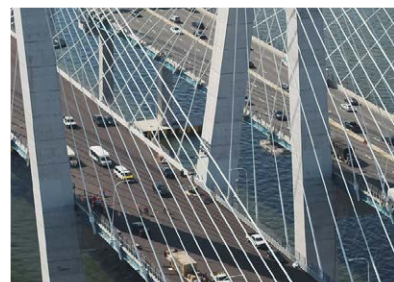
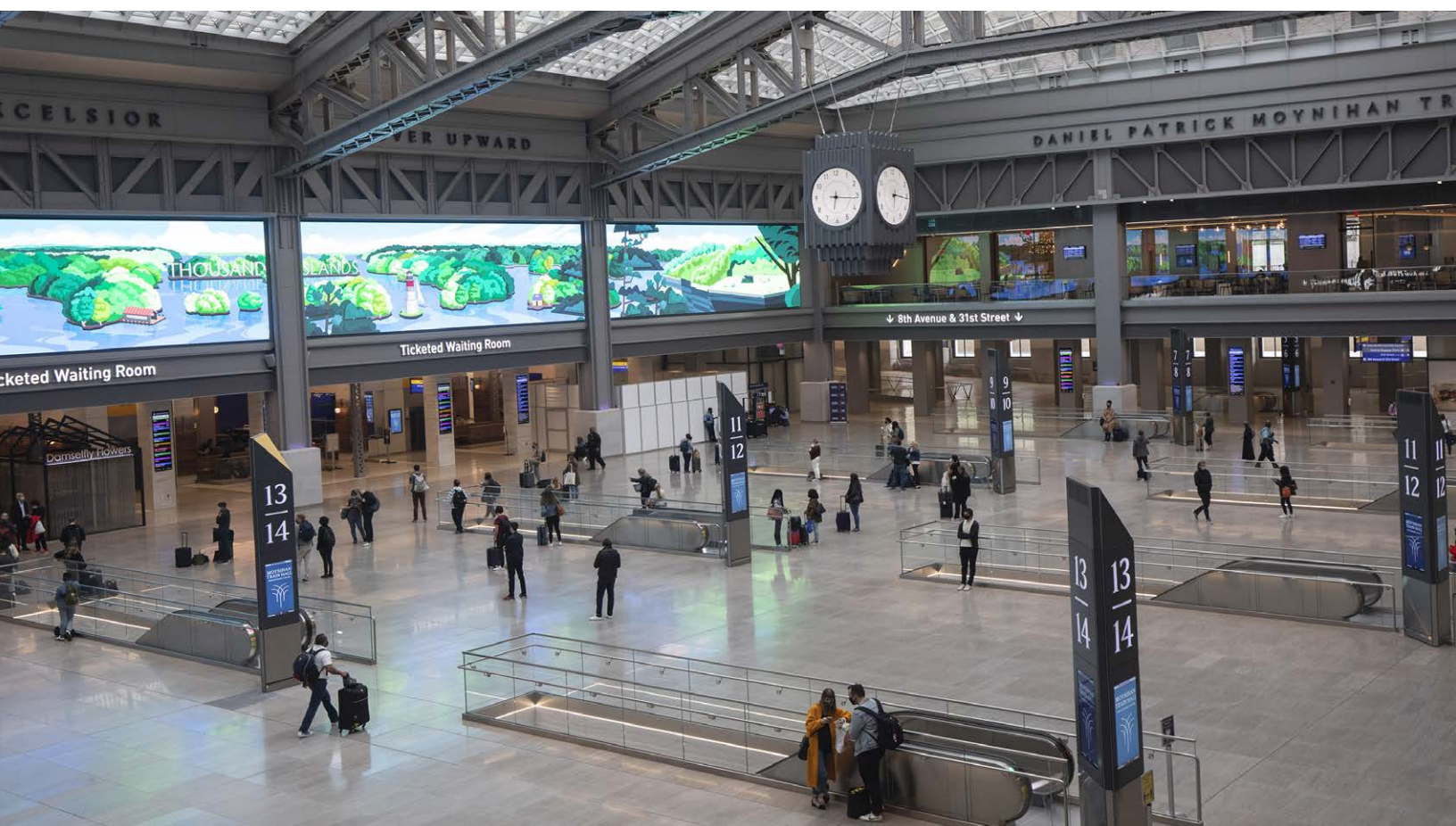




Moving Forward

Your Region, Connected



New York Metropolitan Transportation Council
Regional Transportation Plan
Adopted on September 9, 2021

Appendix F | Coordinated Public Transit—
Human Services Transportation Plan

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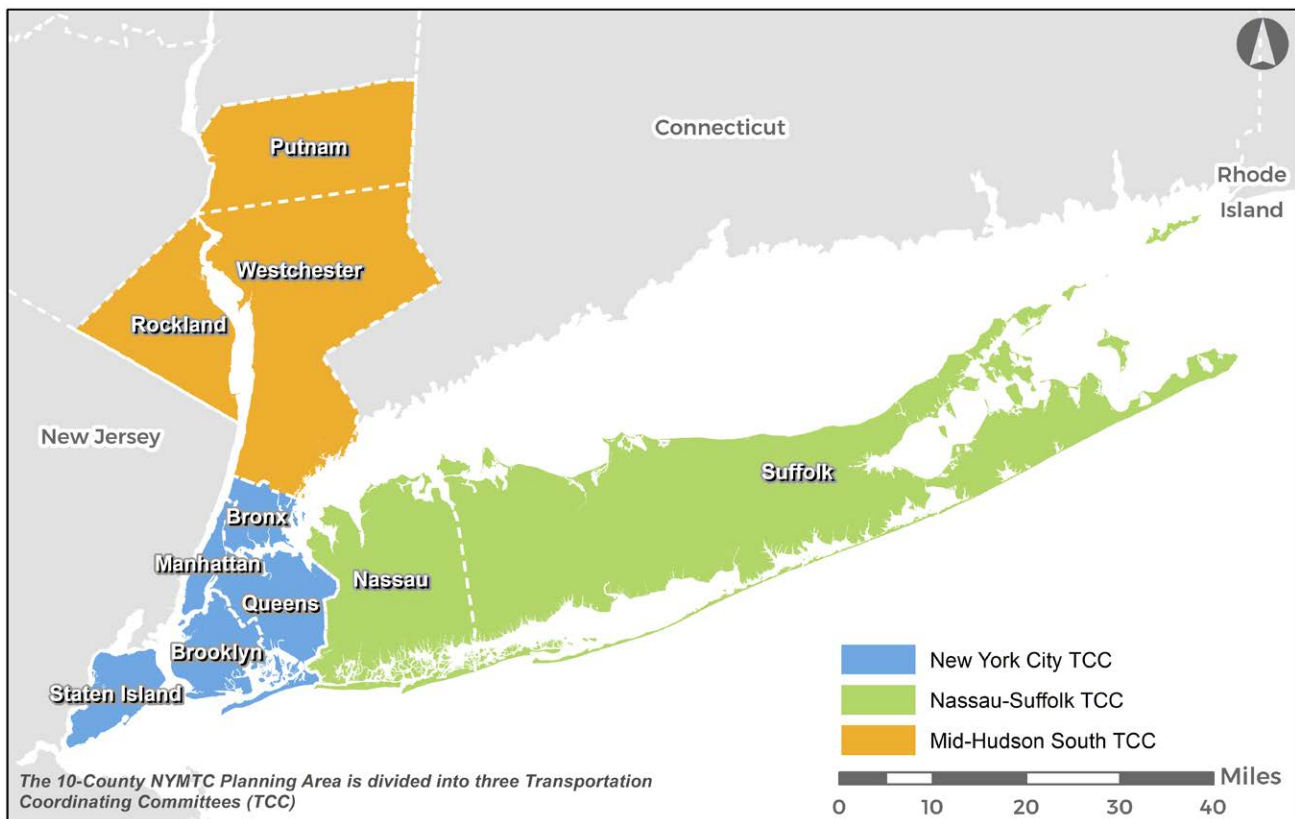
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1

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 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 as a component of its overall regional transportation plan (*Moving Forward* or the Plan). The Coordinated Plan serves as a means to identify and prioritize coordination strategies that will improve the efficiencies of public transit, paratransit services, and human service transportation programs. The Coordinated Plan must be in place at the regional level for transportation service providers to have access to Federal Transit Administration (FTA) funding from 49 United States Code (U.S.C.) 5310, Enhanced Mobility of Seniors and Individuals with Disabilities.

1.1 FEDERAL REQUIREMENTS AND FUNDING PROGRAMS

President Obama signed the Fixing America's Surface Transportation (FAST) Act into law on December 4, 2015; the law authorizes federal transportation funding through Federal Fiscal Year 2020. The FAST Act continues the major changes to the structure of FTA's transit grant programs and coordinated planning requirements that were instituted in its predecessor legislation. Only projects supported with Section 5310 funds are now required to be drawn from a regional Coordinated Plan, although FTA expects public transportation providers that receive funding through the Urbanized Area Formula Funding program (49 U.S.C. 5307) and Rural Area Formula Grants (49 U.S.C. 5311) to be involved in the development of the Coordinated Plan. The Section 5310 program was modified to include projects eligible under the former New Freedom program (49 U.S.C. 5317), described as capital and operating expenses for new public transportation services

and alternatives beyond those required by the Americans with Disabilities Act (ADA), designed to assist individuals with disabilities and older adults. In addition, state and local entities are encouraged to consider other transportation programs and services in the planning process, as NYMTC has done in the past and is doing with this Coordinated Plan.

FTA apports Section 5310 funds according to the size of the planning area, with designated recipients receiving large urbanized area funds, and state departments of transportation receiving funds for small urban and rural areas. As a result of this change, more entities are responsible for leading coordinated planning processes and selecting projects for funding.

Federal planning requirements call for funded projects to be “included in” a coordinated plan. The final Section 5310 guidance maintains the statutory requirement for projects to be “included in” a coordinated plan; however, 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 THIS COORDINATED PLAN

This Coordinated Plan, which will accompany *Moving Forward*, NYMTC’s regional transportation plan, reflects the changes in 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. The demographic profiles in [Chapter 2](#) of this document provide a framework for understanding where the target populations are concentrated, and [Chapter 3](#) identifies the current transportation services available to address their mobility needs.

In addition to the desktop research, NYMTC conducted public outreach in each of the counties/boroughs in its planning area through public workshops and online provider surveys. The public input—combined with the demographic profiles and transportation service provider information—identified the 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 unmet needs in the region: service delivery gaps (both spatial and temporal), institutional gaps, knowledge and information gaps, technology gaps, and accessibility gaps.

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. This Coordinated Plan synthesizes those needs and identifies strategies and priorities for the local level and region wide.

The Coordinated Plan that accompanies *Moving Forward* builds on NYMTC's previous work:

- New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan (adopted 2006)
- Coordinated Public Transit-Human Services Transportation Plan for the NYMTC Area (adopted 2009)
- Incremental Coordinated Plan Update (adopted 2013)
- Coordinated Public Transit-Human Services Transportation Plan 2017 (adopted 2017)

This Coordinated Plan identifies successful coordination strategies from previous plans that remain relevant. Additionally, this Plan relies extensively on the stakeholder input to identify those successful strategies and develop new strategies.

1.3 PLAN CONTENTS

The Coordinated Plan comprises five chapters:

[Chapter 1: Introduction](#) presents an overview of the Coordinated Plan, the federal requirements and funding, as well as a summary of previous Coordinated Plans.

[Chapter 2: Demographic Methodology](#) summarizes the methodology used to create demographic profiles of the NYMTC planning area. The profiles, which can be found in Appendix F-A, inform the assessment of the gaps and needs in Chapter 4.

[Chapter 3: Inventory of Available Services](#) documents the existing public and community transportation services that exist in each county/borough. The service providers, detailed in Appendix F-B, inform the assessment of the gaps and needs in Chapter 4.

[Chapter 4: Assessment of Relevant Services and Facilities](#) presents the assessment of gaps and needs for older adults (age 65 and older) and people with disabilities related to various aspects of transportation service for the target populations in each county/borough.

[Chapter 5: Priority Opportunities for Future Investment or Enhanced Coordination](#) presents potential strategies for addressing the service gaps and needs identified in the region that could be supported with Section 5310 funding.

The following appendices are also included.

- [Appendix F-A](#): Demographic Profiles of the Target Population
- [Appendix F-B](#): Provider Tables



2

DEMOGRAPHIC METHODOLOGY

This chapter presents the methodology for the demographic analysis of the two target populations—older adults (age 65 and older) and people with disabilities. The objective of the analysis is to identify the areas of greatest need: where large numbers of the target populations live and where the highest densities of these populations are located, using the 2014–2018 American Community Survey 5-year estimates from the U.S. Census Bureau. NYMTC aggregated the data by Census 5 Digit ZIP Code Tabulation Area for New York City, by census place for Long Island, and by census county subdivision for the Lower Hudson Valley, depending on the data available for the specific geography, and highlighted the zip codes or municipalities with the highest density and number of members of the target populations. Because some individuals fall into more than one target population, the total numbers are not additive.

The demographic analysis was undertaken on a subregional level as follows:

- **New York City data** are presented for New York City as a whole and for each of its five boroughs: Manhattan, Brooklyn, the Bronx, Queens, and Staten Island.
- **Long Island data** are presented for the eastern end of Long Island as well as individually for Suffolk and Nassau counties.
- **Lower Hudson Valley data** are presented for the entire Lower Hudson Valley region and well as individually for Westchester, Putnam, and Rockland counties.

2.1 DEFINITIONS AND METHODOLOGY

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

- **Older Adults**—Individuals 65 years of age or older from the 2014–2018 American Community Survey 5-year estimates
- **Persons with a Disability**—The 2014–2018 American Community Survey 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

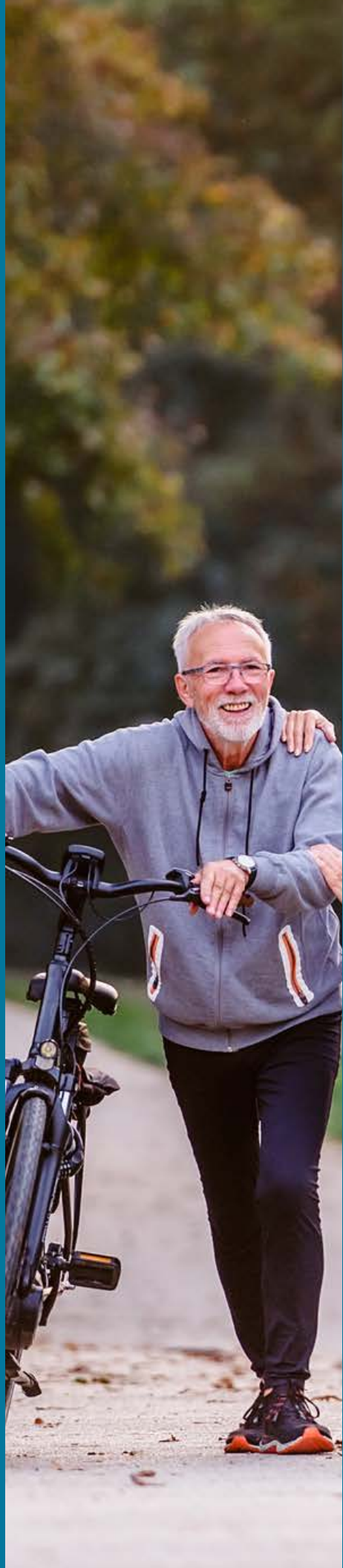


- **Self-care difficulty**—having difficulty bathing or dressing
- **Independent living difficulty**—because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping

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

Census tracts vary in size, both geographically and in population. Therefore, two maps are offered per target population: one showing the absolute number of individuals living in the tract, and another displaying the density of the population, to differentiate these factors. For example, large geographic areas dilute the density of a large population, while a smaller population spread over smaller geographic area contains a higher density. The two separate maps when viewed together give a more accurate view of conditions in each county or borough than each individual map alone.

The analysis presented in [Appendix F-A](#) identifies concentrations of the targeted populations and can be used to identify areas where further investment is warranted. In addition, the data presented can supplement the description that accompanies the application for grant funding.



3

INVENTORY OF AVAILABLE SERVICES

This chapter summarizes 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.

Inventories developed for earlier Coordinated Plans served as a starting point. Transportation providers and stakeholders offered some updated information; internet research and phone calls to providers resulted in further updates. NYMTC's members also provided updated information.

3.1 SERVICES AVAILABLE THROUGHOUT THE NYMTC PLANNING AREA

Two types of services that operate throughout the NYMTC planning area are described below.

3.1.1 MEDICAID NON-EMERGENCY MEDICAL TRANSPORTATION

The New York State Department of Health administers the state's Medicaid program, including the provision of non-emergency medical transportation (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 two private sector transportation brokers, referred to as Transportation Managers, to manage transportation services in six regions across the state. LogistiCare Solutions currently brokers NEMT services for Medicaid recipients in Long Island. Medical Answering Services brokers NEMT services for Medicaid recipients in the state's other five regions.

The responsibilities of the Transportation Managers 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, private taxi/livery companies, private wheelchair van companies, and personal vehicles operated by Medicaid recipients or others. The Transportation Managers are charged with assigning each Medicaid recipient's trip to the lowest cost, most appropriate provider for that individual and his/her trip.

Available information about the providers that are enrolled in the NEMT network in each county or borough is presented in the sections below and in [Appendix F-B](#).





3.1.2 RIDE-HAILING SERVICES

Ride-hailing companies (e.g., Uber and Lyft) have drivers who generally operate their own vehicles to provide trips for customers who arrange for pickup by means of a mobile application (app). In 2017, Governor Cuomo and the State Legislature passed legislation allowing ridesharing to operate in New York State. The legislation excludes New York City and requires any transportation network company (TNC) operating in New York City to be authorized by the New York City Taxi and Limousine Commission. The TNC Act authorizes any county, or a city having a population of more than 100,000, to prohibit the pick-up of a person by a TNC within the bounds of the jurisdiction. None have opted out as of this time.

A critical component of the legislation was to establish the New York State TNC Accessibility Task Force. In February 2019, the TNC Accessibility Task Force released a report that assessed the accessibility and demand of the ride-hailing companies and releases a series of the recommendations to improve accessible transportation throughout the state. The report found that there is a lack of TNC wheelchair-accessible vehicles, which leads to long wait times. The recommendations seek to provide enhanced oversight of the TNCs, improve availability of accessible vehicles, incentivize accessible vehicles, include a disability education program for drivers, make the mobile apps more accessible, and expand payment options.

Several disability advocates have sued ride-hailing companies, leading to systematic changes. The New York City Taxi and Limousine Commission reached a settlement with Uber, Lyft, and Via in the New York State Supreme Court that would require a quarter of the trips provided in New York City to be in wheelchair-accessible vehicles by the middle of 2023. In addition, the companies agreed to wait time requirements that state that they will provide service for 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.

Uber and Lyft are the most well-known companies, but others include:

- **Via**—Similar to a vanpool ride share
- **Curb**—Ride-hailing app for yellow and green taxi cabs
- **SPLT**—Carpooling and shared ride app
- **SPLT Ride**—Medical transportation
- **GoGoGrandparent**—Ride-hailing app used by third parties for older adults

3.2 NEW YORK CITY

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

PUBLIC TRANSPORTATION

The Metropolitan Transportation Authority (MTA) operates subway and bus services throughout New York City. MTA New York City Transit (NYCT) operates 27 subway lines and 234 bus routes, including 20 enhanced bus service routes known as the Select Bus Service (SBS) and 73 express bus routes. Of the 472 subway stations, 122 currently comply with ADA accessibility standards. MTA Bus Company operates 44 local routes in the Bronx, Brooklyn, and Queens; 43 express bus routes between Manhattan and the Bronx, Brooklyn, or Queens; and 3 SBS routes in Queens. MTA Long Island Rail Road (LIRR) operates 11 commuter train lines from Penn Station, Atlantic Terminal, and Long Island City, Queens, to points east. MTA Metro-North Railroad (MNR) operates commuter rail from Grand Central Station to 6 train lines connecting to suburban New York and Connecticut. MTA LIRR and MNR have 108 and 60 accessible stations, respectively. MTA NYCT also operates a single railroad line on Staten Island. The New York City Department of Transportation (NYC DOT) provides public ferry service through 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. 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. The PATH stations at 33rd Street and World Trade Center are accessible. All the above services are available to the public.

MTA provides ADA and non-ADA paratransit service for older adults and people with disabilities under its Access-A-Ride (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 at major destinations throughout New York City; some locations have a CityBench.

This ADA service operates 24 hours a day/7 days 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.

The above services are available to the public, and all populations are eligible to use these services for all trip types.



PRIVATE PROVIDERS

New York City is served by more than 17,000 livery vehicles—including yellow and green cabs—and more than 100,000 black cars. Medicaid NEMT is offered throughout New York City by 1,342 contractors that are organized by Medical Answering Services to provide Medicaid NEMT service. Commuter vans are affiliated with the New York City Taxi and Limousine Commission 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. Nine different private ferry companies also offer commuter, sightseeing, and tour boat operations in New York City.

3.2.1 BRONX TRANSPORTATION PROVIDERS

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

PUBLIC TRANSPORTATION

MTA operates seven subway lines in the Bronx with 12 accessible stations. MTA NYCT operates bus service in the Bronx, including three SBS routes, one of which connects to Queens. Westchester County Bee Line 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's MNR operates commuter rail connecting the Bronx to Grand Central Station via train lines that connect to suburban New York and Connecticut. All these services are available to the public, and all populations are eligible to use these services for all trip types.

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 22 designated AAR pickup locations, 13 have a bench.

PRIVATE NONPROFIT PROVIDERS

Thirty-three confirmed human-service agencies in the Bronx provide programmatic or volunteer transportation in the borough. Many of these are private agencies, and most of them provide transportation for medical, social services, and programming purposes. Three of the identified providers offer service to people with disabilities, while 28 agencies provide services for older adults.

3.2.2 BROOKLYN TRANSPORTATION PROVIDERS

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

PUBLIC TRANSIT PROVIDERS

MTA operates subway, bus, and commuter rail services throughout Brooklyn. MTA NYCT operates 27 subway lines, 16 of which provide service between Brooklyn and Manhattan and 1 that provides service between Brooklyn and Queens. MTA NYCT also operates 94 bus routes in Brooklyn, of which 20 provide service between Brooklyn and Queens, 3 provide service between Brooklyn and Staten Island, 1 provides local service between Brooklyn and Manhattan, and 9 provide express service between Brooklyn and Manhattan. MTA also operates a bus rapid transit service known as SBS, with three SBS routes operating in Brooklyn along Nostrand/Rogers Avenues, Utica Avenue/Malcolm X Boulevard, and Kings Highway/Flatlands Avenue. MTA LIRR operates 10 commuter rail lines, with several trips originating at Brooklyn's Atlantic Terminal and making stops in Brooklyn at Nostrand Avenue and East New York stations before continuing east to Nassau and Suffolk counties. AAR has 27 designated AAR pickup locations in Brooklyn, 11 contain a bench.



PRIVATE NONPROFIT PROVIDERS

Fifty-two human-service organizations in Brooklyn provide transportation services for their members/participants within the borough. Thirty-four of these organizations provide transportation to older adults in Brooklyn neighborhoods based on affiliation or membership with the organization, and trip purposes are primarily for medical services and/or social services. These organizations are generally a mix of nonprofit senior centers and social services organizations, and participants' affiliation/membership may include residence in a particular housing development or cooperative, relationship with an ethnic or

religious community, or residence within the organization's neighborhood service area. Seven of these organizations are nonprofit agencies that provide transportation in select Brooklyn neighborhoods to registered program participants with disabilities, often for agency programs, personal errands, community outings, or medical services. Five organizations provide transportation for both older adults and people with disabilities, mostly to medical appointments and services. Service information was not confirmed for the remaining six organizations. Note that the mode of service and vehicle fleet sizes could not be confirmed.

3.2.3 MANHATTAN TRANSPORTATION PROVIDERS

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

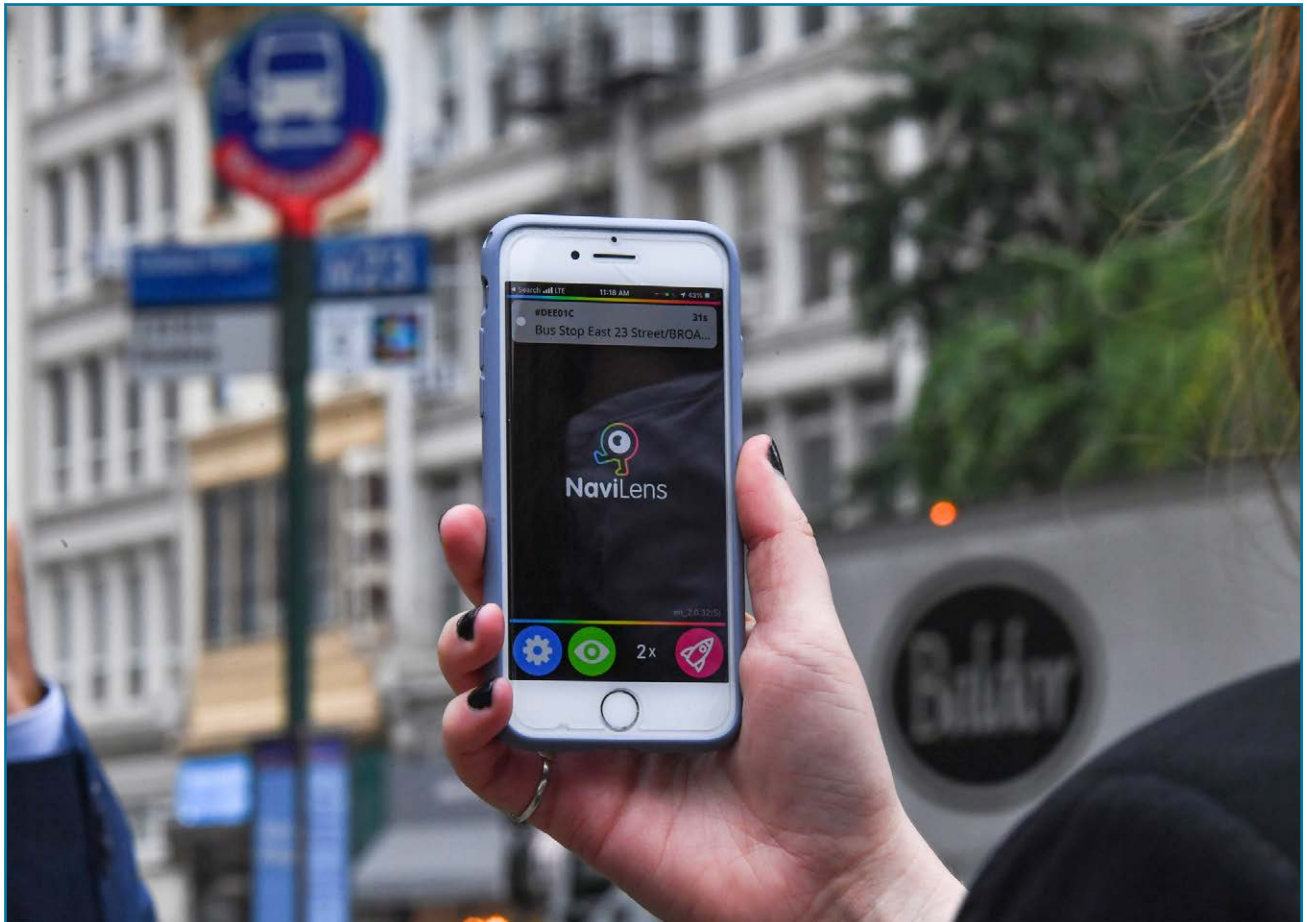
PUBLIC TRANSIT

Manhattan is heavily served by transit with 24 subway lines with 42 accessible stations, 42 bus routes, and 6 SBS routes. MTA NYCT operates 35 express bus routes between Manhattan and the Bronx, Brooklyn, Queens, and Staten Island. MTA LIRR operates a commuter line from Penn Station to 11 train lines heading to points east, and MTA MNR operates commuter rail from Grand Central Station to 6 train lines connecting to suburban New York and Connecticut.

AAR has transfer locations for NJ Transit customers at the Port Authority Bus Terminal; for Amtrak, MTA LIRR, and NJ Transit customers at Herald Square; for Amtrak and MTA LIRR customers at Penn Station/Madison Square Garden; for MTA MNR customers at Grand Central Terminal, and an additional 40 AAR-designated pickup locations in Manhattan.

PRIVATE NONPROFIT PROVIDERS

Seventeen human-service agencies in Manhattan provide program or volunteer transportation in the county. These 17 agencies are private, with most of them providing transportation for medical, social services, and programming purposes. Three of the agencies provide trips for shopping and errands.



3.2.4 QUEENS TRANSPORTATION PROVIDERS

[*Table F-B-5*](#) in Appendix F-B identifies the transportation services available to the target populations in Queens and summarizes the key characteristics of those services.

PUBLIC TRANSIT

MTA LIRR operates commuter rail service in Queens at 24 stations along four branches: the Port Washington Branch, the Hempstead Branch, the Far Rockaway Branch, and the City Terminal Zone. These service branches connect Queens with Brooklyn at Atlantic Terminal, with Manhattan at Penn Station, and with numerous major transit hubs in Nassau and Suffolk counties. MTA NYCT operates 11 distinct subway lines with 81 stations in Queens. Of these, 10 stations combine express and local services and 19 are accessible.

Queens has a dense network of bus service. MTA NYCT and MTA Bus operate at least 110 fixed-route bus services primarily within Queens. Most of these routes provide local service, while roughly one-quarter offer some degree of limited-stop service. In addition, three SBS lines serve Queens. Extensive interborough service is also available in Queens, offering connections to Brooklyn, Manhattan, and Nassau County. There are 20 local bus routes in Queens with connections to Brooklyn, 3 local bus routes with connections to the Bronx, 3 local bus routes with connections to Manhattan, 32 express routes with connections to Manhattan and Brooklyn, 9 routes offering connections to Nassau County, and Nassau Inter-County Express (NICE) bus service from Nassau County that serves eastern Queens.

AAR transfer locations between New York City and Nassau 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 J.C. Penney (1051 Green Acres Mall, Valley Stream). Four of the 20 designated ARR pickup locations have a bench.

PRIVATE NONPROFIT PROVIDERS

Twenty-seven human-service organizations in Queens provide transportation services for their members/participants within Queens. Four of these are nonprofit organizations that provide transportation in select Queens neighborhoods to registered program participants with disabilities, often to adult day programs or medical appointments. The remaining 22 organizations—generally a mix of nonprofit senior centers and social services organizations—provide transportation to older adults in a variety of Queens neighborhoods based on affiliation or membership with the organization. The nature of the participants' affiliation/membership may include residence in a particular housing development or cooperative, relationship with an ethnic or religious community, or residence within the organization's neighborhood service area.

3.2.5 STATEN ISLAND TRANSPORTATION PROVIDERS

[*Table F-B-6*](#) in Appendix F-B identifies the transportation services available to the target populations in Staten Island and summarizes the key characteristics of those services.

PUBLIC TRANSIT

MTA's Staten Island Railway is the only rail line that services Richmond County, and MTA NYCT operates 31 bus routes in the county. One SBS route runs between the Staten Island Mall and Bay Ridge, Brooklyn, and one bus line provides a connection to NJ Transit's Hudson-Bergen Light Rail at 34th Street Station. NYCDOT provides public ferry service to Whitehall Terminal in Lower Manhattan. AAR has seven designated pickup locations in Staten Island, two have benches.

PRIVATE NONPROFIT PROVIDERS

Twelve human-service agencies in Richmond County provide program or volunteer transportation in the county. Many of these are private agencies, and most of them provide transportation for medical, social services, and programming purposes.



Source: Metropolitan Transportation Authority

3.3 LONG ISLAND

3.3.1 NASSAU COUNTY TRANSPORTATION PROVIDERS

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

PUBLIC TRANSIT

Nassau County provides its own bus service with NICE, which is operated by Transdev (formerly Veolia Transportation) and provides service throughout most of the county along 35 routes and route variations; Nassau County also offers three 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 municipal bus system within the City of Long Beach and Point Lookout.

MTA LIRR also serves Nassau County with 56 stations along the Port Washington, Far Rockaway, Oyster Bay, Hempstead, Long Beach,

Port Jefferson, Ronkonkoma, and Babylon lines. Most westbound LIRR trains terminate in Manhattan at Penn Station, though service terminating in Jamaica (Queens), Long Island City (Queens), and Atlantic Terminal (Brooklyn) is also available. Five of the eastbound lines terminate within Nassau County, and three continue into Suffolk County. The remaining line enters Nassau County then turns back into Queens where it terminates.

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 one 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.

MUNICIPAL OR COMMUNITY SERVICES

Nine local/community demand-response services operate in Nassau County of which five are operated by local municipalities and can be used for a variety of trip purposes, though mostly for shopping-related trips and events. The remaining three services are operated by local organizations and can generally be used primarily for medical-related trips.

PRIVATE NONPROFIT PROVIDERS

Five private human-service agencies in Nassau County provide program or volunteer transportation in the county for their members or for users of particular programs or services. Two of these agencies offer services countywide for any trip purposes. Another two agencies offer services to particular day programs and events. The final service is operated by a hospital and provides medical-related trips for users of the hospital.

PRIVATE TRANSPORTATION PROVIDERS

For-hire vehicles, including taxis, liverys, ambulettes, and private buses offering non-emergency medical transportation, are regulated by the Nassau County Taxi and Limousine Commission, and these for-profit transportation providers serve many communities in Nassau County. Nassau County is additionally served by a variety of Medicaid NEMT providers contracted through LogistiCare. Seventy-eight Medicaid NEMT providers serve Long Island.

3.3.2 SUFFOLK COUNTY TRANSPORTATION PROVIDERS

[Table F-B-8](#) in Appendix F-B identifies the transportation services available to the target populations in Suffolk County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Suffolk County operates its own bus service with Suffolk County Transit (SCT) that provides service throughout the county along 42 routes. Three branches of MTA LIRR also service the county with 41 LIRR stations along the Main, Montauk,

and Port Jefferson lines. Most westbound LIRR trains terminate in Manhattan at Penn Station, 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. 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. The above services are available to the public, and all populations are eligible to use these services for all trip types.

