people with disabilities.

3.1.1 GENERAL PUBLIC TRANSIT

Open to the general public, there are a wide range of general public transit services provided in the NYMTC planning area. The Metropolitan Transportation Authority (MTA) is the largest provider of public transit services in the NYMTC planning area, operating an expansive network of bus, subway, and commuter rail services. The MTA's service footprint is the most expansive in New York City, with a very dense network of 238 local bus routes, 20 Select Bus Service (SBS) routes, and 75 express routes. There are over 5,800 vehicles in the bus fleet, all of which are ADA accessible. MTA New York City Transit (NYCT) operates 25 subway lines across New York City (1, 2, 3, 4, 5, 6, 7, A, B, C, D, E, F, G, J, L, M, N, Q, R, W, Z, Times Square Shuttle, Franklin Ave Shuttle, and Rockaway Shuttle), in addition to the Staten Island Railway. MTA also operates a network of commuter rail lines through Long Island Rail Road (LIRR) and Metro-North Railroad (MNR) which provides commuter rail services between New York City and suburbs to the east and north.

Other major providers of general public transit in the NYMTC planning area include Westchester County's Bee-Line System, Nassau County's Nassau InterCounty Express (NICE), Transport of Rockland (TOR), Suffolk County Transit (SCT), and Putnam County's Putnam Area Rapid Transit (PART) which operate local fixed-route service across each respective county, along with some connections to other services. Multiple public transit services provide connections to locations outside of the NYMTC planning area, including northeastern New Jersey, southwestern Connecticut, as well as Orange and Dutchess Counties in New York. General public transit services are described in further detail by NYMTC planning area geography in Sections 3.2, 3.3, and 3.4.

3.1.2 PARATRANSIT

Public transit operators of fixed-route services are required to provide complementary service to people with disabilities, who cannot otherwise use the fixed-route system, that is comparable to the level of service provided to people without disabilities who use the fixed-route system, in compliance with ADA guidelines. The term "complementary" is used in that the service complements – or supports – the regular fixed-route

service. Complementary paratransit service consists of origin-destination service, provided in an accessible vehicle within three-quarters of a mile of the regular fixed-route service. It is noted that these requirements are exceeded through the services offered by MTA Access-A-Ride (AAR) across all of New York City, Suffolk County Accessible Transportation (SCAT) across all of Suffolk County, and by TOR which also provides similar paratransit services for eligible Rockland County senior citizens and residents with disabilities who may not qualify for the ADA service. Typically, these trips must be reserved a day or two in advance by directly contacting the provider. The requirements for paratransit do not apply to commuter bus, commuter rail, intercity rail, or ferry systems. Paratransit services are described in further detail by NYMTC planning area geography in Sections 3.2, 3.3, and 3.4.

3.1.3 MUNICIPAL OR COMMUNITY SERVICES

Outside of New York City, some municipalities in the NYMTC planning area provide their own transportation services. These services, especially prevalent in Westchester County as well as Long Island, vary in terms of their geographic and temporal parameters. Typically, these services consist of transportation to and from medical appointments, social services, shopping centers, or community centers, either on a scheduled basis or within certain hours of certain days of the week. These services sometimes also include community shuttle routes and service to transfer points for other modes and services. Municipal and community services are described in further detail by NYMTC planning area geography in Sections 3.3 and 3.4.

3.1.4 PRIVATE NONPROFIT SERVICES

Private nonprofit human services organizations are incorporated under New York State law, with the purpose of furthering a charitable cause. This can include a wide range of missions including related to the provision of human services such as healthcare, religious, and/or social services. As part of their missions and operations, some private nonprofits also provide HST to and from such services. In the NYMTC planning area, there are a wide range of private nonprofit services providing some form of transportation. The scope of these HST services can vary both in terms of service parameters and eligibility. Some services are open to any older adult or person with a disability, while others are provided exclusively to members of an organization. Additionally, some services include HST for a variety of needs, while others include service to a set location such as a senior center. In recent years, and since the COVID-19 pandemic, the number of private nonprofit organizations providing HST has decreased, a trend discussed in Section 3.5. Private nonprofit services that provide HST are described in further detail by NYMTC planning area geography in Sections 3.2, 3.3, and 3.4.

3.1.5 PRIVATE PROVIDERS

Private providers operate for-profit services. In the NYMTC planning area, there are multiple categories of private providers, including taxis and limousine companies, ferry services, shared mobility services, and carshares. For-profit intercity bus services operating across the NYMTC planning area are also included in this category. The geographic and temporal service parameters of these transportation services can vary widely. In addition, private providers include some of the services provided through New York's NEMT

Medicaid program, and ride-hailing services, both of which are described in further detail below. Private providers are described in further detail by NYMTC planning area geography in Sections 3.2, 3.3, and 3.4.

MEDICAID NON-EMERGENCY MEDICAL TRANSPORTATION

The New York State Department of Health administers the state's Medicaid program, including the provision of NEMT that enables Medicaid recipients to access eligible health care services. Social/recreational trips for individuals with traumatic brain injuries are also covered. The New York State Department of Health contracts with Medical Answering Services LLC, a private-sector transportation broker which manages NEMT services across the entire state. As a whole, New York is divided into downstate and upstate regions, each having its own number for users to call in order to schedule service. All of the NYMTC planning area falls under the downstate region.

The responsibilities of the transportation broker include determining Medicaid recipient eligibility, operating call centers and taking trip reservations, assigning trips to enrolled transportation providers, quality assurance and quality control, and outreach to customers and other stakeholders. The provider network for New York State includes public transit and paratransit services, as well as private taxi/livery companies, private wheelchair van companies, and personal vehicles operated by Medicaid recipients or others. The transportation brokers are charged with assigning each Medicaid recipient's trip to the lowest cost, most appropriate provider for that individual and his/her trip.¹

RIDE-HAILING SERVICES

Ride-hailing companies (e.g., Uber and Lyft), also known as transportation network companies (TNCs), enlist drivers who generally operate their own vehicles to provide trips for customers who arrange for pickup by means of a mobile phone application (app). In 2017, State legislation was passed which allowed ride-hailing services to operate in New York State. That legislation excluded New York City and required TNCs operating in New York City to be authorized by the New York City Taxi and Limousine Commission (TLC). Outside of the City, the legislation authorizes any county or city of more than 100,000 residents to prohibit the pick-up of a person by a TNC within their boundaries. None have enacted such a prohibition as of this writing. TNCs currently operate across the entire NYMTC planning area.²

A critical component of the 2017 legislation was to establish the New York State TNC Accessibility Task Force. Per the Task Force, accessibility was broadly defined as ensuring that those people with disabilities have free and full access to the same programs, services, and areas as those without disabilities do, and without discrimination, in accordance with ADA guidelines. In 2019, the Task Force released a report that assessed TNCs' accessibility and demand. It also released a series of recommendations to improve accessible transportation throughout the state.

The Task Force report found a lack of wheelchair accessible vehicles provided by TNCs, which resulted in long wait times for disabled customers.³ The recommendations sought enhanced oversight of the TNCs and improved availability of accessible vehicles, incentives for providing accessible vehicles, a disability education program for drivers, and better accessibility of mobile apps and payment options.

Several disability advocates have sued TNCs, leading to systematic changes. The New York City TLC reached a settlement with Uber, Lyft, and Via in the New York State Supreme Court that required a quarter of the trips provided in New York City to be in wheelchair-accessible vehicles by the middle of 2023. Shortly after, this settlement was amended to give TNCs an alternative option that focuses on wait-times instead. This additional option stated that by mid-2021, TNCs must provide wheelchair-accessible vehicles within 10 minutes for at least 80 percent of the requests or within 15 minutes for 90 percent of the requests. If the company cannot meet those requirements, it will need to associate with a company that can.

As of 2024, TNCs in New York City appear to have largely adopted the requirements put forth in the amended settlement in relation to service times for wheelchair-accessible vehicles. Outside of New York City, requirements for accessibility reflect general requirements that TNCs make reasonable accommodations for people with disabilities. A Federal judge further clarified these requirements in a recent ruling in the Southern District of New York. In 2017, a White Plains, New York resident and the nonprofit Westchester Disabled on the Move Inc. filed a lawsuit alleging that Lyft violates ADA policy by not providing wheelchair accessible service in Westchester County and many other service regions across the country. However, Judge Philip M. Halpern found that Lyft did not violate the ADA or New York State Human Rights Law by not providing this service, given the economic challenges that would be required to provide wheelchair accessible service at a meaningful scale across its service areas.

3.2 SERVICES AVAILABLE IN NEW YORK CITY

New York City shares many transportation resources across the five boroughs (Manhattan, the Bronx, Queens, Brooklyn, and Staten Island). Table A.1 in Appendix A identifies the transportation services available to the target populations in New York City and summarizes the key characteristics of those services.

3-5

GENERAL PUBLIC TRANSIT

The MTA operates subway and bus services throughout New York City. MTA NYCT operates 25 subway lines, with 472 stations, while MTA NYCT and MTA Bus operate 238 local bus routes, 75 express bus routes, and 20 Select Bus Service (SBS) routes. MTA's entire bus fleet is fully ADA accessible. MTA NYCT also operates a single railroad line along the eastern portion of Staten Island with 21 stations. There are a total of 493 stations, and 153 of them comply with ADA accessibility standards.

MTA LIRR operates 11 commuter train lines between the terminal stations of Penn Station, Grand Central Madison, Atlantic Terminal, and Long Island City and points east. MTA MNR operates 3 main commuter rail lines on the east side of the Hudson River between Grand Central Madison and points north and east, as well as 2 lines west of the Hudson River in New York state. Approximately 105 out of 126 LIRR stations, and 79 out of 124 MNR stations are accessible.

The New York City Department of Transportation (NYC DOT) provides free public ferry service via the Staten Island Ferry. The Staten Island Ferry operates between Whitehall Terminal in Lower Manhattan and St. George Terminal in Staten Island. Both terminals are fully accessible. The service typically operates every

half hour, with 15-minute frequency during peak hours. NYC Ferry operates across New York City's waterways, connecting Manhattan to Brooklyn, Queens, Staten Island, and the Bronx. NYC Ferry has a fleet of 38 accessible vessels, which carry passengers between more than 20 landings along six routes covering over 60 miles of waterway combined. Additionally, a summer weekend shuttle travels between downtown Manhattan and Governor's Island.

The Port Authority Trans-Hudson (PATH) and New Jersey Transit (NJ Transit) operate rail lines connecting Manhattan to communities in New Jersey, in addition to NJ Transit buses connecting to New Jersey. In New York City, the PATH stations at 33rd Street and World Trade Center are accessible. In New Jersey, the PATH stations at Hoboken, Newport, Exchange Place, Grove Street, Journal Square, Harrison, and Newark – Penn Station are also accessible.

PARATRANSIT

MTA provides ADA and non-ADA paratransit service for older adults and people with disabilities under its AAR service. For people with disabilities using AAR-provided ADA paratransit, the service area includes all five boroughs of New York City and within a three-quarters-of-a-mile corridor beyond fixed-route service across the New York City border to nearby areas of Nassau and Westchester counties. The service has coordinated transfer points between Nassau County's Able Ride and Westchester County's Bee-Line ParaTransit. In addition, designated pickup locations are located throughout New York City. This includes major destinations such as Penn Station, and local points of interest, such as senior and medical centers. Some locations have a CityBench.⁴

This ADA service operates 24 hours a day/7 day a week. Trips must generally be reserved one to two days in advance. A "subscription service" is available for customers who regularly make the same trip multiple times per week; such trips do not need advance reservations once the participant is enrolled. Private carriers under contract to MTA NYCT provide this service by lift-equipped vans, ramp-equipped vehicles, or sedans. In addition, private taxis, livery and black car services also provide services. AAR does not ensure a particular service or type of vehicle unless accessibility is mandatory.

PRIVATE NONPROFIT SERVICES

There are a large number of private nonprofit services operating in New York City. General information on these services can be found in the borough-specific subsections to follow.

PRIVATE PROVIDERS

New York City is served by more than 13,000 livery vehicles—including yellow and green cabs, as well as over 100,000 for-hire vehicles. Medicaid NEMT is offered throughout New York City by over 1,300 contractors that are organized by Medical Answering Services to provide Medicaid NEMT service. Commuter vans are affiliated with the New York City TLC program and provide service for passengers through pre-arrangement within specified geographic zones throughout the city as outlined by NYC DOT. The vans primarily cover areas outside Manhattan, such as southern Brooklyn, eastern Queens, and urban

centers in northeastern New Jersey. Multiple private ferry companies also offer commuter, sightseeing, and tour boat operations in New York City. Additionally, New York City is well-served by rideshare providers including Uber, Lyft, and Revel, as well as shared mobility services in the form of carshares and a bikeshare. Lastly, New York City is served by multiple intercity bus carriers, as well as Amtrak intercity rail service.

3.2.1 BRONX TRANSPORTATION PROVIDERS

Table A.2 in Appendix A identifies the transportation services available to the target populations in the Bronx and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

MTA NYCT operates seven subway lines in the Bronx (1, 2, 4, 5, 6, B, and D), with a total of 68 subway stations, 18 of which are fully ADA accessible. NYCT and MTA Bus operate 44 local routes, 3 SBS routes, and 11 express bus routes serving the Bronx. Westchester County Bee-Line System buses connect the Bronx to Westchester County. Hudson Rail Link operates bus lines that connect riders to the MTA MNR rail lines. In addition, MTA MNR operates 3 commuter rail lines with 13 stations that connect the Bronx to Manhattan, northern suburbs, and Connecticut; of those, 7 are ADA accessible. NYC Ferry operates service between Manhattan and Throgs Neck, and Soundview.

PARATRANSIT

MTA's AAR coverage area includes all of the Bronx. Additionally, the Bronx contains two AAR transfer locations with Westchester's Bee-Line ParaTransit at the International House of Pancakes (4340 Boston Road at Ropes Avenue) and 5661 Riverdale Avenue (at West 258th Street). There are 17 designated AAR pickup locations across the Bronx, eight of which have a CityBench available.

NONPROFIT PROVIDERS

Twenty-nine confirmed nonprofit human-service agencies in the Bronx provide programmatic or volunteer HST in the borough. The composition of these organizations includes senior and assisted living centers, community centers, social service providers, religious organizations, and ethnic organizations. The majority of these agencies provide services for older adults, including members of senior centers. Trip purposes vary, but mostly include access to medical and social services, although some HST providers also arrange for social and leisure trips. Two confirmed human-service agencies in the Bronx provide services for people with disabilities for a wide range of trip purposes, including medical, recreational, and leisure trips. Two nursing and rehabilitation centers are also identified and provide services for patients, including older adults and some people with disabilities.

3.2.2 BROOKLYN TRANSPORTATION PROVIDERS

Table A.3 in Appendix A identifies the transportation services available to the target populations in Brooklyn and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

MTA NYCT operates 19 subway lines in Brooklyn (2, 3, 4, 5, A, B, C, D, F, G, J, L, M, N, Q, R, W, Z, and Franklin Shuttle), with 157 subway stations, of which 35 are fully or partially ADA accessible. NYCT and MTA Bus operate 60 local bus routes, 3 SBS routes, and 9 express bus routes in Brooklyn. MTA LIRR operates commuter rail service to 3 stations in Brooklyn, including Atlantic Terminal, Nostrand Avenue and East New York, 2 of those stations are ADA accessible. NYC Ferry operates service from Manhattan and Queens to Bay Ridge, Sunset Park, Red Hook, Atlantic Avenue, Dumbo, Brooklyn Navy Yard, South Williamsburg, North Williamsburg, and Greenpoint.

PARATRANSIT

MTA's AAR coverage area includes all of Brooklyn. Additionally, there are 27 designated AAR pickup locations in Brooklyn, 13 of which have a CityBench available.

NONPROFIT PROVIDERS

Thirty-seven confirmed nonprofit human-service agencies in Brooklyn provide programmatic or volunteer HST in the borough. The composition of these organizations includes senior and assisted living centers, community centers, social service providers, religious organizations, and ethnic organizations. The majority of these agencies provide services for older adults, including members of senior centers. Trip purposes vary, but mostly include access to medical and social services, although some HST providers also arrange for social and leisure trips. Four confirmed human-service agencies in Brooklyn provide services for people with disabilities for a wide range of trip purposes, including medical, community-arranged trips, and access to specific facilities. One nursing and rehabilitation center is also identified and provides services for patients and long-term residents.

3.2.3 MANHATTAN TRANSPORTATION PROVIDERS

Table A.4 in Appendix A identifies the transportation services available to the target populations in Manhattan and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

Manhattan is well served by transit with MTA NYCT operating 22 subway lines (1, 2, 3, 4, 5, 6, 7, A, B, C, D, E, F, J, L, M, N, Q, R, W, Z, and Times Sq Shuttle) and 120 subway stations, of which 53 are fully or partially ADA accessible. Bus service in Manhattan is provided by NYCT which operates 32 local bus routes, and 9 SBS routes. MTA LIRR operates commuter rail to and from Penn Station and Grand Central Madison on 11 branches serving Queens, Long Island and Brooklyn; MTA MNR operates commuter rail to and from Harlem-125th St and Grand Central Madison on 3 main lines serving the northern suburbs of New York City and Connecticut. All commuter rail stations in Manhattan are ADA accessible. NYC Ferry operates service from Staten Island to Midtown West and Battery Park; from the Bronx to Wall Street, Corlears Hook, Stuyvesant Cove, East 34th Street, and East 90th Street; and from Brooklyn and Queens to Wall Street,

Corlears Hook, East 34th Street, and East 90th Street. Manhattan also has numerous connections to locations outside of the NYMTC planning area. The Port Authority Trans-Hudson (PATH) and NJ Transit operate rail lines connecting Manhattan to communities in New Jersey, in addition to NJ Transit buses connecting to New Jersey.

PARATRANSIT

MTA's AAR coverage area includes all of Manhattan. AAR has transfer locations for NJ Transit customers at the Port Authority Bus Terminal; for Amtrak, MTA LIRR, and PATH customers at Herald Square; for Amtrak and MTA LIRR customers at Penn Station; for MTA MNR customers at Grand Central Madison, and an additional 43 AAR-designated pickup locations in Manhattan. Eleven of these pickup locations have a CityBench available.