Suffolk County provides ADA paratransit for people with disabilities under its Suffolk County Accessible Transit (SCAT) service. Riders must register with the County to determine their eligibility for SCAT, and riders are generally eligible if they have temporary or permanent disabilities preventing them from using the regular fixed-route SCT service. For people with disabilities using the ADA paratransit provided by SCAT, the service area is limited to within three-quarters of a mile of one of the 42 SCT-operated fixed bus routes. Generally, any trips that begin and end in Suffolk County are eligible for SCAT, except for the community of Shelter Island and the town of Huntington, which are served by the HART paratransit system. Select NICE bus routes from Nassau County also serve portions of western Suffolk County.



MUNICIPAL OR COMMUNITY TRANSPORTATION PROVIDERS

Several municipal and community-based on-demand paratransit services are available in Suffolk County. Four municipalities—the towns of Huntington, Brookhaven, East Hampton, and Southampton—offer paratransit services for residents within their respective communities for both older adults and people with disabilities. 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. Trips must be for medical or shopping-related purposes in the town of East Hampton; curb-to-curb paratransit 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. There is no limit to trip purposes allowed. The town of Southampton offers a similar paratransit service for older adults and people with disabilities for medical- and shopping-related trips reserved in advance. 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
- Smithtown
- Riverhead
- Southold
- Shelter Island

PRIVATE NONPROFIT PROVIDERS

Eighteen human-service organizations in Suffolk County provide transportation services for their members/clients within the county. Five of these organizations provide transportation throughout Suffolk County to registered program participants with disabilities, often to adult day



programs. These organizations are a mix of for-profit and nonprofit ventures. An additional three organizations are hospitals or medical centers that provide transportation to people with disabilities and older adults who do not have other means of transportation. The remaining 10 nonprofit organizations provide transportation to older adults and people with disabilities based on the membership status of the individuals involved or an ongoing commitment to participate in the organization’s programming.

PRIVATE PROVIDERS

The Suffolk County Taxi and Limousine Commission regulates for-hire vehicles, including taxis, liveries, ambulettes, and private buses offering non-emergency medical transportation. Thirty-three confirmed taxi and limousine companies operate in Suffolk County.

The Suffolk County Department of Health administers the Medicaid program for Suffolk County residents. Prior to 2011, this role was performed by the Department of Social Services. The Suffolk County Department of Health contracts with LogistiCare Solutions, LLC, to perform Medicaid transportation coordinator functions such as receiving ride requests, dispatching vehicles, and logistics. There are 78 Medicaid NEMT providers that serve Long Island.

3.4 LOWER HUDSON VALLEY

3.4.1 PUTNAM COUNTY TRANSPORTATION PROVIDERS

[*Table F-B-9*](#) in Appendix F-B identifies the transportation services available to the target populations in Putnam County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Putnam County operates 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 four fixed routes. A seasonal trolley in Cold Spring and a commuter shuttle to the MTA MNR station at Croton Falls also serve the county. 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 HART bus system provides service from Connecticut to the Brewster and Southeast train stations in Putnam County.

Putnam County provides paratransit service for people with disabilities through PART's paratransit service in a service area within three-quarters 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.

PRIVATE NONPROFIT PROVIDERS

Two human-service agencies in Putnam County provide program or volunteer transportation.

Both agencies are private; one of these agencies offers transportation to and from day programs such as training or adult day-care services and medical appointments. In addition to these services, a volunteer driver program takes veterans to medical appointments.

PRIVATE PROVIDERS

Fifteen agencies in Putnam County offer private transportation of one type or another, including two ambulette services, three private car services, six taxi companies, and one private commuter bus service in the county. Additionally, Medical Answering Services contracts with 123 NEMT Medicaid providers to provide service to Putnam County.

3.4.2 ROCKLAND COUNTY TRANSPORTATION PROVIDERS

[*Table F-B-10*](#) in Appendix F-B identifies the transportation services available to the target populations in Rockland County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Rockland County operates 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 Clarkstown Mini-Trans and other regional transit services such as the Hudson Link, Rockland Coaches (Red & Tan), Short Line, and NJ Transit trains. Clarkstown Mini-Trans is small municipal bus systems that offers five routes that operate throughout the town.

Finally, five commuter rail stations served in coordination with MTA MNR and NJ Transit offer service between northern Rockland and Orange counties, New Jersey, and New York City. All the above services are available to the public, and all populations are eligible to use these services for all trip types. TOR and Clarkstown Mini-Transit operate exclusively within Rockland County, while MTA MNR, NJ Transit, and the Hudson Link provide transportation to destinations outside Rockland County.

Rockland County provides 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 municipal, fixed-route bus route during hours of operation. For the non-ADA service, riders may take trips throughout Rockland County from 7:00 a.m. to 7:00 p.m., Monday to Friday, and on Saturday from 8:00 a.m. to 5:00 p.m. with limited service available.

MUNICIPAL OR COMMUNITY SERVICES

The Rockland County Office on Aging offers a taxi voucher program for adults age 60 or older with valid proof of residency and age to help with medical transportation. There are no geographic limitations on these trips.

PRIVATE NONPROFIT PROVIDERS

Nine private human-service agencies in Rockland County provide program or volunteer transportation. Six of the provider agencies offer transportation to and from day programs such as training or adult day-care services. Two agencies provide non-program specific trips such as shopping or medical trips.

PRIVATE PROVIDERS

Monsey Trails and Coach USA/Rockland Coaches provide private bus commuter service between Rockland County and New York City. Several taxi companies also serve Rockland County. Additionally, Medical Answering Services contracts with 120 NEMT Medicaid providers to provide service to Rockland County.

3.4.3 WESTCHESTER COUNTY TRANSPORTATION PROVIDERS

[*Table F-B-11*](#) in Appendix F-B identifies the transportation services available to the target populations in Westchester County and summarizes the key characteristics of those services.

PUBLIC TRANSPORTATION

Westchester County operates the Bee-Line System bus system under contract with private operators. 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 to New York City at 43 stations in Westchester County, along three lines: Hudson, Harlem, and New Haven. The Hudson and Harlem lines provide direct service from some Westchester County stations to Putnam and

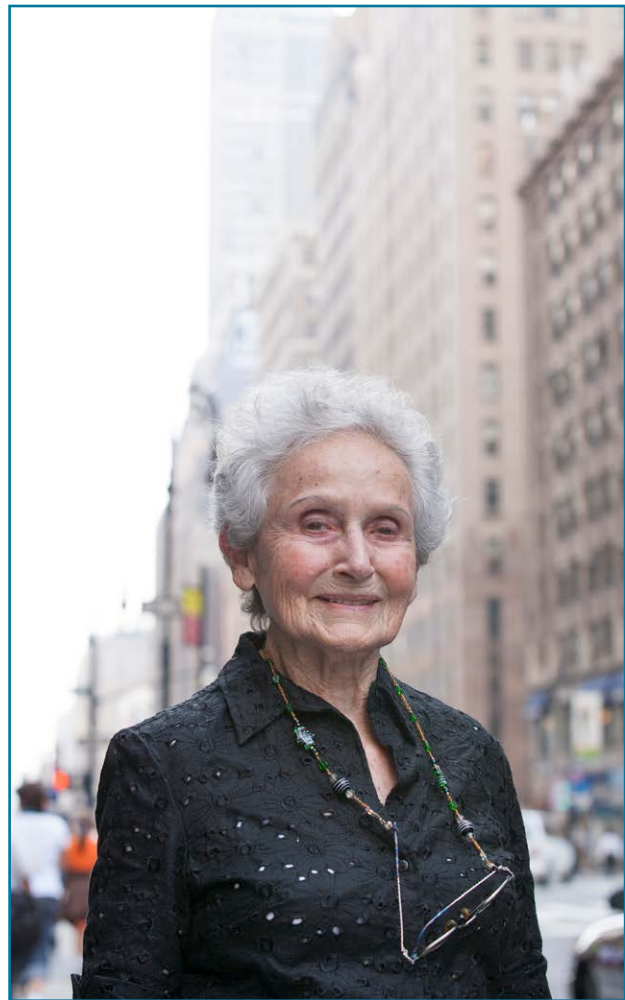


Dutchess counties, while stations along the New Haven line have direct service to Connecticut. In addition, the Hudson Link, operated by Transdev for New York State DOT (NYSDOT), provides commuter bus service between Rockland County and White Plains and Tarrytown in Westchester County. The I-Bus, operated by Connecticut Transit, provides service between White Plains and Stamford, Connecticut. The OWL Bus is operated privately under a contract with NYSDOT and provides service from Orange and Dutchess counties to White Plains. TLC – The Leprechaun Connection, provides commuter service from Dutchess and Putnam counties to White Plains and Westchester Medical Center; and the Ridgefield-Katonah Shuttle provides limited stop, commuter service between Ridgefield, Connecticut, and Katonah.

Westchester County provides ADA paratransit service for people with disabilities and older adults through Bee-Line ParaTransit. This service exceeds federal mandates by providing paratransit service between all points within the county's borders, and service hours generally 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 TRANSPORTATION PROVIDERS

Several communities across Westchester County operate demand-response services for their residents, largely oriented toward older adults. Municipalities in Westchester County offer 32 demand-response services, with most operated through a municipal office or recreation department, or through the senior center. All services are available for older adults, while some specify that people with disabilities are also eligible. Most services provide trips for shopping, medical appointments, senior centers, and community activities.



PRIVATE NONPROFIT PROVIDERS

RideConnect is a program of Family Services of Westchester—a private, nonprofit organization—that coordinates rides with volunteer drivers for older adults for all types of trips across Westchester County. RideConnect also operates weekly and biweekly “shopper” services in several communities using the organization’s own vehicle and provides information and referrals for other transportation services.

OTHER SERVICES AND PROVIDERS

A private ferry company—NY Waterway—provides peak-hour ferry service to Haverstraw in Rockland County from Ossining, through a contract with MTA MNR. Additionally, several taxi companies serve Westchester County, and Medical Answering Services contracts with 211 private providers to provide Medicaid NEMT service.



3.5 IMPACTS FROM COVID-19 ON PARATRANSIT

Since March 2020, transit service in the NYMTC planning region has been radically altered by the emergency orders due to the emergence of the novel coronavirus (COVID-19) pandemic and the resulting public health emergency. In May 2020, the New York State and Assembly, recognizing that paratransit users (older adults and people with disabilities) are particularly vulnerable to the devastating impacts of COVID-19, passed a bill that requires protections for drivers and passengers of paratransit services. The law extends paratransit eligibility expirations through August 31, suspends in-person assessments, prohibits shared rides, and requires personal protective equipment for drivers.

During the PAUSE order, paratransit agencies saw an 80 percent decrease in ridership nationwide. There were fewer trips for day programs, straining contractors and taxi operators to maintain workforce with decreased fares. The reduction in capacity from the elimination of shared rides affected productivity. Rather than suspend service, some operators turned to non-transit services such as meal delivery. As New York State moved to reopen, shared rides were resumed. While the long-term effects of the COVID-19 pandemic on paratransit service are unknown, several opportunities to reconsider future paratransit operations have been identified:

- **Right mix of vehicles**—The prohibition on shared rides could lead to a reconsideration of the right mix of vehicles.
- **Eligibility determination process**—Nationally, the process shifted from face-to-face to either telephone or video conference. Even with the eligibility expirations extended in New York State, opportunities exist to optimize the eligibility process.
- **Using vehicles in a flexible way**—Several providers continued to serve older adults and people with disabilities by distributing meals, which benefited those vulnerable populations and allowed agencies to retain staff to ensure they are available when normal operations resume. This flexibility could lead to a mixed delivery operation.
- **Technologies**—Due to concerns about infection, MTA, Westchester County, and others suspended fare collection on board for fixed route service for five months. This experiment could lead to adoption of cashless or contactless payment systems.
- **Cleaning and hygiene practices**—Agencies initiated new and more thorough cleaning practices that negatively affected budgets; sustainable practices will need to be determined.
- **Land use changes and street closings**—New York City and municipalities in the suburban counties closed streets to allow people to socially distance and to provide opportunities for outdoor dining. However, this can have a negative impact on paratransit operators that provide curb side pickup or drop off. Decisions to permanently change land use and streets to accommodate outdoor dining should involve input from people with disabilities.



4

ASSESSMENT OF RELEVANT SERVICES AND FACILITIES

An assessment of gaps and needs for older adults (age 65 and older) and people with disabilities related to transportation services in each county/borough is provided below. Each assessment considers the county/borough's demographic characteristics, available transportation services, and input from transportation providers, stakeholders, NYMTC member agencies, and the public.

The public comments were gathered through three virtual focus groups within the NYMTC subregions (New York City, Long Island, and the Lower Hudson Valley). The purpose of these focus groups was to understand the transportation issues and needs for older adults and people with disabilities. For each subregion, the team held focus groups made up of members of the two targeted populations. Participants were recruited by the professional market research firm, Fieldwork, from an extensive database of potential focus group participants. Recruitment was focused on finding diverse groups of people that identify with these categories who live in the 10-county NYMTC region. Participants needed to be able to explain how existing transportation systems and services support their transportation needs and how these services could be improved. The focus group input was supplemented with input from the community engagement used for *Moving Forward* and the extensive outreach conducted for the Coordinated Plan that was part of *Moving Forward's* predecessor in the development of strategies. Gaps that were discussed included:

- **Service Delivery Gaps**—Longer distance and inter-jurisdictional trips, service frequency, and span issues
- **Spatial Gaps**—Service area coverage gaps and cross-jurisdictional service gaps
- **Temporal Gaps**—Limitations due to schedules and operating hours
- **Institutional Gaps**—Lack of coordination between varying agencies and a lack of coordination regarding messaging the public, particularly for paratransit (the funding and administrative structure of transit providers often leads to distinct service breaks at municipal borders)
- **Knowledge and Information Gaps**—Limited coordination of information transfer between service providers
- **Technology Gaps**—Limitations in use of cross-cutting technology across geographic boundaries
- **Accessibility Gaps**—Accessibility issues at transit facilities, linkages, and physical access to transit

4.1 NEW YORK CITY

SERVICE ASSESSMENT

As described in [Section 3.2](#), 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 does most bus service. 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. As noted in [Chapter 3](#), the number of providers and the target populations that they serve vary by borough/neighborhood. Staten Island has, by far, the fewest human-service agencies providing service. In all the boroughs, there are fewer community transportation providers for people with disabilities than there are for older adults. Further, the agencies that do provide service for people with disabilities are more limited by trip type and are restricted by time of day.

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, and ferry service. Considered together with public transportation, the spatial and temporal gaps in New York City are limited.

PUBLIC COMMENTS ABOUT GAPS AND NEEDS

Commenters noted a preference for traveling via bus. They stated that buses were less crowded, the drivers were more considerate, and buses were easier to access than the subway since many of the subway stations lack elevators. However, commenters noted that traveling by bus is a slower mode of transit and indicated that some buses do not stop right at the curb to allow for people with disabilities to board. Commenters identified NYC Ferry as accessible with all stops and boats being accessible and ferry crew who will assist passengers if needed.

Commenters noted that ferry service should be increased with additional terminals, particularly in the Bronx. Commenters recommended additional driver training for all providers to improve attitude toward the target populations, sensitivity toward issues based on disability, passenger safety, and teaching best practices on how to properly load passengers by giving priority to people with disabilities.

Commenters identified the need for improvements for AAR such as improved reliability and on time performance, improving coordination with neighboring counties, and improvements to the reservation system. Attendees discussed the need to schedule a ride at least a day in advance and the lack of available service at night. They also stated they would prefer scheduling a paratransit ride on demand via an app like an Uber/Lyft/Via rather than using the existing AAR system. They also identified MTA's voucher pilot program when a ride was canceled that they would like to see made permanent. The need for improved communication was raised including clearer announcements from subway operators to

riders, more electronic notifications to display the estimated time of arrival for the next bus or train, and improvements to the MTA paratransit app. Participants noted that the app does not always work.

Accessibility gaps were identified in the sidewalk network. Commenters stated that curb ramps for wheelchairs were not flat enough and are usually blocked by pedestrians waiting for the light to change.

Affordability and payment methods were cited as additional barriers; it is inconvenient to have different means of paying for paratransit and the bus or subway. Commenters would prefer the different transit systems to be integrated to allow consistent pricing and payment methods. They recommended improvements to the MetroCard system such as making kiosks available outside subway stations because not all stations are accessible.



4.2 LONG ISLAND

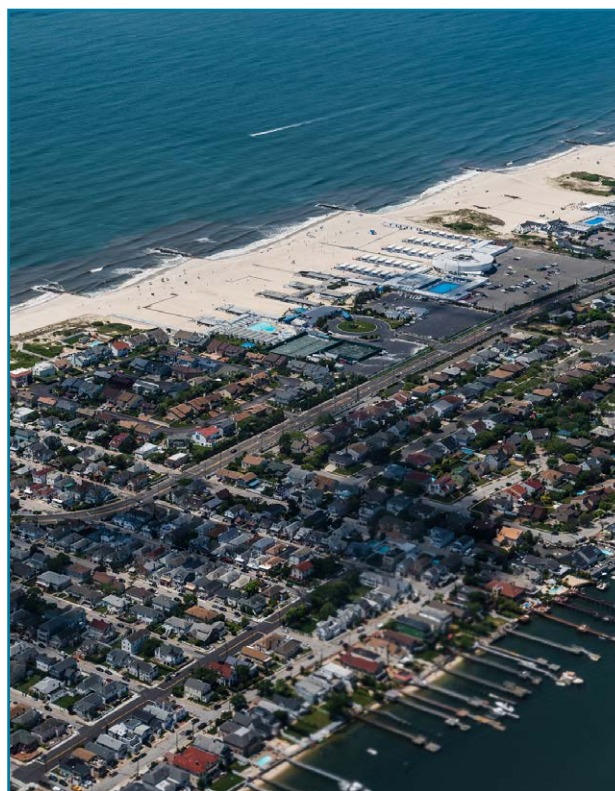
4.2.1 NASSAU COUNTY

SERVICE ASSESSMENT

Bus service is provided in the county by a private provider under contract to the county as the NICE system across 35 bus routes. MTA LIRR provides commuter rail service over 9 of its 11 lines. Small bus systems are also operated by the cities of Glen Cove and Long Beach. 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.

Seven municipal or community transportation providers offer demand-response paratransit 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 Oyster Bay. 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 by 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 Sunrise Mall. Similarly, transfers can be made to AAR services in Queens at the Green Acres Mall or at Northwell Health.



The demand-response services offered by Long Beach Transit for people with disabilities operate from 5:00 a.m. to 5:00 p.m. Other municipal demand-response providers offer a limited number of trips each day or week, and the services are designed for older adults. Temporal gaps also exist for private nonprofit transportation services but are generally provided Monday through Friday from 6:00 a.m. to 6:00 p.m., with some limited weekend service.

MTA LIRR operates commuter rail service on the Babylon, Oyster Bay, Port Jefferson, Port Washington, Far Rockaway, Long Beach, Hempstead and West Hempstead branches. Service operates primarily for New York City-bound trips in the morning and Long Island bound trips in the evening, and primarily orients its service from west to east. MTA LIRR service varies according to the branch but decreases in frequency during off-peak times.

4.2.2 SUFFOLK COUNTY

SERVICE ASSESSMENT

Private operators provide bus service under contract with Suffolk County as SCT, which provides service along 47 routes 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 paratransit service to people with disabilities in Suffolk County. All ten towns in Suffolk County offer paratransit for older adults within their respective jurisdictions. SCAT paratransit service recently expanded its coverage area to anywhere within Suffolk County. MTA LIRR operates commuter rail service along the Port Jefferson, Babylon, Ronkonkoma, and Montauk branches. Service operates primarily for New York City-bound trips in the morning and Long Island bound trips in the evening, and orients in the east-west direction for New York City-bound trips, with no north-south oriented service.

Several temporal gaps exist in SCT's service area, particularly during evening, late night, and weekend periods. Most routes operate on weekdays and Saturdays. Sunday bus service however is available only on 12 of SCT's 47 routes. In general, service on begins between 5:30 and 7:00 a.m. and ends between 6:30 p.m. and 8:00 p.m. Temporal gaps in service remain during 8:00 p.m. to 5:00 a.m., a key concern for late-shift workers. SCAT is available during normal fixed-route service hours, weekdays from 6:00 a.m. to 8:30 p.m. and on weekends from 7:00 a.m. to 8:30 p.m. Municipal paratransit services for older adults and people with disabilities operate only during limited periods, generally from 8:00 a.m. to 3:00 p.m., Monday through Friday. Only HART's Special Needs service operates on Saturdays; none of the municipal paratransit providers offers Sunday service. These evening and weekend temporal gaps impede mobility for people with disabilities who must rely on the County's SCAT service that may or may not be available.

LONG ISLAND PUBLIC COMMENTS ABOUT GAPS AND NEEDS

Commenters noted the difficulty of using bus service, stating that transit is oriented east-west, and there are few cross-island services, and those cross-island services that are available are infrequent. They also mentioned a preference to rely on their own car or services such as Lyft or Uber rather than rely on transit. Commenters also identified cost as a barrier to transit and would like to see more senior and reduced fares on Long Island buses and discounted fares for permit parking at MTA LIRR stations.

Commenters cited Able-Ride service coordination and reliability issues, including late pickups. Transfers between paratransit services for New York City, Nassau County, and Suffolk County were acknowledged as connecting reasonably well. However, participants noted that the coordination requires significant planning because the user must call each service individually.



Accessibility gaps at or near bus stops and rail stations limit mobility options, while buses often do not have enough ADA accessibility, particularly for wheelchairs and walkers. Elevators and escalators are often not working at stations, and many elevated stations lack elevators. Broken sidewalks were cited as another barrier to accessing transit. Commenters stated that some pedestrian areas do not have enough light, signage, and protection from traffic.

Information gaps were also identified as an issue for paratransit. Commenters would prefer to make reservations through an app or by text messages. Commenters perceived communication regarding Able-Ride arrival times and delays as poor, with no capability to check on the status of a ride.



4.3 LOWER HUDSON VALLEY

4.3.1 PUTNAM COUNTY

SERVICE ASSESSMENT

Putnam County has three fixed-route bus service providers that provide service under contract to the county as part of the PART system, 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 little to no local 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 to Friday in the mornings and afternoons. The exception is the seasonal Cold Spring Trolley that operates on the weekend during the summer and only in the western part of the county. 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.

4.3.2 ROCKLAND COUNTY

SERVICE ASSESSMENT

Five fixed-route bus operators provide service in the county—TOR, which operates under contract to the county; two small municipal providers with the Clarkstown Mini-Trans and Spring Valley Jitney; one public express bus service in the Hudson Link; and one private commuter bus service from Coach USA. 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. The county's TRIPS paratransit provides service for people with disabilities within three-quarters of a mile of the county's four fixed public bus systems, thus limiting access to those areas mentioned. Several communities in Rockland County have limited access to the two 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 line is available at Suffern Station.

Service times vary across the county's various transportation providers; however, there is still relatively limited services available on Sundays. Only TOR and TRIPS paratransit (available within the mandated ADA service areas) are available on Sunday.

4.3.3 WESTCHESTER COUNTY

SERVICE ASSESSMENT

Two bus operators provide fixed-route service in Westchester County under contract to the county as the Bee-Line System. Fifty-nine routes operate throughout the county with higher frequency service 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 northern portions of the county. The county is also served by three MTA MNR lines—the Hudson, Harlem, and New Haven.

Bee-Line ParaTransit service is available within Westchester County borders, not just within mandated ADA service areas. 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.

LOWER HUDSON VALLEY PUBLIC COMMENTS ABOUT GAPS AND NEEDS

Some of the most commonly identified issues involved the spatial gaps throughout the transportation network. Commenters noted that there is limited transit service outside the urban centers, in northern Westchester, and in the western portion of Putnam County. In northern Westchester, the service lacks east-west transit and the system is orientated north-south. Participants also noted that buses with inadequate shocks can be painful on long rides for people with disabilities.

Temporal gaps were identified. Commenters noted that bus schedules are limited to commuting hours with some service stopping as early as 6:00 p.m. Service is even more limited on Saturday, and some areas have no service on Sunday. There is a desire for expanded service hours outside commuting times. A participant who uses the bus to travel from White Plains to Harrison for medical appointments stated that the bus only runs once every hour and the service stops running at 6:00 p.m., which prohibits the participant from attending support groups at the hospital. This schedule gap was also noted as an issue for people who work later in the evening.

Commenters noted the need for improved paratransit routing, scheduling, and reliability. Commenters also identified coordination issues between paratransit providers outside the individual counties that make transfers difficult. Focus group participants urged better coordination among transportation providers, including sharing resources and promoting services.

Accessibility gaps were identified. Commenters identified issues with the lack of sidewalks and street crossing movements, particularly noting that the paths of travel to bus stops are difficult to navigate. Commenters identified a need for more seating at bus stops and improved lighting to improve transit for older adults and people with disabilities. Road safety was a concern, with the need for more reflectors on the roads, guardrails, and signage.

Information and technology gaps were identified. Commenters stated that schedules could be clearer, noting that the Bee Line bus schedule can be hard to follow. The Hudson Link kiosks showing bus arrival and departure times were noted as a feature they would like to see throughout the region. Payment methods were cited as an additional barrier; it is inconvenient to have different means of paying for paratransit and the bus or subway. Participants identified the need for additional methods to refill reduced fare MetroCards and want the ability to pay by phone or to add funds via a phone app.



5

PRIORITY
OPPORTUNITIES FOR
FUTURE INVESTMENT
OR ENHANCED
COORDINATION

The primary purpose of this Coordinated Plan is to provide guidance for making future funding decisions and project selections throughout the NYMTC planning area. According to federal requirements, projects selected for specific kinds of federal funding (which could be programs, activities, or physical projects intended to address the gaps or needs identified in the Coordinated Plan) must be included in the Coordinated Plan to be eligible. “Inclusion” in the Coordinated Plan need not be by specific reference; rather, consistency with the priorities for investment defined in this chapter should, in most cases, confer the necessary funding eligibility.



This chapter presents potential solutions to the various gaps, needs, and travel challenges identified for each county/borough through the planning process and discussed above in [Chapter 4](#). These solutions are identified as priority opportunities for future investment or enhanced coordination. They can be used with the spatial information on the target populations in [Appendix F-A](#) to target future investments and activities.

5.1 PRIORITY INVESTMENT/COORDINATION OPPORTUNITIES

[Table F-1](#) 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 and Goals and related objectives described in [Chapter 1](#) of *Moving Forward* provide a strategic framework for all components of the regional transportation plan, including the Coordinated Public Transit-Human Services Transportation Element, whose priority investment and coordination opportunities for paratransit services, fixed-route transit service, physical accessibility, information and communication, service enhancement, coordination, home health care, and regional planning considerations are consistent with *Moving Forward's* Shared Vision. Taken together, these priority investment and coordination opportunities can serve as a blueprint for future investment and policy/program development.

Transit providers, county or municipal governments, and/or human services organizations could implement many of the investment and coordination opportunities identified in [Table F-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:

- Transfer policies between paratransit service providers that would make inter-county or even interstate travel more feasible and convenient for customers, enabling access to regional employment, health care, and shopping destinations.
- Travel options for employees such as home health aides traveling from New York City to Long Island or Lower Hudson Valley communities, who are currently challenged by limited connecting services and/or lengthy travel times in the reverse commute direction.
- Accessibility improvements to transit stations, bus stops, and streets, and roadways.
- Standardized driver/customer service training practices.
- Provision of centralized transportation information, especially a comprehensive one-call/one-click system.

Table F-1

Priority Investment/Coordination Opportunities

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Paratransit Services			
Shared use of human service transportation and paratransit 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	\$	Developmental disability agencies contract for service through Interagency Transportation Solutions in Staten Island and elsewhere in New York City; Community Program Centers in Suffolk County borrows 5310 vehicles from United Cerebral Palsy Long Island; agencies in Rockland County contract for service with TRIPS
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 paratransit reservations and scheduling software
Online reservation systems to complement traditional phone systems	Ability for customer to place, change, or cancel paratransit trip reservations using a web-based system	\$	AAR "Manage My Trips" system
Provision of aides or escorts to provide passenger assistance	Providers or partner organizations recruit and train aides to assist paratransit customers while onboard vehicles; also known as "bus buddy" programs.	\$	

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Support for services that currently receive Section 5310 funding	Continued investment in services that are currently supported with funding from Section 5310 and other sources	\$\$\$	Expanded paratransit services, Mobility Management, and other programs and services
Vehicle purchases and replacements	Continued support for purchases of new and replacement vehicles for traditional and other types of Section 5310 subrecipients	\$\$\$	Many vehicles throughout the planning area are purchased through Section 5310
Substantially increased funding for paratransit services	Additional resources to enable paratransit providers to handle trips with fewer capacity constraints that can lead to on-time performance and reliability issues	\$\$\$	
Fixed-Route Transit Services			
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 70 additional subway stations stated for ADA accessibility through MTA's latest Capital Plan

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



Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Physical Accessibility Improvements			
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 Stops under the EL, Sidewalks to Buses, Subway-Sidewalk Interface
Bus bulbs	Sidewalk is extended into 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
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

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Physical Accessibility Improvements			
Curb extensions	Sidewalk is extended into 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)	
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 mid-block crosswalks These beacons feature flashing, high-intensity LEDs that alert motorists that pedestrians are using the crosswalk.	\$\$	Brookhaven, Suffolk County, New York

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Information and 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
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 for real-time accessibility information	Application developers create app for passengers using data from transit providers	\$	E-alerts sent to phone or email available through MTA website and Google Maps; service alerts available in Moovit app; MyMTA app
Mobile app 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	\$\$	

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Information and Communication			
One-Call/One-Click 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 non-emergency and post-discharge medical trips (dialysis, chemotherapy)	\$	Available for Curb-connected yellow and green taxis in New York City. Uber health partnered with Ride Health to service Health Care Workers in Staten Island during the COVID-19 pandemic. Ride Health is partnered with Uber Health and partnered with Lyft beginning January 1, 2021
Methods to communicate unsafe or inaccessible conditions on sidewalks and at bus stops	Develop an app or online portal that allows the public and transit agencies to identify, map, and describe sidewalk conditions	\$	NYC311 System

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



Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Service Enhancement			
Expanded paratransit service areas	Service beyond the required ADA service area	\$\$	Countywide service in Westchester, Suffolk, and Rockland counties
Travel training	Individuals 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, UCP of NYC, Little Flower Children and Family Services of NY (NYC and Long Island); JCC of the Greater Five Towns (Nassau); Jawonio Community Employment Services, Rockland Psychiatric Center, Mental Health Assoc. of Rockland (Rockland), Rutgers Paratransit Skills assessment
Accessible taxi vehicles	Support for the purchase of accessible vehicles by taxi providers	\$-\$\$	
Increased days/hours of fixed-route or paratransit service; new and extended routes	New fixed route service; paratransit service beyond the required match to fixed route service days/hours	\$-\$\$	New Sunday service in Suffolk County
Volunteer driver programs	Economical way to provide trips in rural or underserved areas	\$	Westchester RideConnect, Town of Shelter Island, Rockland Psychiatric Center
Taxi or flexible voucher programs	Subsidized rides with taxi providers or a flexible mix of public transit operators, nonprofit providers or friends/family/neighbors	\$	Westchester, Rockland, North Hempstead taxi voucher programs

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
Service Enhancement			
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
Paratransit feeder service to fixed-route transit (bus and rail)	Paratransit service is used to provide access between homes or final destinations and fixed route services.	\$	Westchester paratransit transfer point at White Plains station
Cycling as a mode of transportation for older adults and people with disabilities	Public bike share systems typically use a bike designed for an able-bodied commuter. A diverse community needs different types of bikes for different user abilities and trip purposes. Accessible bike sharing could include tandem, hand cycle, electric assist, and/or three-wheeled cargo bikes.	\$-\$\$	Various throughout the planning area
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.	\$	
Expand payment options	Support the availability of more flexible payment options such as app based or contactless.	\$	MTA's new fare payment system, OMNY, allows customers to use their own contactless card or smart device to make fare payments and enter the system; it will combine fare payments and mobile ticketing across subways, buses, and commuter rail

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

Investment/ Coordination Opportunity	Description	Relative Cost*	Examples from the NYMTC Planning Area
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 paratransit providers and/or human services 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
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	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 Uber/Lyft subsidies for first mile/last mile connections below.	\$	RideConnect in Westchester County
Subsidized taxi or ride-hailing service for first mile/last mile travel	Agencies provide subsidy to customers to purchase trips from TNCs, also known as ride-hailing services.	\$	

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

5.2 REGIONAL PLANNING CONSIDERATIONS

Maximizing the priority opportunities for investment and coordination requires regional planning and procedural considerations to be addressed in the NYMTC planning area to foster consistency across jurisdictions, address procedural hurdles, and undertake relevant regional planning initiatives.

Toward that end, this Coordinated Plan identifies the following areas related to the priority opportunities for further consideration in NYMTC's regional planning process.

5.2.1 FUNDING FOR PARATRANSIT AND HUMAN SERVICES TRANSPORTATION SERVICES

One of the top issues raised by participants in the outreach efforts was the availability, reliability, and quality of paratransit service. Reported paratransit service issues such as long travel times, untimely pickups, and missed trips often indicate that more vehicles are needed to meet demand adequately. In addition, individuals and organizations that provide programs and services for older adults indicated a need for more transportation services than can be provided with current resources. Significantly increased funding for paratransit services and human services transportation provided by county or municipal governments or community-based organizations is an issue to be considered throughout the NYMTC planning area.

5.2.2 ACCESSIBLE TAXI SERVICE

Commenters in all the suburban counties and several New York City boroughs expressed a desire for more accessible taxi service and TNC service (such as Uber and Lyft) in their communities. Different entities regulate taxi providers throughout the NYMTC planning area, from individual suburban municipalities to county-level commissions to the New York Taxi and Limousine Commission. Stakeholders in the NYMTC planning area many want to keep track of the Transportation Network Company Accessibility Task Force final recommendations and the funding opportunities that may become available to incentivize the increase in the number of accessible TNC vehicles.

5.2.3 PHYSICAL ACCESSIBILITY IMPROVEMENTS

Commenters indicated that they would like to see more accessibility features in rail and transit stations. Accessibility improvements at transit stations not designated as key stations as required by the ADA are an eligible use of Section 5310 funding. Such projects are likely to require a significant level of investment; station accessibility improvements could easily absorb all the NYMTC planning area's Section 5310 funding. However, the outreach conducted as part of the development of this Coordinated Plan highlights the importance of considering non-key station accessibility improvements as other investment decisions for the NYMTC planning area are discussed in the future.





5.2.4 SECTION 5310 PROGRAM ADMINISTRATION

In past updates, participants noted several procedural issues with the Section 5310 program. The current update did not specifically reach out to subrecipients of the funding; however, previous comments noted that addressing these issues would increase the utility of the program to current and future subrecipients.

- Clarifying vehicle-sharing policies—some subrecipients believe that they are prohibited from sharing a vehicle with another organization or providing service to older adults or people with disabilities who are clients of another organization.
- Reducing the length of time for reimbursement to subrecipients, which can cause cash flow problems for small organizations.
- Obtaining 5310 reporting from people who receive the service, in addition to information that providers are required to submit.

5.3 CONCLUSIONS

The investment and coordination opportunities presented in this Coordinated Plan offer potential solutions to the transportation gaps and needs for older adults and people with disabilities identified in this plan. The opportunities listed in [Table F-1](#) can be used as a guide to project selection when decisions about Section 5310 and other sources of federal funding are made. Other solutions are also possible and could be considered as part of future funding decisions for the NYMTC planning area.

ACRONYMS AND ABBREVIATIONS

AAR	Access-A-Ride
ADA	Americans with Disabilities Act
app	Mobile Application
Coordinated Plan	Coordinated Public Transit-Human Services Transportation Plan
COVID-19	Novel Coronavirus
FAST Act	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
HART	Huntington Area Rapid Transit
LIRR	MTA Long Island Rail Road
MNR	MTA Metro-North Railroad
MPO	Metropolitan Planning Organization
NYCT	MTA New York City Transit
NEMT	Non-Emergency Medical Transportation
NICE	Nassau Inter-County Express
NJ Transit	New Jersey Transit
NYC DOT	New York City Department of Transportation
NYSDOT	New York State Department of Transportation
NYMTC	New York Metropolitan Transportation Council
PART	Putnam Area Rapid Transit
PATH	Port Authority Trans-Hudson
SBS	Select Bus Service
SCAT	Suffolk County Accessible Transportation
SCT	Suffolk County Transit
TOR	Transport of Rockland
TNC	Transportation Network Company
TRIPS	Transportation Resources, Intra-county, for Physically Disabled and Senior Citizens
U.S.C.	United States Code

F-A

DEMOGRAPHIC PROFILES OF THE TARGET POPULATIONS



F-A.1 NEW YORK CITY

New York City is the most densely populated city in the United States. It encompasses the five boroughs: the Bronx, Brooklyn, Manhattan, Queens, and Staten Island. [Table F-A-1](#) illustrates the population change in New York City between 2000 and 2010, and between 2000 and 2018.

Table F-A-1

Population Change by Borough (New York City)

Source: U.S. Census Bureau, 2010 Census, 2018 American Community Survey (ACS) 5-Year Estimates

	2000 Census	2010 Census	2018 ACS 5-Year Est	Change (2000– 2010)	Change (2000– 2018 Estimate)	% Change (2000– 2010)	% Change (2000– 2018 Estimate)
Bronx	1,332,650	1,385,108	1,437,872	52,458	105,222	3.90%	7.32%
Brooklyn	2,465,326	2,504,700	2,600,747	39,374	135,421	1.60%	5.21%
Manhattan	1,537,195	1,585,873	1,632,480	48,678	95,285	3.20%	5.84%
Queens	2,229,379	2,230,722	2,298,513	1,343	69,134	0.10%	3.01%
Staten Island	443,728	468,730	474,101	25,002	30,373	5.30%	6.41%
New York City All Boroughs	8,008,278	8,175,133	8,443,713	166,855	435,435	2.00%	5.16%





F-A.1.1 TARGET POPULATIONS

As shown in [Table F-A-2](#), the percentage of older adults rose about 2 percent in each borough since 2014 except for Manhattan where it decreased by almost 3 percent. The Bronx contains a larger percentage of people with disabilities (14.8 percent) compared to New York State (11.5 percent) and New York City (10.8 percent). [Table F-A-3](#) shows the population size and densities of the target populations by borough.

Table F-A-2

Target Populations by Borough (New York City)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

	Total Population	Older Adults (65+) (2014)	Older Adults (65+) (2018)	% Older Adults	Persons with a Disability (2014)	Persons with a Disability (2018)	% with a Disability
Bronx	1,437,872	154,001	174,470	12.1%	188,207	209,900	14.8%
Brooklyn	2,600,747	302,335	343,548	13.2%	248,709	265,081	10.2%
Manhattan	1,632,480	225,577	257,362	15.8%	157,426	166,821	10.3%
Queens	2,298,513	300,885	340,656	14.8%	215,644	216,992	9.5%
Staten Island	474,101	64,173	73,325	15.5%	45,282	46,798	10.0%
New York City All Boroughs	8,354,889	1,046,671	1,189,361	14.2%	855,268	905,592	10.8%
New York State	19,618,453	2,755,172	3,068,689	15.6%	2,120,273	2,222,712	11.5%
United States	322,903,030	43,177,961	49,238,581	15.2%	37,874,571	40,071,666	12.6%

Table F-A-3

Target Populations and Density by Borough

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

Borough	Number	Square Miles	Average Density (per square mile)
Older Adults			
Bronx	174,470	42	4,154
Brooklyn	343,548	71	4,839
Manhattan	257,362	23	11,190
Queens	340,656	109	3,125
New York City All Boroughs	1,189,361	304	3,912
Persons with a Disability			
Bronx	209,900	42	4,998
Brooklyn	265,081	71	3,734
Manhattan	166,821	23	7,253
Queens	216,992	109	1,991
Staten Island	46,798	59	793
New York City All Boroughs	905,592	304	2,979

Note that people may fall into more than one target population category, thus totals are not presented.

F-A.1.2 THE BRONX

Situated on the mainland of New York State, the Bronx borders Westchester County to the north and is separated from Manhattan by the Harlem River. At 42 square miles, the Bronx had the third-highest population density in New York City, with 33,981 people per square mile in 2018. The Bronx's population grew by 7.3 percent from 2000 to 2018, reaching 1.44 million residents. Since 2014 the Bronx has grown at almost double the rate as the rest of New York City.

Older Adults

Twelve percent of the people living in the Bronx are over the age of 65. [Table F-A-4](#) shows the top five zip codes in the Bronx in terms of number and density of older adults. Kingsbridge, zip code 10463, has both a high density and a large number of older adults.

Table F-A-4

Older Adults (65+) by Zip Code (The Bronx)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

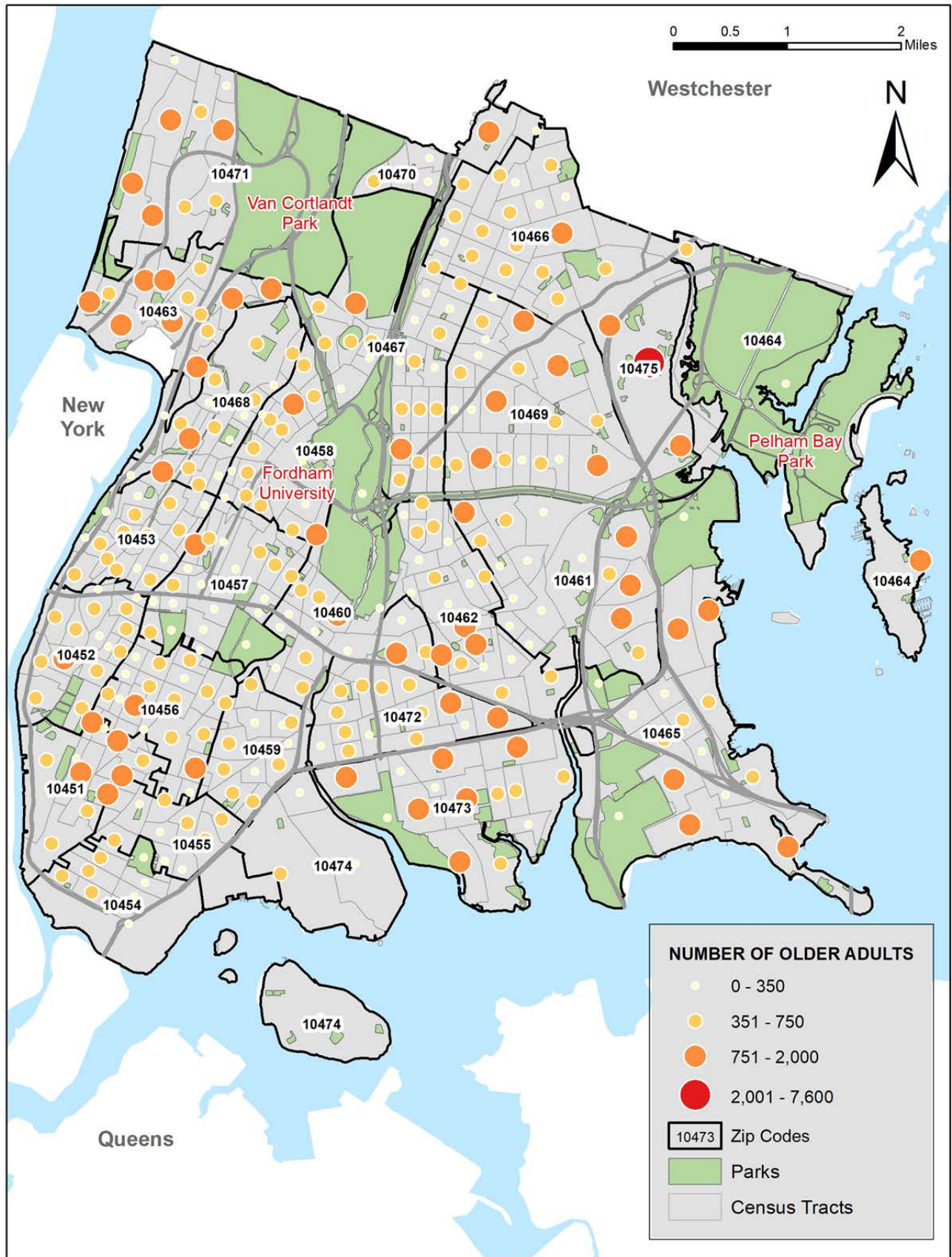
Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults					
10463	Kingsbridge	1.6	71,360	14,115	8,913
10469	Edenwald	2.5	73,870	12,216	4,940
10467	Fordham	2.3	103,732	11,360	4,864
10475	Co-Op City	1.8	43,208	10,594	5,787
10462	Pelham	1.5	76,756	9,245	6,246
Highest Density of Older Adults					
10463	Kingsbridge	1.6	71,360	14,115	8,913
10456	Edenwald	1.0	94,218	8,502	8,355
10453	Kingsbridge	0.9	79,606	6,716	7,312
10472	Soundview	1.1	68,796	7,663	7,272
10468	Jerome Park	1.1	78,647	7,812	7,179

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-1](#) depicts the absolute number of older adults per tract. The figure shows a large population of older adults living in zip code 10475, throughout the east Bronx spine, and in the south Bronx.

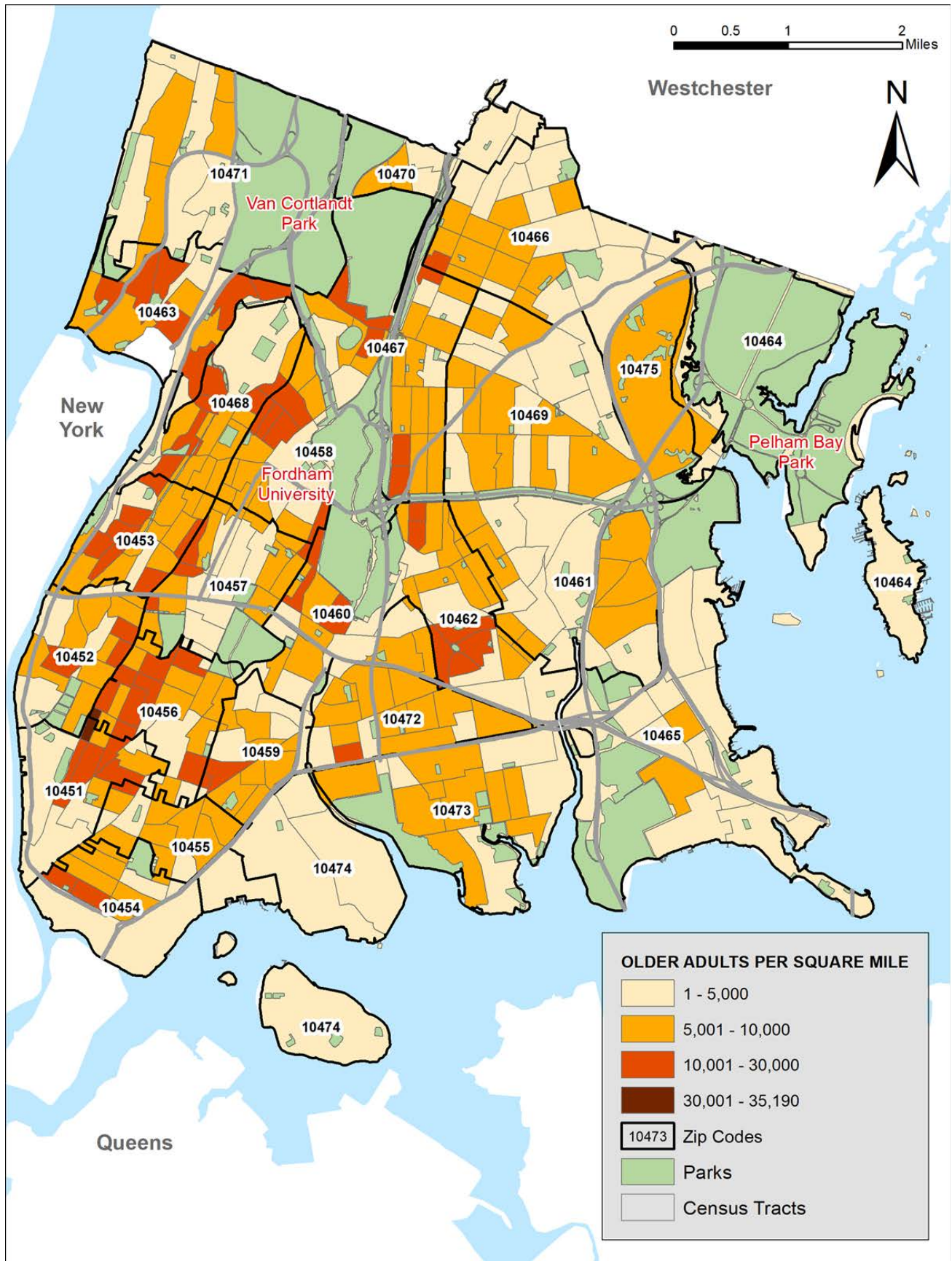
[Figure F-A-2](#) shows the density of older adults by tract, averaged by square mile. The density map confirms a major population of older adults in the northeastern and northwestern sections of the Bronx, with a pocket of high density adjacent to Bronx Park (the large park next to Fordham University). While there are large numbers of older adults in the eastern Bronx, the density maps show that in many cases, the population numbers are not as dense as in other places because of the larger tracts.

Figure F-A-1

Older Adults (65+) by Tract (The Bronx)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-2

Older Adults (65+) per Square Mile by Tract (The Bronx)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Nearly 15 percent of people living in the Bronx have a disability. [Table F-A-5](#) shows the top five zip codes in the Bronx in terms of number and density of persons with a disability.

Table F-A-5

Persons with a Disability by Zip Code (The Bronx)

Source: U.S. Census Bureau, 2014-2018 ACS Survey 5-year estimates

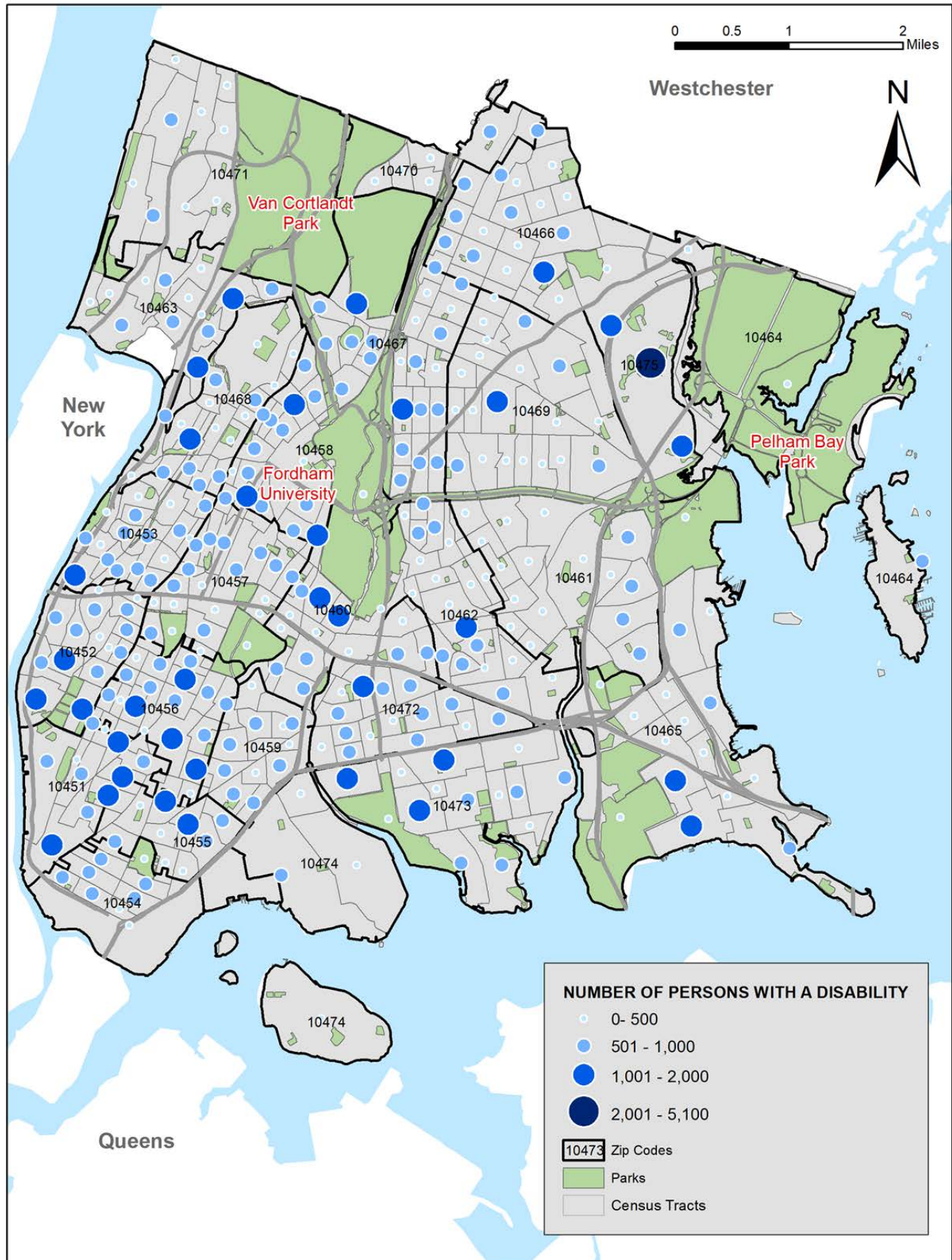
Zip Code	Area	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability					
10456	Edenwald	1.0	94,218	15,956	15,680
10467	Fordham	2.3	103,732	15,955	6,831
10453	Kingsbridge	0.9	79,606	12,065	13,135
10457	Bathgate	1.1	74,554	11,245	10,617
10458	Belmont	1.0	83,960	10,920	10,863
Highest Density of Persons with a Disability					
10456	Edenwald	1.0	94,218	15,956	15,680
10453	Kingsbridge	0.9	79,606	12,065	13,135
10452	Highbridge	1.0	76,078	10,844	10,972
10458	Belmont	1.0	83,960	10,920	10,863
10457	Bathgate	1.1	74,554	11,245	10,617

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-3](#) shows a large population of persons with a disability living in zip code 10467, and in the southwest Bronx.

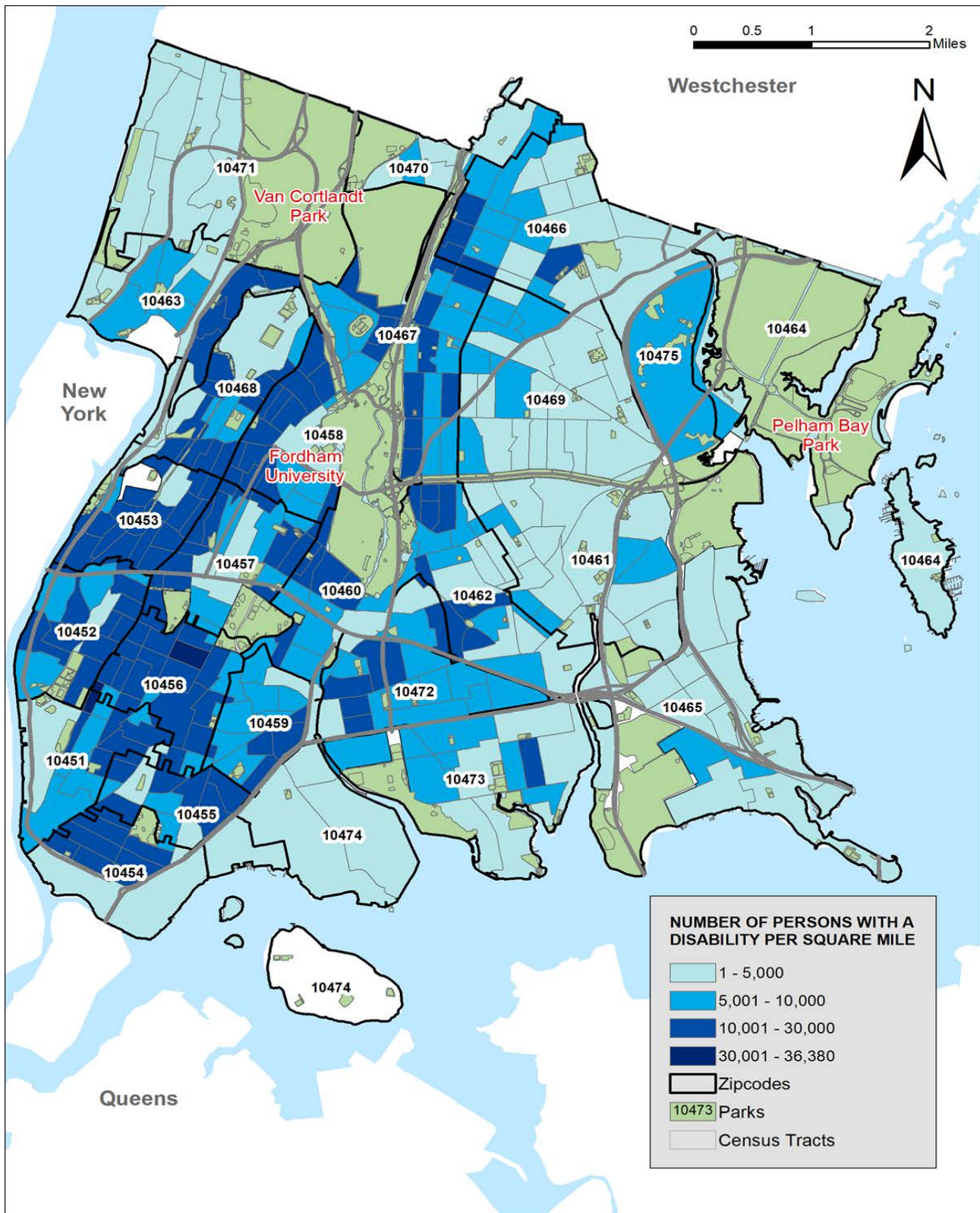
[Figure F-A-4](#) shows the density of persons with a disability by tract, averaged by square mile. The density map confirms a major population of persons with a disability in the southern and northeastern sections of the Bronx. While there are large numbers of persons with a disability in the eastern Bronx, the density maps show that in many cases, this population is not as dense as in other places because of the size of the tracts.

Figure F-A-3

Persons with a Disability by Tract (The Bronx)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-4

Persons with a Disability per Square Mile by Tract (The Bronx)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.1.3 BROOKLYN

Brooklyn has the highest population of the New York City counties, with 2.6 million people. Geographically, Brooklyn is the second largest borough, covering 71 square miles. Given the large population, however, the population density was 36,630 people per square mile as of 2018. Brooklyn's population grew by more than 1 percent from 2014 to 2018.

Older Adults

People over age 65 make up 13 percent of Brooklyn's total population. [Figure F-A-5](#) shows the zip codes with the highest number and density of older adults.

Table F-A-6

Older Adults (65+) by Zip Code (Brooklyn)

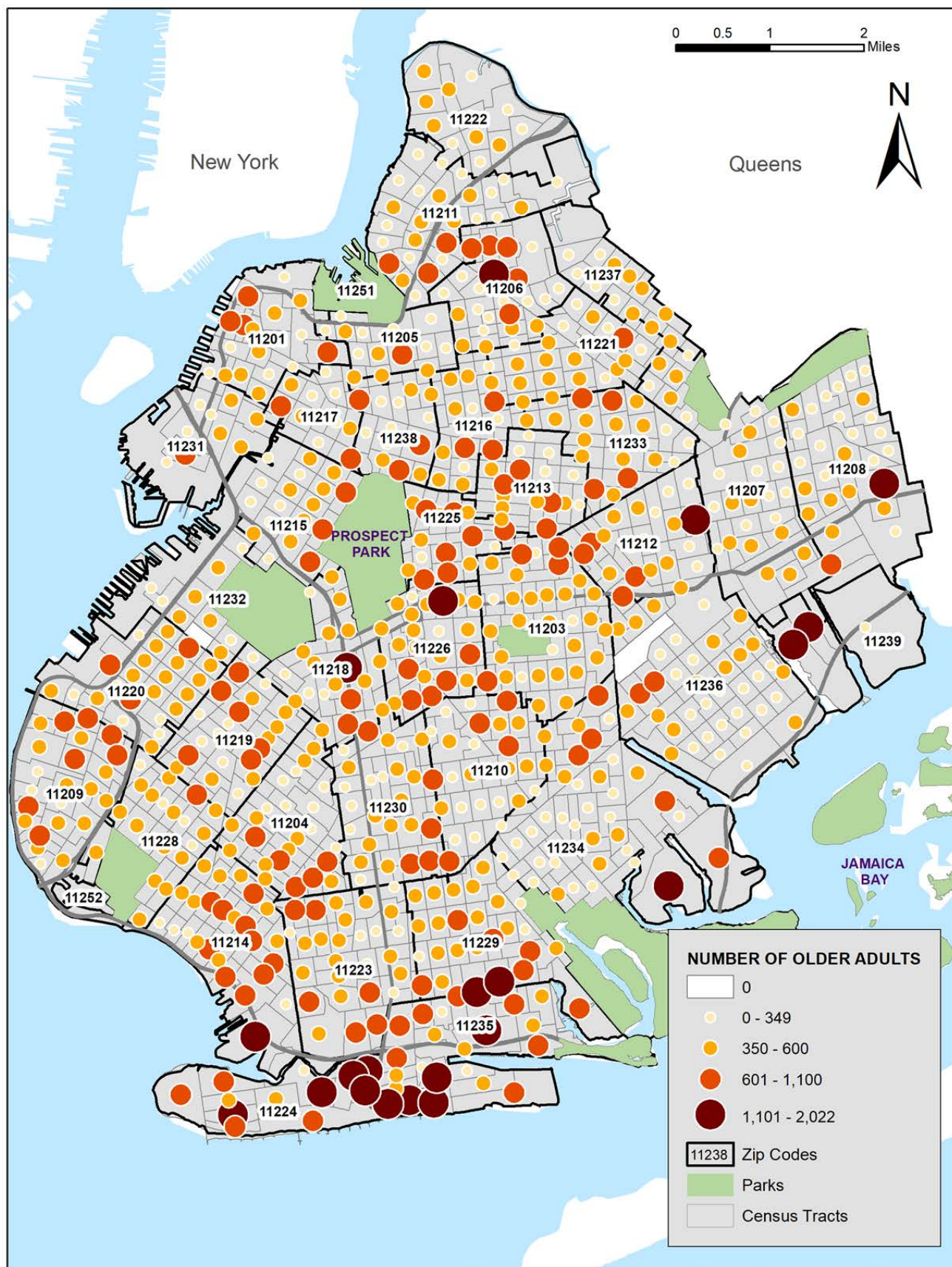
Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults					
11235	Sheepshead Bay	2.4	78,128	18,363	7,539
11234	Mill Basin	8.2	95,666	16,103	1,955
11214	Bensonhurst	2.2	92,946	15,351	7,067
11229	Sheepshead Bay	2.2	83,615	14,926	6,739
11230	Midwood	1.8	89,075	13,740	7,465
Highest Density of Older Adults					
11226	Flatbush	1.3	100,277	11,923	9,247
11225	Prospect Lefferts Gardens	0.9	58,882	7,446	8,424
11235	Sheepshead Bay	2.4	78,128	18,363	7,539
11224	Coney Island	1.6	46,707	12,070	7,467
11230	Midwood	1.8	89,075	13,740	7,465

Note: Shading highlights zip codes that have both high numbers and density.

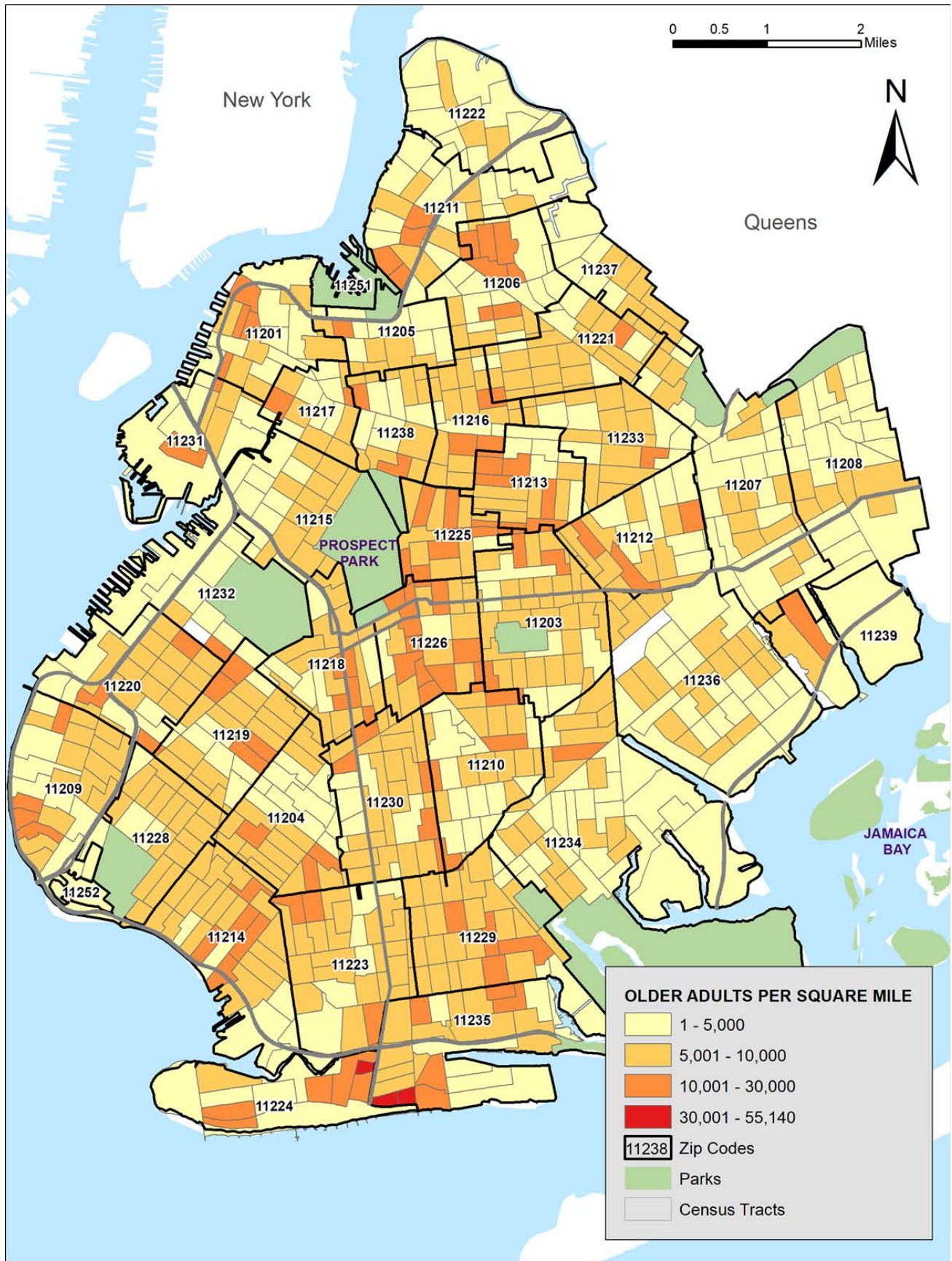
[Figure F-A-5](#) shows the same population in total numbers per tract, and [Figure F-A-6](#) displays the density per square mile of older adults by tract. Southern Brooklyn—especially the neighborhoods of Sheepshead Bay, Borough Park, and Coney Island—has high numbers of older adults. The density map reveals the highest concentration of older adults live in the Coney Island/Sheepshead Bay area, Crown Heights, and in Prospect Lefferts Gardens.

Figure F-A-5
Older Adults (65+) by Tract (Brooklyn)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-6

Older Adults (65+) per Square Mile by Tract (Brooklyn)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

More than 10 percent of people living in Brooklyn have a disability. [Table F-A-7](#) shows the top five zip codes in Brooklyn in terms of number and density of persons with a disability.