NONPROFIT PROVIDERS

Thirteen confirmed nonprofit human-service agencies in Manhattan provide programmatic or volunteer HST in the borough. The composition of these organizations includes senior and assisted living centers, community centers, social service providers, and religious organizations. The majority of these agencies provide services for older adults, including members of senior centers. Trip purposes vary, but mostly include access to medical and social services, as well as agency programming, although some HST providers also arrange for social and leisure trips. One confirmed human-service agency in Manhattan provides services for people with disabilities for agency programming.

3-9

3.2.4 QUEENS TRANSPORTATION PROVIDERS

Table A.5 in Appendix A identifies the transportation services available to the target populations in Queens and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

MTA provides robust transit service in Queens. MTA NYCT operates 11 subway lines (7, A, E, F, G, J, M, N, R, W, Z, and Rockaway Shuttle) with a total of 78 subway stations, 25 of which are fully or partially ADA accessible. MTA LIRR operates commuter rail service on 4 branches (Port Washington, Hempstead, Far Rockaway, and City Terminal Zone) with 22 stations that connect Queens with Long Island, Brooklyn, and Manhattan; 15 of these stations are ADA accessible. Queens has a dense network of bus services. MTA NYCT and MTA Bus operate 72 local routes, 4 SBS routes and 30 express bus routes. These routes provide connections between Queens, Brooklyn, the Bronx, Manhattan, and Long Island. NYC Ferry operates service from Manhattan and Brooklyn to Astoria, Long Island City, and Hunters Point South.

PARATRANSIT

MTA's AAR coverage area includes all of Queens. AAR transfer locations between New York City and Nassau County are located at Northwell Health, Center for Advanced Medicine (450 Lakeville Road, Door D, New

Hyde Park) and the Green Acres Mall in front of Panera Bread (2034 Green Acres Road South, Valley Stream). Nine of the 24 designated AAR pickup locations have a bench.

NONPROFIT PROVIDERS

Twenty-nine confirmed nonprofit human-service agencies in Queens provide programmatic or volunteer HST in the borough. The composition of these organizations includes senior and assisted living centers, community centers, social service providers, religious organizations, and ethnic organizations. The majority of these agencies provide services for older adults, including members of senior centers. Trip purposes vary, but mostly include access to medical and social services, although some HST providers also arrange for social and leisure trips. Four confirmed human-service agencies in Queens provide services for people with disabilities for a wide range of trip purposes, including medical, community-arranged trips, and access to specific facilities. One of these agencies is specifically geared towards children with disabilities. One nursing and rehabilitation center is also identified and provides services for patients and long-term residents.

3.2.5 STATEN ISLAND TRANSPORTATION PROVIDERS

Table A.6 in Appendix A identifies the transportation services available to the target populations in Staten Island and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

MTA NYCT operates the Staten Island Railway with 21 stations in the borough, 6 of which are ADA accessible. MTA NYCT operates 30 local bus routes, 1 SBS route, and 25 express bus routes. These routes help connect Staten Island to Brooklyn, Manhattan, and the NJ Transit Hudson-Bergen Light Rail in Bayonne. The NYC Ferry provides service between St. George and Manhattan's west side, while the NYC DOT's Staten Island Ferry provides service between St. George and lower Manhattan.

PARATRANSIT

MTA's AAR coverage area includes all of Staten Island. Additionally, AAR has 7 designated pickup locations in Staten Island, two of which have a CityBench available.

NONPROFIT PROVIDERS

Eight confirmed nonprofit human-service agencies in Staten Island provide programmatic or volunteer HST in the borough. The composition of these organizations includes senior and assisted living centers, community centers, and social service providers. The majority of these agencies provide services for older adults, including members of senior centers. Trip purposes vary, but mostly include access to medical and social services, as well as agency programming, although some HST providers also arrange for social and leisure trips. One confirmed human-service agency in Staten Island provides services for people with disabilities for a wide range of trip purposes.

3.2.6 NEW YORK CITY SERVICE ASSESSMENT

Overall, service in New York City is extensive. In addition to the fixed-route service, AAR provides demand-response paratransit service throughout New York City with the ability to transfer to paratransit service in Westchester and Nassau counties. The AAR service and subways operate 24 hours a day/7 days a week, as do most bus services. However, trips with AAR must generally be reserved one to two days in advance.

Human-service organizations throughout New York City provide transportation services for medical, social services, and programming trips. The number of providers and the target populations that they serve vary by borough/neighborhood. Staten Island has the fewest human-service organizations providing service. In every borough, there are fewer transportation providers for people with disabilities than there are for older adults. Furthermore, the agencies that do provide service for people with disabilities are more limited by trip type and are restricted by time of day. Additionally, the total number of human-service organizations providing transportation services has decreased in recent years and since the onset of the COVID-19 pandemic.

New York City is also served by livery vehicles (yellow and green cabs), black cars, commuter dollar vans, CitiBike and Lyft dockless bicycles, ride-hailing services such as Uber and Lyft, ferry service, and intercity bus and rail services. Considered together with public transportation, the spatial and temporal gaps in New York City are limited.

3.3 SERVICES AVAILABLE ON LONG ISLAND

3-11

3.3.1 NASSAU COUNTY TRANSPORTATION PROVIDERS

Table A.7 in Appendix A identifies the transportation services available to the target populations in Nassau County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Nassau County provides bus service through NICE, which is operated by Transdev as a public-private partnership and provides service throughout most of the county along 44 routes, including two shuttles. Most NICE routes originate and terminate within the county; however, a selection of routes terminate at destinations in eastern Queens, including Jamaica Station, and two routes terminate in Suffolk County. Long Beach operates its own system within the City of Long Beach and Point Lookout.

MTA LIRR serves Nassau County with 57 stations along the Port Washington, Far Rockaway, Oyster Bay, Hempstead, West Hempstead, Long Beach, Port Jefferson, Ronkonkoma, and Babylon branches. Most westbound LIRR trains terminate in Manhattan at either Penn Station or Grand Central Madison, though service terminating in Jamaica (Queens), Long Island City (Queens), and Atlantic Terminal (Brooklyn) is also available.

PARATRANSIT

Nassau County provides ADA and non-ADA paratransit service for people with disabilities and older adults through NICE under its Able-Ride service. For people with disabilities the Able-Ride service area is limited to within three-quarters of a mile of the fixed-routes operated by NICE. The Able-Ride service is provided during the same hours of service that the corresponding fixed-route operates. Able-Ride provides some limited connections to New York City's AAR at designated locations and some limited connections to Suffolk County's Accessible Transportation services in far western Suffolk County. ADA paratransit is also provided through the City of Long Beach.

MUNICIPAL OR COMMUNITY SERVICES

Additional municipal bus services are provided by the City of Glen Cove, Town of Hempstead, and Town of North Hempstead.⁵ These services can be used for a variety of trip purposes, though mostly for shopping-related trips and events. The City of Glen Cove service includes a commuter and loop route, providing access to municipal buildings, shopping, and transfers to NICE routes.

NONPROFIT PROVIDERS

Seven confirmed nonprofit human-service agencies in Nassau County provide programmatic or volunteer HST in the county. The composition of these organizations includes senior and assisted living centers, community centers, and social service providers. Trip purposes vary, but mostly include access to day programs, and medical and social services, although some HST providers also arrange for social and leisure trips. Four confirmed human-service agencies in Nassau County provide services for people with disabilities for a wide range of trip purposes, including medical and day programs, as well as recreational outings.

PRIVATE TRANSPORTATION PROVIDERS

For-hire vehicles, including taxis, liveries, ambulettes, and private buses offering NEMT, are regulated by the Nassau County TLC, and these for-profit transportation providers serve many communities in Nassau County. The county is additionally served by a variety of Medicaid NEMT providers contracted through Medical Answering Services, LLC. Rideshare and carshare providers also operate across Nassau County.

NASSAU COUNTY SERVICE ASSESSMENT

Bus service is provided in the county by a private provider under contract to the county as the NICE system across 44 bus routes. Small bus systems are also operated by the cities of Glen Cove and Long Beach, as well as by the Towns of Hempstead and North Hempstead. Service is relatively limited in the northeast portion of Nassau County, as well as in the outer areas along the north and south shores. Comparatively sparse service is available north and south of the Long Island Expressway between North Shore University Hospital and Jericho.

Four municipal or community transportation providers offer demand-response service to the residents of Nassau County. These communities include the City of Long Beach, City of Glen Cove, Town of Hempstead, and the Town of North Hempstead. Long Beach Transit provides transportation for people with disabilities while the other municipal services provide transportation for older adults. Such demand-response services do not exist in areas outside those municipalities unless provided through a private provider.

Able-Ride operates only in the three-quarters-of-a-mile area of a given fixed-route bus service and only provides the service during the corresponding service hours of any given bus route. Thus, there is no service in Syosset, Bayville, Oyster Bay, Lido Beach, Point Lookout, Locust Valley, or Sands Point, and limited service in Valley Stream, Woodmere, Old Bethpage, Hicksville, Long Beach, Glen Cove, and Lawrence. Able-Ride additionally provides direct service to points approximately 2 miles east of the Nassau/Suffolk border. For destinations farther east, riders may transfer to a SCAT bus at Walt Whitman Mall or at Sunrise Mall. Similarly, transfers can be made to AAR services in Queens at the Green Acres Mall or at Northwell Health.

MTA LIRR operates commuter rail service on the Babylon, Oyster Bay, Port Jefferson, Port Washington, Far Rockaway, Long Beach, Hempstead and West Hempstead branches. MTA LIRR service varies according to the branch but decreases in frequency during off-peak times.

3.3.2 SUFFOLK COUNTY TRANSPORTATION PROVIDERS

Table A.8 in Appendix A identifies the transportation services available to the target populations in Suffolk County and summarizes the key characteristics of those services.

3-13

GENERAL PUBLIC TRANSIT

Suffolk County provides bus service through SCT, a public-private partnership that provides service throughout the county along 25 routes and within two on-demand zones (East Hampton/Montauk and Southampton). MTA LIRR serves Suffolk County with 41 stations along the Port Jefferson, Ronkonkoma, Babylon, and Montauk branches. Most westbound LIRR trains terminate in Manhattan at Penn Station or Grand Central Madison, although service terminating in Jamaica (Queens), Long Island City (Queens), and Atlantic Terminal (Brooklyn) is also available.

A small municipal transit service—Huntington Area Rapid Transit (HART)—operates four routes that serve the greater Huntington area, with connections to SCT, MTA LIRR, and NICE. Select NICE bus routes from Nassau County also serve portions of western Suffolk County. Lastly, the South Fork Commuter Connection (SFCC) is a coordinated rail and bus system created to operate during peak commuting hours, in order to provide workers with a public transportation option to travel. It offers 'last-mile' shuttle buses for the Speonk, Westhampton, Hampton Bays, Southampton, Bridgehampton, East Hampton, Amagansett, and Montauk MTA LIRR stations.

PARATRANSIT

Suffolk County provides ADA paratransit for people with disabilities under its SCAT service. For people with disabilities the SCAT service area is limited to within three-quarters of a mile of one of the fixed-routes

operated by SCT. SCAT service is provided during the hours of 5:00 AM and 10:00 PM from Mondays through Saturdays, and from 6:00 AM to 8:00 PM on Sundays. HART operates a paratransit program that provides service within the Town of Huntington for people with disabilities and non-driving older adult residents, who cannot use services offered to the public. For users already enrolled for SCAT, SFCC also offers paratransit service between the served train stations and local employment centers.

MUNICIPAL OR COMMUNITY SERVICES

Several municipal and community-based on-demand paratransit services are available in Suffolk County. The town of Brookhaven offers a similar service to HART's Special Needs Service—the Brookhaven Jitney—which provides shared curb-to-curb service within the town of Brookhaven for people with disabilities and older adults who have no other means of transportation. Curb-to-curb service is available for older adults who have no other means of transportation and for people with disabilities who are unable to use other fixed-route transit services in the town of East Hampton. Southampton's service is similar, offering curb-to-curb services for older adults and people with disabilities for non-emergency medical, shopping, and errands. Additionally, the following six municipalities offer paratransit service for older adults only, as part of their older adult programming, typically catering to medical, shopping, or government services trip purposes: Babylon, Islip, Riverhead, Shelter Island, Smithtown, and Southold.

NONPROFIT PROVIDERS

3-14

Ten confirmed nonprofit human-service agencies in Suffolk County provide programmatic or volunteer HST in the county. The composition of these organizations includes senior and assisted living centers, community centers, and social service providers. Trip purposes vary, but mostly include access to day programs, and medical and social services, although some HST providers also arrange for social and leisure trips. Four confirmed human-service agencies in Suffolk County provide services for people with disabilities for a wide range of trip purposes, including medical and day programs, as well as recreational outings.

PRIVATE TRANSPORTATION PROVIDERS

For-hire vehicles, including taxis, liveries, ambulettes, and private buses offering NEMT, are regulated by the Suffolk County TLC, and these for-profit transportation providers serve many communities in Suffolk County. Suffolk County is additionally served by a variety of Medicaid NEMT providers contracted through Medical Answering Services, LLC. In addition to these services, two private bus companies provide transportation around the eastern portion of Suffolk County, and two from Manhattan to the area. These services are primarily focused on tourism and entertainment but can be used for a variety of trip purposes. Multiple ferries additionally operate in Suffolk County. This includes service between Port Jefferson and Bridgeport, CT, Orient Point and New London, CT, and between Greenport, Shelter Island, and North Haven. There is also a ferry service between Fishers Island and New London, CT. Rideshare and carshare providers also operate across Suffolk County.

SUFFOLK COUNTY SERVICE ASSESSMENT

Private operators provide bus service under contract with Suffolk County as SCT, which provides service along 25 routes and two On-Demand zones throughout the county. Several communities in Suffolk County receive limited service from SCT, particularly in the eastern parts of the county and along the north and south shores. HART also serves the Huntington area with four fixed-route services and a local paratransit service. Four of Suffolk's ten municipal or community transportation providers offer demand-response service to people with disabilities in Suffolk County. All ten towns in Suffolk County offer service for older adults within their respective jurisdictions, and SCAT paratransit's coverage area includes anywhere within Suffolk County. MTA LIRR operates commuter rail service along the Port Jefferson, Babylon, Ronkonkoma, and Montauk branches, although there is no north-south oriented service.

Some temporal gaps exist in SCT's service area, particularly during evening and late-night periods. Since the previous Coordinated Plan was developed, Sunday service is now available on nearly every SCT route. In general, service is generally operated between the hours of 6:00 AM and 8:00 PM depending on the route. Temporal gaps in service remain outside of this timeframe however, a key concern for late-shift workers. Municipal paratransit services for older adults and people with disabilities operate only during limited periods, generally from 8:00 AM to 4:00 PM, Monday through Friday. Only HART's Special Needs service operates on weekends. These evening temporal gaps impede mobility for people with disabilities who must rely on the County's SCAT service that may or may not be available.

3.4 SERVICES AVAILABLE IN THE LOWER HUDSON VALLEY

3-15

3.4.1 PUTNAM COUNTY TRANSPORTATION PROVIDERS

Table A.9 in Appendix A identifies the transportation services available to the target populations in Putnam County and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

Putnam County provides service through the Putnam Area Rapid Transit (PART) bus system under contract with a private operator. PART provides service in the eastern and southern portions of the county along three fixed-routes. In addition, an on-demand microtransit service known as Putnam On-Demand operates across a zone comprised of Carmel, Patterson, and Southeast. MTA MNR provides service in Putnam County with 7 stations along the Hudson and Harlem lines. A commuter shuttle to the MTA MNR station at Croton Falls in Westchester County also serves the Mahopac area of the Town of Carmel, which is operated by Putnam County. Cold Spring is also served by a commuter bus service operating between Poughkeepsie and White Plains. Two other bus services that originate outside of Putnam County provide limited service to specific locations in the county: Westchester County's Bee-Line System provides service from Westchester County to Mahopac and Carmel and the Housatonic Area Regional Transit (HARTransit) bus system provides service from Connecticut to the Brewster and Southeast train stations in Putnam County. A seasonal trolley in Cold Spring is also operated.

PARATRANSIT

Putnam County provides paratransit service for people with disabilities through PART's paratransit service in a service area within three-quarters of a mile of PART bus routes during the times the buses operate.

MUNICIPAL OR COMMUNITY SERVICES

The Putnam County Office for Senior Resources offers demand-response services for older adults in the county that serve senior centers for nutrition programs, health counseling, and shopping assistance. These services are provided using the Office of Senior Resources' vehicles, and advance reservations are required. Additionally, the county provides demand-response service for medical appointments in the county and to other limited areas outside Putnam County. This service is provided by senior volunteer drivers from Putnam SeniorCorps.

NONPROFIT PROVIDERS

Three confirmed nonprofit human-service agencies in Putnam County provide programmatic or volunteer HST in the county, comprised of social service providers. Trip purposes vary, but mostly include access to day programs, and medical and social services. Two confirmed human-service agencies in Putnam County provide services for people with disabilities for a wide range of trip purposes, including medical and day programs, as well as recreational outings.

3-16

PRIVATE PROVIDERS

For-hire vehicles including taxis and liveries operate in Putnam County, as well as one ambulette service based out of Mahopac. Putnam County is additionally served by a variety of Medicaid NEMT providers contracted through Medical Answering Services, LLC. Rideshare and carshare providers also operate across Putnam County.

PUTNAM COUNTY SERVICE ASSESSMENT

Putnam County has three fixed-route and one on-demand service operating across the county, in addition to a few connecting services to areas outside Putnam County and service from two MTA MNR lines. Despite the availability of service in the county, there is limited bus service in the western areas of the county or in areas in the central and northern portions of the county. Given that PART Paratransit operates only in the three-quarters-of-a-mile fixed-route service area, many parts of the county have no paratransit service available. MTA MNR serves the eastern and western sections of the county, but commuter rail service is not available in the central portion of the county.

PART service hours differ depending on the local route. Service hours are shorter on Saturdays, with no service available on Sunday. PART Paratransit operates in the three-quarters-of-a-mile corridor of any given route while that route is in service, with no service available on Sundays. Municipal services and nonprofit services in Putnam County typically run Monday through Friday in the mornings and afternoons. MTA MNR's Hudson and Harlem lines operate service to New York City. Each line operates trains at least every hour,

with trains every half hour during peak hours. Weekend service operates for a similar period, with less frequent service for each line.

3.4.2 ROCKLAND COUNTY TRANSPORTATION PROVIDERS

Table A.10 in Appendix A identifies the transportation services available to the target populations in Rockland County and summarizes the key characteristics of those services.

GENERAL PUBLIC TRANSIT

Rockland County provides service through the Transport of Rockland (TOR) bus system under contract with a private operator. TOR provides service throughout the county along 10 routes, including connections to other regional bus transit services such as the Hudson Link, Orange Westchester Link (OWL), Rockland Coaches, Short Line, and NJ Transit trains. Additionally, there are five commuter rail stations in Rockland in coordination with MTA MNR and NJ Transit that offer service between northern Rockland and Orange counties, New Jersey, and New York City. TOR operates exclusively within Rockland County, while MTA MNR, NJ Transit, and the remaining identified bus systems provide transportation to destinations outside Rockland County.

PARATRANSIT

Rockland County provides both ADA and non-ADA paratransit service for people with disabilities and older adults through its Transportation Resources, Intra-county, for Physically Disabled and Senior Citizens (TRIPS) service. For people with disabilities, the service area is within three-quarters of a mile of either side of a fixed-route bus route during hours of operation. For the non-ADA service, provided for those who may not qualify for the ADA service but still require specialized transportation, riders may take trips throughout Rockland County from 5:00 AM to 1:30 AM, Monday to Friday, from 6:00 AM to 1:30 AM on Saturdays, and from 8:00 AM to 2:00 AM on Sundays with limited weekend service.

3-17

MUNICIPAL OR COMMUNITY SERVICES

The Rockland County Office on Aging offers a volunteer driver program for some medical appointments. Additionally, Clarkstown Mini-Trans is small municipal bus system that offers five routes that operate throughout the town. This includes connections to the MTA MNR Nanuet train station and TOR routes.

NONPROFIT PROVIDERS

Six confirmed nonprofit human-service agencies in Rockland County provide programmatic or volunteer HST in the county. The composition of these organizations includes community centers, religious organizations, and social service providers. Trip purposes vary, but mostly include access to day programs, employment, and medical and social services, although some HST providers also arrange for social and leisure trips. Four confirmed human-service agencies in Rockland County provide services for people with disabilities for a wide range of trip purposes, including medical and social services, as well as employment.

PRIVATE PROVIDERS

Monsey Trails provides intercity service between Rockland County and select parts of New York City and Ocean County, New Jersey. Several taxi and ambulette companies also serve Rockland County. Additionally, Rockland County is served by a variety of Medicaid NEMT providers contracted through Medical Answering Services, LLC. Rideshare and carshare providers also operate across Rockland County.

ROCKLAND COUNTY SERVICE ASSESSMENT

Multiple bus operators provide service in the county—TOR, which operates under contract to the county; one small municipal provider with the Clarkstown Mini-Trans; and multiple commuter-focused services to White Plains, Westchester County, and points south. TOR provides widespread coverage to much of Rockland County. Despite these services, the northern and western portions of Ramapo, Haverstraw, and Stony Point are not well covered by TOR. Several communities in Rockland County have limited access to the three commuter rail lines operated by NJ Transit under contract to MTA MNR. Service on the Bergen County and Pascack Valley lines is oriented primarily for New York City-bound trips via transfer points in northern New Jersey. The Bergen County and Port Jervis lines are available at Suffern Station, while the Pascack Valley Line is available at Pearl River, Nanuet, and Spring Valley. Service times vary across the county's various transportation providers; however, there are still relatively limited services available on Sundays. The county's TRIPS paratransit provides two levels of service, including for ADA and non-ADA service. The inclusion of service for older adults who may not qualify for the traditional ADA services greatly exceeds federal ADA requirements.

3-18

3.4.3 WESTCHESTER COUNTY TRANSPORTATION PROVIDERS

Table A.11 in Appendix 1 identifies the transportation services available to the target populations in Westchester County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Westchester County provides service through the Bee-Line System under contract with a private operator. The Bee-Line System provides fixed-route service along nearly 60 routes throughout the county, as well as connections to the Bronx and Manhattan in New York City, and to Putnam County. MTA MNR operates commuter rail service in Westchester County with 43 stations along three lines—Hudson, Harlem, and New Haven – connecting Westchester to New York City as well as northern and eastern destinations. The Hudson and Harlem lines provide direct service from some Westchester County stations to Putnam and Dutchess counties, while stations along the New Haven line have direct service to Connecticut. In addition, the Hudson Link, operated by Transdev for New York State Department of Transportation (NYSDOT), provides commuter bus service between Rockland County and White Plains and Tarrytown in Westchester County. The I-Bus, operated by Connecticut Transit, provides service between White Plains and Stamford, CT. The OWL Bus is operated privately under a contract with NYSDOT and provides service from Rockland, Orange, and Dutchess counties to White Plains. The Leprechaun Connection provides commuter service

from Dutchess and Putnam counties to White Plains and Westchester Medical Center. The Ridgefield-Katonah Shuttle provides limited stop, commuter service between Ridgefield, CT, and Katonah.

PARATRANSIT

Westchester County provides ADA paratransit service for people with disabilities and older adults through Bee-Line ParaTransit, both within the mandated service area within three quarters of a mile of Bee-Line System bus routes and elsewhere throughout the County. Service hours mirror those of Bee-Line System. Transfer points to other services beyond Westchester County are available at the New York City and Putnam County borders. Westchester County also operates paratransit service through car for-hire services using vehicles smaller than the traditional paratransit vans.

MUNICIPAL OR COMMUNITY SERVICES

Several communities across Westchester County operate demand-response services for their residents, largely oriented toward older adults. Municipalities in Westchester County offer 27 demand-response services, with most operated through a municipal office or recreation department, or through the municipality's senior center. All services are available for older adults, while some explicitly specify that people with disabilities are also eligible. Most services provide trips for shopping, medical appointments, senior centers, and community activities.

NONPROFIT PROVIDERS

Five confirmed nonprofit human-service agencies in Westchester County provide programmatic or volunteer HST in the county. Trip purposes vary, but mostly include access to community, medical, and social services, although some HST providers also arrange for social and leisure trips. Three confirmed human-service agencies in Westchester County provide services for people with disabilities for a wide range of trip purposes, including recreational outings and program trips.

PRIVATE PROVIDERS

For-hire vehicles, including taxis, liveries, ambulettes, and private buses offering NEMT, are regulated by the Westchester County TLC, and these for-profit transportation providers serve many communities in Westchester County. The county is additionally served by a variety of Medicaid NEMT providers contracted through Medical Answering Services, LLC. Rideshare and carshare providers also operate across Westchester County.

WESTCHESTER COUNTY SERVICE ASSESSMENT

Nearly 60 routes operate throughout the county with higher frequency service and coverage available in the southern and central portions of the county and more limited coverage in the lower-density, northern parts of the county. No Bee-Line System service is provided east of Interstate 684 in northern Westchester County, and little cross-county service is available in the northeastern portions of the county. The county is also served by three MTA MNR lines—Hudson, Harlem, and New Haven.

While some intra-county transfers may be required within Westchester, no ParaTransit service is available outside Westchester, though transfers between ParaTransit and AAR are available at two locations. Similar transfer opportunities are available to Rockland, Putnam and Fairfield counties. Various demand-response services are available from many of Westchester County's municipalities, but these services do not cover the entirety of the county and have specialized eligibility.

Bee-Line ParaTransit service is available at the same times as the fixed-route service. Service hours for the municipal demand-response services vary widely, but typically operate Monday to Friday during normal business hours.

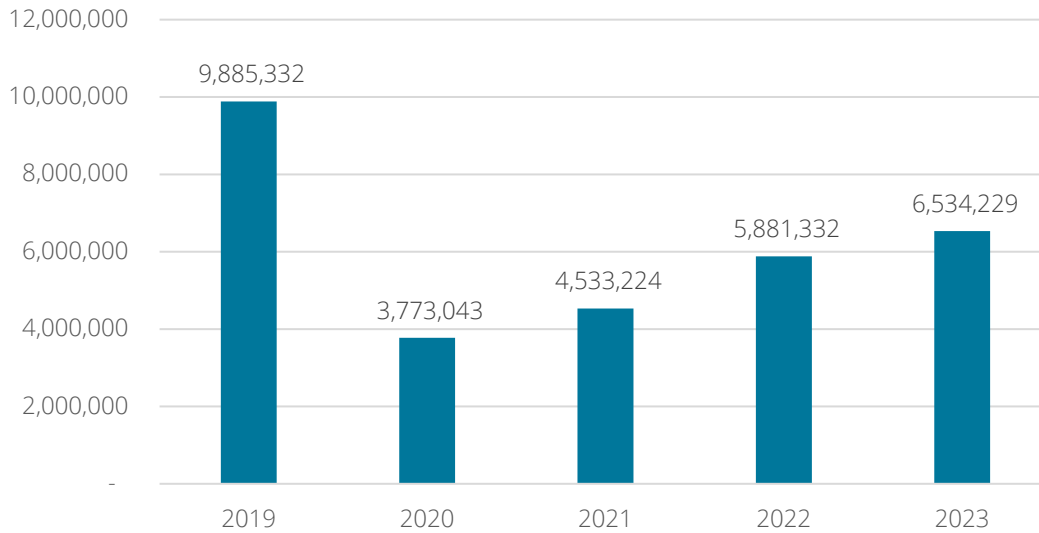
3.5 POST-PANDEMIC TRENDS IN THE PROVISION OF TRANSIT SERVICES

The COVID-19 pandemic greatly impacted the provision of public transit, paratransit, and human service transportation (HST) services in the NYMTC planning area. Although the pandemic was declared over by the U.S. Department of Health and Human Services in May of 2023, a number of concerns and uncertainties related to the provision of such services have remained in the wake of the pandemic. These concerns included the following:

- » Uncertainty related to how remote work may play out and impact transportation needs, demand, and ridership;
- » Concerns over the funding of transit in the face of decreased farebox revenue;
- » Impacts of supply chain challenges and labor shortages on the provision of service; and
- » Continued concerns over spatial, temporal, and service delivery gaps.

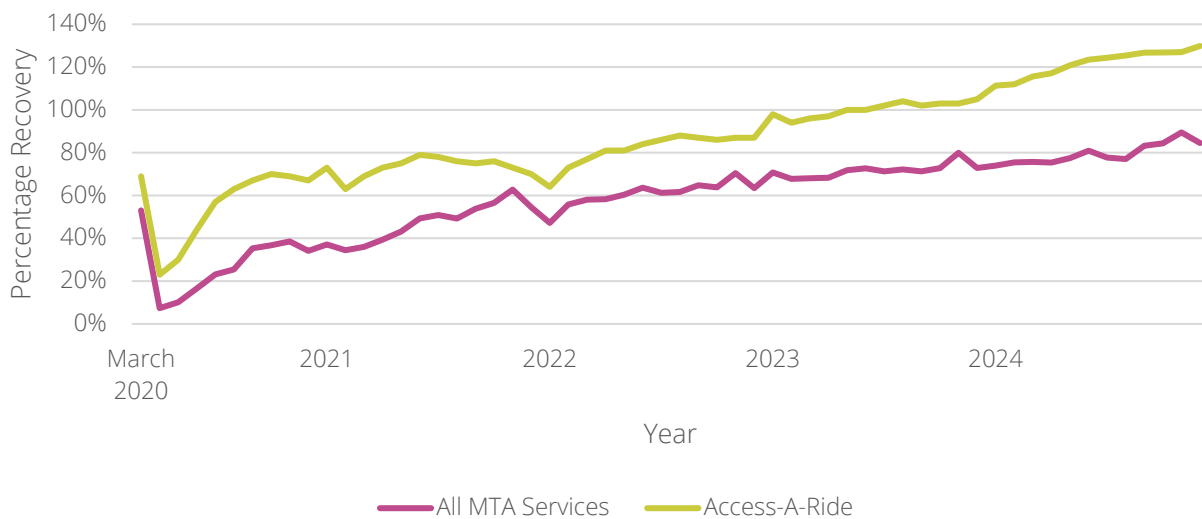
Across the NYMTC planning area, transit ridership has continued to steadily increase from the lows of 2020, as shown in Figure 3. From a low of just under 3.8 million average weekday transit rides recorded for the NYMTC planning area in 2020, total ridership jumped significantly to over 6.5 million in 2023. This figure however is still nearly 34 percent lower than pre-COVID figures of nearly 10 million transit rides recorded for 2019.

Through November 2024, ridership along MTA services had risen 16 percent over 2023 levels, but was still 17 percent lower than 2019 pre-pandemic levels.⁶ By comparison, and as noted in Chapter 3 of *Moving Forward 2055*, total vehicle travel has recovered to pre-COVID levels and was not as affected by the increase in remote work that followed. However, even though trends point to a decrease in total hours worked from home through 2024, transit ridership as a whole still continues to lag.

Figure 3 Average Weekday Transit Ridership in the NYMTC Planning AreaSource: NYMTC *Travel Patterns* ⁷

Although transit ridership as a whole still remains lower than pre-pandemic levels, demand for paratransit services has increased, based on an examination of MTA transit ridership which was most easily accessible and available. As shown in Figure 4, monthly MTA AAR ridership reached pre-pandemic⁸ ridership levels in early 2023, and continues to surpass this mark by nearly 30 percent through 2024. Given that HST is provided by a large number of providers, it is difficult to fully quantify total ridership across the NYMTC planning area geography. However, given the increased demand for paratransit, it is assumed that demand has also increased for such services.

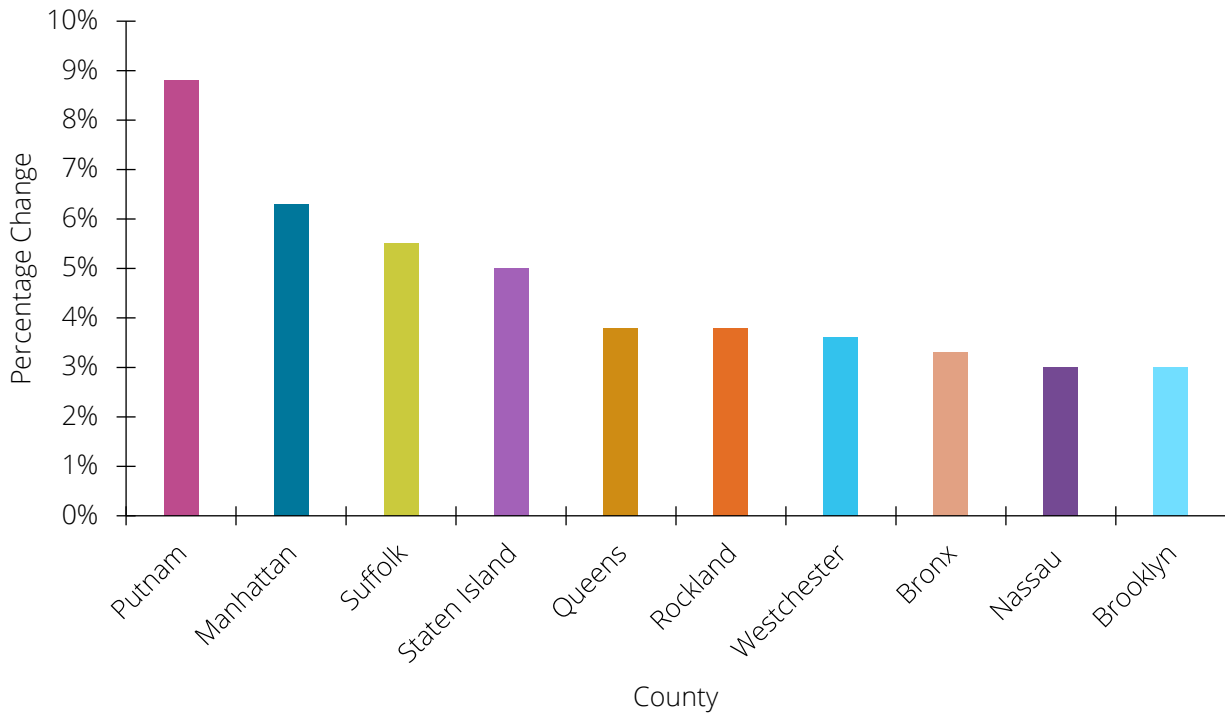
3-21

Figure 4 Annual Ridership Recovery Compared to Pre-Pandemic TotalsSource: MTA Daily Ridership Data: 2020 – 2025 ⁹

Coinciding with these ridership trends, there has also been a decrease in the number of human services organizations that also provide transportation, as indicated in the inventory of private nonprofit providers. This decrease is attributed to a number of factors including workforce and volunteer shortages, as well as increased financial constraints.¹⁰ For example, a recent study by the National Council of Nonprofits found that nearly 75 percent of over 1,600 nonprofits responding to a nationwide survey reported current job vacancies, while over half reported increased vacancies compared to in March 2020.¹¹ Amongst other consequences, rising costs in the post-COVID era have further impacted the ability to attract and retain workers. An additional study by the Center for an Urban Future surveyed 33 private nonprofits in New York City, with every organization indicating that wages were the main driver of staff vacancies and turnover in the sector.¹² As a whole, nearly half of all nonprofit organizations indicated rising operating expenses as the top challenge going into 2025.¹³ These trends help to illustrate why a sizable amount of human services organizations have ceased to provide transportation services in recent years, or have yet to resume providing transportation services since the COVID-19 pandemic.

As further identified in Chapter 3 of *Moving Forward 2055*, an aging population is one of the key disruptors in the provision of transportation across the NYMTC planning area in upcoming years. The proportion of seniors, a key target demographic of the Coordinated Plan continues to grow across the entire NYMTC planning area, as shown in Figure 5. In Putnam County for example, the proportion of seniors grew by nearly 9 percent between 2000 and 2022. Seniors make up between 13 percent and 18 percent of the total population in each NYMTC county, with Manhattan, Nassau and Putnam counties having the highest proportion of seniors. A comprehensive identification of target demographics can be found in the accompanying interactive map, as described in Chapter 2.

Long Island Coordinated Human Services Focus Group participants raised concerns about the accessibility of transportation services for older individuals and individuals with disabilities, particularly the distance between subway stations and the need for more escalators and elevators at busy stations.

Figure 5 Percentage Change in Proportion of Seniors, 2000–2022

Source: American Community Survey, 2022 Five-Year Estimates.