Table F-A-7

Persons with a Disability by Zip Code (Brooklyn)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

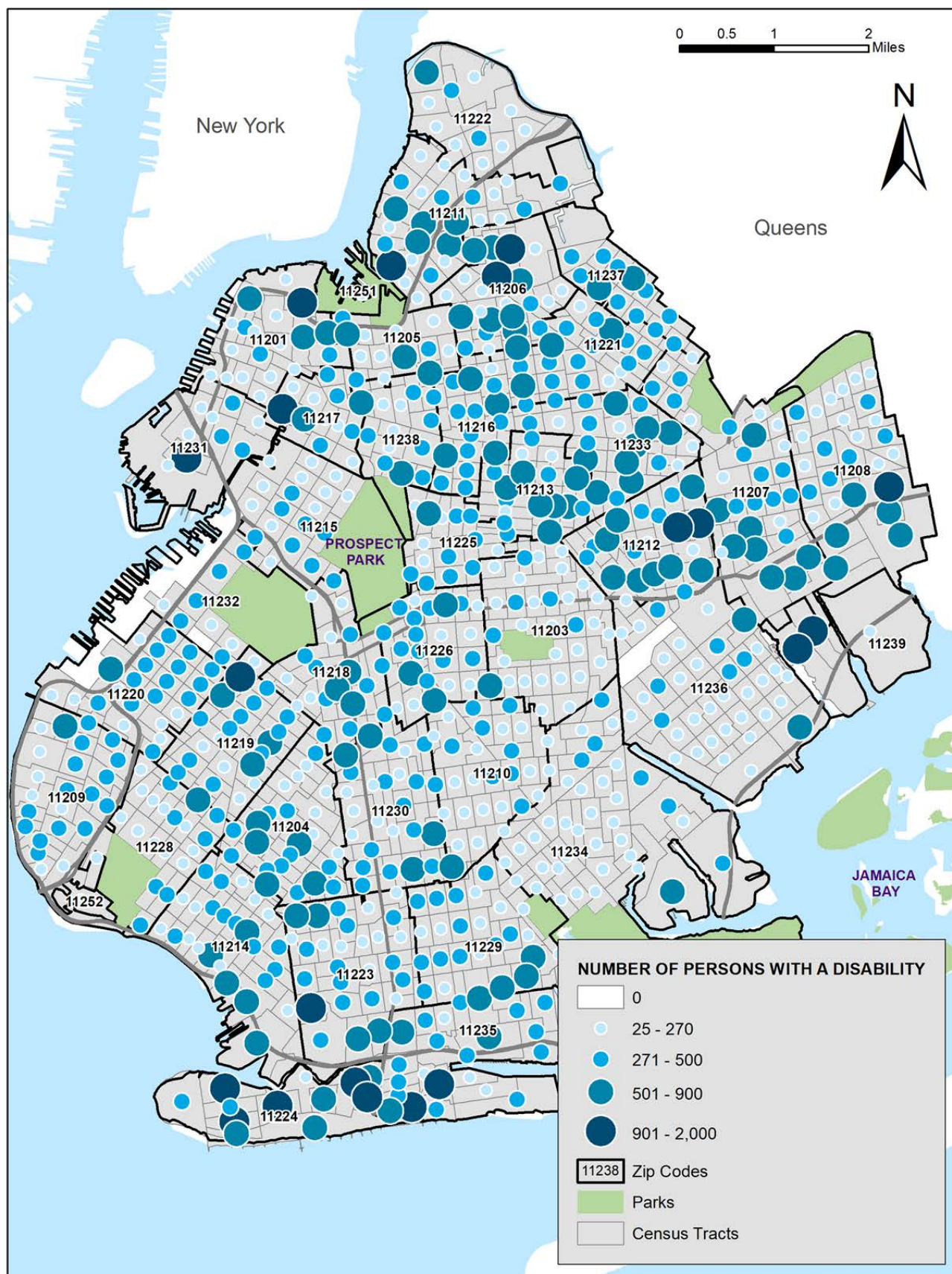
Zip Code	Area	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability					
11207	East New York	2.7	91,972	12,908	4,831
11235	Sheepshead Bay	2.4	78,128	11,763	4,829
11212	Brownsville	1.5	76,527	11,091	7,208
11206	East Williamsburg	1.4	88,349	11,090	7,731
11230	Midwood	1.8	89,075	10,875	5,908
Highest Density of Persons with a Disability					
11206	East Williamsburg	1.4	88,349	11,090	7,731
11212	Brownsville	1.5	76,527	11,091	7,208
11216	Bedford Stuyvesant	0.9	56,308	6,288	6,726
11213	Crown Heights	1.1	66,295	7,299	6,694
11224	Coney Island	1.6	46,707	9,752	6,033

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-7](#) shows a large population of persons with a disability living in zip code 11207, and in south, north, and northeast Brooklyn.

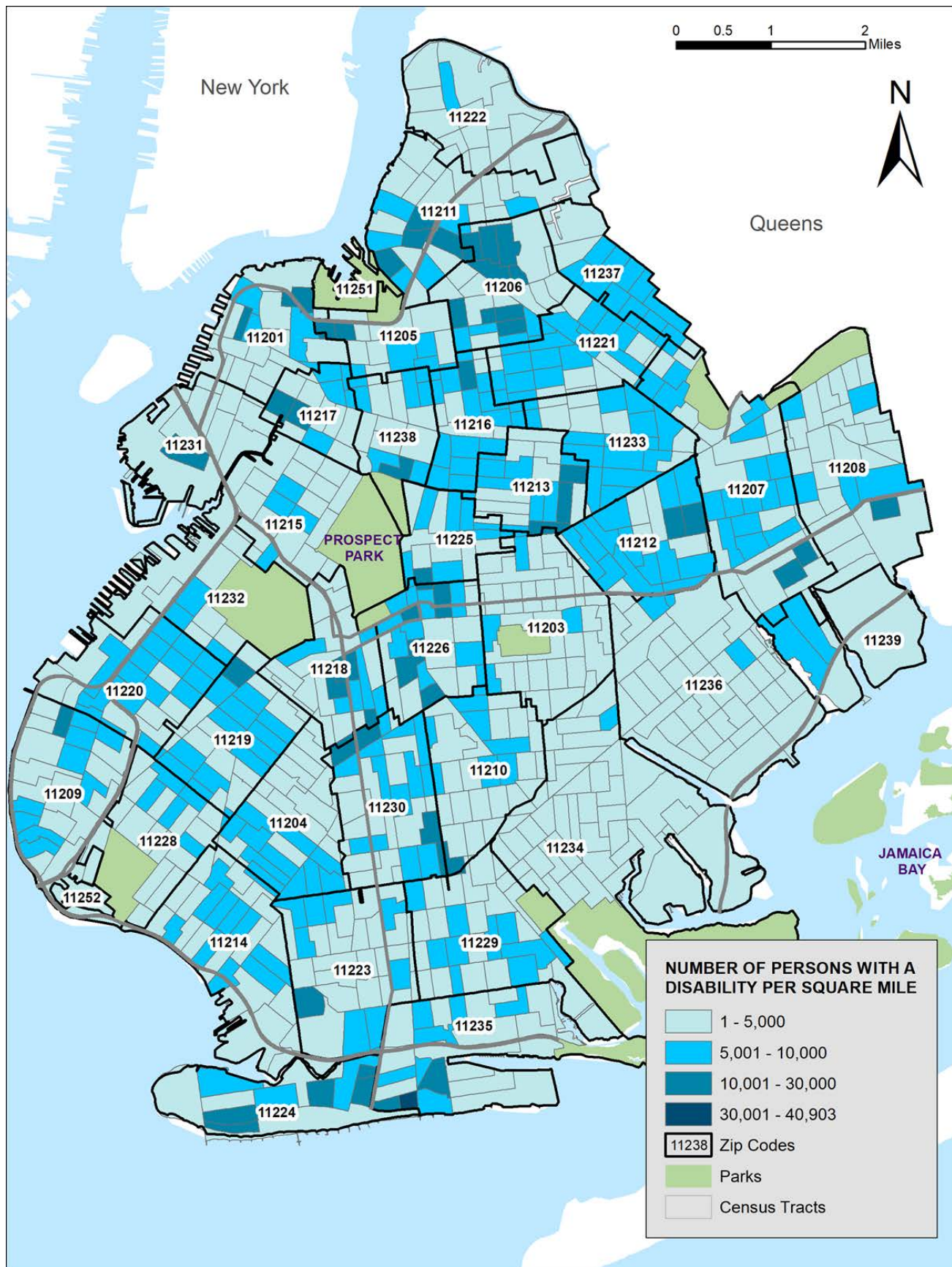
[Figure F-A-8](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the southern, northern, and north-eastern sections of the Brooklyn.

Figure F-A-7

Persons with a Disability by Tract (Brooklyn)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-8

Persons with a Disability per Square Mile by Tract (Brooklyn)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.1.4 MANHATTAN

Manhattan covers just 23 square miles and has by far the densest population of the five boroughs, at 70,365 people per square mile in 2014. From 2000 to 2014, Manhattan's population grew 5.28 percent, to just over 1.6 million, higher than the growth experienced by New York City overall. While the borough is an economic powerhouse with a high cost of living and skyrocketing real estate market to match, Manhattan's relatively low cost of transportation, high density mixed use/mixed use blocks, and public housing stock make it home to hundreds of thousands of the two target populations.

Older Adults

Fourteen percent of Manhattan's population is aged 65 or more. [Table F-A-8](#) summarizes the older adult population concentrations by zip code. The Upper West Side (10023) contains both high numbers and densities of older adults.

Table F-A-8

Older Adults (65+) by Zip Code (Manhattan)

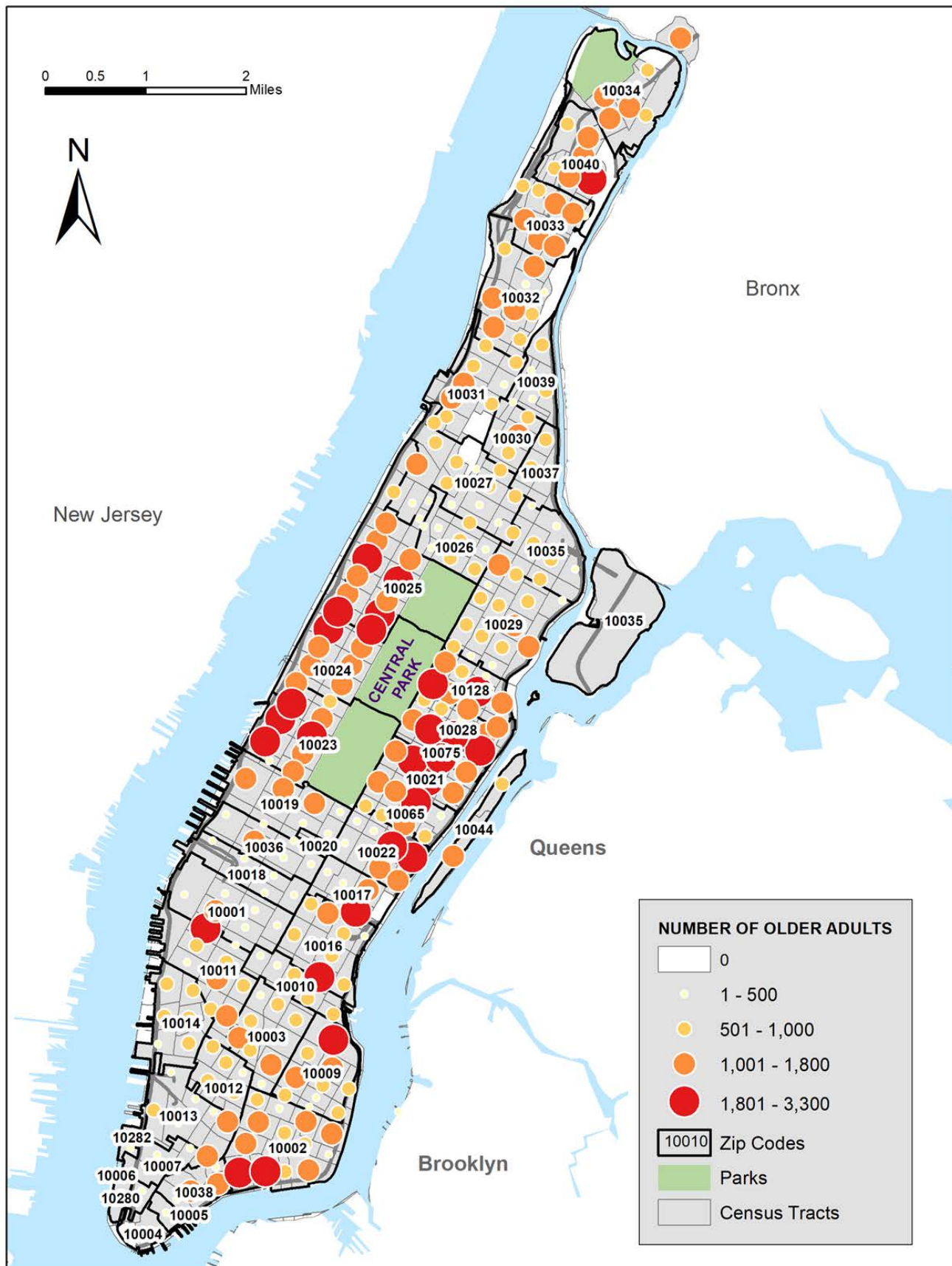
Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults					
10025	Upper West Side	0.8	92,805	18,590	24,733
10002	Lower East Side	0.9	74,993	15,810	17,998
10023	Upper West Side	0.5	62,435	14,025	28,621
10024	Upper West Side	0.9	59,001	11,479	13,376
10128	Upper East Side	0.5	59,256	10,998	23,616
Highest Density of Older Adults					
10075	Yorkville	0.2	21,556	5,827	31,631
10023	Upper West Side	0.5	62,435	14,025	28,621
10028	Upper East Side	0.3	47,793	8,873	28,324
10021	Upper East Side	0.4	46,215	10,250	26,903
10025	Upper West Side	0.8	92,805	18,590	24,733

Note: Shading highlights zip codes that have both high numbers and density.

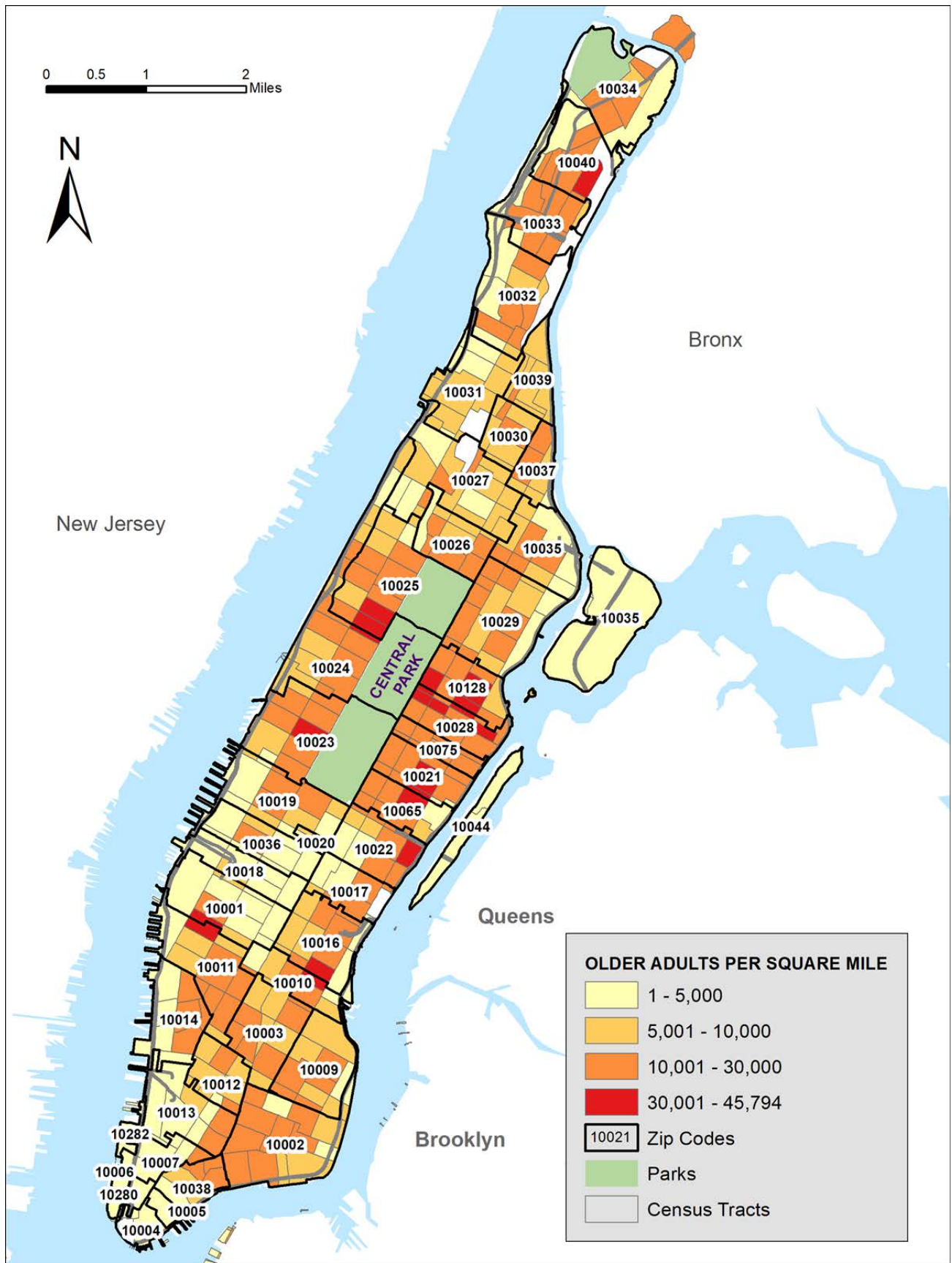
[Table F-A-9](#) and [Figure F-A-10](#) show the density (persons per square mile) and population of older adults. The density map shows concentrations of older adults on the east and west sides of Central Park, in Upper Manhattan, and in a few pockets in Lower Manhattan. The population map shows that the high number of older adults covers a larger area east of Central Park compared with the west side. Areas along the East River in Lower Manhattan, representing Chinatown, the Lower East Side, and the East Village, also have high numbers of older adults.

Figure F-A-9

Older Adults (65+) by Tract (Manhattan)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-10

Older Adults (65+) per Square Mile by Tract (Manhattan)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Nearly 10 percent of people living in Manhattan have a disability. [Table F-A-9](#) shows the top five zip codes in Manhattan in terms of number and density of persons with a disability.

Table F-A-9

Persons with a Disability by Zip Code (Manhattan)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

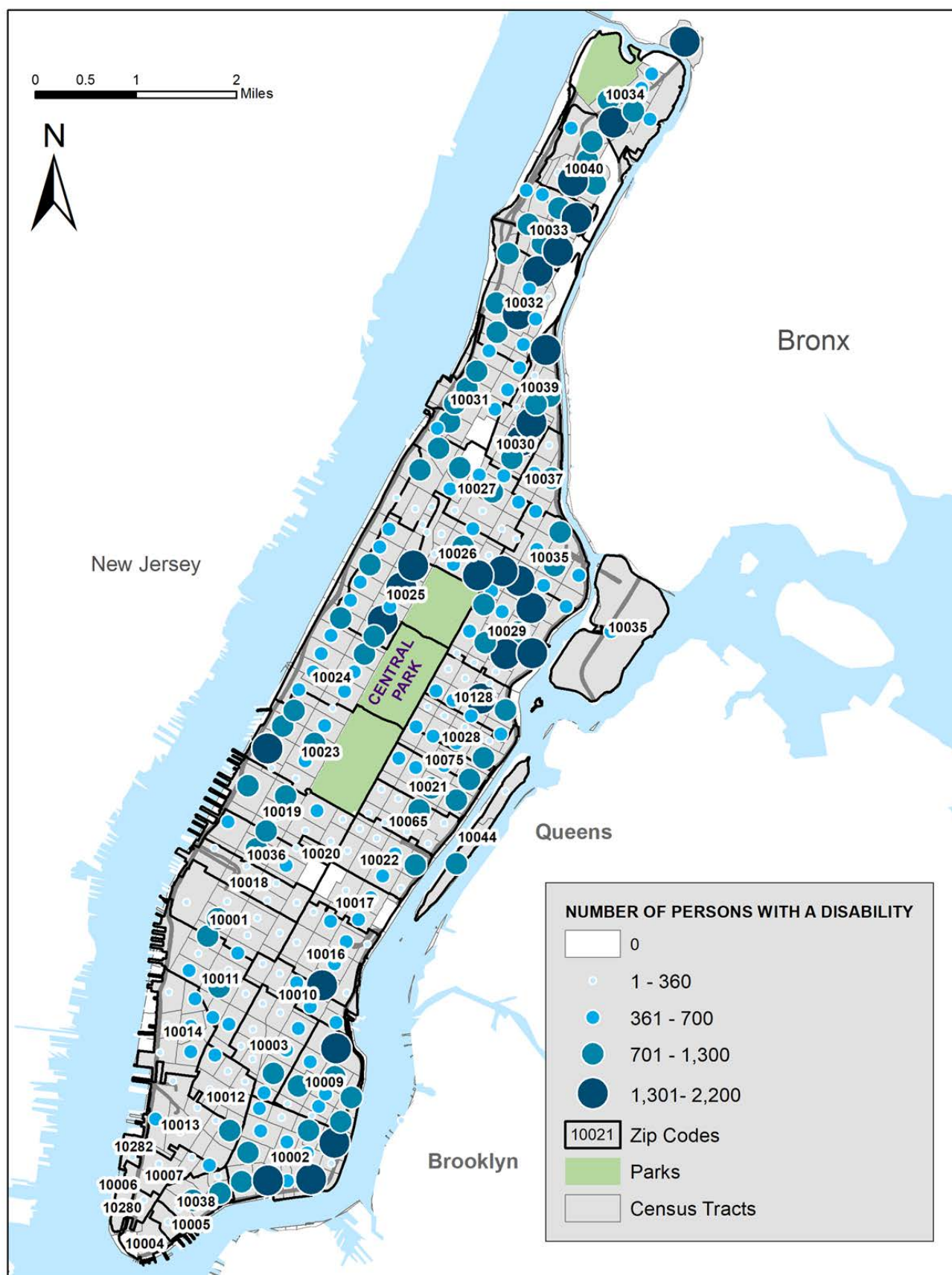
Zip Code	Area	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability					
10029	East Harlem	0.8	79,597	12,150	14,968
10002	Lower East Side	0.9	74,993	11,345	12,915
10025	Upper West Side	0.8	92,805	10,296	13,698
10032	Washington Heights	0.7	64,264	9,159	13,989
10033	Washington Heights	0.6	59,607	8,119	13,618
Highest Density of Persons with a Disability					
10030	Central Harlem	0.3	29,882	4,435	14,783
10029	East Harlem	0.8	79,597	4,286	14,287
10032	Washington Heights	0.7	64,264	5,155	12,888
10025	Upper West Side	0.8	92,805	7,505	12,508
10033	Washington Heights	0.6	59,607	8,305	11,864

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-11](#) shows a large population of persons with a disability living in zip codes 10029 and 10025 and in the north, south, and west side of Manhattan.

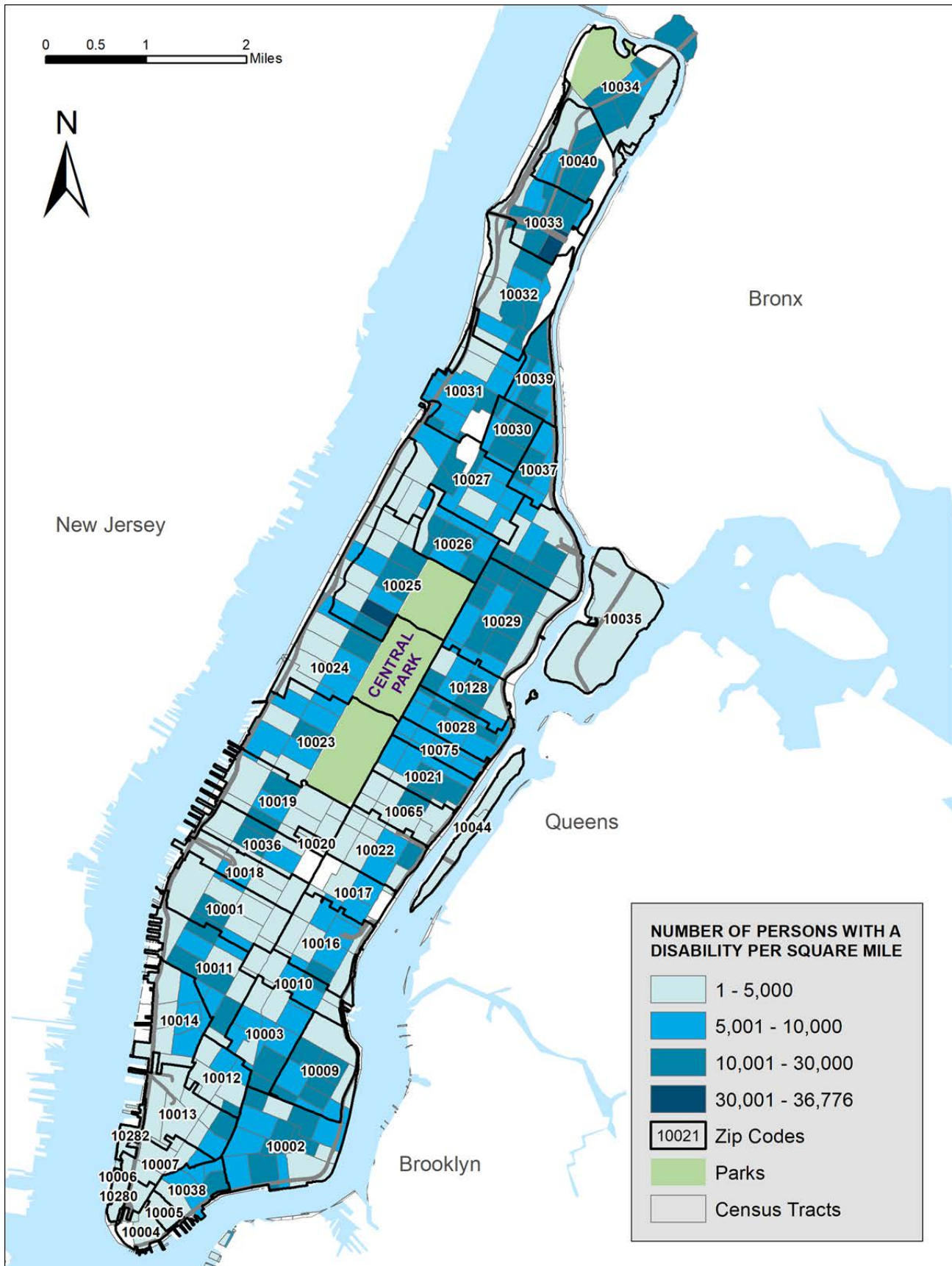
[Figure F-A-12](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in eastern Lower Manhattan and the northern part of Manhattan.

Figure F-A-11

Persons with a Disability by Tract (Manhattan)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-12

Persons with a Disability per Square Mile by Tract (Manhattan)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.1.5 QUEENS

Queens has the second highest population of New York City with 2.29 million in 2018. In 2018, Queens had the largest geographic area and the second lowest population density of 21,079 people per square mile. Queens grew slightly less than New York City from 2014 to 2018.

Older Adults

Approximately 340,656 Queens residents are aged 65 years of age or older. [Table F-A-10](#) summarizes the older adult population in Queens.

Table F-A-10

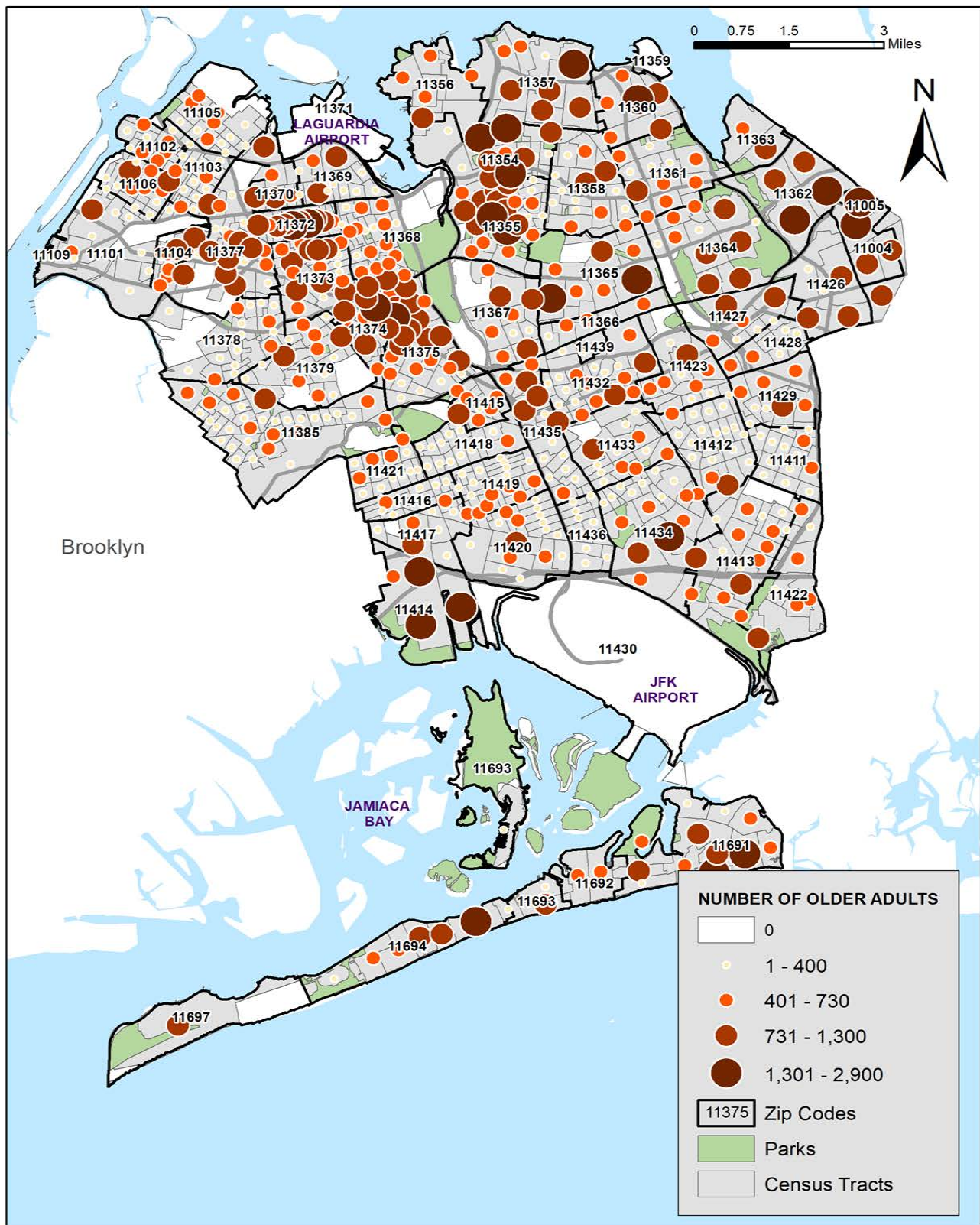
Older Adults (65+) by Zip Code (Queens)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults					
11375	Forest Hills	2.0	69,652	12,835	6,418
11355	Flushing	1.8	83,799	12,370	6,872
11373	Elmhurst	1.5	100,713	11,143	7,429
11385	Ridgewood	3.6	100,132	10,480	2,911
11354	Flushing	2.6	56,433	10,295	3,960
Highest Density of Older Adults					
11372	Jackson Heights	0.7	63,202	8,338	11,911
11374	Rego Park	0.9	41,792	7,509	8,343
11373	Elmhurst	1.5	100,713	11,143	7,429
11355	Flushing	1.8	83,799	12,370	6,872
11375	Forest Hills	2.0	69,652	12,835	6,418
<i>Note: Shading highlights zip codes that have both high numbers and density.</i>					

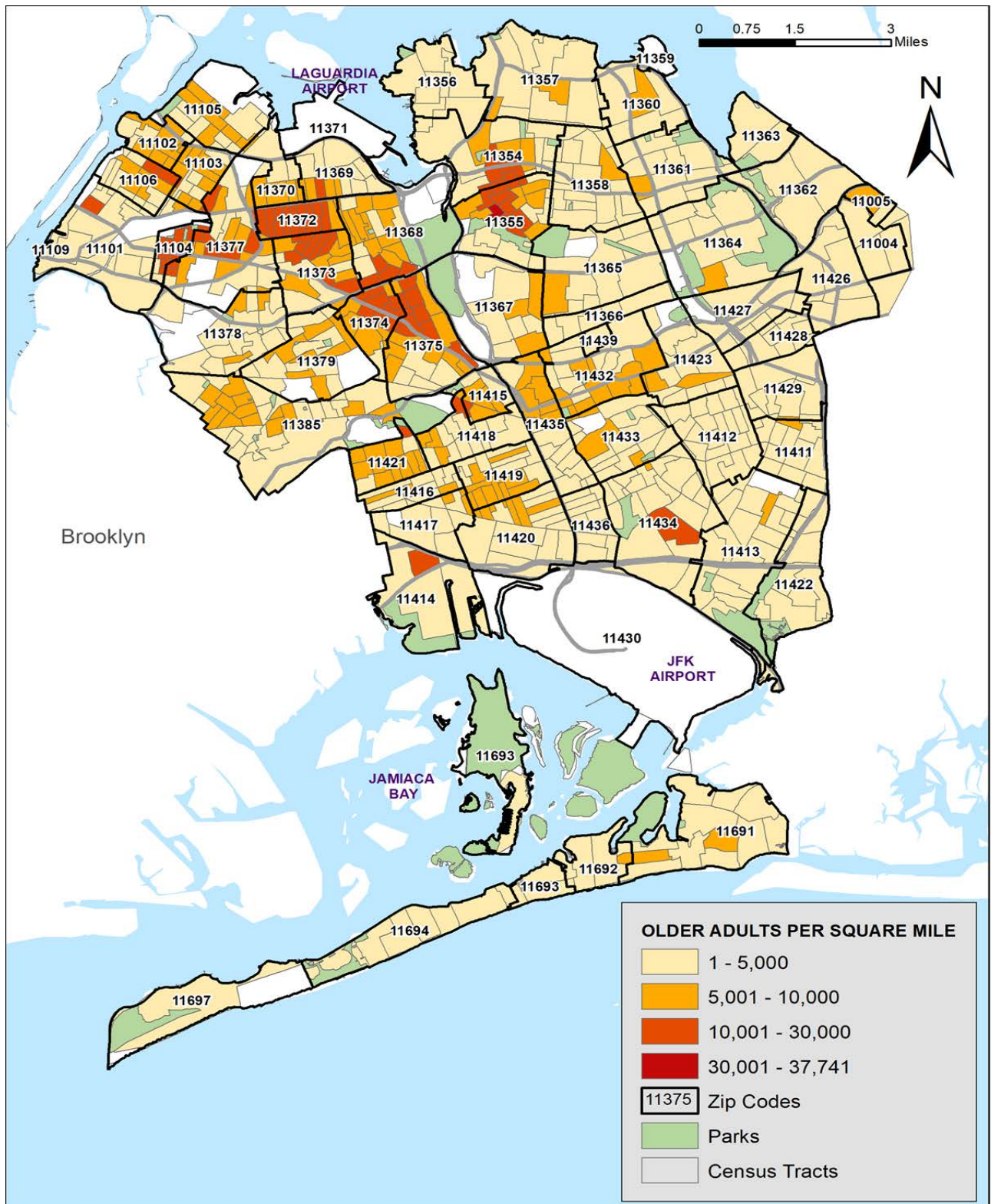
[Figure F-A-13](#) shows that central Queens, Queens' east border, Far Rockaway, and northern Queens have the high numbers of older adults. [Figure F-A-14](#) illustrates that, in terms of density, the older adult population concentrates in the Flushing neighborhood, east of Flushing Meadows Park. Instances of tracts with many older adults are also in Jackson Heights, Rego Park, and Forest Hills.