In relation to funding, federal funds have compensated for lost fare revenue, sales taxes, and other revenue sources that were vulnerable to the pandemic's effects over the past few years. However, a large portion of these funds came from one-time supplemental relief funding, including from the 2020 Coronavirus Aid, Relief, and Economic Security (CARES) Act, and from the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act of 2021. As these funds, along with baseline federal funding get depleted, transportation providers remain at risk for budget shortfalls which could lead to service cuts, increased fares, and/or the postponing of capital projects. Additionally, although supply chain shortages have eased, transportation providers continue to struggle with driver shortages.¹⁴ These trends and concerns contribute to an overarching need to best address growing paratransit demand and needs through innovative strategies. Chapter 4 to follow further identifies transportation needs in the scope of policy gaps and opportunities.

4

POLICY GAPS & OPPORTUNITIES

This chapter describes the key policies associated with the provision of public transit, paratransit, and human service transportation (HST) in the NYMTC planning area. An examination of their policies related to trip planning, booking, fares, customer information, and coordination, as well as key opportunity areas, sets the stage for policy opportunity areas and strategies to follow.

4.1 EXISTING TRANSIT AND HUMAN SERVICE TRANSPORTATION PROVIDER POLICIES

HST, paratransit, and demand-response transit providers often define a clear set of policies around reservations and trip completion to support their ability to enforce certain service standards and deliver efficient and quality demand-response transportation service to their customers. Typical policies include the following:

- » Trip reservation windows define the hours during which customers may request and book a trip.
- » Advanced reservation windows define the minimum and maximum amount of time that a trip may be reserved ahead of its scheduled date and time.
- » Pickup time windows define the window before and after a scheduled trip pickup time during which a driver may arrive and be considered on time.
- » Late cancellations define the latest allowable amount of time before a scheduled trip that the trip may be canceled. Any cancellations made closer to the scheduled trip time would be flagged as late cancellations, which may be tracked for data reporting and customer disciplinary purposes.
- » No-shows occur when the customer does not appear within the driver's allowable wait time post-scheduled pickup time or post-arrival at the pickup location. No-shows may also be tracked for reporting and disciplinary purposes.
- » Driver assistance policies define the type of mobility assistance a driver can/must provide a customer outside the vehicle, and the furthest point from the vehicle a driver may go to assist the customer.

Table 1 provides an overview of the reservation and trip completion policies set by each county-level general public transit provider in the NYMTC planning area. While the focus in the table is on general public transit providers and specifically ADA paratransit service policies, the variation is even greater when HST providers are added to the conversation. For simplicity and consistency, only general public transit providers are listed because HST providers are far greater in number and far less consistent in documentation on policies.

Table 1 Reservation and Trip Completion Policies by County Transit Provider

Provider / Service	Trip Reservation Window	Advance Reservation Window	Pickup Time Window	Late Cancellation	No-Show	Driver Assistance
Nassau: Able-Ride	8:30 AM - 5:00 PM (7 days a week)	Up to 7 days	15 minutes pre/post trip	< 2 hours	> 5 mins after driver arrival	Door-to-Door
NYC: AAR	7:00 AM - 5:00 PM (7 days a week)	1–2 days, up to 5:00 PM day before	30 minutes post trip	< 2 hours	> 5 mins after driver arrival within the 30 min pick-up window	As long as the driver is in sight of vehicle and no more than 100 ft from it
Putnam: PART	9:00 AM – 5:00 PM (Weekdays)	At least 24 hours	15 mins pre/post trip	< 1 hour	> 10 mins after driver arrival	Door-to-Door
Rockland: TRIPS	7:30 AM – 5:00 PM (Weekdays)	At least 48 hours, up to 14 days (next day requests for ADA)	No standard, defined on trip-by-trip basis	< 1 hour	> 2 mins after driver arrival	Curb-to-curb
Suffolk: SCAT	7:00 AM – 5:00 PM (Mondays through Saturday; 8:00 AM – 4:30 PM (Sunday)	At least 24 hours, up to 5 days	15 minutes pre/post trip	< 2 hours	> 10 mins after driver arrival	Curb-to-curb, unless door-to-door is requested in advance
Westchester: Bee-Line Paratransit	9:00 AM – 5:00 PM (Weekdays, also next-day requests on Saturday and Sunday)	At least 24 hours, up to 7 days	30 minutes post trip	< 2 hours	> 5 mins after driver arrival	Curb-to-curb, unless door-to-door is requested in advance

Source: NYMTC Planning Area Transit Providers

4.1.1 TRIP TYPE AND CUSTOMER ELIGIBILITY

Demand-response transportation services are usually targeted to certain populations and trip purposes. Federal requirements clearly define these targeted populations for ADA paratransit service and prohibit ADA paratransit providers from limiting or prioritizing trips based on purpose. Paratransit services that exceed ADA requirements (three-quarters of a mile of fixed-routes) are not limited in their customer and trip eligibility policies. They may serve senior populations, people with disabilities, and/or low-income individuals, and they may either accommodate all trips or specify the types of trips for which customers can utilize the service (typically NEMT, grocery shopping, and personal trips). Among the transit service providers in the NYMTC area who provide complimentary ADA paratransit service, TRIPS in Rockland County is the only service that exceeds ADA requirements by measure of customer eligibility.

Other transit providers and HST providers in the NYMTC planning area specify the populations they serve:

- » Only seniors may utilize services provided by Putnam County Office for Senior Resources, Town of Riverhead Dial-a-Ride, Town of Brookhaven Jitney, and RideConnect in Westchester County and Southern Putnam County.
- » Only mobility-impaired individuals may utilize services provided by New York City Accessible Street Hail Livery.
- » Only low-income individuals may utilize services provided by Everyone Rides NICE Project (emergency transportation free bus fare program).
- » Both seniors and people with disabilities may utilize services provided by North Hempstead Independence Transportation Program, Smithtown Office for People with Disabilities and Seniors, and Town of Huntington HART ADA.

For non-ADA services, some providers specify the trip purposes they will accommodate.

- » NEMTs are offered by North Hempstead Independence Transportation Program, Town of Riverhead Dial-a-Ride, Putnam County Office for Senior Resources, Town of Brookhaven Jitney, and RideConnect.
- » Grocery shopping trips are offered by North Hempstead Independence Transportation Program, Town of Riverhead Dial-a-Ride, and Town of Brookhaven Jitney.

4.1.2 TRANSFERS AND INTER-PROVIDER RESERVATION COORDINATION

As different demand-response transportation services operate within distinct service areas, travel between service areas requires transferring between services. For paratransit, some services coordinate transfer trips on behalf of the rider, enabling customers to reserve their full trip with a single call, while some require the customer to coordinate their own transfers. Table 2 highlights the opportunities for, and costs of transferring between the primary county-level paratransit providers, based on each one's available published online information.

Table 2 Transfers and Transfer Coordination by County-Level Paratransit Provider

Provider	Transfer Opportunities	Transfer Cost Policy	Transfer Coordination
Nassau: Able-Ride	» Transfer to/from SCAT at Walt Whitman Mall (Huntington) or IHOP Restaurant (Farmingdale) » Transfer to/from AAR at Green Acres Mall (Valley Stream) or Northwell Health (New Hyde Park)	Pay fares in both jurisdictions	» Will coordinate directly with SCAT » Customers must call both Able-Ride and AAR for travel between Nassau and NYC
NYC: AAR	» Transfer to/from Bee-Line System at IHOP (Boston Road, Bronx) or 5661 Riverdale Ave (Bronx) » Transfer to/from Able-Ride at Green Acres Mall (Valley Stream) or Northwell Health (New Hyde Park)	Pay fares in both jurisdictions	» Customers must call both AAR and Able-Ride
Putnam: PART	» Transfer to/from Bee-Line System at Mahopac Village Center, Somers Commons and the Jefferson Valley Mall, Rt. 6 / Rt. 52, and Somers Commons » Transfer to/from Housatonic Area Regional Transit at Brewster and Southeast Metro-North Railroad station.	Pay fares in both jurisdictions	» Customers must call each transit provider
Rockland: TRIPS (ADA and non-ADA)	» No clear information on transfers to/from Bee-Line System or PART	N/A	N/A
Suffolk: SCAT	» Transfer to/from Able-Ride	N/A	N/A
Westchester: Bee-Line System	» No clear information on transfers to/from AAR, TRIPS, or PART	N/A	N/A

Source: NYMTC Planning Area Transportation Provider Websites

4.1.3 FARE LEVELS AND FARE MEDIA OPTIONS

The cost of a single one-way trip is not consistent across transit providers in the NYMTC planning area (Table 3), with each transit provider and service setting their own fares. For paratransit services, the lowest one-way fare is in New York City, where AAR policy sets the fare level to be the same as the full fare on fixed-route bus and subway, while Westchester's Bee-Line Paratransit has the highest fare. Able-Ride and SCAT, which serve the contiguous counties of Nassau and Suffolk, are the only two providers with consistent fare levels. All paratransit providers except for PART specify cash transactions using exact change as the (or a) primary mode of fare payment. Depending on the provider, additional payment options include pre-purchased provider-specific trip tickets (Able-Ride and Bee-Line System), discounted bulk trip passes (TRIPS), or current HealthEquity (formerly known as TransitChek) employer-provided commuter benefit coupons (AAR). Beyond paratransit services, some transit services include discounts for transferring to other services and modes. For example, MTA's UniTicket system offers discounts for MNR and LIRR riders

connecting to certain services. Hudson Link provides discounted connections with TOR, Clarkstown Mini Trans, Westchester County's Bee-line System, I-Bus, and CT Transit.

Table 3 Fare levels and Fare Media by County-Level Paratransit Provider

Provider	One-Way Fare	Connecting Service Fare Difference	Fare Media
Nassau: Able-Ride	\$4.00	AAR: +\$1.10 SCAT: +/- \$0.00	Cash or trip tickets; NO personal checks
NYC: AAR	\$2.90 (Fair Fares program: \$1.45)	Able-Ride: -\$1.10 Bee-Line System: -\$2.10	Exact Change or HealthEquity coupons; No MetroCards
Putnam: PART	\$3.25	Bee-Line System: -\$1.75 TRIPS: +\$0.25	Not Specified
Rockland: TRIPS	\$3.00	Bee-Line System: -\$2.00 PART: -\$0.25	Cash or discounted 10-trip pass (\$25)
Suffolk: SCAT	\$4.00	Able-Ride: +/- \$0.00	Cash
Westchester: Bee-Line System	\$5.00	AAR: +\$2.10 PART: +\$1.75 TRIPS: +\$2.00	Cash or ParaTransit ticket

Source: NYMTC Planning Area Transportation Provider Websites

4.1.4 CUSTOMER-FACING RESOURCES AND TOOLS

Outside of providing information resources for customers to learn about the services and/or to book trips, transit and HST providers offer a variety of other customer-facing resources and tools. Account-based customer online portals and mobile apps give registered customers additional tools to access transportation and have greater agency over their own mobility. The customer resources and tools are not provided consistently across the NYMTC planning area— for example, websites and digital information range in the information provided, ease of navigation, and ability to book trips, as exemplified by county-level paratransit providers in Table 4.

Table 4 Customer-Facing Resources and Tools by County-Level Provider

Provider	Resources	Booking Tools
Nassau: Able-Ride	» Website: https://www.nicebus.com/Able-Ride/How-to-Ride » 28-page riders guide (note: one-way fare is listed as \$3.75, not up to date) » Phone numbers listed in the guide for SCAT and AAR	» Web Portal
NYC: AAR	» Website with many navigable buttons: https://www.mta.info/accessibility/access-a-ride » 58-page riders guide » Phone numbers listed in the guide for Bee-Line System and Able-Ride transfers	» Web Portal » Mobile App
Putnam: PART	» Website: https://www.putnamcountyny.gov/transportation/ » 2-page brochure with reservation phone number » 55-page Policy & Procedures manual covering both Federal requirements and paratransit (includes more information than the brochure and the website)	» N/A
Rockland: TRIPS	» Website: https://www.rocklandcountyny.gov/departments/public-transportation/trips-paratransit » 7-page guide (one for regular TRIPS and one for ADA TRIPS; does not include information about transfers)	» ADA customers can leave phone messages to request trips
Suffolk: SCAT	» Website (step-by-step instructions and detailed information): https://sctbus.org/Paratransit	» N/A
Westchester: Bee-Line System	» Website (many navigation tabs, with details and relevant links to more information and PDF guides): https://transportation.westchestergov.com/what-is-paratransit » 2-page quick reference guide » 14-page rider information guide » Informational video, brochure, and in-depth guide about the mobile app	» Web portal » Mobile app (24/7 booking and next-day reservations by 5:00 PM)

Source: NYMTC Planning Area Transportation Provider Websites

4.1.5 RESOURCE POOLING

Some of the services benefit from coordination and/or pooling of transit resources:

- » In Nassau County, Community and Family Residences, Inc. contracts with eight human service agencies to provide client transportation services, or transportation and vehicle maintenance services.
- » The NYC Department of Aging funds a network of community transportation services that is designed to complement AAR services, so that seniors can access at least one provider across the

city. Coordination consists primarily of sharing information and rides, and providing back-up drivers to support the network.

- » In Putnam County, there are informal networks of information and referral services that are used to direct individuals in the target population groups to other provider organizations in the public and nonprofit sectors.
- » In Suffolk County, the Community Program Centers borrows FTA Section 5310-funded vehicles from United Cerebral Palsy of Long Island and participates in joint procurement and training, shared vehicle use and maintenance with other agencies. Additionally, Suffolk County Office for People with Disabilities and SCAT share a license for paratransit reservations and scheduling software.
- » In Westchester County, the Office for Persons with Disabilities makes decommissioned paratransit vehicles available to the municipalities for local use.

4.2 POLICY GAPS AMONG TRANSIT AND HUMAN SERVICES TRANSPORTATION PROVIDERS

Policy and operational inconsistencies between providers can pose significant mobility challenges to users. Based on the review of existing policies and structures, the following sections detail the types of policy gaps that exist between public transit, paratransit, and HST providers in the NYMTC planning area.

4.2.1 *INCONSISTENT TRIP, RESERVATION, AND TRIP COMPLETION POLICIES*

For demand-response paratransit providers, findings demonstrate a lack of consistency between transit service policies regarding advanced trip reservations, reservation windows, cancellations, pickup time windows, and driver assistance. Most service providers require trip reservations to be made at least 24 hours in advance, but the earliest possible advance reservation time varies. Policies for on-time pickups also differ: some providers define the period during which a driver may arrive and be considered on time as 15 minutes before or after the scheduled pickup time, and others as 30 minutes after the scheduled time. Further, the amount of time drivers may wait for a customer, either post arrival or post scheduled pickup time, ranges from two minutes to ten minutes. Driver assistance policies also vary, with some providers offering door-to-door service and some offering curb-to-curb service with door-to-door available upon request. Among providers of HST, policy inconsistencies are evident for populations served, allowable trip purposes, reservation procedures, and driver assistance. A lack of clear policy for potential users is also evident for some of these services.

Further gaps are established by the inconsistent or lack of standard transfer reservation practices for customers seeking to reserve cross-jurisdictional trips. Indeed, while some county-level paratransit providers (Able-Ride and SCAT) automatically facilitate the coordination and reservation of requested transfers, those transfers between other providers either require customers to coordinate and reserve their own or are not publicized options. Such gaps increase challenges for customers traveling across jurisdictions. There is greater risk of customer confusion, particularly if they are accustomed to adhering to certain policies and utilizing the services and resources operated by their preferred provider. Policy gaps

also amplify challenges related to system navigability, as customers may experience greater struggles with communicating and coordinating with multiple transportation providers on their own.

4.2.2 FARES & PAYMENTS

For paratransit providers, aside from Able-Ride and SCAT offering the same fare level for a single one-way trip, fares vary between the other county-level providers. All agencies accept cash, and cash fare payments must be in exact change. Only three agencies offer customers the ability to purchase proprietary tickets ahead of time to present upon boarding. The differing fare levels and exact change requirement pose additional challenges to customers traveling across jurisdictions who may not be prepared for the cost difference. Outside of paratransit, public transit providers have varying and sometimes limited policies or discounts for riders connecting to other services or modes.

4.2.3 RESOURCE SHARING

Despite some inter-agency coordination and contracting within NYMTC counties, previous NYMTC Coordinated Plan documentation has identified a general lack of awareness or understanding among individual providers of the comprehensive transportation services being operated across the region. Such disjointedness and lack of a formal communication or support structure poses an initial challenge to introducing greater coordination and efficiency across providers. Further, high and increasing levels of demand coupled with insufficient accessible vehicles and other resources points to a lack of vehicle- and resource-sharing opportunities—in part due to both coordination and knowledge gaps. Indeed, a general lack of clarity among Section 5310 Federal funding subrecipients has been noted regarding vehicle-sharing policies and policies around subrecipients providing service to clients of other organizations. Particularly with substandard availability, reliability, and quality of demand response transportation service highlighted as a top issue in *Moving Forward*, resource availability and coordination represent critical gaps in policy across the NYMTC planning area.

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4.2.4 PUBLIC-FACING INFORMATION AND TOOLS

Transit and HST providers across the NYMTC planning area maintain their own individual customer-facing resources and tools, and there is a significant range in the scope of navigable online resources. Some agency websites have highly organized tabs to navigate and search for specific information embedded within the site. Other agency websites utilize links to PDF documents such as rider guides, Policy and Procedure manuals, or other guides and brochures for the public to access information. Some documents, such as the rider guides, range significantly in length depending on the provider—from a two-page paratransit brochure (PART) or quick reference guide (Bee-Line System), to a 28-page full-length guide (Able-Ride), to a 58-page riders guide (AAR). SCAT, however, does not link any PDF guides, and instead details all information and instructions as embedded online text. The scope of available information also varies by provider. For example, only two countywide paratransit agencies—Able-Ride and AAR—list the phone numbers to other agencies operating service in abutting jurisdictions. PART, TRIPS, SCAT, and Bee-Line System do not offer information on trip coordination across jurisdictions. Nonprofit HST providers also

tend to have varying degrees of customer-facing resources and tools. These range from simple contact information to detailed informational guides and brochures.

NYMTC transit and HST providers also diverge in the online tools they offer customers— for example Able-Ride integrates an online booking portal within its website; AAR and Bee-Line System integrate both online and mobile app booking tools; PART, TRIPS, and SCAT do not currently provide online alternatives to call-based booking. Such options are generally not provided by nonprofit HST providers.