Figure F-A-13

Older Adults (65+) by Tract (Queens)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-14

Older Adults (65+) per Square Mile by Tract (Queens)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Slightly more than 9 percent of people living in Queens have a disability. [Table F-A-11](#) shows the top five zip codes in Queens in terms of number and density of people with a disability.

Table F-A-11

Persons with a Disability by Zip Code (Queens)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

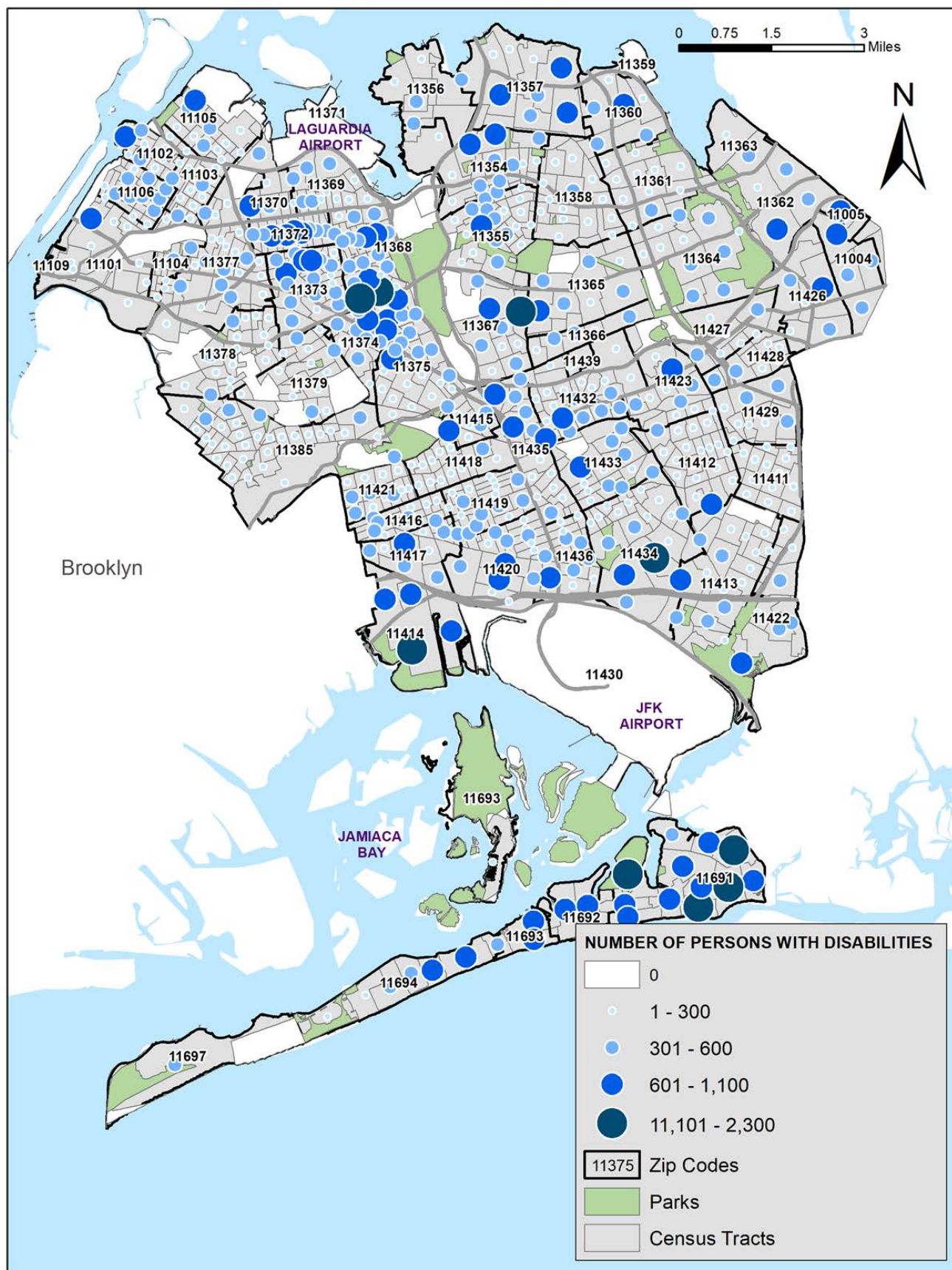
Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Persons with a Disability					
11368	Corona	2.7	112,425	11,885	4,455
11691	Far Rockaway	2.8	67,094	10,062	3,597
11373	Elmhurst	1.5	93,967	8,153	5,356
11434	Jamaica	3.3	65,791	7,362	2,225
11375	Forest Hills	2.0	73,488	7,222	3,631
Highest Density of Persons with a Disability					
11372	Jackson Heights	0.7	61,844	5,190	7,006
11374	Rego Park	0.9	42,653	5,264	5,582
11373	Elmhurst	1.5	93,967	8,153	5,356
11106	Astoria	0.9	38,615	4,118	4,786
11104	Sunnyside	0.4	38,363	1,761	4,538

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-15](#) shows a large population of persons with a disability living in zip code 11368. The population of persons with a disability is dispersed throughout the county, but there are small concentrations in central, south, and northwestern Queens.

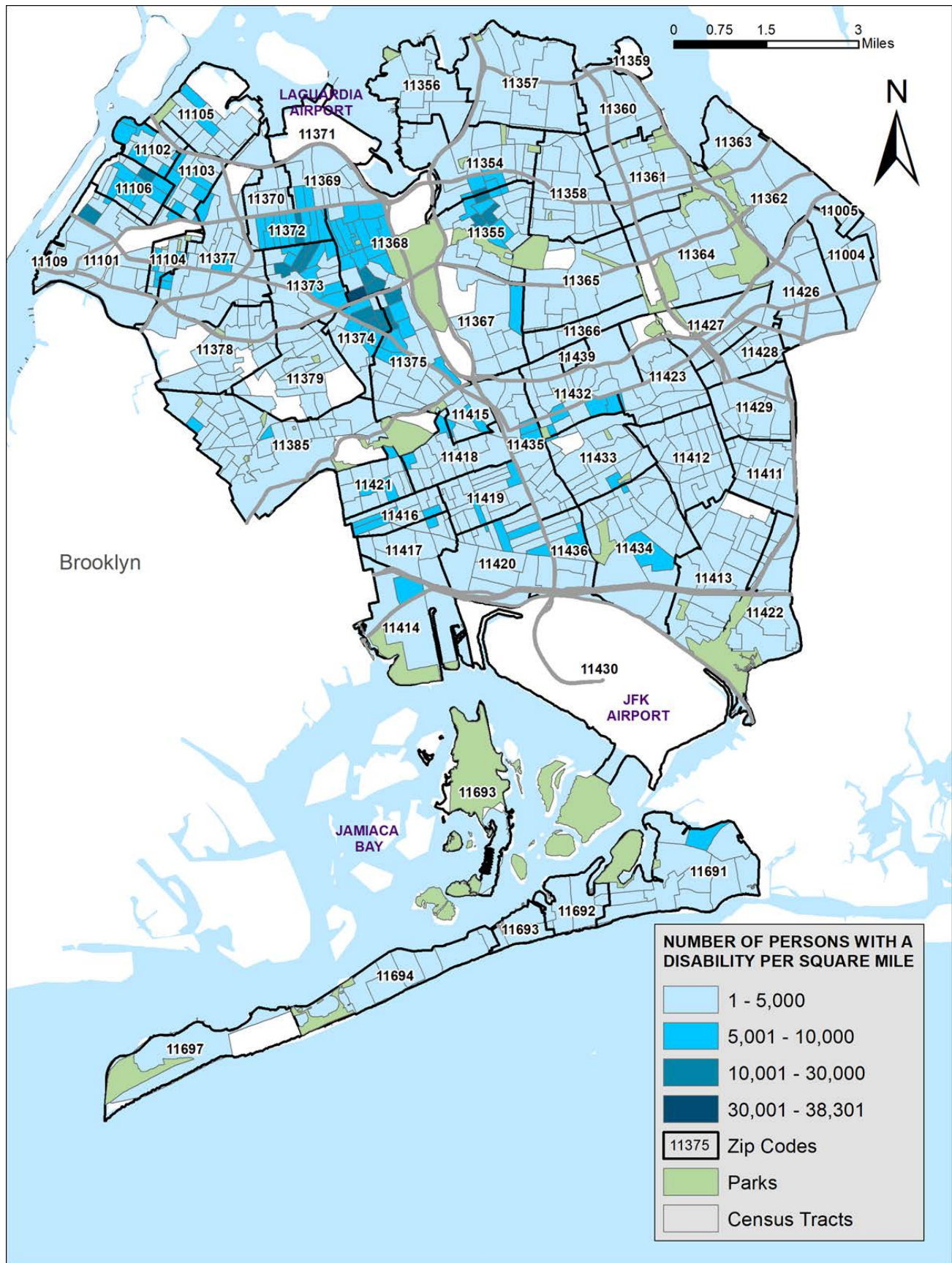
[Figure F-A-16](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in central, northwestern, and southeastern Queens.

Figure F-A-15

Persons with a Disability by Tract (Queens)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-16

Persons with a Disability per Square Mile by Tract (Queens)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.1.6 STATEN ISLAND

Staten Island experienced the slowest growth in New York City from 2014 to 2018, with a population increase of 0.5 percent to bring the 2018 total population to 474,101. In 2018, Staten Island had a population density of 8,156 people per square mile. Staten Island has very different density compared to the rest of New York City.

Older Adults

Just over 73,300 people aged 65 years and older live on Staten Island. [Table F-A-12](#) summarizes the older adult population in Staten Island.

Table F-A-12

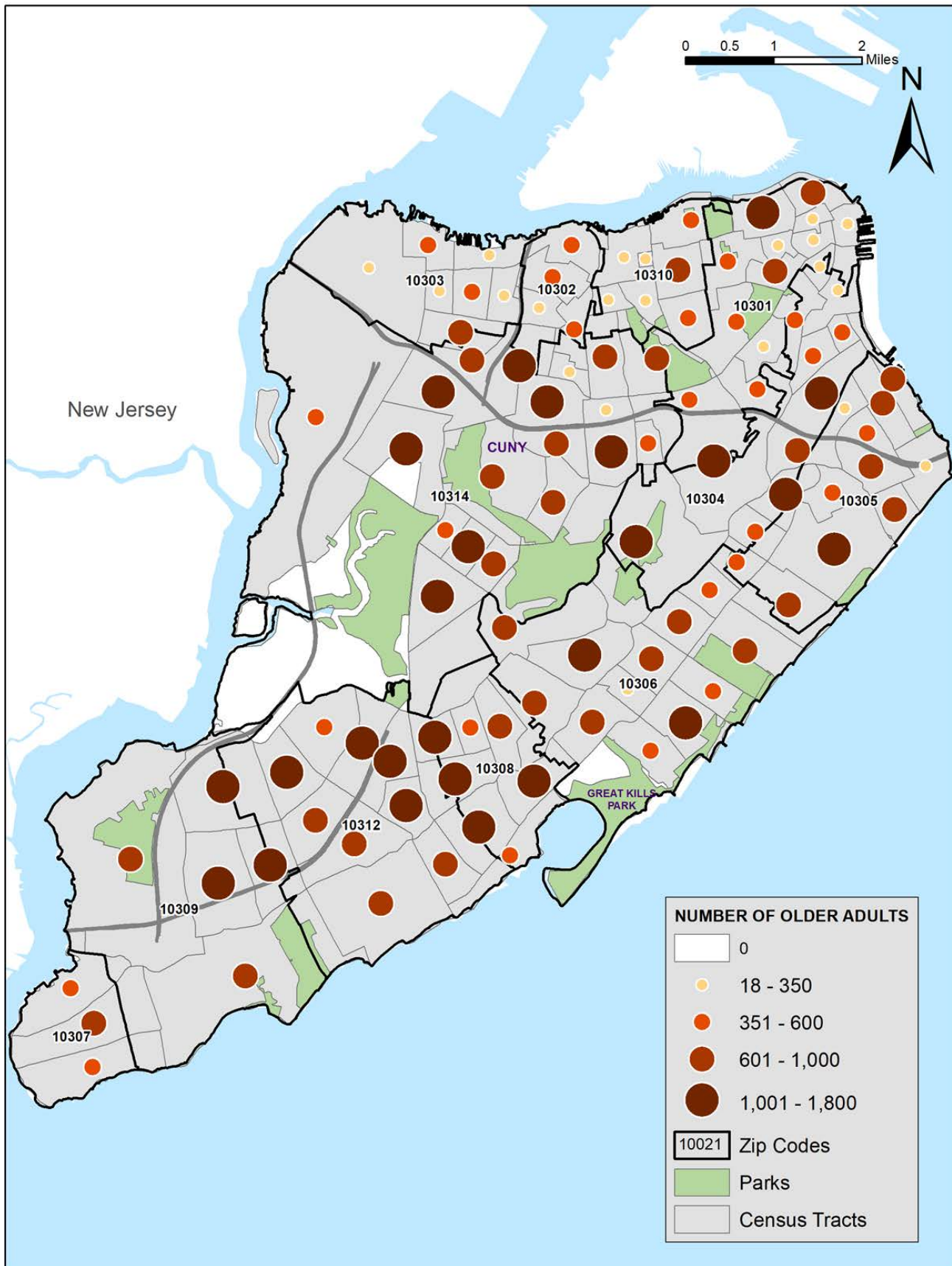
Older Adults (65+) by Zip Code (Staten Island)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

Zip Code	Area	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults					
10314	Willowbrook	14.3	90,761	15,645	1,092
10312	Great Kills	7.7	61,741	10,607	1,374
10306	New Drop	7.5	53,142	9,461	1,256
10305	South Beach	4.0	42,298	6,298	1,576
10304	Stapleton	3.7	41,064	5,840	1,563
Highest Density of Older Adults					
10308	Great Kills	2.0	30,186	5,360	2,716
10310	W. New Brighton	1.8	23,262	3,109	1,732
10301	Silver Lak	3.6	38,733	5,766	1622.5513
10302	Port Richmond	1.2	18,204	1,874	1576.3026
10305	South Beach	4.0	42,298	6,298	1576.1424

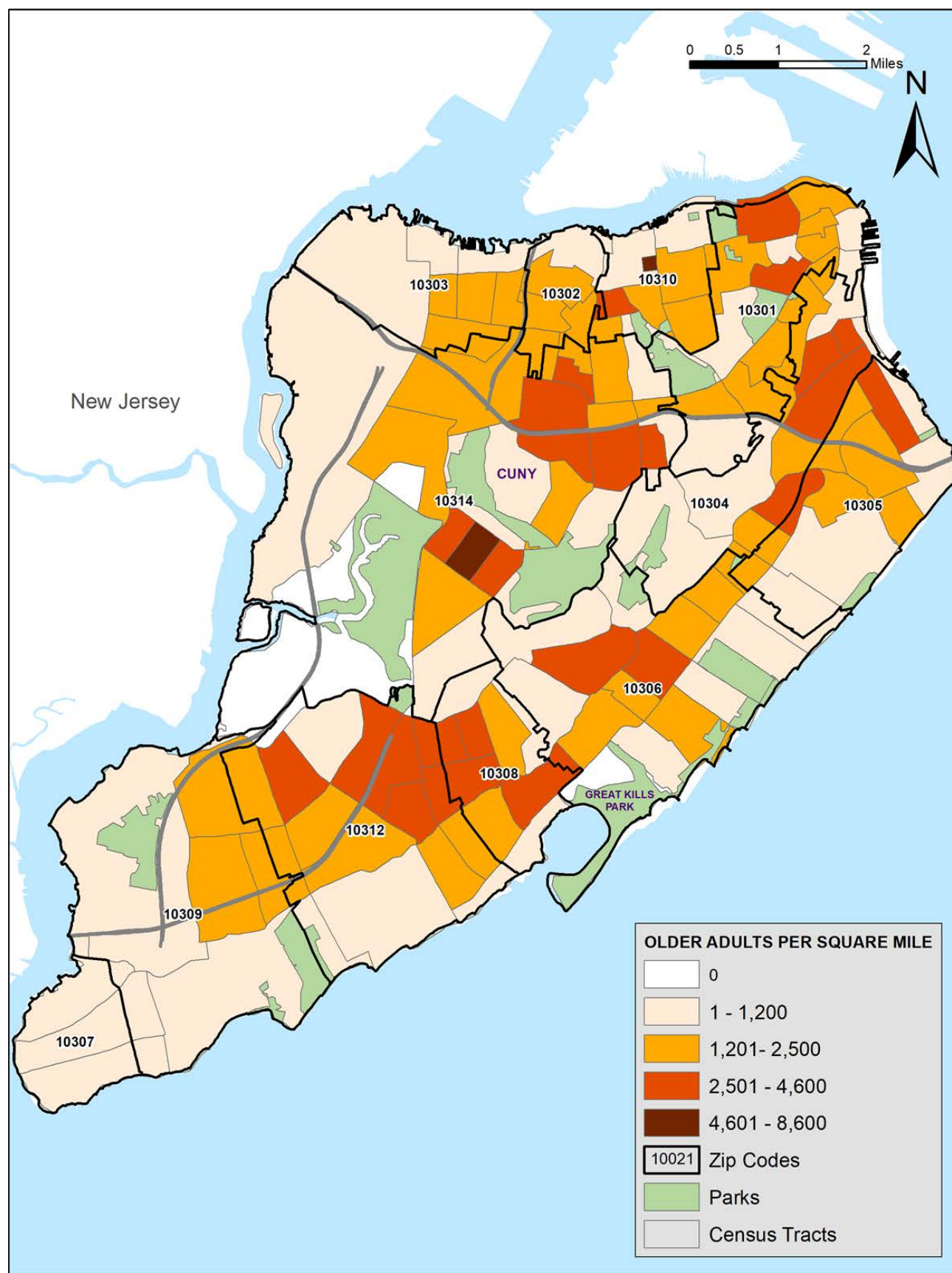
[Figure F-A-17](#) and [Figure F-A-18](#) show Staten Island's density (persons per square mile) and population of older adults. The population map shows many older adults spread through the borough; however, the density map reveals that because of the large tract size outside the North Shore, densities in south Staten Island are low.

Figure F-A-17

Older Adults (65+) by Tract (Staten Island)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-18

Older Adults (65+) per Square Mile by Tract (Staten Island)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Similar to 2014, 10 percent of people living in Staten Island have a disability. [Table F-A-13](#) shows the top five zip codes in Staten Island in terms of number and density of persons with a disability.

Table F-A-13

Persons with a Disability by Zip Code (Staten Island)

Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

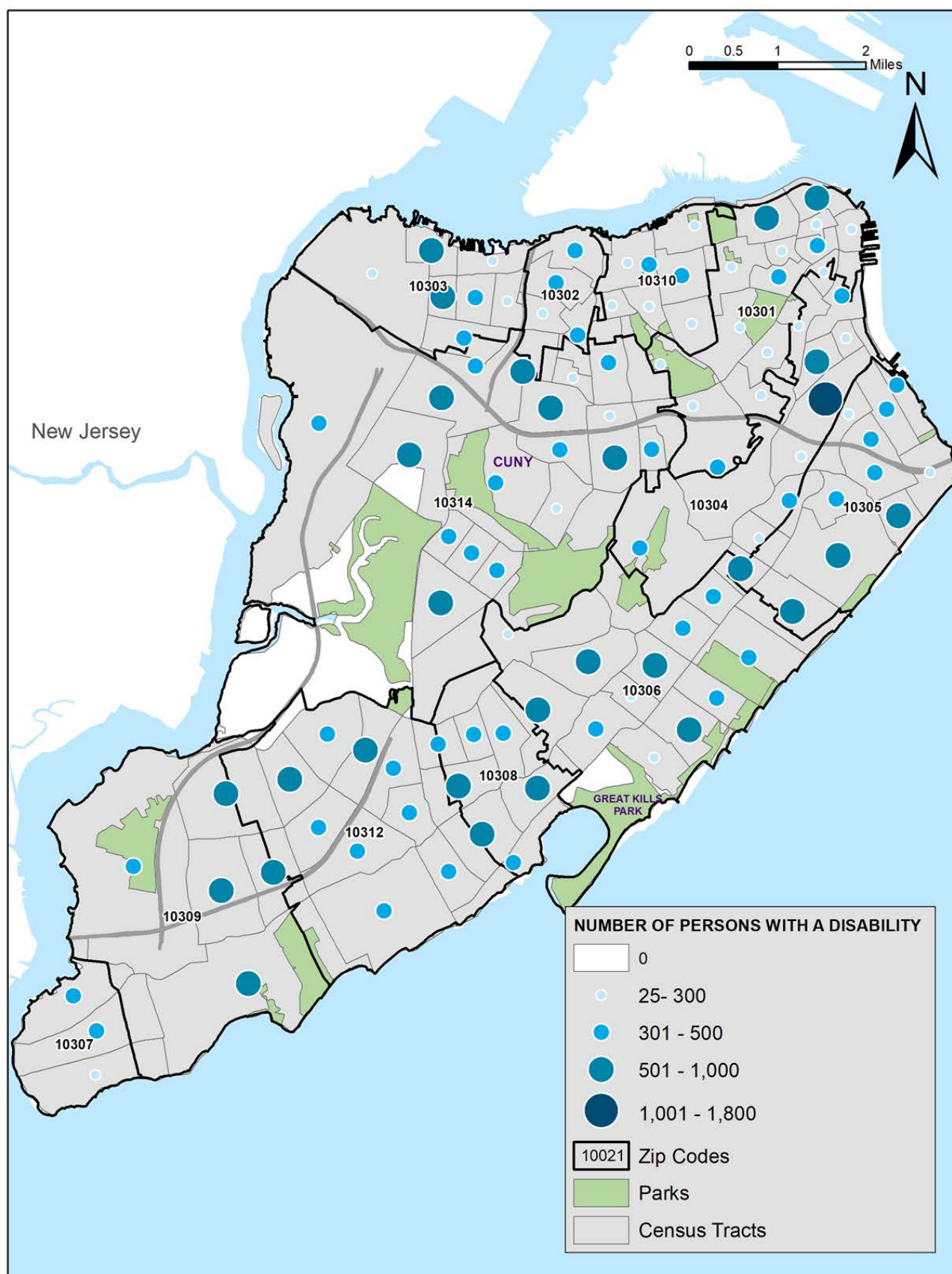
Zip Code	Area	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability					
10314	Willowbrook	14.3	90,761	8,900	620.97361
10306	New Drop	7.5	53,142	6,311	837.70183
10312	Great Kills	7.7	61,741	5,418	701.78793
10304	Stapleton	3.7	41,064	4,693	1,256
10305	South Beach	4.0	42,298	4,628	1,158
Highest Density of Persons with a Disability					
10308	Great Kills	2.0	30,186	3,010	1,525
10302	Port Richmond	1.2	18,204	1,546	1,300
10304	Stapleton	1.8	41,064	4,693	1,256
10310	W. New Brighton	4.3	23,262	2,220	1,237
10305	South Beach	3.9	42,298	4,628	1,158

Note: Shading highlights zip codes that have both high numbers and density.

[Figure F-A-19](#) shows a large population of persons with a disability living in zip code 10308. The population of persons with a disability is dispersed throughout the borough, but there are small concentrations in northern and eastern Staten Island.

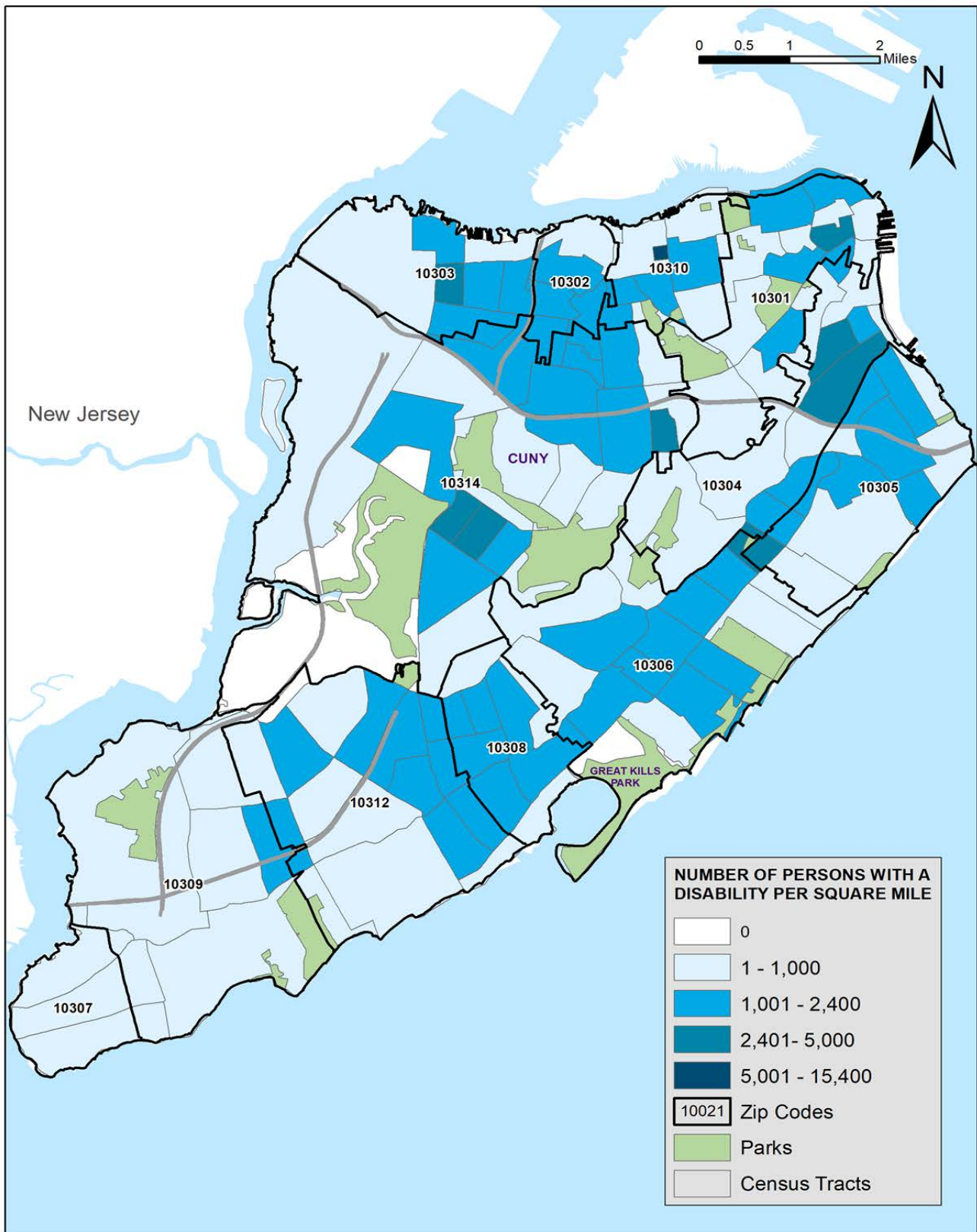
[Figure F-A-20](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the northern and eastern parts of Staten Island.

Figure F-A-19

Persons with a Disability by Tract (Staten Island)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-20

Persons with a Disability per Square Mile by Tract (Staten Island)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.2 LONG ISLAND

The Long Island subregion contains 2.84 million people. From 2000 to 2018, the subregion grew by 3.3 percent. Long Island contains two cities (both of which are in Nassau County), 13 towns, and 96 villages. As shown in [Table F-A-14](#), population in both counties increased since 2000 to over 2.8 million. However, the pace of growth has slowed since 2010 to less than 1 percent with Suffolk County shrinking by more than 5,000 residents.

Table F-A-14

Population Change by County (Long Island)

Source: U.S. Census Bureau, 2010 Census, 2018 ACS 5-Year Estimates

	2000	2010	2018 ACS 5-Year Est	Change (2000– 2010)	Change (2000– 2018)	% Change (2000– 2010)	% Change (2000– 2018)
Nassau	1,334,544	1,339,532	1,356,564	4,988	22,020	0.40%	1.65%
Suffolk	1,419,369	1,493,350	1,487,901	73,981	68,532	5.00%	4.83%
Long Island	2,753,913	2,832,882	2,844,465	78,969	90,552	2.80%	3.29%

F-A.2.1 TARGET POPULATIONS

Target populations as a percentage of total population show that the subregion has a lower proportion of persons with disabilities than the country and the state. For older adults, Long Island exceeds the state percentage.

Table F-A-15

Target Population by County (Long Island)

Source: U.S. Census Bureau, 2014–2018 ACS 5-Year Estimate

	Total Population (2018)	Older Adults (65+) (2014)	Older Adults (65+) (2018)	% Older Adults	Persons with a Disability (2014)	Persons with a Disability (2018)	% with Disability
Nassau	1,356,564	213,518	232,164	17.1%	113,837	112,217	8.3%
Suffolk	1,487,901	215,852	239,139	16.1%	134,592	141,672	9.6%
Long Island	2,844,465	429,370	471,303	16.6%	248,429	253,889	9.0%
New York State	19,618,453	2,755,172	3,068,689	15.6%	2,120,273	2,222,712	11.5%
United States	322,903,030	43,177,961	49,238,581	15.2%	37,874,571	40,071,666	12.6%

F-A.2.2 NASSAU COUNTY

Positioned between Queens and Suffolk County, Nassau County has highest population density in the New York Metropolitan Transportation Council (NYMTC) planning area outside New York City, with 4,706 people per square mile. The population of Nassau County grew slower than the population of Suffolk County from 2000 to 2010; however, from 2010 to 2018, Nassau grew 1.3 percent compared to Suffolk's -0.4 percent decline. Nassau County has the highest median age of all 10 counties at 41.6 years, which is 2.9 years higher than New York State's median age. Thus, Nassau County also has the highest percentage of older adults in the NYMTC planning area at over 17 percent.

Older Adults

Nassau County is home to more than 232,164 older adults, an increase of almost 19,000 from 2014 to 2018. The total population grew less quickly during that same time period, increasing by almost 6,000.

[Table F-A-16](#) shows the highest densities of older adults by census place. Great Neck Plaza and Long Beach have the highest densities of older adults.

Table F-A-16

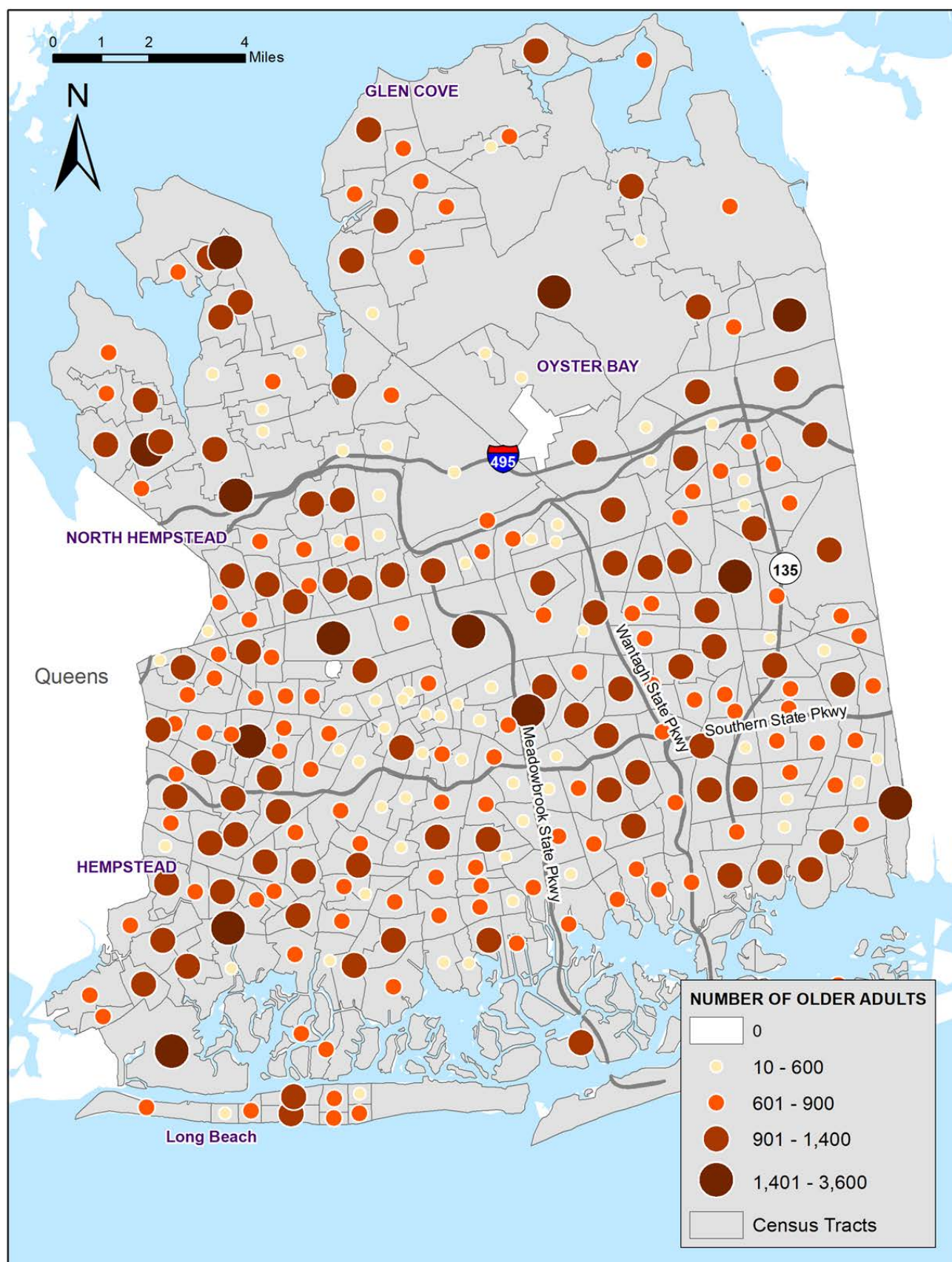
Older Adults (65+) by Census Place (Nassau County)

Source: U.S. Census Bureau, 2014-2018 ACS 5-Year Estimates

Name	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults				
Levittown	6.8	51,539	8,368	1,225
Hicksville	6.8	42,649	7,101	1,043
East Meadow	6.3	37,358	6,999	1,105
Freeport	4.8	43,128	6,718	1,381
Long Beach	2.5	33,509	6,169	2,470
Highest Density of Older Adults				
Great Neck Plaza	0.3	6,957	2,108	6,685
Long Beach	2.5	33,509	6,169	2,470
South Floral Park	0.1	1,986	206	2,230
Stewart Manor	0.2	2,191	453	2,213
Floral Park	1.4	16,209	2,924	2,060

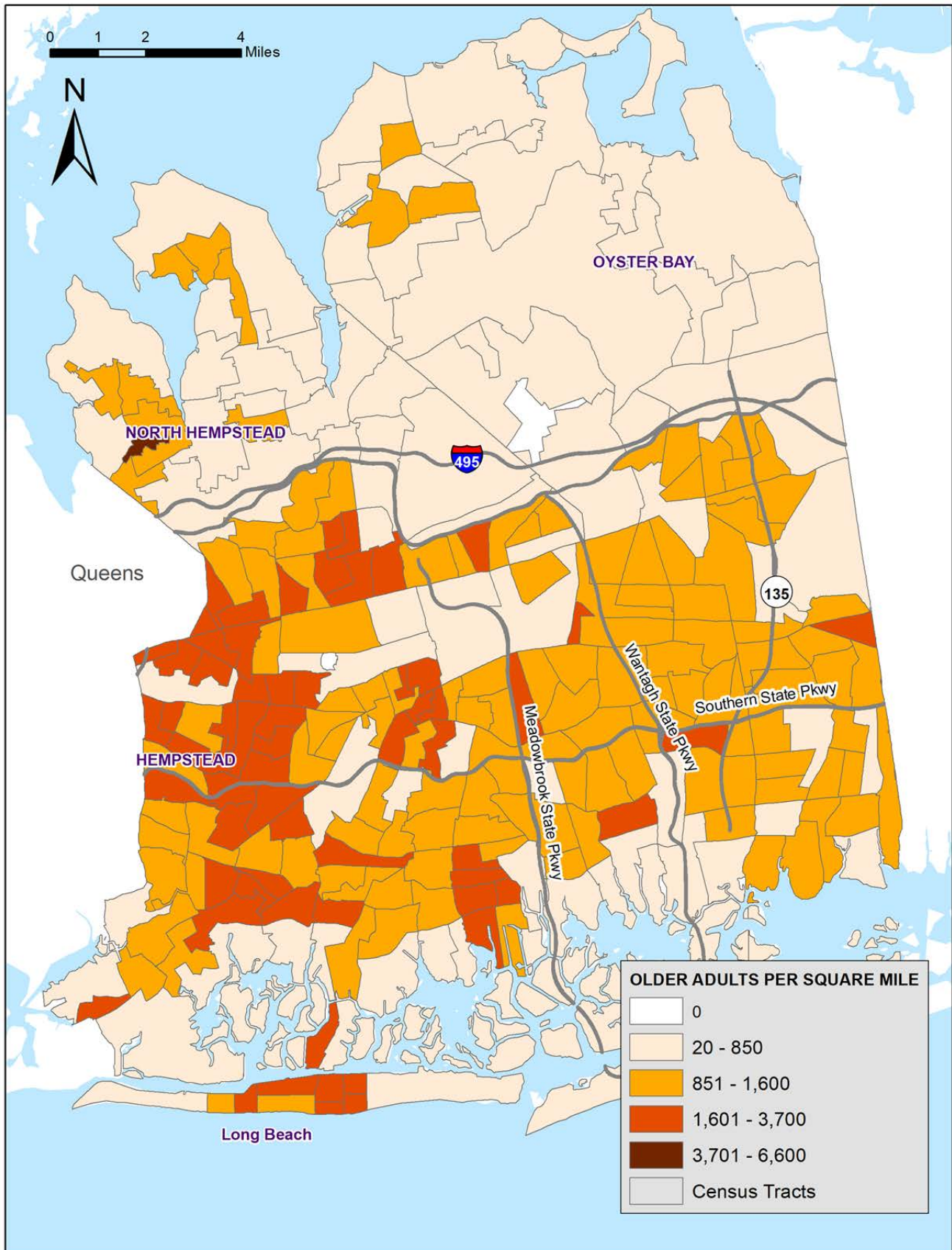
[Figure F-A-21](#) shows the older adults by number per tract; [Figure F-A-22](#) shows the population density per square mile. The numbers map shows older adults throughout North Hempstead and Hempstead and in the southern portions of Oyster Bay. The density map shows that the highest concentrations are generally in the western portion of the county.

Figure F-A-21

Older Adults (65+) by Tract (Nassau County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-22

Older Adults (65+) per Square Mile by Tract (Nassau County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Slightly more than 8 percent of the population of Nassau County (or 112,217 people) have a disability. The number of persons with a disability decreased by more than 1,600 from 2014. [Table F-A-17](#) shows the census places in order of both total persons with a disability and density of persons with a disability. Levittown has the highest number of persons with a disability, at 5,138, while Great Neck Plaza has the highest density, at 3,013 persons per square mile.

Table F-A-17

Persons with a Disability by Census Place (Nassau County)

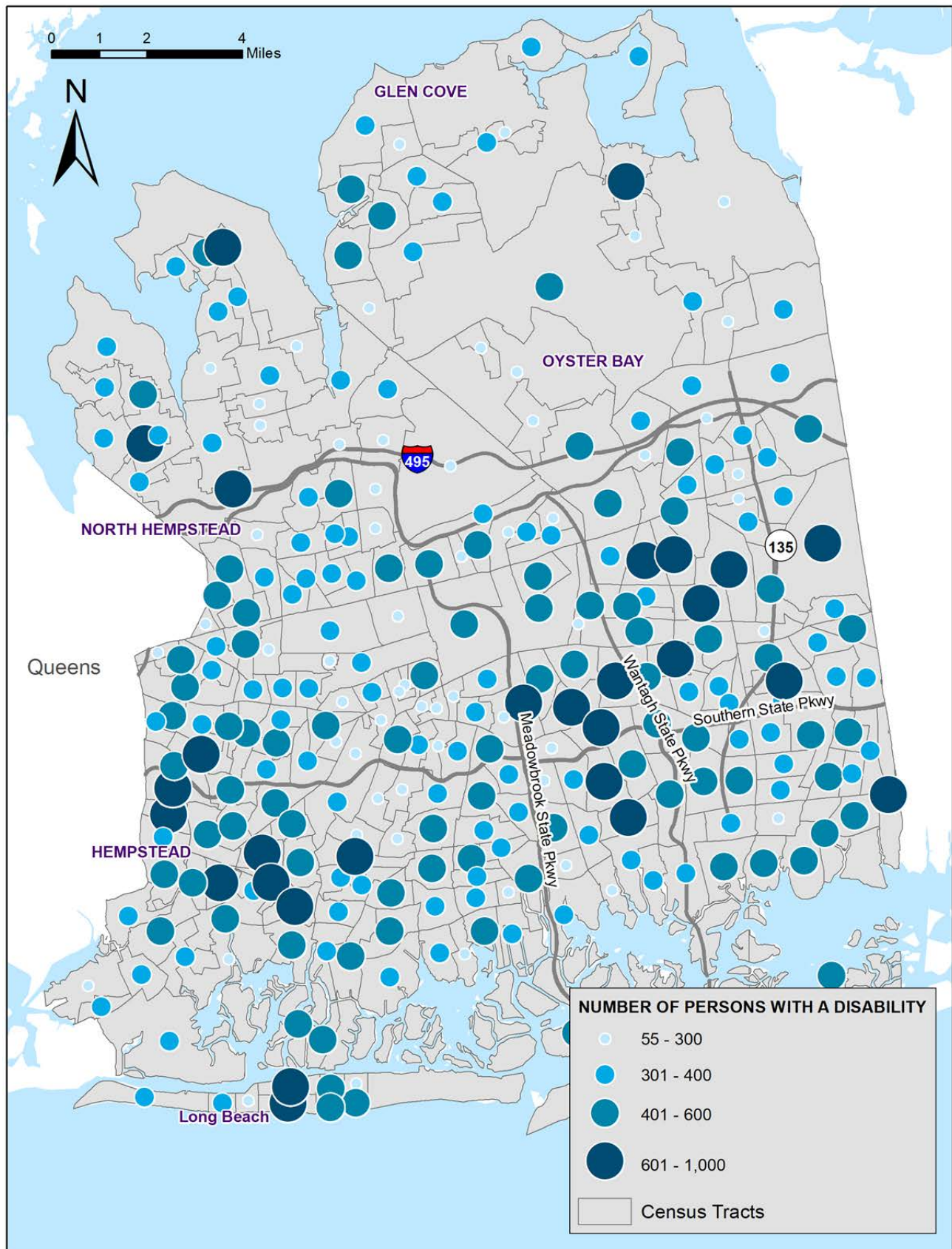
Source: U.S. Census Bureau, 2014-2018 ACS 5-Year Estimates

Name	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability				
Levittown	6.8	51,539	5,138	752
East Meadow	6.3	37,358	3,872	611
Long Beach	2.5	33,509	3,720	1,490
Hicksville	6.8	42,649	3,534	519
Freeport	4.9	43,128	3,484	716
Highest Density of Persons with a Disability				
Great Neck Plaza	0.1	6,957	950	3,013
South Floral Park	0.3	1,986	155	1,678
Long Beach	0.4	33,509	3,720	1,490
Lynbrook	2.2	19,552	2,153	1,069
Island Park	2.0	4,807	464	1,066

[Figure F-A-23](#) depicts a large population of persons with a disability living in Hempstead and southern Nassau County.

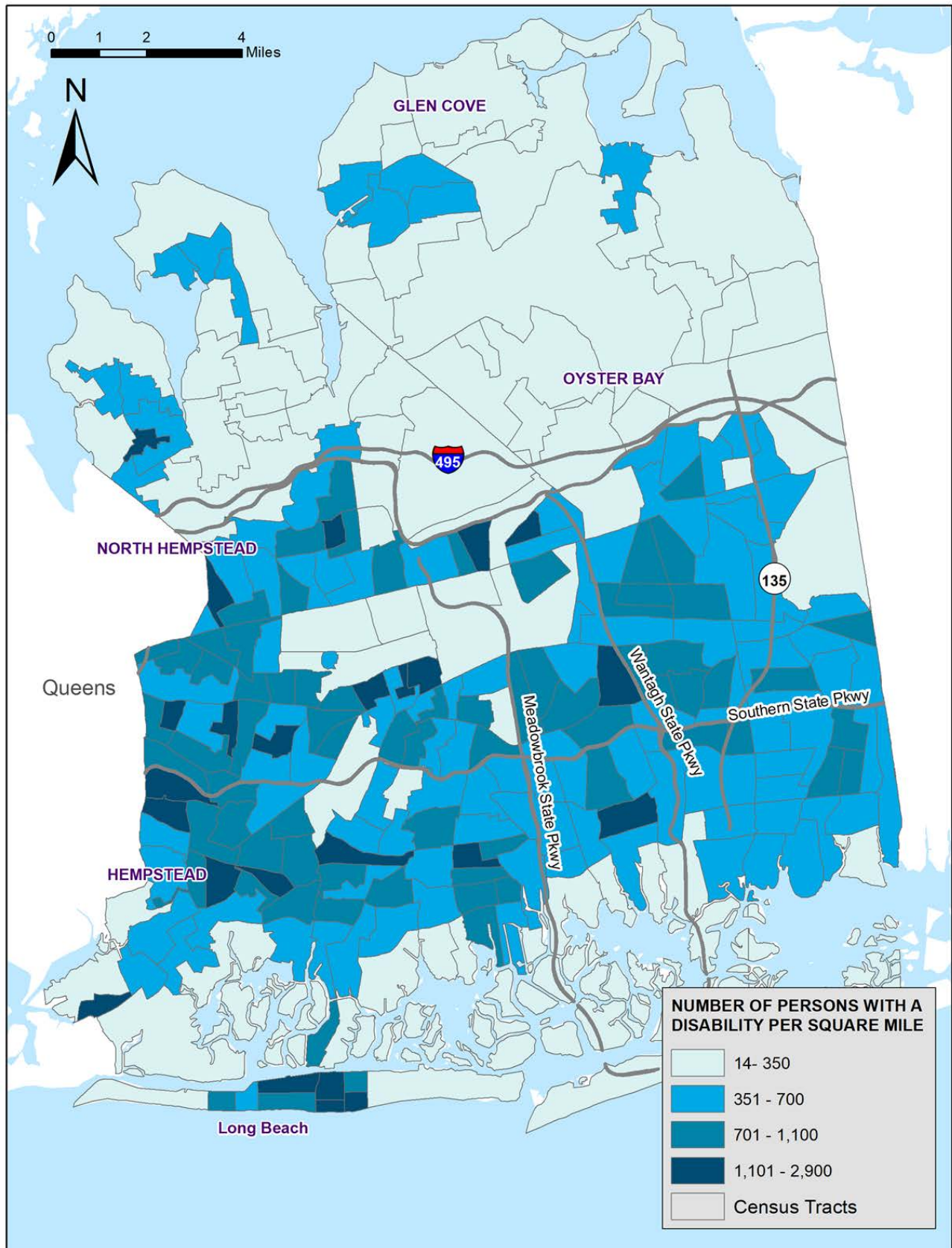
[Figure F-A-24](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the southern portion of Nassau County.

Figure F-A-23

Persons with a Disability by Tract (Nassau County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-24

Persons with a Disability per Square Mile by Tract (Nassau County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.2.3 SUFFOLK COUNTY

By far the largest county in the NYMTC planning area in terms of geographic size, Suffolk County is slightly more than double Nassau County in land area. Although the two counties have similar population numbers, Suffolk County's size means that its density at 1,617 people per square mile is significantly lower than Nassau County's.

Older Adults

As of 2018, the older adult population of Suffolk County was slightly more than 239,000, an increase of more than 23,000 people since 2014. [Table F-A-18](#) displays the five towns and villages with the highest number and densities of older adults.

Table F-A-18

Older Adults (65+) by Census Place (Suffolk County)

Source: U.S. Census Bureau, 2014-2018 ACS 5-Year Estimates

Name	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults				
West Babylon	7.8	43,725	6,237	800
Commack	12.0	35,487	6,148	512
Coram	13.8	40,637	5,479	397
Brentwood	11.0	59,436	5,040	458
Smithtown	12.12	26,408	4,650	384
Highest Density of Older Adults				
North Amityville	2.4	19,608	2,353	980
Lindenhurst	3.8	27,303	3,625	954
Copiague	3.2	22,527	2,615	817
West Babylon	7.8	43,725	6,237	800
Huntington Station	5.5	34,005	3,900	709

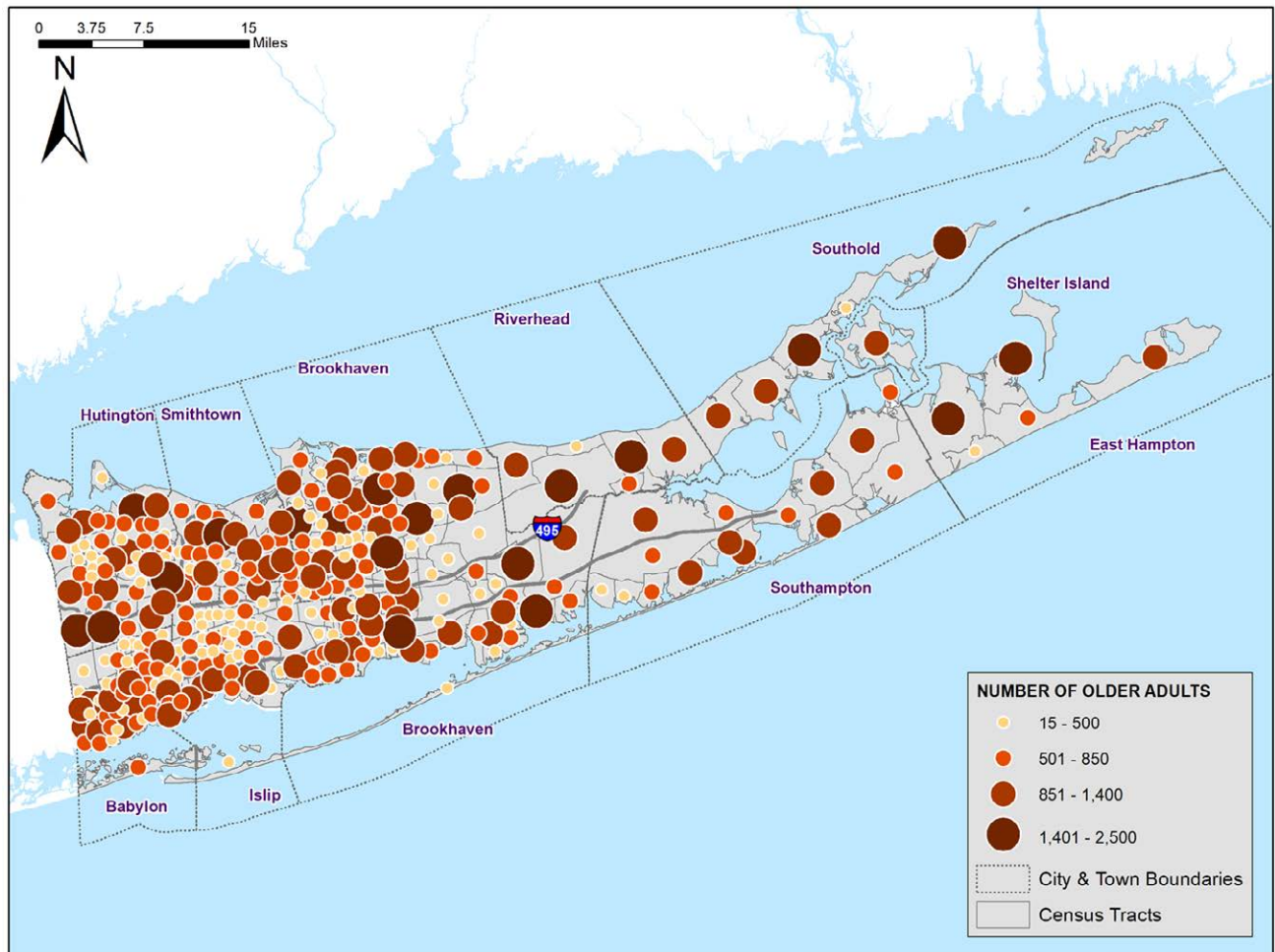
Note: Shading highlights places that have both high numbers and density.

Figure F-A-25 shows the number of older adults per tract. The western end of Suffolk County, where populations are higher and tracts are small, has a large number of older adults. In addition, several tracts on the east end have high numbers of older adults, but these numbers represent very large tracts.

Figure F-A-26 depicts the density of older adults per square mile. The population is concentrated almost entirely west of the William Floyd Parkway, and especially in South Babylon, southern Islip, and Huntington.

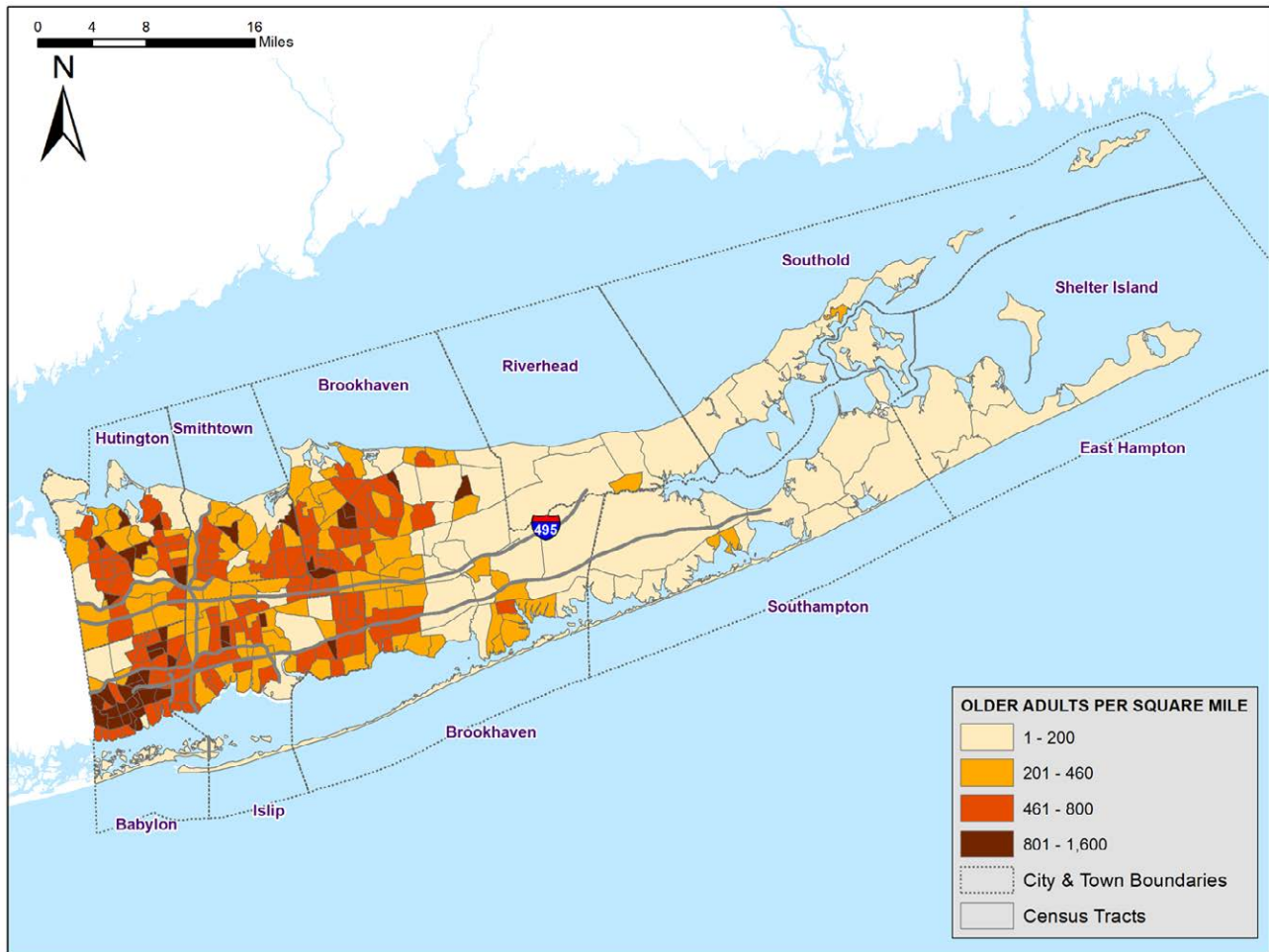
Figure F-A-25

Older Adults (65+) by Tract (Suffolk County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-26

Older Adults (65+) per Square Mile by Tract (Suffolk County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

Similar to Nassau County, 9 percent of the population in Suffolk County have a disability ([Table A-19](#)).

Table F-A-19

Persons with a Disability by Census Place (Suffolk County)

Source: U.S. Census Bureau, 2014- 2018 ACS 5-Year Estimates

Name	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with a Disability				
Brentwood	11.0	62,942	4,947	451
West Babylon	8.1	42,918	4,840	600
Coram	13.8	39,977	3,785	274
Bay Shore	5.6	30,685	3,429	616
Centereach	8.7	32,028	3,424	392
Highest Density of Persons with a Disability				
Lindenhurst	3.8	27,053	3,018	790
Copiague	3.2	23,716	2,482	776
Sound Beach	1.6	8,093	1,175	728
North Amityville	2.4	18,817	1,579	669
Bay Shore	5.6	30,685	3,429	616

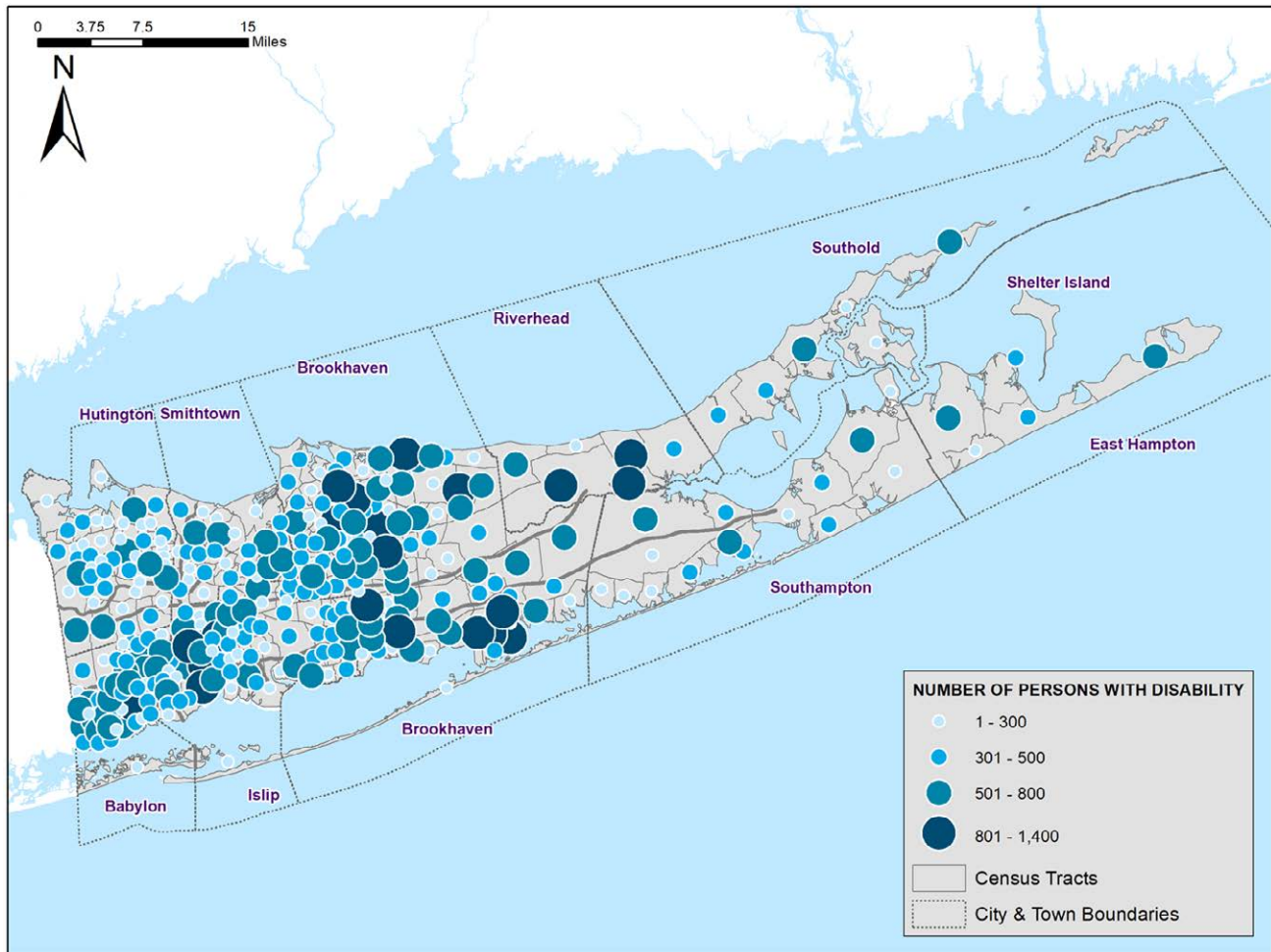
Note: Shading highlights places that have both high numbers and density.

[Figure F-A-27](#) shows a large population of persons with a disability living in Brookhaven and along the central spine of Suffolk County, particularly from central Suffolk County to western Suffolk County.

[Figure F-A-28](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the central and western portions of Suffolk County.

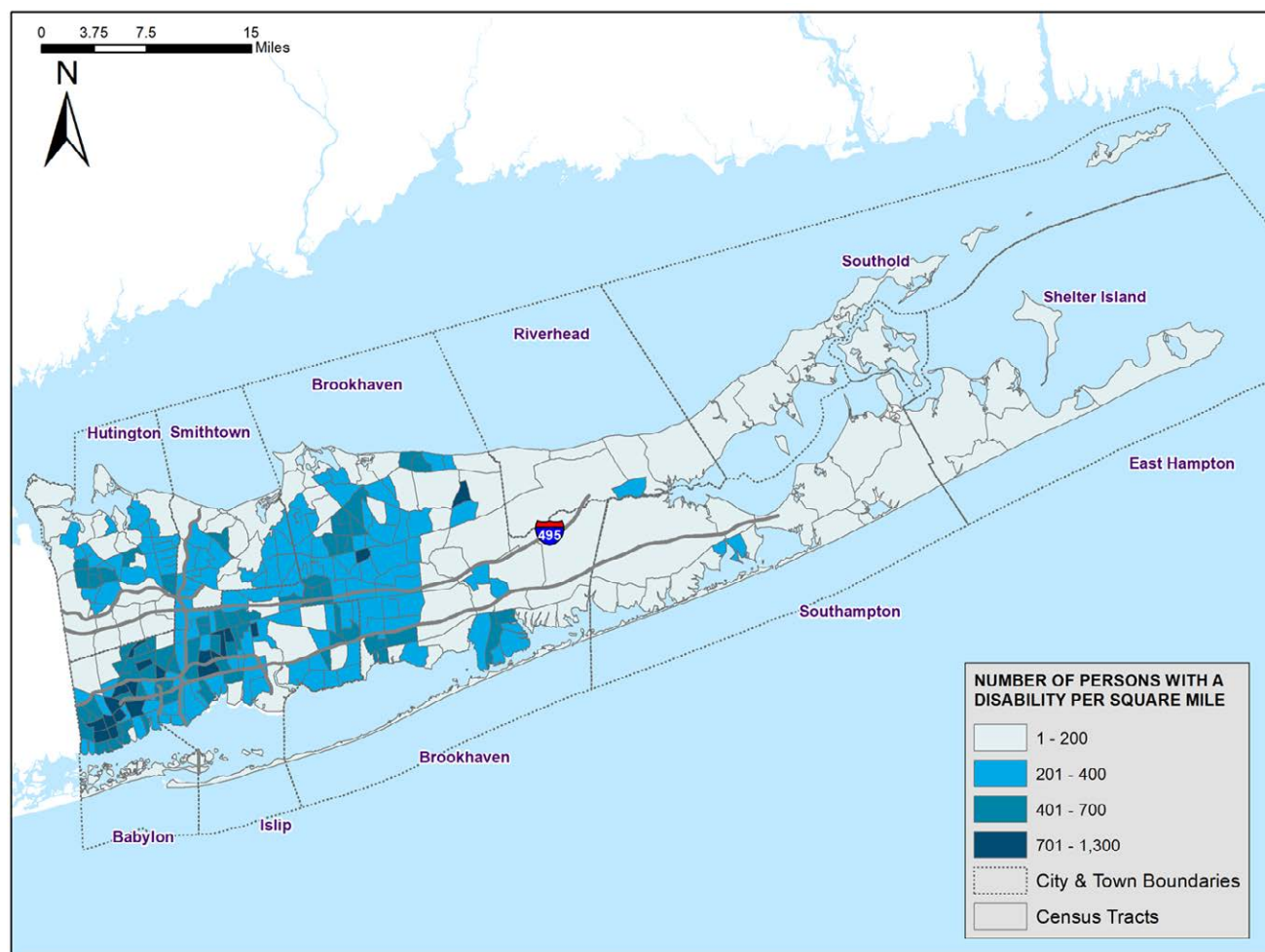
Figure F-A-27

Persons with a Disability by Tract (Suffolk County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-28

Persons with a Disability per Square Mile by Tract (Suffolk County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.3 LOWER HUDSON VALLEY

North of New York City, the Lower Hudson Valley subregion of Rockland, Westchester, and Putnam counties straddles the Hudson River. Rockland County borders New Jersey, while Westchester County's south border touches the Bronx. This subregion has the lowest population of the three subregions at 1.39 million and covers a total area of 838 square miles ([Table F-A-20](#)). The Lower Hudson Valley has the lowest population density of the three subregions, at 1,661 persons per square mile in 2018. The area grew by 6.6 percent from 2000 to 2018, higher than New York City's growth. The subregion contains 6 cities, all of which are in Westchester County, in addition to 30 towns and 50 villages.

Table F-A-20

Population Change by County (Lower Hudson Valley)

Source: U.S. Census Bureau, Decennial Census 2000 and 2010, 2018 ACS 5-Year Estimates

	2000	2010	2018 ACS	Change	% Change (2000–2010)	% Change (2000–2018)
Putnam	95,745	99,710	99,070	3,325	4.1%	3.5%
Rockland	286,753	311,687	323,686	36,933	8.7%	12.9%
Westchester	923,459	949,113	968,815	45,356	2.8%	4.9%
Lower Hudson Valley	1,305,957	1,360,510	1,391,571	85,614	4.2%	6.6%

F-A.3.1 TARGET POPULATIONS

[Table F-A-21](#) breaks down the target populations by county. In general, the target populations as a percent of total population remain consistently spread throughout the counties. The persons with a disability population is lower in the Lower Hudson Valley than at the state and national levels. However, the population of older adults is much higher in the Lower Hudson Valley than the United States, with an average of 16.1 percent of the population over 65 in the Lower Hudson Valley.

Table F-A-21

Target Populations by County (Lower Hudson Valley)

Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

	Total Population	Older Adults (65+) (2014)	Older Adults (65+) (2018)	% Older Adults	Persons with a Disability (2014)	Persons with a Disability (2018)	% Persons with a Disability
Putnam	99,070	13,574	16,053	16.20%	10,190	10,017	10.20%
Rockland	323,686	45,070	49,645	15.34%	27,545	29,999	9.30%
Westchester	968,815	145,683	158,902	16.40%	84,092	89,947	9.40%
Lower Hudson Valley	1,391,571	204,327	224,600	16.14%	121,827	129,963	9.34%
New York State	19,618,453	2,755,172	3,068,689	15.6%	2,120,273	2,222,712	11.5%
United States	322,903,030	43,177,961	49,238,581	15.2%	37,874,571	40,071,666	12.6%

F-A.3.2 PUTNAM COUNTY

The most rural of the 10 counties in the NYMTC planning area, Putnam County lies the farthest north, bordering Westchester County. As of 2018, more than 99,000 people were living in six towns. From 2000 to 2018, the county grew by 3.5 percent, the slowest growth in the region. The growth in Putnam County has reversed since 2014 and the population has decreased by 627 residents. The population of persons with a disability followed the overall population trend with a decline of 2 percent. However, during that period the population older than 65 increased by 18 percent.