The lack of consistency in the format and structure in which agencies provide information and resources negatively impacts accessibility and website navigation. Additional challenges arise due to the lack of coordinated information published by individual agencies, which impacts an individual's ability to have a comprehensive understanding of transit and HST provider policies and the services they might access across the region. The variation in available ride booking tools establishes further inconveniences to customers' regional mobility, particularly if a customer is planning a cross-jurisdictional trip and needs to reserve a transfer to another service.

4.2.5 KEY TAKEAWAYS

There is an overall need for standardized policies, improved inter-provider communication and coordination, and enhanced user resources to better support customers in moving throughout the NYMTC planning area. Key takeaways on the persisting policy gaps impacting regional mobility via demand response transportation services are as follows:

- » Divergent policies among transit and HST providers can generate confusion, hinder seamless travel, and complicate user experiences.
- » Inconsistent fare structures contribute to financial unpredictability and complicate financial planning for customers.
- » Lacking coordination and resource-sharing practices limits operational efficiency and responsiveness to user needs.
- » Varying quality and availability of public-facing resources limit customers' understanding of services and options for regional mobility.

4.3 POLICY OPPORTUNITY AREAS

Public transit, paratransit, and HST providers in the NYMTC planning area can focus efforts on addressing inter-provider policy and structural inconsistencies to develop more cohesive, efficient, and user-friendly demand response transportation systems. Based on the above gaps analysis, the following sections detail the opportunity areas to close these gaps, enhance NYMTC public transit, paratransit and HST services, and better serve customers' mobility needs.

4.3.1 SERVICES AND POLICIES

For paratransit providers, implementing consistent policies and procedures regarding the completion of trips would reduce the risk of customer confusion, improve the customer experience, and support the quality of provided service across the region. Standardizing cancellation policies would ensure consistency regarding the latest time customers can cancel without incurring a late cancellation penalty. Similarly, establishing uniformity in on-time pickup policies—the allowable driver arrival window relative to scheduled pickup time, and the allowable driver wait time post arrival or scheduled pickup time—would ensure consistency in no-show penalties. Such consistency would foster greater reliability in service and help ensure regionwide fairness and transparency. Additionally, standardized policies regarding mobility assistance offered by drivers to customers would simplify and enhance the customer experience and help set clear expectations.

For human service organizations and other entities operating demand-response transportation service, improved coordination efforts could consist of facilitating trip coordination between providers serving the same population types, trip types, and/or geographic areas. Service coordination would optimize resources and promote operational efficiencies, while presenting opportunities for expanded access to reliable accessible transportation.

4.3.2 FARES & PAYMENTS

Establishing consistent fare levels and fare media options would provide significant benefits to customers traveling across jurisdictions by enhancing ease of use, transparency, and operational efficiency. A uniform inter-provider fare level would make it easier for customers to navigate multiple systems, thus reducing confusion and fostering trust in the services. Standardized fare media options would also simplify the cross-jurisdictional travel experience and improve ease of use, as customers would not need to manage multiple payment methods. Thus, a consistent fare structure would help streamline customer trips, facilitate transfer fee payments, and support efforts to improve inter-provider collaboration and coordination.

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4.3.3 TECHNOLOGY

While some transit and HST providers in the NYMTC planning area offer web-based and/or mobile applications for enhanced trip planning and booking capabilities, these resources are not consistently provided. Opportunities for improved service and customer experience consist of offering the same array of booking tools for each county-level provider or implementing a single regional online platform through which customers could plan and book trips regardless of the jurisdiction(s) / transit / HST provider(s) they are seeking to access or use. In addition to benefiting customers in their ease of system use and mobility access, such technology has the potential to support operational efficiency, reduce call volumes, and offer an additional resource to providers for coordinating cross-jurisdictional trips.

4.3.4 RESOURCE SHARING

Implementing and standardizing resource-sharing practices between transit and HST providers would help reduce duplication of services, improve service delivery at a regional scale, and promote cost reduction at the provider level. Providers could coordinate to share software licenses and develop vehicle pools and insurance pools, which would help reduce costs, facilitate providers' access to insurance coverage, and maximize ability to meet demand through more readily available equipment. Local providers may also contract amongst each other to operate under cost-sharing arrangements and expand the scope of their provided services (i.e., a cost-sharing arrangement among senior shuttle service providers and transportation service providers for persons with disabilities).

At a regional scale, instituting a centralized coordinated one call/one click dispatch center (transportation brokerage) would more firmly enforce inter-provider resource coordination and facilitate cross-jurisdictional travel on both the operations side and the customer accessibility side. Customer information and provider-based operations information would be accessible to the brokerage as a means of coordinating trips across service areas. Such a system would also be well-suited to integrate a regional web/app-based trip booking platform.

4.3.5 PUBLIC-FACING INFORMATION

A centralized clearinghouse of regularly updated public-facing information for demand response transportation services regionwide would significantly improve the customer experience and help facilitate regional mobility. Such a repository would provide a navigable “one-stop shop” to access direct information about demand response transportation options and find organized redirection links to additional resources and contact information. Thus, the customer experience would be improved due to ease of information access, and customers would have enhanced agency in trip planning and booking processes. Additionally, the process of developing the regional information repository would give providers the opportunity to review their existing documentation and identify potentially overlooked opportunities for inter-provider coordination. NYMTC providers could also offer and coordinate travel training initiatives to directly connect with customers and target populations and could ensure that trainings incorporate guidance on how to navigate cross-jurisdictional regional travel.

4.3.6 KEY TAKEAWAYS

With the overarching need for standardized policies, improved communication, coordination, and enhanced user resources, demand-response transportation services and transit riders regionwide would significantly benefit from improvements in provider policies and practices. Key takeaways on the opportunity areas for improving regional mobility via demand-response transportation services are as follows:

- » Coordinated and consistent policies would improve the customer experience from trip planning, to booking, to trip completion and would facilitate seamless regional travel.

- » Standardized fare schedules and payment mechanisms would support financial predictability and foster customer trust and satisfaction in the service.
- » Consistency of customer-facing information, resources, and online booking tools between transit and HST providers would improve the customer experience, ensure service transparency, and support a sense of agency among customers. Customers would be better equipped to understand services and policies, and they would benefit from accessible online tools as an alternative to reserving trips via phone.
- » Encouraging and facilitating interaction, collaboration, coordination, and resource-sharing between services would help create a more unified demand-response transportation network, improve responsiveness to customer needs regionwide, and improve providers' operational efficiency.

5

PRIORITY INVESTMENT OPPORTUNITIES

This chapter presents priority investment opportunities to address the various gaps, needs, and travel challenges for the target populations identified in the NYMTC planning area. These solutions are identified as priority opportunities for future investment or enhanced coordination.

5.1 PRIORITY INVESTMENT / COORDINATION OPPORTUNITIES

Table 5 presents priority opportunities for investment and/or enhanced coordination recommended by this Coordinated Plan to address identified gaps and needs. Included is a brief description of each priority opportunity, an assessment of its relative cost, and an example of its current use in the NYMTC planning area, where applicable.

The Shared Vision for Regional Mobility described in Chapter 1 provides a strategic framework for all components of the regional transportation plan, including this Coordinated Plan, whose priority investment and coordination opportunities are consistent with *Moving Forward 2055's* Shared Vision. Taken together, these priority opportunities can serve as a blueprint for future investment and policy/program development for the services covered by this Coordinated Plan.

Transit providers, county or municipal governments, and/or human services organizations could implement many of the investment and coordination opportunities identified in Table 5.1 at the county or borough level, depending on the identified needs and concentration of the target populations. However, some of the identified opportunities may be best achieved by organizations working together throughout the NYMTC planning area or within logical subareas. Those opportunities include:

- » Complementary or consistent transfer, reservation, pick-up, and cancellation policies between public transit, paratransit and HST providers would make inter-county or even interstate travel more feasible and convenient for customers, enabling access to regional employment, health care, and shopping destinations.
- » Standardized or seamless fare collection, including transfers, among transit and HST providers would also make inter-county or even interstate travel more feasible and convenient for customers.
- » A one-call or one-click option to learn about available regional transportation services would improve access and reduce confusion for new customers. Further, the ability to reserve trips through the one-call or one-click option would improve clarity and be more convenient for existing and future customers.
- » Coordinated awareness campaigns and travel training options across the region would improve access to transportation services and comfort levels for new customers.
- » Reference material describing coordination opportunities, resource sharing options, and funding options would encourage transportation providers to increase coordination and provide options to stretch limited budgets.

Table 5 Priority Investment/Coordination Opportunities

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
Demand-Response Transportation Services			
Shared use of transit and HST provider vehicles	Expanded capacity through more efficient use of vehicles—joint Section 5310 applications for shared vehicles, contracting for service between providers, purchase of available seats, vehicle pool	\$	HST providers contract with transit providers
Shared technology licenses among providers	Sharing licenses for reservations/ dispatching software (e.g., to improve capability and reduce costs)	\$	Suffolk County Office for People with Disabilities and SCAT share a license for trip reservations and scheduling software
Online reservation systems to complement traditional phone systems	Ability for customers to place, change, or cancel demand-response trip reservations using a web-based system	\$	AAR "My AAR" system
Provision of aides or escorts to provide passenger assistance	Providers or partner organizations recruit and train aides to assist demand-response customers while onboard vehicles; also known as "bus buddy" programs.	\$	Easterseals Project Action workshop and certification training programs; Lighthouse Guild provision of mobility aides

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
Vehicle purchases and replacements	Continued support for purchases of new and replacement vehicles	\$\$\$	Vehicle replacements for transit providers across the NYMTC planning area
Increased funding for expansion of demand-response transportation services	Additional resources to enable transit and HST providers to handle trips with fewer capacity constraints that can lead to on-time performance and reliability issues	\$\$\$	Expanded demand-response transportation services, Mobility Management, and other programs and services
Fixed-Route Transit			
Transit station accessibility improvements	Addition of roadway, sidewalk and facilities improvements, including ramps, elevators, detectable warnings, or other accessibility features to transit stations. Section 5310 funds may be used to make improvements to non-key rail stations where such improvements are not required by the ADA	\$\$\$	MTA LIRR station accessibility improvements, improve connections to transit facilities; up to 60 additional subway stations stated for ADA accessibility through MTA's latest Capital Plan
Physical Accessibility			
Bus shelters and benches at stops	Installation of shelters and stops to make bus stops more comfortable	\$\$	NYC DOT CityBench program places benches at bus stops in commercial areas and those with high concentrations of older adults; Westchester County has a schedule for installing shelters
Bus stop accessibility improvements	Installation of curb extensions, curb ramps, transit shelters, and signage to accommodate users of wheelchairs	\$\$-\$\$\$ (depending on number)	NYC DOT Safe Routes to Transit program:
Bus bulbs	Sidewalk is extended into the street for use as a bus stop	\$\$-\$\$\$ (depending on number)	Various throughout the planning area
Bus pads	Installation of concrete pad at bus stops to prevent roadway hummocks	\$\$-\$\$\$	Various throughout the planning area
Raised crosswalks	Construction of raised crosswalks calms traffic, increases pedestrian visibility on residential streets near transit corridors, and helps facilitate safe travel by people who use wheelchairs and pedestrians; could include raised pedestrian safety islands.	\$\$	Raised Crosswalks Pilot Program constructs raised crosswalks on residential streets near transit corridors and major transfer points

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
Speed cushions	Speed cushions are used on transit corridors where traditional speed humps are not feasible, calming vehicular speeds.	\$\$	Speed Cushion Pilot Program constructs speed cushions on transit corridors and major transfer points where traditional speed humps are not feasible
Curb extensions	Sidewalk is extended into the street to shorten crossing distance and increase pedestrian safety; also known as bump-outs, or neck-downs.	\$\$- (depending on number)	Various throughout the planning area
Accessible pedestrian signals at intersections	Devices that alert blind or low-vision pedestrians to the Walk and Don't Walk cycles at signalized intersections using non-visual means such as clearer audio alerts or signals that use leading pedestrian interval timing	\$\$- (depending on number)	NYC DOT Accessible Pedestrian Signals Program for placement of devices on pedestrian signal poles to let pedestrians know that it is safe to cross at an intersection through audible signals, verbal messages, and vibrating surfaces
Accessible safety technology at intersections	Mobile smartphone application that enables pedestrians to communicate directly with signalized intersections and to influence traffic control decisions to their advantage	\$\$- (depending on number)	No examples currently in the NYMTC planning area
Accessibility features and equipment for vehicles	Lifts, ramps, wheelchair securement systems, automated announcement systems	\$	Various throughout the planning area
Rapid rectangular flashing beacons	Rapid Rectangular Flashing Beacons supplement warning signs at uncontrolled intersections or midblock crosswalks. These beacons feature flashing, high-intensity LEDs that alert motorists that pedestrians are using the crosswalk.	\$\$	Brookhaven, Suffolk County, New York
Subsidized taxi or ride-hailing service for first mile/last mile travel	Agencies provide subsidies to customers to purchase trips from TNCs, also known as ride-hailing services.	\$	No examples currently in the NYMTC planning area
Information & Communication			
Centralized directory of transportation information	Information about available services over the phone, online, or in a printed directory	\$	Westchester, Rockland, and NYC DOT directories; United Way 211 service in Westchester County; 511NY throughout the state

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
Enhanced information and resources at existing bus stops	Information such as wayfinding and area maps, real-time arrival information, route and service information, and accessibility and safety	\$-\$	Real-Time Passenger Information (RTPI) electronic signs at some MTA bus stops
Enhanced 511NY and mobile app for real-time paratransit vehicle location	Ability to track vehicle location and receive email or text in the event of a delay would make schedule delays less burdensome on riders; could be created by application developers using data from paratransit providers	\$	Although not specific to specialized services, ride-hailing companies make use of similar technologies that allow users to change language preference
Wayfinding and navigation enhancements for people with disabilities	Wayfinding (knowing where you are in an environment, knowing where your desired location is, and knowing how to get there from your present location) tools for disabled pedestrians could include advanced tech networks, portable devices, applications for smart phones, or low-tech environmental modifications	\$-\$-\$	Pedestrian wayfinding (Manhattan, Brooklyn and Queens), MTA Aira app, which connects blind and low-vision subway riders to highly trained professionals who provide visual information on demand
Mobile app or added feature for real-time pedestrian trip planning and data collection	Sidewalk conditions and mobility barriers are constantly changing. A mobile application to display and share accessibility information and accessible routes would assist older adult pedestrians and people with disabilities. The application could include data collected by the sensors (global positioning systems, gyroscope, accelerometer, and compass) to monitor surface quality of sidewalks, slopes, curbs, and bumps, on the map	\$	No examples currently in the NYMTC planning area
One-Call/OneClick System built around existing 511NY	Centralized phone number and website for information and some or all of the following: trip planning (person or automated), reservations assistance, and/or online reservations for a variety of providers	\$-\$	511NY provides information and automated trip planning
Rides to health	Development of a technology platform that integrates and synchronizes transportation services for nonemergency and	\$	Available for Curb-connected yellow and green taxis in New York City.

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
	post-discharge medical trips (dialysis, chemotherapy)		
Methods to communicate unsafe or inaccessible conditions on sidewalks and at bus stops through a separate mobile app or added feature to an existing app	Develop an app or online portal that allows the public and transit agencies to identify, map, and describe sidewalk conditions	\$	NYC311 System
Service Enhancement			
Expanded demand-response transportation service areas	Service beyond the required ADA service area	\$\$	Countywide service in Westchester, Suffolk, and Rockland counties
Travel training	People with disabilities or older adults receive instruction to enable them to use fixed-route services safely and independently	\$	Travel training provided by NYC Dept. of Education
Accessible taxi and ride-hailing vehicles	Support for the purchase of accessible vehicles by taxi and ride-hailing providers	\$-\$\$	Investments and accessibility requirements by the New York City TLC
Increased days/hours of fixed-route or demand-response transportation service; new and extended routes	New fixed-route service; demand-response transportation service beyond the required match to fixed-route service days/hours	\$-\$\$	Sunday service in Suffolk County
Volunteer driver programs	Economical way to provide trips in rural or underserved areas	\$	Westchester RideConnect
Taxi, ride-hailing, or flexible voucher programs	Subsidized rides with taxi or ride-hailing providers or a flexible mix of public transit operators, nonprofit providers or friends/family/neighbors	\$	Town of North Hempstead taxi program
Connected network or corridors of low-stress places to ride bicycles, including protected bicycle lanes and bike boulevards	Adults over 55 are the fastest growing group of cyclists in the United States. Older adults and people with disabilities are much more likely to choose cycling where a network of low-stress cycling routes exist, in particular protected bicycle lanes.	\$-\$\$\$	Various throughout the region, including Brooklyn Waterfront Greenway, Empire State Trail
Demand-response feeder service to fixed-route transit (bus and rail)	Demand-response transportation service is used to provide access between homes or final destinations and fixed-route services.	\$	Westchester Paratransit transfer point at White Plains station
Shared mobility as a mode of transportation for older adults and people with disabilities	Shared mobility systems such as rideshares and bike share	\$-\$\$	Various throughout the planning area

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
	systems should be accessible to users of differing abilities.		
Subsidized internet-based ride-hailing service for supplemental service and/or first mile/last mile connections	Agencies provide subsidy to customers to purchase trips from TNCs, also known as ride-hailing services.	\$	MTA's First- and Last-Mile Access Mobility Study & Toolkit addresses first mile/last mile connections, although subsidized rides are not outright identified as a key strategy
Expanded payment options	Support the availability of more flexible payment options such as app based or contactless.	\$	MTA's fare payment system, OMNY, allows customers to use their own contactless card or smart device to make fare payments and enter the system
Coordination			
Mobility manager programs (new and enhanced)	Mobility managers serve as policy coordinators, service brokers, and customer travel navigators. They help communities develop transportation coordination plans, programs, and policies, and build local partnerships.	\$	Mobility management programs are in operation in New York City and Nassau, Rockland, and Westchester counties
Transfer policies between transit and HST providers	Providers develop joint procedures to make trips that require a transfer from one service area to another easier for customers, including trip reservations, safe and comfortable transfer points, schedule coordination and vehicle wait times, and fare payment.	\$	SCAT customers can transfer to Able-Ride; SCAT coordinates reservation with Able-Ride for customer
Coordinated training programs	Lead provider or mobility manager makes training modules or materials available to other providers; providers jointly develop online training program. Providers agree to include core topics in their training programs, such as sensitivity, disability awareness, or passenger assistance.	\$	NYC DOT's Mobility Management program collaborates with other agencies to develop and provide training on inclusive engagement

Investment / Coordination Opportunity	Description	Relative Cost ¹⁵	Examples from the NYMTC Planning Area
Home Health Aides			
Vanpools	Through 511NY Rideshare, individuals living and working in similar areas would lease a van and share the expense of a reverse commute trip from New York City to one of the suburban counties.	\$	511NY Rideshare
Volunteer drivers to clients' homes from train stations through taxis or ride-hail services	Arrangement by a transit provider or other organization to provide volunteer rides to home health aides from bus or rail stations to client's homes. See also subsidies for first mile/last mile connections.	\$	RideConnect in Westchester County

APPENDIX A: TRANSPORTATION PROVIDERS

Table 6 New York City Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
MTA New York City Transit & MTA Bus	Manhattan, Bronx, Brooklyn, Queens, Staten Island	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Subway, Local Rail, Bus	12,579 Total Vehicles
NYC Ferry	Manhattan, Bronx, Brooklyn, Queens, Staten Island	Public Transit Agency	5:30 AM-10:00 PM Weekdays 7:30 AM - 9:30 PM Weekends	Unlimited	Unlimited	Ferry	27 Ferries
Staten Island Ferry	Manhattan & Staten Island	Municipal DOT	7 Days / 24 Hours	Unlimited	Unlimited	Ferry	10 Ferries
MTA Staten Island Railway	Staten Island	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Local Rail	75 Total Vehicles
MTA Metro-North Railroad (MNR)	Manhattan, Bronx, Westchester County, Putnam County, Dutchess County, Rockland County, Orange County; Hudson County, NJ; Bergen County, NJ; Fairfield County, CT; New Haven County, CT	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,230 Total Vehicles
MTA LIRR	Manhattan, Brooklyn, Queens, Nassau County, Suffolk County	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1317 Total Vehicles
PATH	Manhattan; Hudson County, NJ; Newark, NJ	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Subway	422 Total Vehicles
NJ Transit	Manhattan, New Jersey, Southeastern Pennsylvania (including Philadelphia)	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail, Commuter Bus, Local Bus, Light Rail	4,141 Total Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Paratransit							
MTA Access-A-Ride	Manhattan, Bronx, Brooklyn, Queens, Staten Island	Public Transit Agency	7 Days / 24 Hours	People with Disabilities	Unlimited	ADA Paratransit	2,000+ Total Vehicles
Private Providers							
Medical Answering Services	New York (state)	Private Broker of Public and Private Transportation Services	Varies	Medicaid Recipients	Medical	Taxis, Ambulettes, Ambulances, Buses, Trains, Private Vehicles	N/A
Street Hail Livery	New York City	Private Taxi Companies	7 Days / 24 Hours	Unlimited	Unlimited	Taxis	885 Licensed Vehicles
Yellow Cabs	New York City	Private Taxi Companies	7 Days / 24 Hours	Unlimited	Unlimited	Taxis	13,587 Licensed Vehicles
Luxury Vehicles	New York City	Private Car Companies	7 Days / 24 Hours	Unlimited	Unlimited	Limousines	1,654 Licensed Vehicles
Black Cars	New York City	Private Car Companies	7 Days / 24 Hours	Unlimited	Unlimited	Limousines and Black Cars	105,007 Licensed Vehicles
Paratransit Operators	New York City	Private Car Companies	7 Days / 24 Hours	Unlimited	Unlimited	Accessible vans	76 Licensed Vehicles
Commuter Vans—Includes Dollar Vans	New York City, Long Island, Lower Hudson Valley, New Jersey	Private Car Companies	7 Days / 24 Hours	Unlimited	Unlimited	Accessible vans	35 Licensed Vehicles
NY Waterway	Manhattan, Westchester County; Hudson County, NJ	Public-Private Partnership	Weekday Peak Hours	Unlimited	Unlimited	Ferry	32 Ferries
NY Water Taxi	New York City; Hudson County, NJ	Private Ferry Company	Varies	Chartering Customers	Unlimited	Ferry	10 Ferries
Seastreak Ferry	New York City; Hudson County, NJ	Private Ferry Company	5:00 AM – 11:00 PM Weekdays, 7:00 AM - 10:00 PM Weekends	Unlimited	Unlimited	Ferry	8 Ferries

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Revel	New York City, Eastern Nassau County	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Citi Bike	Manhattan, Bronx, Brooklyn, Queens; Jersey City, NJ	Private Bikeshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Bike, Ebike	Approximately 36,000 Bikes
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Truqit	Manhattan	Private Truckshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various trucks	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Free2Move	Manhattan, Brooklyn; Jersey City, NJ	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

Table 7 Bronx Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Nonprofit							
Belmont Arthur Avenue Local Development Corporation Senior Housing	Bronx	Private Nonprofit	Unknown	Elderly Residents	Community-Planned Trips	Accessible Vans	Unknown
Bronx Jewish Community Council	Bronx	Private Nonprofit	8am-5pm Weekdays	Older Adults	Medical, Senior Centers, Shopping, Community Activities	Accessible Vans	Unknown
City Island Community Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private Nonprofit	8am-1pm Weekdays	Older Adults	Medical, Social Services	Accessible Vans	Unknown
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Innovative Resources for Independence	Bronx, Brooklyn, Queens, Nassau County	Private Nonprofit	9:00 AM – 7:00 PM Daily	People with Disabilities	Recreational, Leisure, and Social Outings	Accessible Vehicle	5 Vehicles
Institute of Applied Human Dynamics	Bronx, Westchester County	Private Nonprofit	Unknown	Long-term or day residents with developmental disabilities	Unlimited	Accessible Vehicle	Unknown
Jewish Association Serving the	Eastchester Bay, Co-op City, Pelham Bay,	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Aging (JASA)—Bartow Older Adult Center	Throgs Neck, Westchester South						
JASA—Bay Eden Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Dreiser Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Einstein Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Sue Ginsburg Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Throggs Neck Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Van Cortlandt Older Adult Center	Bronx	Private Nonprofit	Unknown	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
Mid-Bronx Senior Citizens Council	Bronx Districts 1-8	Private Nonprofit	8:15 AM - 3:15 PM Weekdays	Older adults with Medicare (Medicaid occasionally accepted) who have applied for the service and given a consent form	Medical, Senior Centers, other errands—excluding shopping and leisure trips	3 minivans (1 wheelchair accessible), subcontract with taxi service for additional vehicles	3 minivans (1 wheelchair accessible), subcontract with taxi service for additional vehicles
Morningside Nursing and Rehabilitation Center	Bronx	Private Nonprofit	Varies	Patients in Morningside Nursing and Rehabilitation Center	Medical	Accessible Vans, Ambulances	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Northeast Bronx Senior Citizens Center	Bronx (specific ZIP codes)	Private Nonprofit	9:00 AM – 4:00 PM Weekdays	Older Adults	Northeast Bronx Senior Citizens Center	Accessible Vans	Unknown
Regional Aid for Interim Needs (RAIN) Boston East Older Adult Center	Bronxdale, Laconia, Morris Park, Pelham Gardens, Pelham Parkway, Van Nest	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Older Adults	Medical, Senior Centers, Pharmacy, Shopping	Vans	Unknown
RAIN Boston Secor Neighborhood Older Adult Center	Baychester, Eastchester, Edenwald, Olinville, Wakefield, Williamsbridge, Woodlawn	Private Nonprofit	8:30 AM – 2:00 PM Weekdays	Elderly Members	RAIN Nereid Older Adult Center	Accessible Vans	1 Vehicle
RAIN Eastchester Transportation Program	East Bronx	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Long-Term Elderly Residents	Medical, Senior Centers, Pharmacy, Shopping	Vans, SUVs, sedans	Unknown
RAIN Middletown Older Adult Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Long-Term Elderly Residents	Medical, Senior Centers, Pharmacy, Shopping	Vans, SUVs, sedans	Unknown
RAIN Mt. Carmel Older Adult Center	West Bronx	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Long-Term Elderly Residents	Medical, Senior Centers, Pharmacy, Shopping	Vans, SUVs, sedans	Unknown
RAIN Nereid Older Adult Center	Baychester, Eastchester, Edenwald, Olinville, Wakefield,	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	RAIN Nereid Older Adult Center	Van (not accessible)	1 Vehicle

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
	Williamsbridge, Woodlawn						
Rebekah Rehab & Extended Care Center	New York City	Private Nonprofit	9:00 AM – 5:00 PM Daily	Residents, Older Adults	Recreational and Social Activities	Small Bus	2 Vehicles
Riverdale Senior Services	Riverdale	Private Nonprofit	9:00 AM – 5:00 PM Weekdays	Elderly members of Riverdale Senior Services or JASA Van Cortlandt Village Senior Center	Medical, Senior Centers, Social Services, Meals	Accessible Van	Unknown
Riverdale Y (YMHA/YWHA) Older Adult Center	Riverdale	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Vans	Unknown
Schervier Rehabilitation & Nursing Center	Bronx	Private Nonprofit	Unknown	Patients	Transportation to and from facility	Accessible Vehicle	Unknown
Washington Heights Inwood Senior Transportation (WHIST) South Bronx Transportation	Melrose, Mott Haven, Port Morris, Hunts Point, Longwood, Claremont, Crotona Park East, Morrisania	Private Nonprofit	9:00 AM - 2:30 PM Weekdays	Elderly Members of ARC XVI	Medical and Social Services	Accessible Vans	5 Vehicles
William Hodson Senior Center	Claremont, Crotona Park East, Morrisania	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	From William Hodson Senior Center to home	Accessible Vans	1 Vehicles
YAI	New York City	Private Nonprofit	Varies	People with Intellectual and Developmental Disabilities	Unlimited	Vehicles, including some accessible vehicles	N/A

Table 8 Brooklyn Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Nonprofit							
Adult Resources Center	Brooklyn	Private Nonprofit	9:30 AM - 3:30 PM Weekdays	Members with developmental disabilities	Adult Resources Center, Vocational Training, Community-Planned Trips	Accessible Van	Unknown
Bay Ridge Center	Bay Ridge, Dyker Heights, Fort Hamilton	Private Nonprofit	9:00 AM - 2:30 PM Weekdays	Older Adults	Unlimited, Community-Planned Trips	Accessible Van	Unknown
Boro Park YM-YWHA Senior Center	Borough Park	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Older Adults	Boro Park YM-YWHA Senior Center	Accessible Van	Unknown
Brooklyn Chinese-American Association	Brooklyn	Private Nonprofit	Varies	Older Adults	Community-Planned Trips	Accessible Van	Unknown
Catholic Charities of Brooklyn & Queens (CCBQ) Narrows Older Adult Center	Bay Ridge, Dyker Heights, Fort Hamilton, Bath Beach, Bensonhurst, Mapleton	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
CCBQ Northside Older Adult Center	Greenpoint, Williamsburg	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
CCBQ Riverway Older Adult Center	Brownsville	Private Nonprofit	8:30am-4:30pm Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
CCBQ Pete McGuinness Older Adult Center	Greenpoint, Williamsburg	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
CCBQ The Bay Older Adult Center	Gerritsen Beach, Manhattan Beach, Sheepshead Bay	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Fort Greene Council—Fort Greene Crown Heights Senior Services	Crown Heights North, Prospect Heights, Crown Heights South, Prospect Lefferts Gardens, Wingate, East Flatbush, Farragus, Remsen Village, Rugby	Private Nonprofit	Varies	Qualifying elderly members (not all elderly members)	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown
Fort Greene Council—Fort Greene Grant	Crown Heights North, Prospect Heights	Private Nonprofit	Varies	Qualifying elderly members (not	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Square Senior Center				all elderly members)			
Fort Greene Council—Grace Agard Harewood Neighborhood Senior Center	Boerum Hill, Brooklyn Heights, Clinton Hill, Downtown Brooklyn, Fort Greene, Fulton Ferry	Private Nonprofit	Varies	Qualifying elderly members (not all elderly members)	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown
Fort Greene Council—Fort Greene Senior Action Center	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	Private Nonprofit	Varies	Qualifying elderly members (not all elderly members)	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown
Fort Greene Council—Marcus Garvey Social Club	Fort Greene	Private Nonprofit	Varies	Qualifying elderly members (not all elderly members)	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown
Fort Greene Council—Remsen Neighborhood Senior Center	Fort Greene	Private Nonprofit	Varies	Qualifying elderly members (not all elderly members)	Fort Greene Council Senior Centers, Social Services	Accessible Van	Unknown
Innovative Resources for Independence	Bronx, Brooklyn, Queens, Nassau County	Private Nonprofit	9:00 AM -7:00 PM Daily	Residents, Older Adults	Recreational, Leisure, and Social Outings	Accessible Vehicle	5 Vehicles
JASA—Scheuer House of Coney Island	Brooklyn	Private Nonprofit	Varies	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Older Adult Center							
JASA—Starrett City Older Adult Center	Brooklyn	Private Nonprofit	Varies	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Senior Alliance Older Adult Center	Brooklyn	Private Nonprofit	Varies	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
JASA—Williamsburg Older Adult Center	Brooklyn	Private Nonprofit	Varies	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
Jewish Community Center (JCC) of Greater Coney Island	Brooklyn	Private Nonprofit	8:00 AM – 6:00 PM Monday through Thursday	Older Adults	Unlimited	School Bus	Unknown
Jewish Community Council of Greater Coney Island	Brooklyn	Private Nonprofit	9:00 AM – 5:00 PM Monday through Thursday, 9:00 AM – 2:00 PM Friday	Elderly Members who qualify	Shopping, Errands, Social Visits	Sedans	Unknown
Kings Bay YM-YWHA	Sheepshead Bay, Manhattan Beach, Bergen Beach, Gravesend, Midwood, Marine Park, Mill Basin and parts of Coney Island	Private Nonprofit	9:00 AM – 5:00 PM Weekdays	Elderly Members	Unlimited	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
New York Memory Center	Bay Ridge, Brooklyn Heights, Carroll Gardens, Crown Heights, Flatbush, Park Slope, Prospect Heights, Red Hook, Sunset Park and Windsor Terrace	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	New York Memory Center	Accessible Van	Unknown
Otsar Family Services	Williamsburg, Boro Park, Gravesend, Crown Heights, Flatbush, Kings Highway, Park Slope, Midwood, Kensington, Marine Park	Private Nonprofit	Weekdays	Persons with developmental disabilities	Community-planned trips	Unknown	Unknown
Program Development Services	Bay Ridge, Dyker Heights, Bensonhurst	Private Nonprofit	Weekdays	Persons with developmental disabilities eligible for Medicaid	Community-planned trips	Accessible Van	Unknown
Rebekah Rehab & Extended Care Center	New York City	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Residents, Older Adults	Recreational and Social Activities	Small Bus	2 Vehicles
RiseBoro Diana H. Jones Older Adult Center	Bushwick	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Senior Centers	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
RiseBoro Palmetto Gardens Senior Club	Bushwick	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Senior Centers	Accessible Van	Unknown
RiseBoro Ridgewood Bushwick Senior Center	Bushwick	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Senior Centers	Accessible Van	Unknown
RiseBoro Stuyvesant Gardens Older Adult Club	Brooklyn	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Senior Centers	Accessible Van	Unknown
Sephardic Youth Community Center	Brooklyn	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Older Adults	Programs and services at Community Center and trips	Accessible Vehicle	1 Vehicle
Urban Resources Institute	Brooklyn	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Members with developmental disabilities	Urban Resources Institute	Accessible Van	Unknown
Wayside Outreach Development (WORD) Armstrong Senior Center	Brooklyn	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Social Services	Accessible Van	Unknown
WORD Tompkins Park Older Adult Center	Brooklyn	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Social Services	Accessible Van	Unknown
YAI	New York City	Private Nonprofit	Varies	People with Intellectual and	Unlimited	Vehicles, including some accessible vehicles	N/A

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
				Development al Disabilities			

Table 9 Manhattan Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Nonprofit							
Canaan Senior Service Center	Manhattan	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Social Services	Accessible Vehicle	Unknown
Carter Burden Network Roosevelt Island Older Adult Center	Upper East Side, East Harlem	Private Nonprofit	Unknown	Elderly Members	Medical, Social Services	Accessible Vehicle	Unknown
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Hamilton Grange Senior Center	Hamilton Heights, Manhattanville, Morningside Heights	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Social Services	Accessible Van	2 Vehicles
Isabella House	Manhattan	Private Nonprofit	Unknown	Elderly Members	Medical, Social Services	Accessible Vehicle	Unknown
Lenox Hill Older Adult Center at St. Peter's Church	Manhattan, East Side (Gramercy Park, Murray Hill, Peter Cooper, Stuyvesant Park/Town, Sutton Place, Turtle Bay, Tudor City, Lenox	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	Medical, Errands	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
	Hill, Roosevelt Island, Yorkville)						
RAIN Inwood Older Adult Center	Inwood, Washington Heights	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Long-Term Elderly Residents	Medical and Social Services	Accessible Van	Unknown
New York Foundation for Senior Citizens Project CART	Manhattan	Private Nonprofit	9:00 AM – 5:00 PM Weekdays	Elderly Members	Medical and Social Services, Shopping, Religious Activities, Museums, Community Events	Accessible Van	Unknown
Rebekah Rehab & Extended Care Center	New York City	Private Nonprofit	9:00 AM – 5:00 PM Daily	Residents, Older Adults	Recreational and Social Activities	Small Bus	2 Vehicles
The Bridge	Manhattan	Private Nonprofit	9:00 AM – 5:00 PM Weekdays, 12:00 PM -7:00 PM Weekends	Clients– persons with disabilities, older adults and homeless persons	Agency Programming	Accessible Vehicle	Unknown
WHIST Manhattan Transportation	Manhattan	Private Nonprofit	9:00 AM -2:30 PM Weekdays	Elderly Members of ARC XVI	Medical and Social Services, Shopping, Religious Activities, Museums, Community Events	Accessible Van	Unknown
YAI	New York City	Private Nonprofit	Varies	People with Intellectual and Developmental Disabilities	Unlimited	Vehicles, including some accessible vehicles	N/A

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
				-tal Disabilities			
YM & YWHA of Washington Heights & Inwood	Upper Manhattan	Private Nonprofit	9:00 AM –5:00 PM Weekdays	Elderly Members	YM & YWHA of Washington Heights & Inwood	Accessible Van	Unknown