Putnam County has the lowest population density of all 10 counties in the NYMTC region with 429 people per square mile over its 231 square miles of land, which is similar to the population density of New York State. Because the county has only six towns and three villages, and the towns are vastly larger than the villages, the towns end up having high numbers of each target populations while the small villages have high densities. Thus, since Putnam County has only six census subdivisions, each of the following tables includes all six and were not shaded.

Older Adults

Putnam County is home to 16,053 older adults. [Table F-A-22](#) summarizes the number of older adults by county subdivision in Putnam County.

Table F-A-22

Older Adults (65+) by County Subdivision (Putnam County)

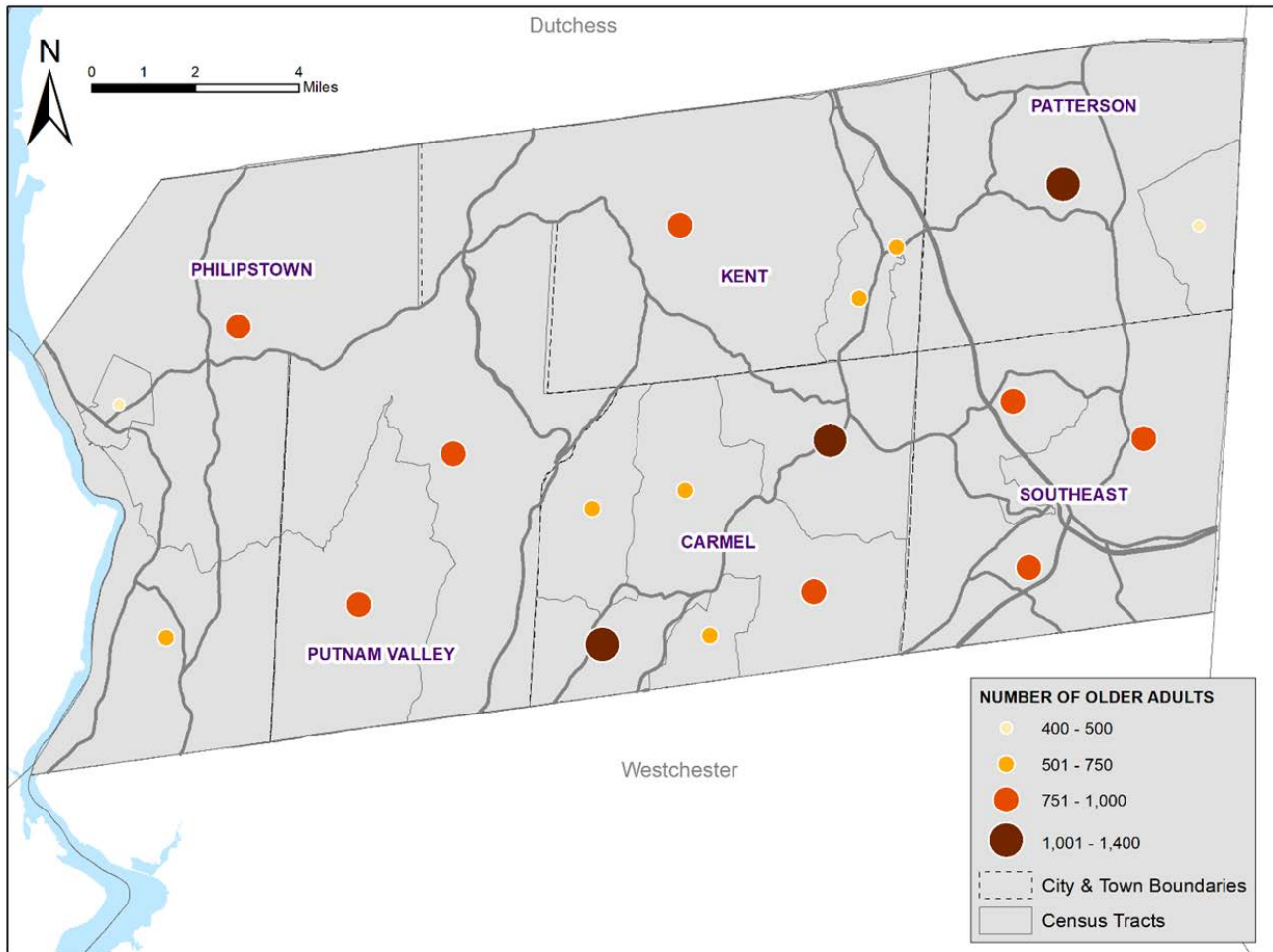
Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

Name	Square Miles	Total Population	Older Adults (65+)	Per Square Mile
Highest Number of Older Adults				
Carmel	36	34,227	5,681	157.8
Southeast	32	18,218	2,692	84.1
Kent	40	13,325	2,372	59.3
Patterson	32	11,922	1,620	50.6
Putnam Valley	41	11,654	1,807	44.1
Philipstown	49	9,724	1,881	38.4
Highest Density of Older Adults				
Carmel	36	34,227	5,681	157.8
Southeast	32	18,218	2,692	84.1
Kent	40	13,325	2,372	59.3
Patterson	32	11,922	1,620	50.6
Putnam Valley	41	11,654	1,807	44.1
Philipstown	49	9,724	1,881	38.4

[Figure F-A-29](#) and [Figure F-A-30](#) show the density and number of older adults by census tract. Carmel, which is also the county seat, has numerous seniors spread throughout, while the high density of older adults occurs in isolated census tracts scattered throughout the county.

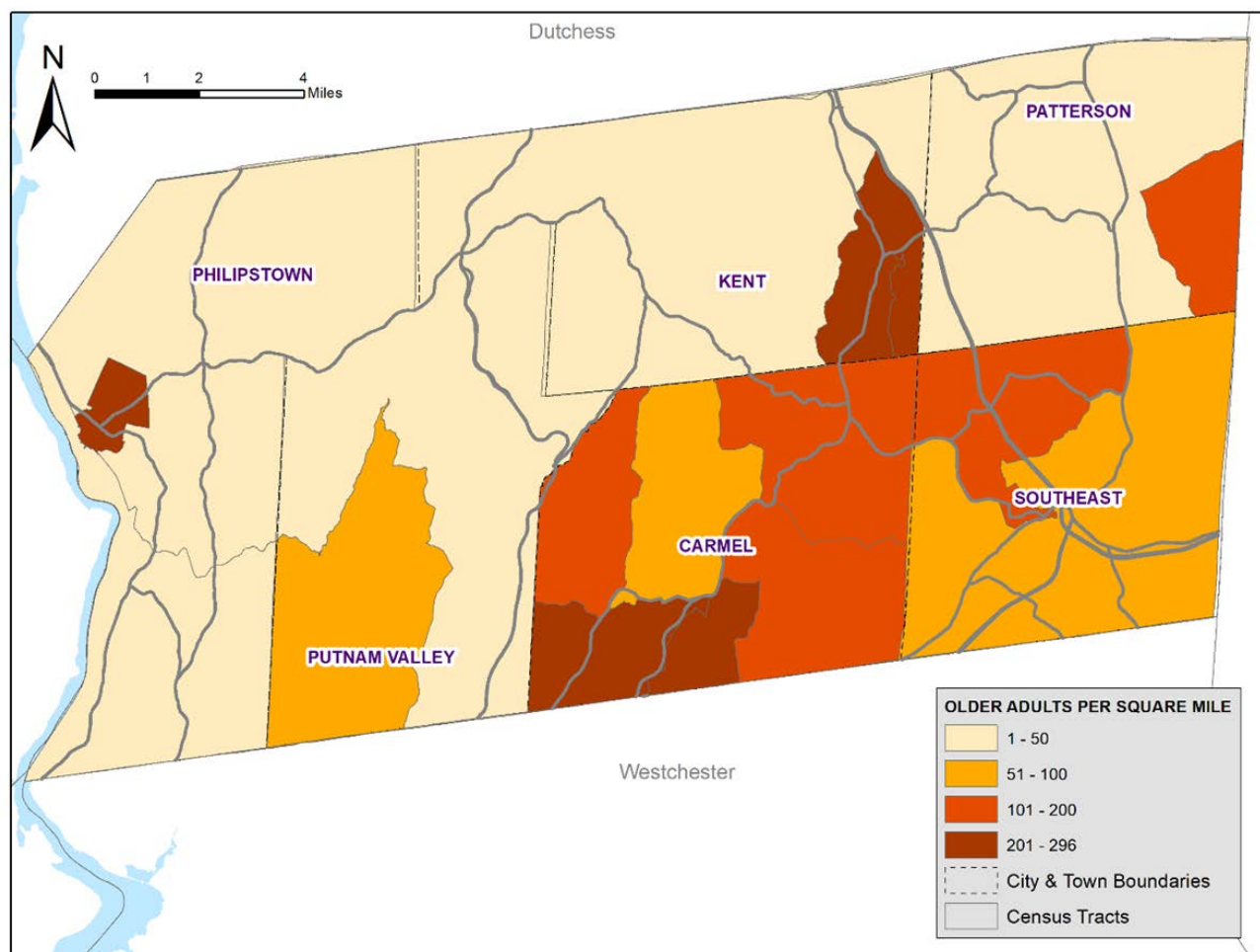
Figure F-A-29

Older Adults (65+) by Census Tract (Putnam County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-30

Older Adults (65+) per Square Mile by Census Tract (Putnam County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

As shown in [Table F-A-23](#), Carmel has the highest population and density of persons with a disability, Carmel has 3,506 persons with a disability, 10 percent of the population. The percent of the population with disabilities is unchanged since 2014.

Table F-A-23

Persons with Disability by County Subdivision (Putnam County)

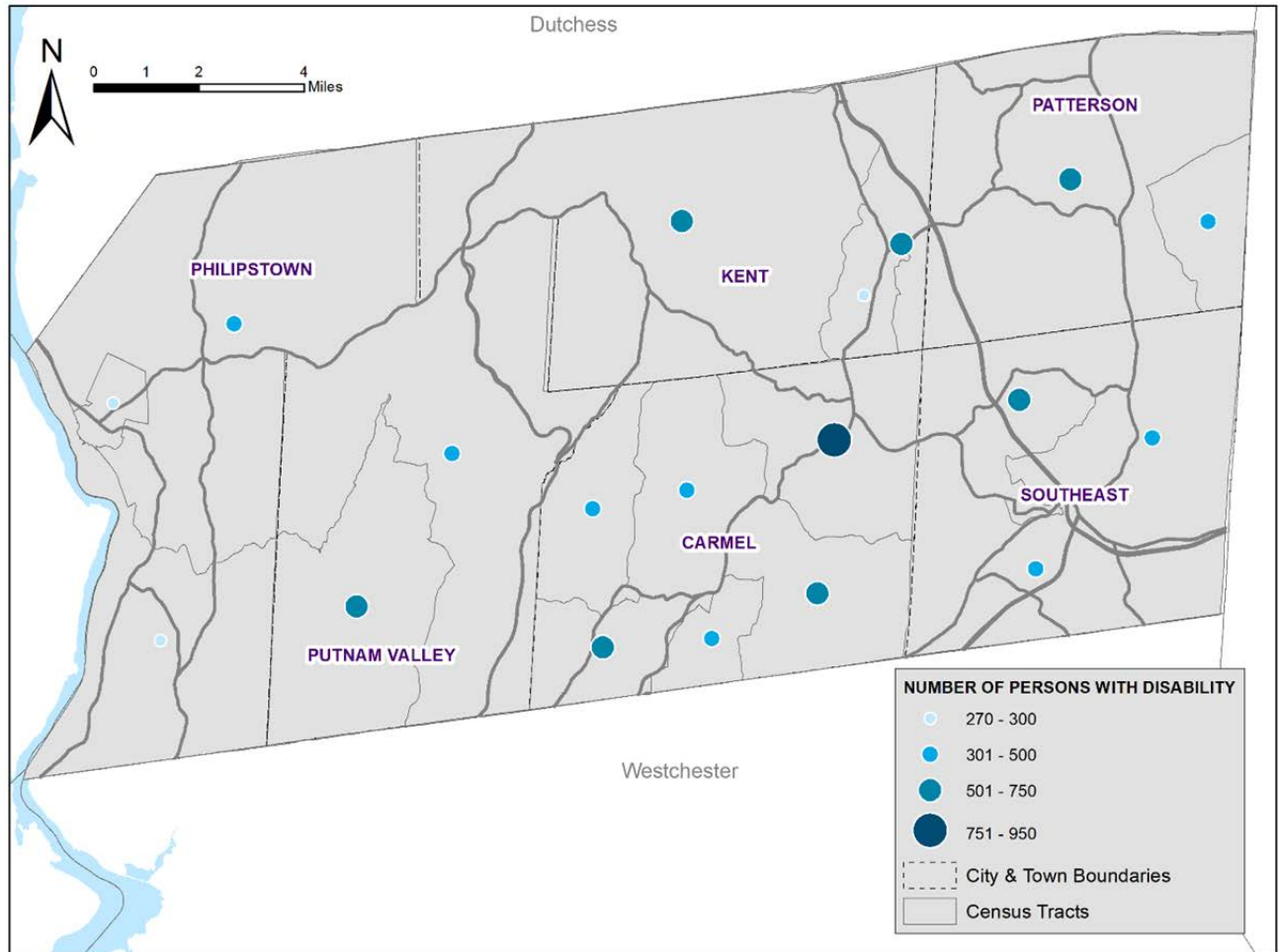
Source: U.S. Census Bureau, 2014 ACS 5-Year Estimates

County Subdivision	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with Disabilities				
Carmel	36	34,227	3,506	97.4
Southeast	32	18,218	1,645	51.4
Kent	40	13,325	1,540	38.5
Putnam Valley	41	11,654	1,175	28.7
Patterson	32	11,922	1,171	36.6
Philipstown	49	9,724	980	20.0
Highest Density of Persons with Disabilities				
Carmel	36	34,227	3,506	97.4
Southeast	32	18,218	1,645	51.4
Kent	40	13,325	1,540	38.5
Patterson	32	11,922	1,171	36.6
Putnam Valley	41	11,654	1,175	28.7
Philipstown	49	9,724	980	20.0

[Figure F-A-31](#) shows a large population of persons with a disability living in Carmel and eastern Putnam County. [Figure F-A-32](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the eastern portion of Putnam County.

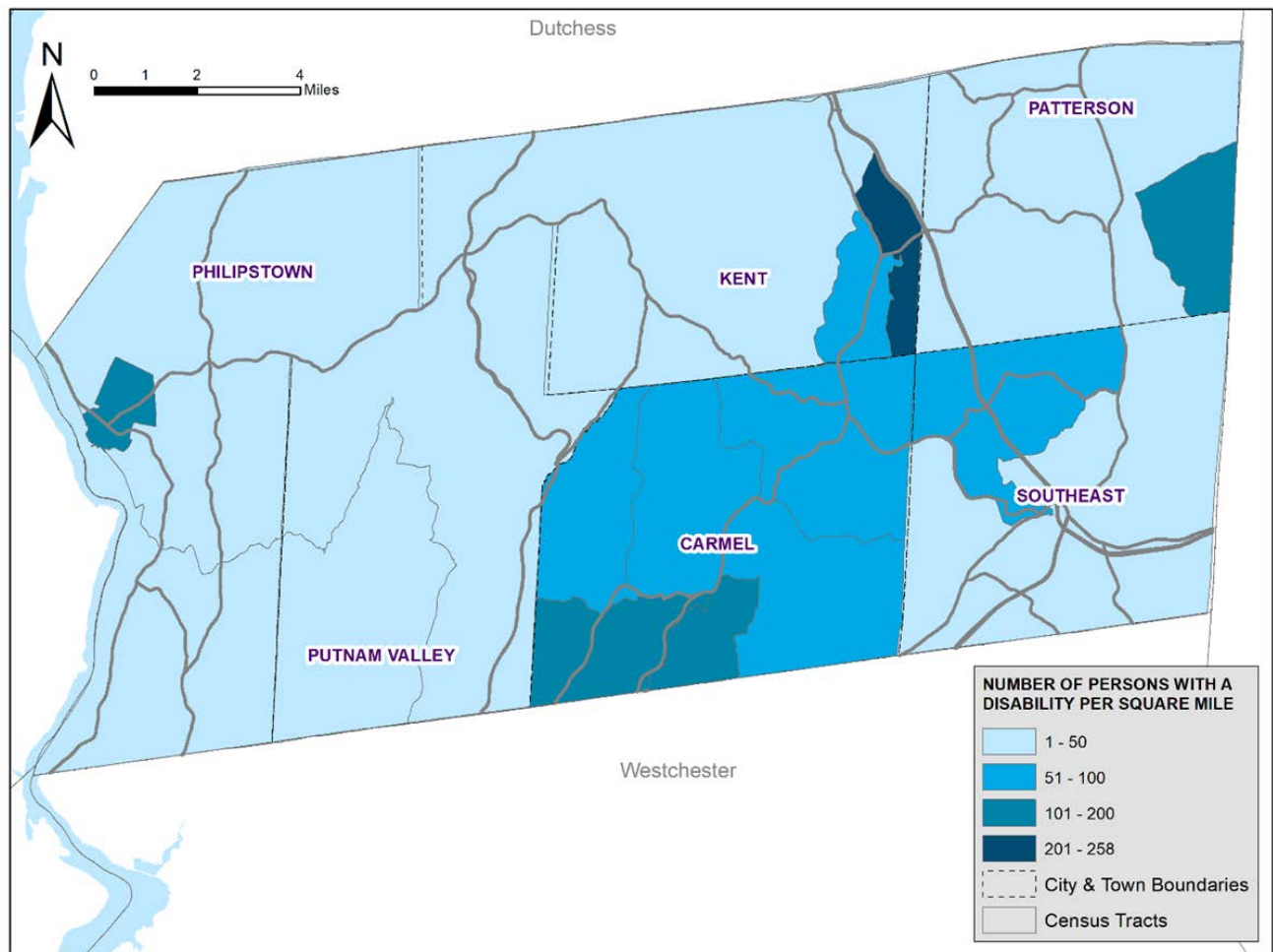
Figure F-A-31

Persons with a Disability by Tract (Putnam County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-32
Persons with a Disability per Square Mile by Tract (Putnam County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.3.3 ROCKLAND COUNTY

Rockland County is the only county in the NYMTC planning area west of the Hudson River; it shares a southern border with New Jersey. The county's population reached 323,686 by 2014—an almost 13 percent population growth since 2000, the highest growth rate among the NYMTC planning area. It grew close to 4 percent since 2014, almost double the growth of Lower Hudson Valley during that same period. At 174 square miles, Rockland County covers the smallest area of the three Lower Hudson Valley counties; it is approximately three times larger than Staten Island. The county has a population density of 1,860 people per square mile as of 2018.

Older Adults

Rockland County is home to more than 49,000 older adults, an increase of 4,000 since 2014. [Table F-A-24](#) lists the older adult population by county subdivision in Rockland County. Similar to Putnam County, Rockland has only five census subdivisions, each of the following tables includes all five subdivisions and is not shaded.

Table F-A-24

Older Adults (65+) by County Subdivision (Rockland County)

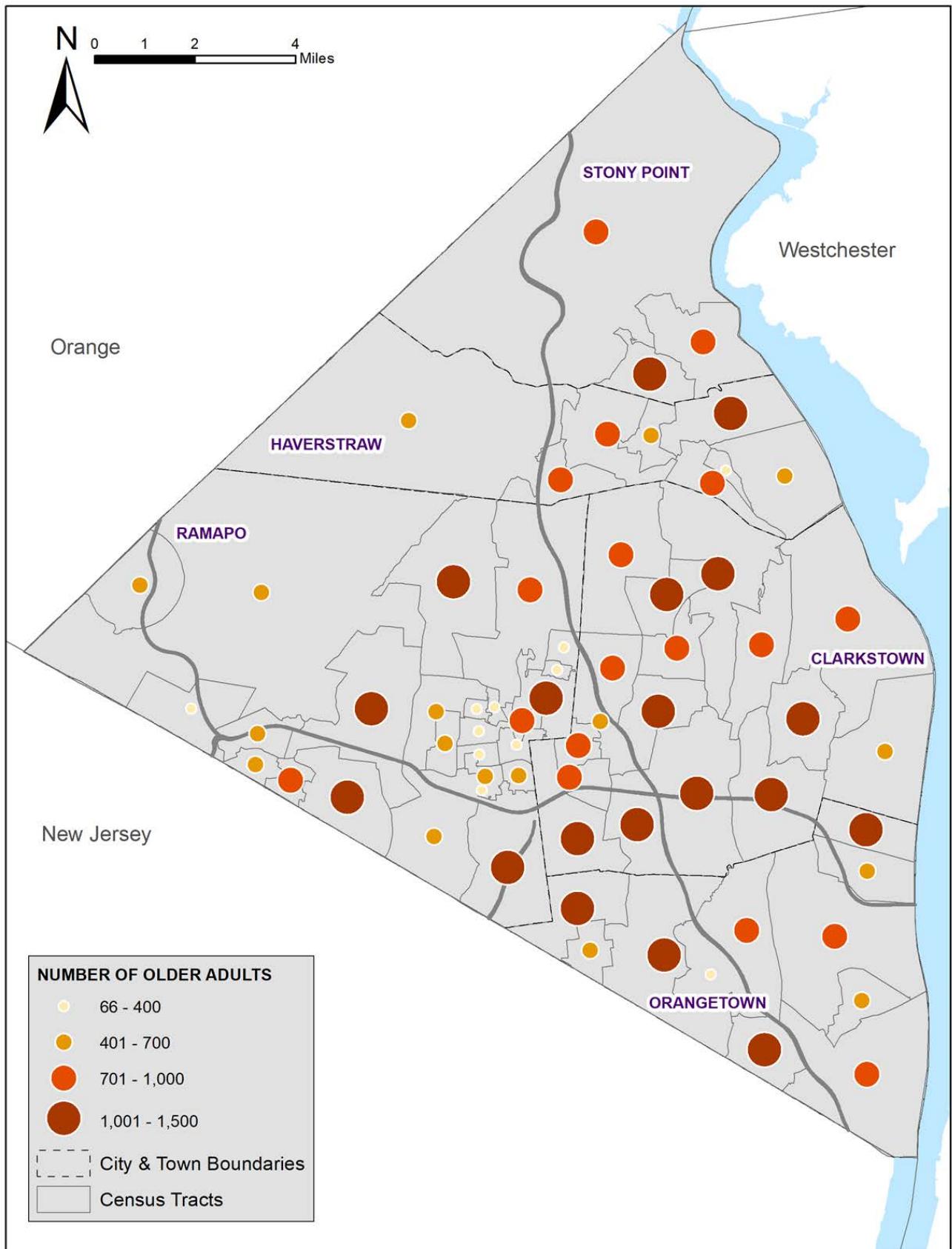
Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

Place	Square Miles	Total Population	Older Adults	Per Square Mile
Highest Number of Older Adults				
Clarkstown	38	86,511	16,778	441.5
Ramapo	61	134,571	15,123	247.9
Orangetown	24	50,046	9,614	400.6
Haverstraw	22	37,165	5,395	245.2
Stony Point	28	15,393	2,735	97.7
Highest Density of Older Adults				
Clarkstown	38	86,511	16,778	441.5
Orangetown	24	50,046	9,614	400.6
Ramapo	61	134,571	15,123	247.9
Haverstraw	22	37,165	5,395	245.2
Stony Point	28	15,393	2,735	97.7

[Figure F-A-33](#) and [Figure F-A-34](#) display the number and density of older adults by census tract. The older adult population generally lives in Monsey, Spring Valley, and eastern Haverstraw; there is also a small cluster in Suffern.

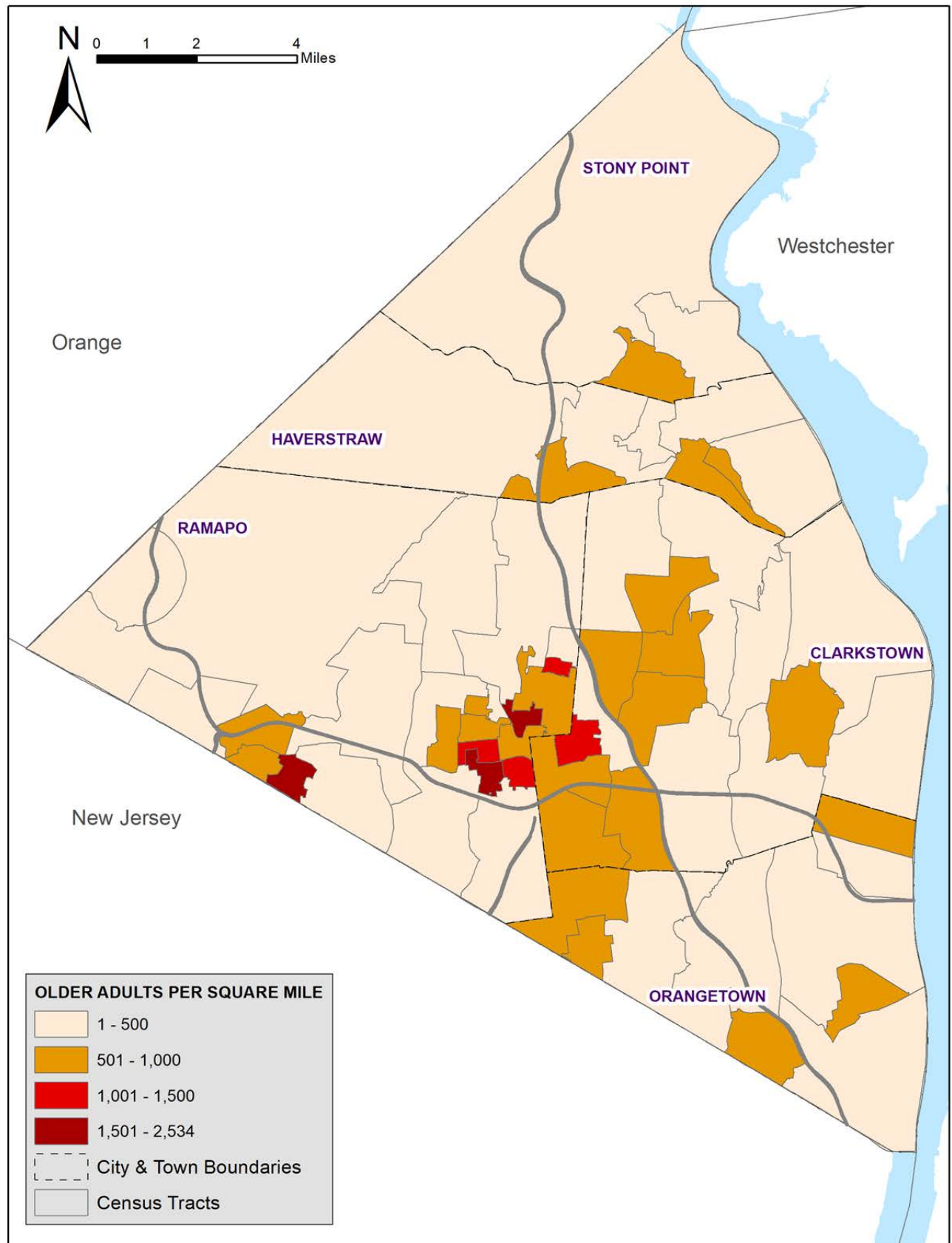
Figure F-A-33

Older Adults (65+) by Census Tract (Rockland County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-34

Older Adults (65+) per Square Mile by Census Tract (Rockland County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

As shown in [Table F-A-25](#), Ramapo has the highest number of persons with a disability in Rockland County.

Table F-A-25

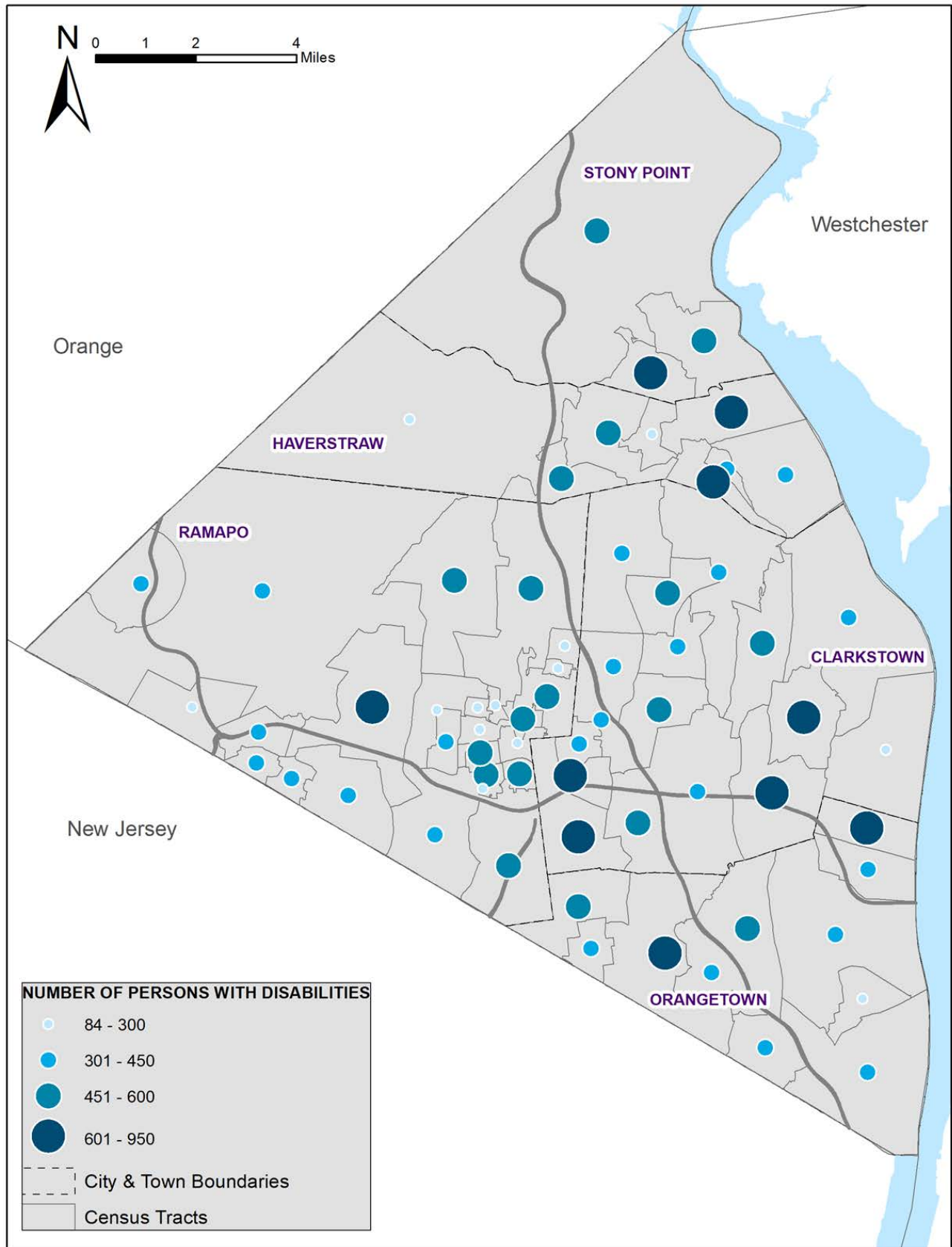
Persons with a Disability by County Subdivision (Rockland County)

Source: U.S. Census Bureau, 2014 ACS 5-Year Estimates

County Subdivision	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with Disabilities				
Ramapo	61	134,571	9,902	162.3
Clarkstown	38	86,511	8,724	229.6
Orangetown	31	50,046	5,491	177.1
Haverstraw	27	37,165	4,141	153.4
Stony Point	28	15,278	1,741	62.2
Highest Density of Persons with Disabilities				
Clarkstown	38	86,511	8,724	229.6
Orangetown	31	50,046	5,491	177.1
Ramapo	61	134,571	9,902	162.3
Haverstraw	27	37,165	4,141	153.4
Stony Point	28	15,278	1,741	62.2

[Figure F-A-35](#) shows the number of persons with a disability. [Figure F-A-36](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the southeastern portion of Putnam County, concentrated in Monsey and Spring Valley in the Town of Ramapo.

Figure F-A-35
Persons with a Disability by Tract (Rockland County)

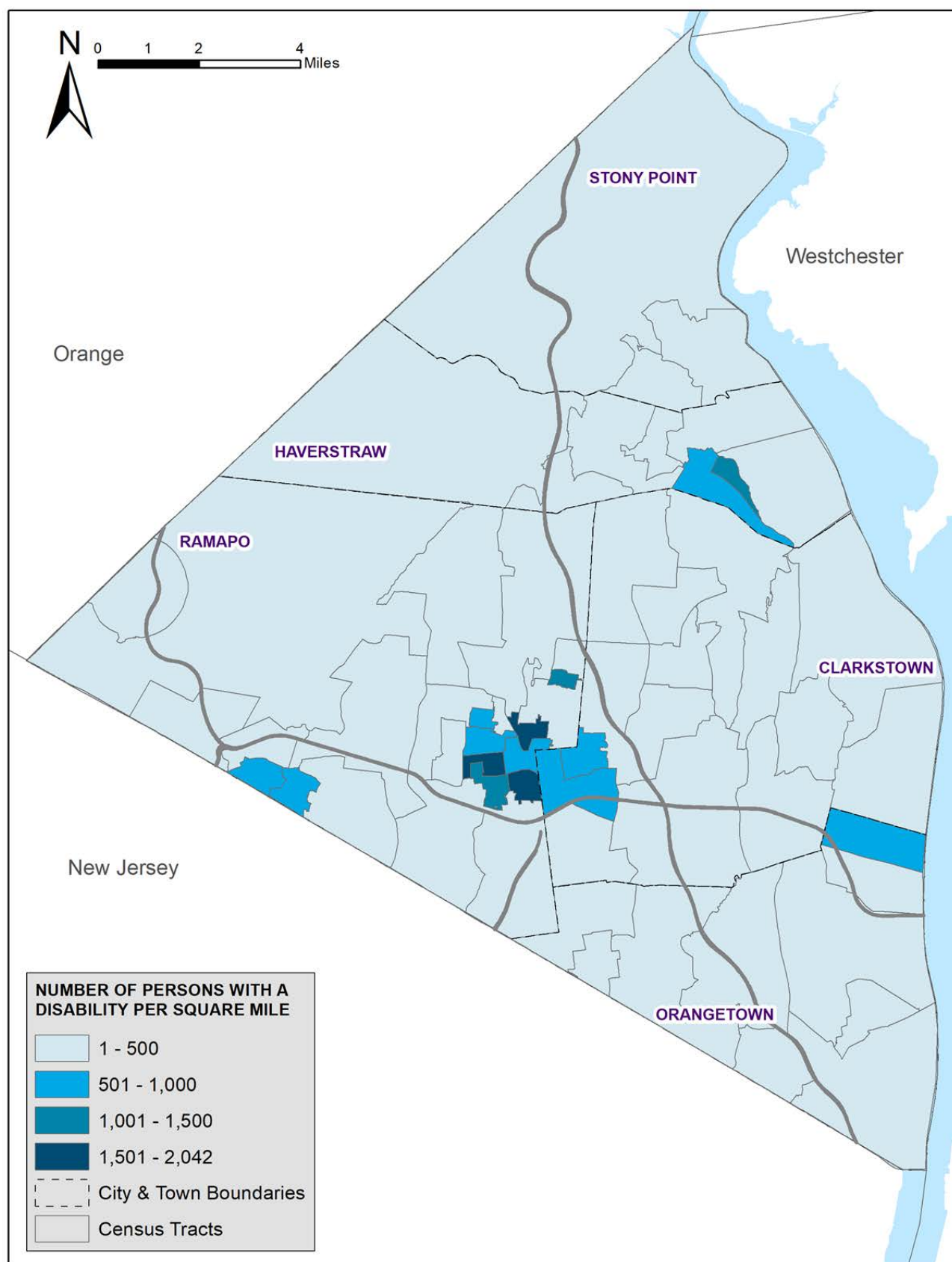


Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-36

Persons with a Disability per Square Mile by Tract (Rockland County)

F107



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

F-A.3.4 WESTCHESTER COUNTY

Westchester County borders the Bronx to the south and Connecticut to the east. The southern and central portions of the county generally have higher population densities, and the northern part of the county generally has lower densities. The population of Westchester County is approximately 968,815, as of 2018, making it by far the most populous county in the Lower Hudson Valley. Westchester County has the second largest land area of all counties in the NYMTC planning area, with a population density of 2,047 people per square mile in 2018. While the population grew by slightly more than 2 percent since 2014, the older population and the population with a disability grew by 9 and 7 percent, respectively.