Table 10 Queens Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Nonprofit							
Allen Community International Towers Senior Center	Queens	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Vehicles	Unknown
Allen Senior Citizens Center	Jamaica	Private Nonprofit	9:00 AM – 4:00 PM Weekdays	Elderly Members	Allen Senior Citizens Center	Accessible Van	Unknown
CCBQ Pete McGuinness Older Adult Center	Queens	Private Nonprofit	8:30 AM - 4:30 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
CCBQ Seaside Older Adult Center	Queens	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Community Options	Queens	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	People with Disabilities	Community Inclusion	Accessible Vehicle	7 Vehicles, 1 Wheelchair
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Elmcor Older Adult Center	East Elmhurst, Jackson Heights, North Corona, Elmhurst, South Corona	Private Nonprofit	9:00 AM – 5:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Greater Allen Development Corporation	South Jamaica	Private Nonprofit	8:30 AM - 4:30 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Haitian Americans United for Progress	Queens	Private Nonprofit	6:00 PM Weekdays	Children with Developmental Disabilities	From Haitian Americans United for Progress to home	Accessible Van	Unknown
HANAC East-West Connection Transportation	Astoria, College Point, Corona, East Elmhurst, Elmhurst, Flushing, Jackson Heights, Long Island City, Maspeth, Sunnyside, Woodside	Private Nonprofit	6:00 AM - 3:30 PM Weekdays	Elderly Members	Medical (not for Medicaid clients), shopping, senior center, community-planned events	Accessible Van, Sedan	Unknown
Innovative Resources for Independence	Bronx, Brooklyn, Queens, Nassau County	Private Nonprofit	9:00 AM – 7:00 PM Daily	Residents, Older Adults	Recreational, Leisure, and Social Outings	Accessible Vehicle	5 Vehicles
Institute for Puerto Rican/Hispanic Elderly	Queens	Private Nonprofit	Unknown	Older Adults	Medical and Social Services	Accessible Vehicle	Unknown
JASA Brookdale Village Older Adult Center	Rockaway Peninsula	Private Nonprofit	9:00 AM – 4:00 PM Weekdays	Elderly Members	JASA Brookdale Village Older Adult Center, community-planned trips, shopping	Bus	3 Vehicles
Middle Village Adult Center	Central—West Queens	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical, shopping, senior center, community-planned events	Accessible Van	Unknown
Pomonok Older Adult Center	Bay Terrace, Clearview, College Point,	Private Nonprofit	8:00 AM – 5:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
	Flushing, Queensboro Hill, Whitestone, Briarwood, Fresh Meadows, Hillcrest, Holliswood, Jamaica Estates, Kew Gardens Hills, Pomonok, Utopia						
Queens Community House	Forest Hill, Rego Park	Private Nonprofit	8:00 AM – 5:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Queensbridge-Riis Older Adult Center	Astoria, Long Island City, Steinway	Private Nonprofit	8:00 AM – 3:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Quality Services for the Autism Community (QSAC)	Queens	Private Nonprofit	8:30 AM - 2:30 PM Weekdays	Adult Members with Autism	QSAC Trips	Accessible Van	Unknown
Queens Community House	Forest Hill, Rego Park	Private Nonprofit	9:00 AM – 5:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Rebekah Rehab & Extended Care Center	New York City	Private Nonprofit	9:00 AM – 5:00 PM Daily	Residents, Older Adults	Recreational and Social Activities	Small Bus	2 Vehicles
Rochdale Village Senior Center	Hollis, Jamaica, St. Albans, Springfield Garden North	Private Nonprofit	8:00 AM – 5:00 PM Weekdays	Elderly Members	Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Robert Couche Older Adult Center	Hollis, Jamaica, St. Albans, Springfield Garden North	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
Shelton House Senior Center	Queens	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Elderly Members	Medical and Social Services	Accessible Van	Unknown
SNAP Queens	Bellaire, Bellrose, Brookville, Cambria Heights, Floral Park, Glen Oaks, Laurelton, New Hyde Park, Queens Village, Rosedale	Private Nonprofit	8:30 AM -1:00 PM Weekdays (medical trips), 8:30 AM -1:00 PM Tuesdays (grocery shopping trips)	Elderly members	Medical and Social Services	Accessible Van	Unknown
Sunnyside Community Services	Astoria, Corona, Elmhurst, Jackson Heights, Long Island City, Maspeth, Middle Village, Ridgewood, Sunnyside, Woodside	Private Nonprofit	8:00 AM – 6:00 PM Monday through Saturday	Older adults, including with disabilities	Sunnyside Community Services	Accessible Van	Unknown
United Hindu Cultural Council Senior Center	Kew Gardens, Richmond Hill, Woodhaven, Howard Beach, Lindenwood, Ozone Park, South Ozone Park	Private Nonprofit	8:00 AM – 5:00 PM Weekdays	Older Adults	Social Services	Accessible Van	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
WellLife Network	Queens	Private Nonprofit	Unknown	People with Disabilities	Unknown	Accessible Vehicle	Unknown
Woodside Senior Center	Woodside	Private Nonprofit	7:45 AM - 3:45 PM Daily	Elderly members	Community-planned trips	Accessible Van	1 Vehicle
YAI	New York City	Private Nonprofit	Varies	People with Intellectual and Developmental Disabilities	Unlimited	Vehicles, including some accessible vehicles	N/A

Table 11 Staten Island Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Nonprofit							
Anderson Neighborhood Senior Center	Staten Island	Private Nonprofit	7:00 AM – 3:00 PM Weekdays	Older Adults	Various	Accessible Vehicle	Unknown
Community Agency for Senior Citizens	Staten Island	Private Nonprofit	8:30 AM – 5:00 PM Weekdays	Older Adults	Various	Accessible Van	Unknown
City University of New York (CUNY) College of Staten Island	Staten Island	Educational Institution	Varies	CUNY College of Staten Island affiliates	Shuttle between CUNY College of Staten Island and ferry terminal	Bus, Non-Accessible Bus	Unknown
CYO Senior Guild Luncheon	Staten Island	Private Nonprofit	7:00 AM – 3:00 PM Weekdays	Older Adults	Social Services	Accessible Vehicle	Unknown
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Joan & Alan Bernikow JCC of Staten Island	Staten Island	Private Nonprofit	8:00 AM – 4:00 PM Weekdays	Older Adults	Various	Accessible Van	Unknown
Rebekah Rehab & Extended Care Center	New York City	Private Nonprofit	9:00 AM – 5:00 PM Daily	Residents, Older Adults	Recreational and Social Activities	Small Bus	2 Vehicles
Staten Island Center for Independent Living	Staten Island	Private Nonprofit	Unknown	Persons with Disabilities	Social Services and Recreational	Accessible Van	Unknown
Staten Island Friendship Club	Staten Island	Private Nonprofit	Unknown	Older Adults	Agency Programming	Accessible Vehicle	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
YAI	New York City	Private Nonprofit	Varies	People with Intellectual and Developmental Disabilities	Unlimited	Vehicles, including some accessible vehicles	N/A

Table 12 Nassau County Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
City of Long Beach Bus	Long Beach	Municipal Service	24 Hours Monday through Saturday, 6:30 AM - 9:30 PM Sunday	Unlimited	Unlimited	Bus	12 Vehicles
MTA Long Island Rail Road (LIRR)	Manhattan, Brooklyn, Queens, Nassau County, Suffolk County	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,317 Total Vehicles
Nassau Inter-County Express	Nassau County, select points in western Queens	Public Transit Agency	Weekdays 24 hours, Weekends 4:00 AM - 1:30 AM	Unlimited	Unlimited	Bus	282 Total Vehicles
Paratransit							
Able-Ride	Within Nassau County; also from Nassau County to points east in Suffolk County or points west in New York City by transferring to SCAT or New York City's AAR	Public Transit Agency	24 hours Weekdays, 4:00 AM - 1:30 AM Weekends	Persons with Disabilities	Unlimited	ADA Paratransit	122 Total Vehicles
Long Beach Bus ADA Paratransit	Long Beach	Municipal Service	24 Hours Monday through Saturday, 6:30 AM - 9:30 PM Sunday	Persons with Disabilities	Unlimited	ADA Paratransit	Unknown
Municipal or Community Services							
City of Glen Cove Commuter Bus	Glen Cove	Municipal Service	6:45 AM - 2:45 PM Weekdays	Unlimited	Unlimited	Bus, Commuter Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Town of Hempstead Department of Senior Enrichment	Hempstead	Municipal Service	Unknown	Older Adults	Various	Mini Bus	Unknown
Town of North Hempstead	North Hempstead	Municipal service	10:00 AM – 2:00 PM Weekdays	Elderly residents, residents with disabilities	Medical, grocery shopping, senior center	Taxi	Unknown
Private Nonprofit							
Developmental Disabilities Institute	Nassau County	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Children or adult members with developmental disabilities	Developmental Disabilities Institute, community-planned trips	Van	200 Vehicles
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Educational Assistance Corporation	Nassau County, Suffolk County	Private Nonprofit	Daily	Individuals receiving assistance from the Suffolk County Dept. of Social Services and participating in Nassau County Dept. of Labor programs	Employment, Childcare	Unknown	Unknown
Family Residences and Essential Enterprises	Nassau County	Private Nonprofit	7:00 AM – 7:00 PM Daily	Adult members with developmental, cognitive, or mental disabilities	Medical, Social Services	Accessible Vehicle	Unknown
Head Injury Association	Nassau County, Suffolk County	Non-Profit Organization	Day Program: 9:00 AM – 4:00 PM Daily Residential: 24 Hours Daily	Elderly or disabled individuals who are enrolled in Day and Residential programs	Recreational, Leisure, and Social Outings	Accessible Vehicle	19 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Innovative Resources for Independence	Bronx, Brooklyn, Queens, Nassau County	Private Nonprofit	9:00 AM – 7:00 PM Daily	Residents, Older Adults	Recreational, Leisure, and Social Outings	Accessible Vehicle	5 Vehicles
Long Island Center for Independent Living	Nassau County	Private Nonprofit	Unknown	People with Disabilities	Medical, Social Services	Accessible Vehicle	Unknown
Saint Charles Hospital—Catholic Health	Nassau County	Private Nonprofit	Unknown	Ambulatory Services	Ambulatory Services	Accessible Vehicle	Unknown
The Life Enrichment Center at Oyster Bay	Bayville, Brookville, East Norwich, Lattingtown, Locust Valley, Mill Neck, Matinecock, Muttontown, Oyster Bay, Oyster Bay Cove, parts of Syosset and Woodbury	Private Nonprofit	Weekdays	Older Adults	Medical, Social Services	Accessible Vehicle	Unknown
The Marion & Aaron Gural JCC	Nassau County	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Older adults and persons with disabilities	Medical, Social Services	Accessible Vehicle	Unknown
Private Transportation Providers							
Taxis and limousines	Nassau County	Private Taxi Companies	Varies	Unlimited	Unlimited	Taxis, Black Cars, Limousine	N/A
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some	N/A

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
						accessible vehicles	
Revel	New York City, Eastern Nassau County	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

Table 13 Suffolk County Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
Huntington Area Rapid Transit (HART)	Huntington	Municipal Service	6:30 AM -7:00 PM Weekdays, 9:00 AM – 7:00 PM Saturdays	Unlimited	Unlimited	Bus	20 Vehicles
MTA LIRR	Manhattan, Brooklyn, Queens, Nassau County, Suffolk County	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,317 Total Vehicles
Suffolk County Transit (SCT)	Suffolk County	Public Transit Agency	5:00 AM – 11:00 PM Weekdays, 6:00 AM – 9:00 PM Saturdays, 6:00 AM – 8:00 PM Sundays	Unlimited	Unlimited	Bus	265 Vehicles
SCT On Demand	Suffolk County	Public Transit Agency	6:00 AM – 8:00 PM Daily	Unlimited	Connect to Fixed-Route Public Transit	Demand-Response Bus	Unknown
South Fork Commuter Connection	South Fork of Suffolk County	Public Transit Agency	Varies	Unlimited	Transfer between MTA LIRR and Town-provided shuttles	Bus	Unknown
Paratransit							
HART Paratransit (Special Needs Service)	Huntington	Municipal Service	5:00 AM -10:00 PM Weekdays & Saturdays, 6:00 AM - 8:00 PM Sundays	Persons with Disabilities	Unlimited	ADA Paratransit	Unknown
Suffolk County Accessible Transportation	Suffolk County	Public Transit Agency	5:00 AM -1:00 PM Weekdays & Saturdays, 6:00 AM - 8:00 PM Sundays	Persons with Disabilities	Unlimited	ADA Paratransit	193 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Municipal or Community Services							
Town of Babylon Senior Transportation Services	Babylon	Municipal Service	8:30 AM - 11:00 AM Weekdays (Medical, Government Services), 9:00 AM - 9:30 AM (Shopping)	Older Adults	Medical, Government Services, Shopping	Bus	Unknown
Town of Brookhaven Jitney Service	Brookhaven	Municipal Service	8:00 AM - 2:30 PM Weekdays	Older Adults & Persons with Disabilities	Medical, Nutrition, Recreation, Shopping, Personal Needs, Social Services, Senior Day Care	Jitney Bus	Unknown
Town of East Hampton Senior Services	East Hampton	Municipal Service	Unknown	Older Adults & Persons with Disabilities	Essential Services, Scheduled Appointments	Demand-Response Bus	Unknown
Town of Islip Senior Citizens Services	Islip	Municipal Service	Weekdays, 8:00 AM - 3:00 PM	Older Adults & Persons with Disabilities	Medical, Nutrition, Recreation, Shopping, Personal Needs, Social Services, Senior Day Care	Jitney Bus	Unknown
Town of Riverhead Dial-a-Ride	Riverhead	Municipal Service	8:00 AM – 4:00 PM Weekdays	Older Adults	Medical, Nutrition, Recreation, Shopping, Personal Needs, Social Services, Senior Day Care	Jitney Bus	Unknown
Town of Shelter Island Senior Transportation	Shelter Island	Municipal Service	9:00 AM – 4:00 PM Weekdays	Older Adults	Medical, Pharmacy, Shopping, Other Errands	Bus	Unknown
Town of Smithtown Senior Transportation	Smithtown	Municipal Service	7:30 AM - 3:30 PM Weekdays	Older Adults	Medical, Senior Centers, Shopping	Bus	Unknown
Town of Southampton Senior Transportation	Southampton	Municipal Service	8:30 AM – 4:00 PM Weekdays	Older Adults	Medical, Pharmacies, Shopping, Other Errands, Hospital Visitation	Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Town of Southold Senior Citizen Division	Southold	Municipal Service	Weekly Services	Older Adults	Medical, Pharmacy, Shopping, Other Errands	Bus	Unknown
Private Nonprofit							
Community Program Centers of Long Island, Inc.	Suffolk County	Non-Profit Organization	8:00 AM – 4:00 PM Weekdays	Seniors with medical frailty and dementia	Transportation to and from program and community outings	Accessible Vehicles	3 Vehicles
Developmental Disabilities Institute	Suffolk County	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Children or adult members with developmental disabilities	Developmental Disabilities Institute, Community-Planned Trips	Van	Unknown
Dominican Village	New York City, Nassau County, Suffolk County	Private Nonprofit	8:00 AM – 4:00 PM Daily, Emergency medical transport in off hours	Residents, Older Adults	Medical Transportation, Activities, Recreational Trips	Accessible Vehicle	5 Vehicles
Family Residences and Essential Enterprises	Suffolk County	Private Nonprofit	7:00 AM – 7:00 PM Daily	Adult members with developmental, cognitive, or mental disabilities	Day Programs	Accessible Vehicle	Unknown
Federation of Organizations	Suffolk County	Private Nonprofit	7:00 AM – 3:00 PM Weekdays, Saturday	Senior volunteers in senior support service programs, Mental Health program clients	Service Trips, Mental Health Care	Accessible Vehicle	Unknown
Head Injury Association	Nassau County, Suffolk County	Non-Profit Organization	Day Program: 9:00 AM – 4:00 PM Daily Residential: 24 Hours Daily	Elderly or disabled individuals who are enrolled in Day and Residential programs	Recreational, Leisure, and Social Outings	Accessible Vehicle	19 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Independent Group Home Living Program	Suffolk County	Private Nonprofit	Weekdays, Saturday 7:00 AM – 6:00 PM	People with mental retardation or developmental disabilities	Day Treatment Programs	Accessible Vehicle	Unknown
Mather Hospital	Suffolk County	Non-Profit Organization	Varies	People with Disabilities	Partial Hospitalization programs/Medical	Accessible Vehicle	3 Vehicles
NYSARC Inc – Suffolk Chapter	Suffolk County	Private Nonprofit	8:30 AM – 2:30 PM Weekdays	People with Intellectual and Developmental Disabilities	Various	Van, Bus	120 Vehicles
United Cerebral Palsy (UCP) Association of Greater Suffolk	Suffolk County	Private Nonprofit	Varies	Adults with Intellectual and Developmental Disabilities	Attend program and access community activities	Accessible Vehicle	14 Vehicles
Private Transportation Providers							
Taxis and limousines	Suffolk County	Private Taxi Companies	Varies	Unlimited	Unlimited	Taxis, Black Cars, Limousines	Unknown
Hampton Hopper	Suffolk County	Seasonal Private Bus Company	10:00 AM – 10:00 PM Daily	Unlimited	Unlimited	Demand-Responsive School Bus	Unknown
Hampton Jitney	Suffolk County, Manhattan, Queens, Brooklyn	Private Bus Company	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Bus	49 Vehicles
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

Table 14 Putnam County Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
Housatonic Area Regional Transit	Brewster, Southeast, Danbury, CT	Public Transit Agency	6:00 AM - 9:30 PM Weekdays	Unlimited	Unlimited	Bus	45 Vehicles
The Leprechaun Connection	White Plains, Garrison, Valhalla, Cold Spring, Fishkill, Wappingers Falls, Poughkeepsie	Public Transit Provider	Weekdays 5:00 AM - 9:44 PM	Unlimited	Unlimited	Bus	Unknown
Mahopac-Croton Falls Shuttle	Putnam County, Westchester County	Public Transit Provider	5:00 AM - 7:30 PM Weekdays	Unlimited	Unlimited	Bus	Unknown
MTA MNR	Manhattan (NYC), NY; Bronx (NYC), NY; Westchester County, NY; Putnam County, NY; Dutchess County, NY; Rockland County, NY; Orange County, NY; Hudson County, NJ; Bergen County, NJ; Fairfield County, CT; New Haven County, CT	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,230 Vehicles
Putnam Area Rapid Transit (PART)	Putnam County	Public Transit Agency	5:00 AM – 7:00 PM Weekdays	Unlimited	Unlimited	Bus	15 Vehicles
PART Paratransit	Putnam County	Public Transit Agency	5:00 AM – 7:00 PM Weekdays	Persons with Disabilities	Unlimited	ADA Paratransit	9 Vehicles
Putnam On-Demand	Carmel, Patterson, Southeast	Public Transit Agency	8:00 AM – 6:00 PM Weekdays 9:00 AM – 3:00 PM Saturdays	Unlimited	Unlimited	Accessible Vehicles	4 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Westchester County Bee-Line System	Mahopac, Carmel, Westchester County	Public Transit Agency	7:00 AM – 8:00 PM Daily	Unlimited	Unlimited	Bus	496 Vehicles
Paratransit							
PART Paratransit	Putnam County	Public Transit Agency	5:00 AM – 7:00 PM Weekdays	Persons with Disabilities	Unlimited	ADA Paratransit	9 Vehicles
Municipal or Community Services							
Putnam County Office of Senior Resources	Putnam County	County Government	9:00 AM – 3:00 PM Weekdays	For seniors 60+, transportation to county sponsored senior centers and programs	Trips to county senior centers, for programs and meals, and shopping trips, medical trips	Demand-Response Bus	Unknown
Private Nonprofit							
ARC of Putnam County	Putnam County	Private Nonprofit	Unknown	Persons with Disabilities	Medical trips, field trips, social services	Demand-Response Service Vehicle	Unknown
Hudson Valley Cerebral Palsy Association	Putnam County	Private Nonprofit	Unknown	Persons with disabilities who may be older adults and/or persons with low income	Day Programs, Medical	Demand-Response Service Vehicle	Unknown
RideConnect	Westchester County, Putnam County	Private Nonprofit	Varies	Older Adults	Unlimited	Volunteer Vehicles	Unknown
Private Transportation Providers							
Ace Ambulette	Mahopac	NEMT	Varies	General Public	Medical Trips	Accessible Vehicle	Unknown
Taxis and limousines	Nassau County	Private Taxi Companies	Varies	Unlimited	Unlimited	Taxis, Black Cars, Limousine	N/A

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

Table 15 Rockland County Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
Hudson Link	Rockland County, Westchester County	Public Transit Agency	4:30 AM – 2:00 AM Daily	Unlimited	Unlimited	Bus	31 Vehicles
MTA MNR	Manhattan (NYC), NY; Bronx (NYC), NY; Westchester County, NY; Putnam County, NY; Dutchess County, NY; Rockland County, NY; Orange County, NY; Hudson County, NJ; Bergen County, NJ; Fairfield County, CT; New Haven County, CT	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,230 Vehicles
NJ Transit	Manhattan, New Jersey, Southeastern Pennsylvania (including Philadelphia), Rockland County	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail, Commuter Bus, Local Bus, Light Rail	4,141 Vehicles
OWL Bus	White Plains, Tarrytown, Orange County, Rockland County	Public Transit Provider	5:00 AM – 7:41 PM Weekdays	Unlimited	Unlimited	Bus	Unknown
Rockland Coaches	Rockland County, NY; Bergen County, NJ; Manhattan, NY	Private Bus Company	Varies	Unlimited	Unlimited	Commuter Bus	Unknown
Transport of Rockland (TOR)	Rockland County	Public Transit Agency	5:00 AM -1:30 AM Weekdays, 6:00 AM -1:30 AM; Saturdays, 8:00 – 2:00 AM Sundays	Unlimited	Unlimited	Bus	51 Vehicles
Paratransit							
TRIPS Paratransit	Rockland County	Public Transit Agency	5:00 AM - 1:30 AM Weekdays, 6:00 AM -1:30 AM; Saturdays, 8:00 AM - 2:00 AM Sundays	Persons with Disabilities	Unlimited	ADA Paratransit	28 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Municipal or Community Services							
Clarkstown Mini Trans	Clarkstown	Municipal Service	7:00 AM – 8:00 PM Weekdays, 9:00 AM – 7:00 PM Saturdays	Unlimited	Unlimited	Bus	11 Vehicles
Rockland County Office for the Aging	Rockland County	County Organization	Varies	Seniors	Medical Appointments	Volunteer Program	N/A
Private Nonprofit							
Chesed 24/7	Rockland County	Private Nonprofit	Day programs: 8:30 AM–4:30PM; Residential Services 24/7, Senior Programs 9:30AM–2:30PM	Developmentally Disabled Adults; Seniors	Medical, Shopping, Day Programs	Demand-Response Service, Paid Drivers and Some Volunteers	2 high-top vans 1 mid-sized bus
Circle of Friends Rockland	Rockland County	Private Nonprofit	8:00 AM – 6:00 PM Daily	Seniors attending day programs	Day Programs	Demand-Response, Paid Drivers	Unknown
Hamaspik Rockland	Rockland County	Private Nonprofit	9:00 AM – 4:00 PM Sunday–Thursday, 9:00 AM – 1:00 PM Friday	Individuals enrolled in Office for People with Developmental Disabilities Waiver Program	Varies	Accessible Vehicle	Unknown
Jawonio	Rockland County	Private Nonprofit	Daily	Persons with disabilities participating in agency programs or in agency residences	Day Programs, Employment	Accessible Vehicle	Unknown
Meals on Wheels Rockland	Rockland County	Private Nonprofit	8:30 AM - 4:30 PM Weekdays	Persons >60 participating in agency's programs or older or have dementia or Alzheimer's disease	Day Programs	Accessible Vehicle	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
The ARC of Rockland	Rockland County	Private Nonprofit	Unknown	People with Disabilities	Medical trips, field trips, social services	Demand-Response Service	Unknown
Private Transportation Providers							
Monsey Trails	Rockland County, NY; Manhattan, NY; Brooklyn, NY; Lakewood, NJ	Private Bus Company	Varies	Unlimited	Unlimited	Intercity Bus	Unknown
Taxis and limousines	Nassau County	Private Taxi Companies	Varies	Unlimited	Unlimited	Taxis, Black Cars, Limousines	N/A
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

Table 16 Westchester County Transportation Providers

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
General Public Transit							
HARTransit	Katonah, NY; Ridgefield, CT	Public Transit Agency	5:45 AM - 8:58 PM Weekdays	Unlimited	Unlimited	Bus	28 Vehicles
Hudson Link	Rockland County, Westchester County	Public Transit Agency	4:30 AM – 2 AM Daily	Unlimited	Unlimited	Bus	31 Vehicles
I-Bus	White Plains; Stamford, CT	Public Transit Agency	5:30 AM – 10:10 PM Weekdays, 6:30 AM - 10:00 PM Weekdays	Unlimited	Unlimited	Bus	Unknown
The Leprechaun Connection	White Plains, Garrison, Valhalla, Cold Spring, Fishkill, Wappingers Falls, Poughkeepsie	Public Transit Provider	5:00 AM - 9:44 PM Weekdays	Unlimited	Unlimited	Bus	Unknown
MTA MNR	Manhattan (NYC), NY; Bronx (NYC), NY; Westchester County, NY; Putnam County, NY; Dutchess County, NY; Rockland County, NY; Orange County, NY; Hudson County, NJ; Bergen County, NJ; Fairfield County, CT; New Haven County, CT	Public Transit Agency	7 Days / 24 Hours	Unlimited	Unlimited	Commuter Rail	1,230 Vehicles
OWL Bus	White Plains, Tarrytown, Orange County, Rockland County	Public Transit Provider	5:00 AM – 7:41 PM Weekdays	Unlimited	Unlimited	Bus	Unknown
Westchester County Bee-Line System	Mahopac, Carmel, Westchester County, Bronx	Public Transit Agency	4:45 AM – 2:00 AM Daily	Unlimited	Unlimited	Bus	325 Vehicles

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Paratransit							
Bee-Line ParaTransit	Westchester County, Putnam County, Bronx, Manhattan	Public Transit Agency	4:30 AM -2:00 AM Daily	Persons with Disabilities	Unlimited	ADA Paratransit	91 Vehicles
Municipal or Community Services							
Village of Briarcliff Manor	Briarcliff Manor	Municipality	9:00 AM – 2:00 PM Tuesdays and Thursdays	Older Adults	Shopping, Senior Center	Demand-Response Bus	Unknown
Village of Croton-on-Hudson	Croton-on-Hudson	Municipality	Varies	Older Adults	Community-Planned Trips	Bus	Unknown
Village of Dobbs Ferry	Dobbs Ferry	Municipality	Varies	Older Adults	Community-Planned Trips (occasional), Senior Center (weekdays), Shopping (monthly)	Demand-Response Bus, Taxi subsidy	Unknown
Town/Village of Harrison	Harrison	Municipality	4 days/week to medical appointments in AM, Wednesday to shopping centers, and a van daily to senior center activities	Older Adults	Medical, Shopping, Senior Center	Demand-Response Bus, Taxi subsidy	Unknown
Villages of Mamaroneck, and Larchmont	Mamaroneck, Larchmont	Municipalities	9:00 AM – 4:00 PM Weekdays (Senior Center), 9:00 AM -12:00 PM Wednesdays (Shopping), 8:30 AM – 1:00 PM Mondays through Thursdays (Medical)	Older Adults	Senior Center Shopping Medical	Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Village of Mount Kisco	Mount Kisco	Municipality	9:00 AM – 3:00 PM, Monday–Friday; 12:00 PM – 2:00 PM for Shopping (from Senior Center) Monday, Thursday, and Friday	Older Adults	Senior Center, Shopping	Bus	1 Vehicle
City of New Rochelle	New Rochelle	Municipality	Two Days per Week	Older Adults	Medical Appointments, Grocery Shopping, Social or Recreational Purposes, Work, Volunteering	Vans	Unknown
City of Peekskill	Peekskill	Municipality	9:00 AM -3:00 PM Weekdays (all days for senior center, 2 days for shopping)	Older Adults	Shopping, Senior Center	Demand-Response Bus	Unknown
Village of Pleasantville	Pleasantville	Municipality	Varies	Older Adults	Medical, Shopping, Senior Center	Bus	Unknown
Village of Rye Brook	Rye Brook	Municipality	8:30 AM – 1:00 PM Mondays, Tuesdays, and Thursdays (Senior Center), 10:00 AM -2:30 PM Tuesdays and Thursdays (shopping), 11:00 AM - 1:30 PM Tuesdays and Thursdays (medical)	Older Adults	Medical, Shopping, Senior Center	Bus	Unknown
Village of Tarrytown	Tarrytown, Sleepy Hollow, Irvington, Greenburgh	Municipality	9:00 AM – 12:00 PM Weekdays (General Local Travel), 12:00 PM – 3:00	Older Adults	Medical, Shopping, Senior Center,	Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
			PM Wednesdays (shopping)		Other Errands		
Village of Tuckahoe	Tuckahoe	Municipality	10:00 AM – 3:00 PM Daily	Older Adults, Persons with Disabilities	Unlimited	Taxi subsidy; one-third regular price	Unknown
City of Yonkers	Yonkers	Municipality	9:00 AM – 2:00 PM Weekdays	Older Adults	Medical, Shopping	Demand-Response Bus	Unknown
Town of Yorktown	Yorktown	Municipality	9:00 AM – 3:00 PM Weekdays (Senior Center), 8:30 AM – 12:00 PM Tuesdays and Wednesdays (Shopping)	Older Adults	Senior Center, Shopping	Demand-Response Bus	Unknown
Town of Bedford	Bedford	Municipality	10:00 AM – 2:00 PM Weekdays	Older Adults	Shopping, Senior Center	Demand-Response Bus	Unknown
Town of Cortlandt	Cortlandt, Yorktown, Jefferson Valley, Lake Peekskill, Peekskill, Cortlandt Manor, Buchanan, Verplanck, Croton-on-Hudson	Municipality	9:00 AM – 3:00 PM Mondays, Tuesdays, and Thursdays	Older Adults	Medical, Senior Programs	Bus	Unknown
Town of Eastchester	Eastchester, Tuckahoe, Bronxville	Municipality	9:00 AM – 3:00 PM Weekdays (Senior Center), 9:00 AM – 2:00 PM Weekdays (Medical, Shopping)	Older Adults	Medical, Shopping, Senior Center	Bus	Unknown
Town of Greenburgh	Greenburgh and neighboring towns and villages	Municipality	9:00 AM – 5:00 PM, Monday– Friday various recreational activities; 9:00 AM – 11:00 AM shopping, Tuesday and Friday	Older Adults	Various	Demand-Response Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Town of Lewisboro	Within town limits and surrounding areas for shopping	Municipality	9:00 AM – 5:00 PM, Monday– Friday, medical appointments only; 9:00 AM – 3:30 PM, Tuesdays shopping; 9:00 AM – 3:00 PM, Wednesdays Senior Meeting	Older Adults	Medical, Shopping	Demand-Response Bus	Unknown
Town of North Castle	North Castle	Municipality	8:00 AM – 3:00 PM, four days per week	Older Adults	Various	Demand-Response Bus	Unknown
Town of North Salem	North Salem	Municipality	Monday–Friday, 10:00 AM – 2:00 PM to Senior Center; Shopping Monday and Fridays 10:00 AM – 3:00 PM; library every other Tuesday 11:00 AM – 12:00 PM; Medical	Older Adults	Senior Center, Shopping, Library, Medical	Demand-Response Bus	Unknown
Town of Ossining	Ossining, Briarcliff Manor	Municipality	Varies	Older Adults	Shopping	Taxi Subsidy, Demand-Response	Unknown
Town of Pelham	Pelham, New Rochelle, Larchmont, Eastchester, Bronxville, Mount Vernon, Scarsdale, Yonkers	Municipality	9:00 AM – 3:00 PM Mondays through Wednesdays	Older Adults	Medical	Bus	Unknown
Town of Pound Ridge	Pound Ridge	Municipality	9:30 AM -12:00 PM Wednesdays (Shopping, Other Errands), Varies (community-planned activities)	Older Adults	Shopping, Errands, Community Activities	Demand-Response Bus	Unknown
Town of Somers	Somers	Municipality	10:00 AM – 3:00 PM Tuesdays, Wednesdays, and Thursdays (Medical),	Older Adults	Medical, Shopping, Senior	Bus	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
			9:00 AM – 3:00 PM weekdays (Senior Center), 10:00 AM -2:00 PM Weekdays (shopping), 11:00 AM – 3:00 PM alternate Tuesdays (library)		Center, Library		
Private Nonprofit							
Ability Beyond Disability	Northwest Westchester County, Hudson Valley	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Individuals who attend Ability Beyond Day and Transition programs	Volunteer and recreational outings	Accessible Vehicle	3 Vehicles
Clear View School and Day Treatment Center	Westchester County	Special Education School	Varies	Enrolled children with mental or cognitive disabilities	Community-Planned Trips	School Bus, Staff Vehicles	Unknown
Jawonio	Westchester County	Private Nonprofit	Daily	Persons participating in agency programs or in agency residences	Day Programs, Employment	Unknown	Unknown
Richmond Community Services	Westchester County, Putnam County	Private Nonprofit	9:00 AM – 3:00 PM Weekdays	Adults with cognitive disabilities (do not need to be members)	Richmond Community Services	Accessible Van	Unknown
RideConnect	Westchester County, Putnam County	Private Nonprofit	Varies	Older Adults	Unlimited	Volunteer Vehicles	Unknown

Provider / Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Fleet Size
Private Transportation Providers							
NY Waterway	New York City, NY; Hudson County, NJ; Westchester County, NY	Public-Private Partnership	Weekday Peak Hours	Unlimited	Unlimited	Ferry	32 Ferries
Taxis and limousines	Westchester County	Private Taxi Companies	Varies	Unlimited	Unlimited	Taxis, Black Cars, Limousines	N/A
Uber	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Lyft	New York City, Long Island, Lower Hudson Valley	Private Rideshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles, including some accessible vehicles	N/A
Zipcar	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown
Turo	New York City, Long Island, Lower Hudson Valley	Private Carshare Company	7 Days / 24 Hours	Unlimited	Unlimited	Various vehicles	Unknown

ENDNOTES

1 https://www.health.ny.gov/health_care/medicaid/members/medtrans_overview.htm

2 <https://dmv.ny.gov/business/information-for-tnc-passengers>

3 [https://ilny.us/images/downloads/TNC Task Force Final Report - FINAL.pdf](https://ilny.us/images/downloads/TNC_Task_Force_Final_Report_-_FINAL.pdf)

4 The CityBench Program was created to increase the amount of public seating on New York City Streets. There are approximately 2,600 benches installed around New York City, particularly at bus stops, retail corridors, and areas with high concentrations of seniors.

5 As a direct recipient of FTA funds, City of Long Beach bus service is classified as a 'General Public Transit' system, which includes the provision of additional paratransit services.

6 https://data.ny.gov/Transportation/MTA-Daily-Ridership-Data-2020-2025/vxuj-8kew/about_data

7 Based on a compilation of MTA rail and bus services, trans-Hudson rail via Port Authority Trans Hudson (PATH) and New Jersey Transit, airport rail access and suburban bus systems.

8 Defined as prior to 2020 for the purposes of this analysis of annual ridership.

9 Excludes MTA Bridges and Tunnels data. Note that the COVID-19 pandemic was declared over by the World Health Organization in May 2023 for the United States.

10 https://nycfuture.org/research/solving-the-staffing-crisis-facing-human-services-organizations-in-nyc?utm_source=chatgpt.com#Recommendations

11 https://www.councilofnonprofits.org/pressreleases/persisting-workforce-shortages-strain-nonprofits-ability-serve-communities-new-report?utm_source=chatgpt.com

12 https://nycfuture.org/research/solving-the-staffing-crisis-facing-human-services-organizations-in-nyc?utm_source=chatgpt.com#Recommendations

13 https://www.forvismazars.us/forsights/2024/02/2024-state-of-the-nonprofit-sector-report?utm_source=chatgpt.com

14 <https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-08/FTA-Report-0268-Effects-of-the-COVID-19-Pandemic-on-Transit-Ridership-and-Accessibility.pdf>

15 *Relative Cost Note: \$ is < \$100,000, \$\$ is between \$100,000 and \$500,000, and \$\$\$ is > \$500,000