Older Adults

Westchester County has about 159,000 older adults. [Table F-A-26](#) shows the density (persons per square mile) of older adults and displays the county subdivisions with the highest numbers of older adults.

Table F-A-26

Older Adults (65+) by County Subdivision (Westchester County)

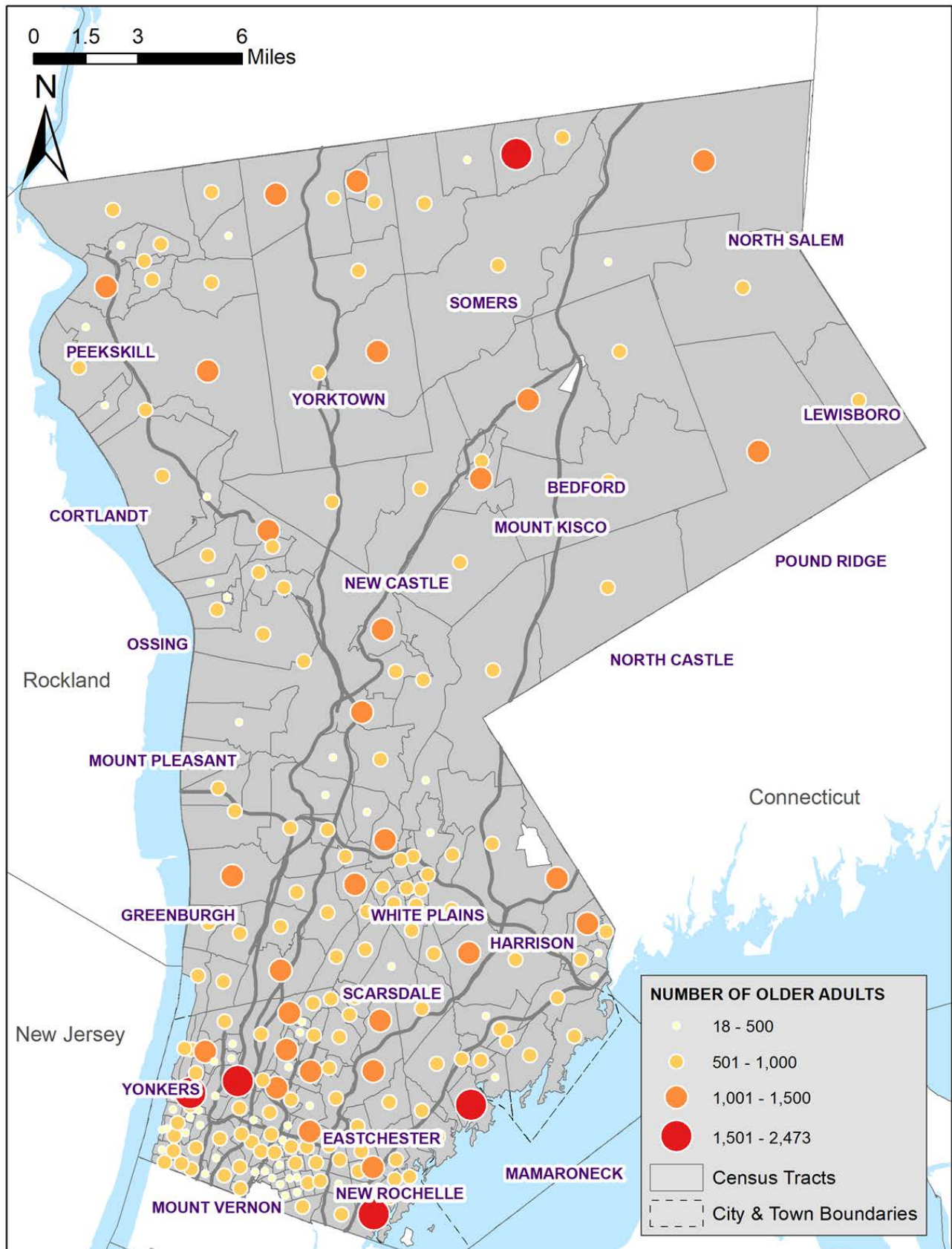
Source: U.S. Census Bureau, 2018 1ACS 5-Year Estimates

County Subdivision	Square Miles	Total Population	Older Adults	Per Square Mile
Highest Number of Older Adults				
Yonkers	20	199,745	33,088	1,638.0
Greenburgh	36	91,355	16,002	444.5
New Rochelle	13	79,205	13,025	986.7
Mount Vernon	4	68,035	10,479	2,381.6
White Plains	10	58,040	9,752	985.1
Highest Density of Older Adults				
Mount Vernon	4	68,035	10,479	2,381.6
Yonkers	20	199,745	33,088	1,638.0
Eastchester	5	32,964	5,798	1,183.3
New Rochelle	13	79,205	13,025	986.7
White Plains	10	58,040	9,752	985.1

Note: Shading highlights places that have both high numbers and density

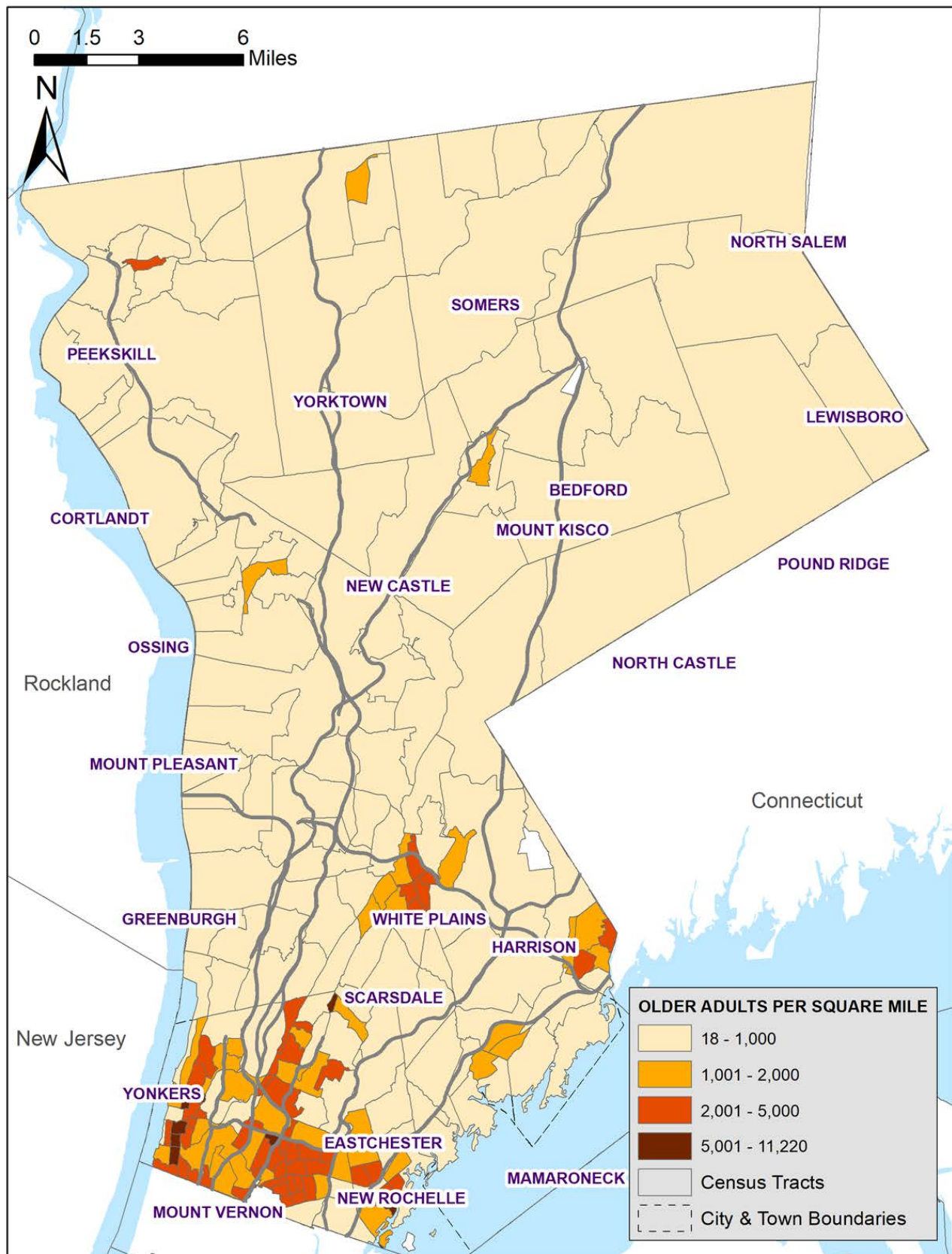
[Figure F-A-37](#) and [Figure F-A-38](#) show the density and population distribution of older adults. The population distribution map shows a high number of older adults along the Bronx border and south of Interstate-287. Many census tracts along the north border of the county also have high numbers of older adults. The density map shows that many older adults reside throughout Yonkers and Mount Vernon, as well as in White Plains, New Rochelle, and the Town of Rye.

Figure F-A-37

Older Adults (65+) by Census Tract (Westchester County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-38

Older Adults (65+) per Square Mile by Census Tract (Westchester County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Persons with a Disability

The number of persons with a disability in these 25 subdivisions is 89,947. [Table F-A-27](#) shows the county subdivisions with the breakdown of persons with disabilities in Westchester County. Similar to 2014, the county subdivision of Yonkers has the highest number of people with disabilities, while Mount Vernon has the highest density of people with disabilities.

Table F-A-27

Persons with a Disability by County Subdivision (Westchester County)

Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

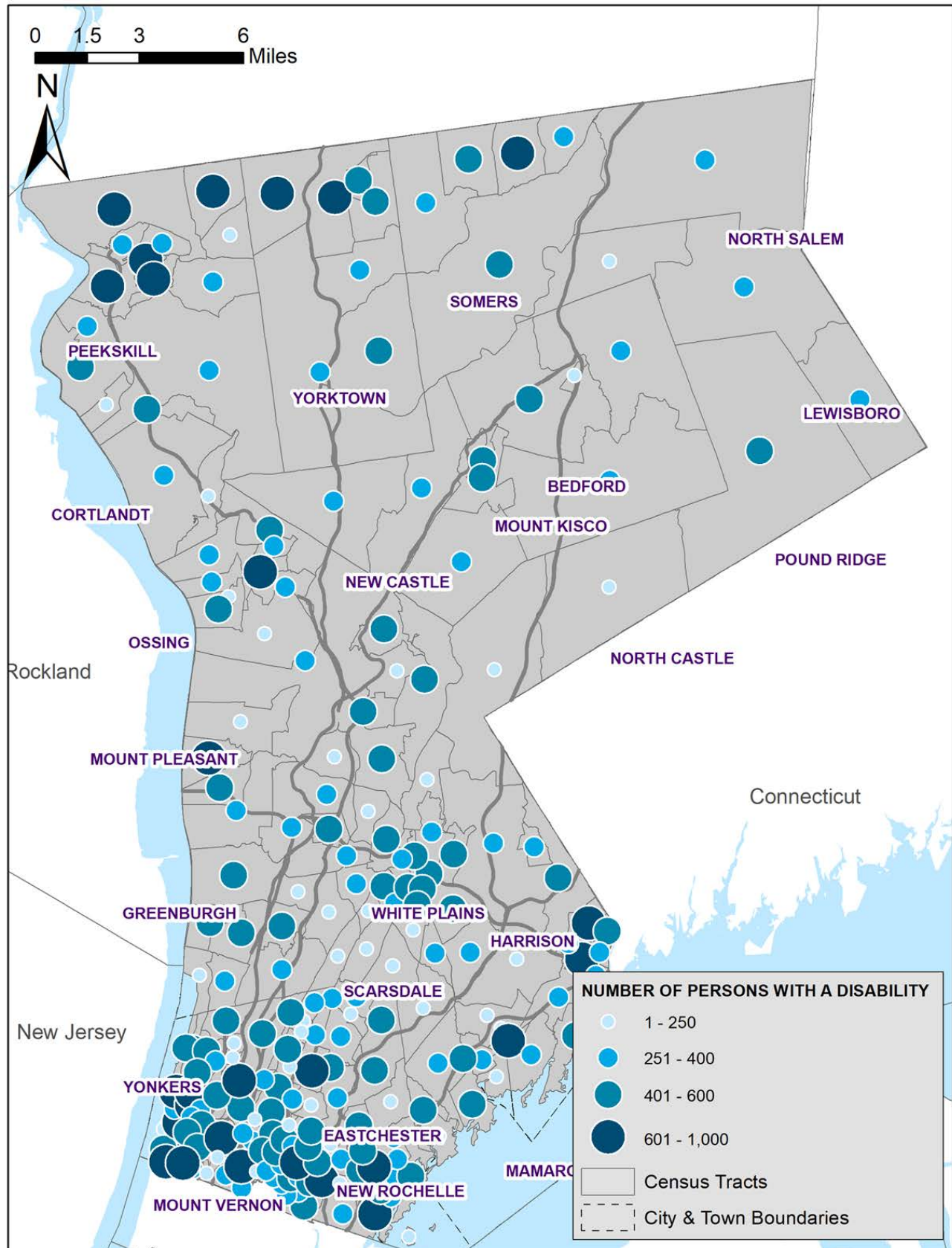
County Subdivision	Square Miles	Total Population	Persons with a Disability	Per Square Mile
Highest Number of Persons with Disabilities				
Yonkers	20	199,745	23,108	1144.0
Mount Vernon	4	68,035	8,305	1887.5
New Rochelle	13	79,205	7,201	545.5
Greenburgh	36	91,355	6,981	193.9
White Plains	10	58,040	5546.0	560.2
Highest Density of Persons with Disabilities				
Mount Vernon	4	68,035	8,305	1887.5
Yonkers	20	199,745	23,108	1144.0
Eastchester	5	32,964	2,754	562.0
White Plains	10	58,040	5546.0	560.2
New Rochelle	13	79,205	7,201	545.5

Note: Shading highlights places that have both high numbers and density

[Figure F-A-39](#) shows a large population of persons with a disability living in Yonkers and southern Westchester County.

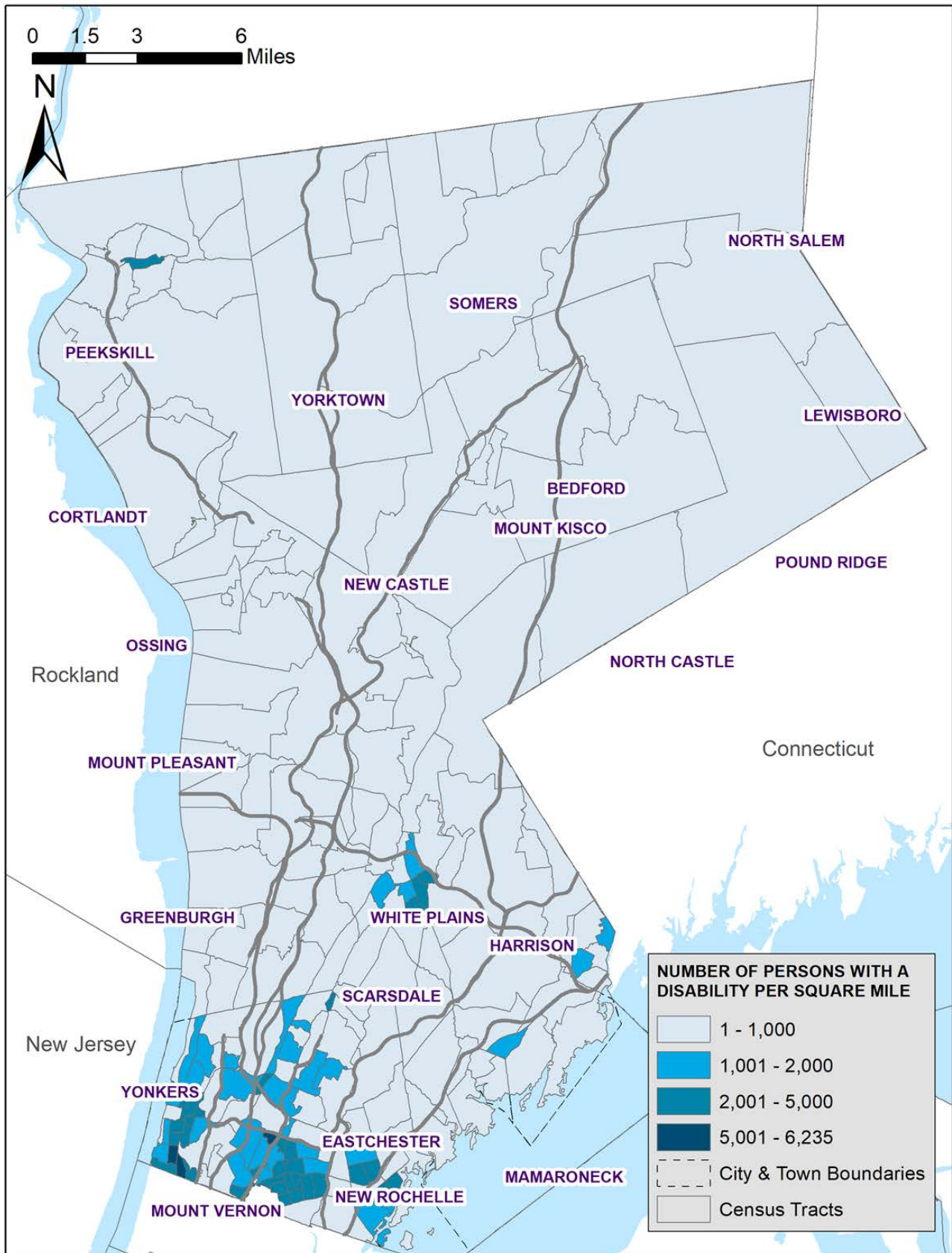
[Figure F-A-40](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the southern portion of Westchester County. While there are large numbers of persons with a disability in southern Westchester County, the density maps show that in many instances, this population is not as dense as in other places because of the size of the tracts, especially in the northern portion of Westchester County.

Figure F-A-39
Persons with a Disability by Tract (Westchester County)



Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates

Figure F-A-40

Persons with a Disability per Square Mile by Tract (Westchester County)

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year estimates



F-B

TRANSPORTATION PROVIDERS

Table F-B-1

New York City Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
Metropolitan Transportation Authority (MTA)	Manhattan, Bronx, Queens, Brooklyn, and Staten Island	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Subway, local rail, bus	11,912 total vehicles
Staten Island Ferry	Manhattan and Staten Island	Municipal department of transportation	7 days/24 hours	Unlimited	Unlimited	Ferry boat	5 ferries
MTA Staten Island Railway	Staten Island	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Rail-local service	61 total vehicles
MTA Metro- North Railroad	Trains between Grand Central Station and suburban New York and Connecticut	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Rail-commuter service	1,185 total vehicles
MTA Long Island Rail Road	Trains between Penn Station and Long Island	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Rail-commuter service	1,030 total vehicles
Port Authority Trans-Hudson (PATH)	Trains between Manhattan and neighboring communities and New Jersey	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Subway	356 total vehicles
New Jersey Transit	Trains between New York City, New Jersey, and Philadelphia	Public transit agency	Monday-Friday, 5AM-12AM; Weekend, 6AM-PM	Unlimited	Unlimited	Rail-commuter service Fixed route- commuter and local bus	4,558 total vehicles
Access-A-Ride	New York City	Public transit agency	Monday-Friday, 5AM-12AM; Weekend, 6AM-8PM	Persons with disabilities	Unlimited	Americans with Disabilities Paratransit	1,897 total vehicles

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Private Providers							
1,342 Medicaid non-emergency medical transportation (NEMT) providers contracted through Medical Answering Services	New York City	Private providers	Varies	Medicaid recipients	Medical	Taxis, ambulettes, wheelchair accessible vehicles, stretchers, ambulances	N/A
Street Hail Livery	Bronx, Brooklyn, Queens, Staten Island	Private car companies	24 hours	Unlimited	Unlimited	Taxis	7,779 licensed vehicles
Yellow Cabs	New York City	Private car companies	24 hours	Unlimited	Unlimited	Taxis	13,587 licensed yellow taxi vehicles
Luxury Vehicles	New York City	Private car companies	24 hours	Unlimited	Unlimited	Private cars and limos	2,456 licensed vehicles
Black Cars	New York City	Private car companies	24 hours	Unlimited	Unlimited	Black cars and other private cars	92,644 licensed vehicles
Paratransit Operators	New York City	Private car companies	24 hours	Unlimited	Unlimited	Accessible vans	158 licensed vehicles
Commuter Vans	New York City	Private car companies	24 hours	Unlimited	Unlimited	Commuter vans	71 licensed vehicles
Dollar Vans	New York City, Long Island, Lower Hudson Valley, New Jersey	Private van and bus companies	Varies	Unlimited	Unlimited	Vans and buses	N/A
Ferry	New York City, Long Island, Lower Hudson Valley, New Jersey	Private ferry services	Varies	Unlimited	Unlimited	Ferries	N/A

Table F-B-2

Bronx Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Private Nonprofit Providers						
Bronx Jewish Community Council	Bedford Park, Concourse, Co-op City, Riverdale	Private nonprofit	Monday–Friday, 9AM– 3:30PM	Older adults	Any purpose	N/A
City Island Community Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private nonprofit	Monday–Friday, 8AM– 1PM	Older adults	Medical and social services	N/A
Coop City Neighborhood Senior Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Medical and social services	N/A
Dreiser Neighborhood Senior Center	Bronx	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults		
Jewish Home and Hospital	Bronx	Private nonprofit	N/A	Older adults	Agency day services	N/A
Institute of Applied Human Dynamics	Bronx	Private nonprofit	N/A	Individuals with developmental disabilities	Day services	N/A
Mid Bronx Project Homebound	Concourse Village, East Concourse, Highbridge, Mt. Eden, West Concourse Fordham, Morris Heights, Mt. Hope, University Heights, Bathgate, Belmont, Bronx Park South, East Tremont, West Farms	Private nonprofit	Monday–Friday, 8AM– 6PM	Older adults	Medical and social activities	N/A
Mid Bronx Senior Citizens Council, Inc.	Concourse, Highbridge, Morrisania, Tremont	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults with Medicare insurance only	Agency programs and medical purposes	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Neighborhood Shopp	Hunts Point, Longwood, Claremont, Crotona Park East, Morrisania, Bathgate, Baychester	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Medical and Social Services	N/A
Northeast Bronx Senior Citizen Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private nonprofit	Monday–Friday, 9AM–4PM	Older adults	Medical and social services	N/A
RAIN Boston Road Senior Center	Bronxdale, Laconia, Morris Park, Pelham Gardens, Pelham Parkway, Van Nest	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	Medical and social services	N/A
RAIN Boston East Neighborhood Senior Center	East Bronx	Private nonprofit		Older adults	Medical and social services	N/A
RAIN Middletown Senior Center	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A
RAIN Mt Carmel Neighborhood Senior Center	West Bronx	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A
RAIN East Chester Senior Center	Baychester, Co-op City, Eastchester, Morris Park, Parkchester, Soundview, Throgs Neck	Private nonprofit	Monday–Friday, 7:30AM–3:30PM	Aged 60+ and non-Medicaid; also should not be able to use public transportation	Medical and social services	N/A
RAIN Nereid Senior Center	Baychester, Eastchester, Edenwald, Olinville, Wakefield, Williamsbridge, Woodlawn	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
RAIN Boston Secor Senior Center	Baychester, Eastchester, Edenwald, Olinville, Wakefield, Williamsbridge, Woodlawn	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Medical and social services	N/A
Riverdale Senior Services	Riverdale	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Agency programming plus other trips as available	N/A
Riverdale YM- YWHHA	Bronx, Riverdale	Private nonprofit	Shuttle: 8:30AM– 9:30AM; demand response 8AM–3:30PM: (approximate)	Older adults	Shuttle from transit to Senior Center; demand response to Senior Center programs	N/A
SEBCO Senior Programs	Hunts Point, Longwood	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Medical and social services	N/A
Thomas Guess Neighborhood Senior Center	Bathgate, Belmont, Bronx Park South, East Tremont, West Farms	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Medical and social services	N/A
Tri-Center Transportation	Bedford Park, Kingsbridge Heights, Norwood, Kingsbridge, Feldston, Marble Hill, North Riverdale, Riverdale, Spuyten Duyvel	Private nonprofit	Monday–Friday, 9AM– 5PM	Older adults	Medical and social services	N/A
United Cerebral Palsy of New York City	Bronx, Brooklyn, Manhattan & Staten Island	Private nonprofit	24 hours per day, 7 days per week	Residential and day habilitation program participants only	Schedules developed based on individual needs	N/A
WHIST So. Bronx Transportation	Melrose, Mott Haven, Port Morris, Hunts Point, Longwood, Claremont, Crotona Park East, Morrisania	Private nonprofit	Monday–Friday, 9AM– 5PM	Older adults	Medical and social services	5 buses

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
William Hodson Neighborhood Senior Center	Claremont, Crotona Park East, Morrisania	Private nonprofit	Monday–Friday, 8AM– 4PM	Older adults	Medical and social services	
Daughters of Jacob Geriatric Center	Unconfirmed	Private nonprofit	N/A	Older adults	Agency programming	N/A
Schervier Rehabilitation and Nursing Center	Unconfirmed	Private nonprofit	N/A	Older adults	Agency programming	N/A
Claremont Tenants Association	Unconfirmed	Private nonprofit	N/A	Older adults, persons with disabilities, persons with low income	Various	N/A
Morningside House Nursing Home	Unconfirmed	Private nonprofit	N/A	Older adults	Agency programming	N/A
163rd Street Improvement Council	Unconfirmed	Private nonprofit	N/A	Persons with low income	Various	N/A
Casa Promesa	Unconfirmed	Private nonprofit	N/A	Persons with HIV/AIDS	Agency programming	N/A
MBD Community Housing Corp.	Unconfirmed	Private nonprofit	N/A	Persons with low income	Job training, employment	N/A
Belmont Arthur Avenue LDC	Unconfirmed	Private nonprofit	N/A	Older adults, Persons with disabilities and low income	Various	N/A

Table F-B-3

Brooklyn Transportation Providers

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Private Nonprofit Providers						
Armstrong Social Club	Clinton Hill, Bedford Stuyvesant	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Social services	
Bay Ridge Center	Bay Ridge, Dyker Heights, Fort Hamilton	Private nonprofit	Monday–Friday, 8AM–4:30PM	Older adults	Medical and social services	N/A
Bridge Street Senior Citizens Program	Bedford Stuyvesant, Stuyvesant Heights, Tompkins Park North	Private nonprofit	Tuesday, Thursday, and Friday, 9AM–3PM	Older adults	Social services	N/A
CCNS Pete McGuinness Senior Center	Greenpoint, Williamsburg	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	Social and medical services	N/A
CCNS Riverway Innovative Senior Center	Brownsville	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	Social and medical services	N/A
CCNS Narrows Neighborhood Senior Center	Bay Ridge, Dyker Heights, Fort Hamilton, Bath Beach, Bensonhurst, Mapleton	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A
CCNS Northside Senior Center	Greenpoint, Williamsburg	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Social services	N/A
CCNS The Bay Neighborhood Senior Center	Gerritsen Beach, Manhattan Beach, Sheepshead Bay	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A
Grace Agard Harewood Neighborhood Senior Center	Boerum Hill, Brooklyn Heights, Clinton Hill, Downtown Brooklyn, Fort Greene, Fulton Ferry	Private nonprofit	Monday–Friday, 8AM–5PM	Older adults	Social and medical services	N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Fort Greene Crown Heights Senior Services (Fort Greene Council)	Crown Heights North, Prospect Heights, Crown Heights South, Prospect Lefferts Gardens, Wingate, East Flatbush, Farragus, Remsen Village, Rugby	Private nonprofit	Monday–Friday, 8:30AM–6:30PM; Saturday, 9AM–2PM	Older adults	Medical and social services	N/A
Fort Greene Grant Square Senior Center (Fort Greene Council)	Crown Heights North, Prospect Heights	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Social services	N/A
Fort Greene Senior Action Center (Fort Greene Council)	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	Private nonprofit	Monday–Friday, 8AM–5PM	Older adults	Medical and social services	N/A
Heights and Hills, Inc.	Brooklyn Heights, Carroll Gardens	Private nonprofit	Monday–Friday, 9:30AM–5PM	Aged 60+ and unable to use public transportation	Social and medical services	N/A
Millennium Development	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	Private nonprofit	Monday–Friday, 7:30AM–4:30PM	Older adults	Social services	N/A
Marcus Garvey Social Club	Fort Greene	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Social services	
JASA HES	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Social services	N/A
Jewish Community Council of Greater Coney Island (Project Relief Transportation)	Brooklyn/Kings County	Private nonprofit	Monday–Thursday, 9AM–5PM; Friday, 9AM–2pm	Older adults	Medical appointments, senior centers, social services, shopping	N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Kings Bay YM-YWHA	Sheepshead Bay, Manhattan Beach, Bergen Beach, Gravesend, Midwood, Marine Park, Mill Basin and parts of Coney Island	Private nonprofit	Monday-Friday, 9AM-5PM	Older adults	Primarily to programs but also trips for personal errands and shopping	N/A
Otsar Family Services	Williamsburg, Boro Park Gravesend, Crown Heights, Flatbush, Kings Highway, Park Slope, Midwood, Kensington, Marine Park	Private nonprofit		Persons with developmental disabilities	---	N/A
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	Monday-Friday, 8:30AM-4PM	Older adults served by day program or physically frail and living in catchment area	Primarily to programs but also trips for personal errands and shopping	N/A
Palmetto Gardens Social Club	Bushwick	Private nonprofit	Monday-Friday, 9AM-7PM	Older adults	Social services	
Penn Wortman Senior Center	East New York, Highland Park, New Lots, Spring Creek, Starrett City	Private nonprofit	Monday-Friday, 8AM-4PM	Older adults	Medical and Social Services	N/A
Program Development Services	Bay Ridge, Dyker Heights, Bensonhurst	Private nonprofit	Monday-Friday, 9AM-5PM	Evidence of developmental disability	Program related; services and community outings	N/A
Prospect Hill Senior Services	Carroll Gardens, Cobble Hill, Gowanus, Park Slope, Red Hook	Private nonprofit	Monday-Friday, 8AM-4PM	Older adults	Medical and social services	N/A
Ridgewood Bushwick Senior Center	Bushwick	Private nonprofit	Monday-Friday, 8AM-4PM	Older adults	Medical and social services	N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
United Cerebral Palsy of New York City	Bronx, Brooklyn, Manhattan, Staten Island	Private nonprofit	24/7	Older adults	Medical services, community activities, personal errands, various purposes	N/A
Wayside Tompkins Park Senior Center	Bedford Stuyvesant, Stuyvesant Heights, Tompkins Park North, East New York, Highland Park, New Lots, Spring Creek, Starrett City, Brownsville, Ocean Hill	Private nonprofit	Monday–Friday, 8AM–4PM	UCP-NYC residential and day habilitation program participants	Social services	N/A
Young Israel of Midwood Senior Center	Flatbush, Kensington, Midwood	Private nonprofit	Monday–Thursday, 8:30AM–4:30PM; Friday, 8:30AM–1:30PM	Older adults	Social services	N/A
Abram Residence (Metro NY)	Unconfirmed	Private nonprofit		N/A		N/A
START Treatment & Recovery Centers	Unconfirmed	Private nonprofit		Persons with mental health issues and drug addiction	Agency programs	N/A
Adult Resources Center–ARC (formerly Adult Retardates Center, Inc.)	Unconfirmed	Private nonprofit		Persons with disabilities	Agency programs	N/A
Boro Park YM-YWHA	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Brooklyn Chinese-American Association	Unconfirmed	Private nonprofit		Older adults and persons with disabilities	Community services	N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Diana Jones Innovative Senior Center	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Farragut Houses Senior Center	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Hebrew Academy for Special Children	Unconfirmed	Private nonprofit		Persons with disabilities	Agency programming	N/A
Homecrest Community Service—Social Adult Day Care	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Institute for Community Living	Unconfirmed	Private nonprofit		Persons with disabilities	Agency program, some community/quality of life trips	N/A
Jewish Community Center (JCC) of Greater Coney Island Homecare	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Kingsbrook Jewish Medical Center	Unconfirmed	Private nonprofit		Older adults, persons with disabilities persons with low income	Medical appointments and services	N/A
NYU Langone Hospital—Brooklyn	Unconfirmed	Private nonprofit		Older adults, persons with disabilities persons with low income	Medical appointments and services	N/A
Paul J Cooper Center for Human Services Inc.	Unconfirmed	Private nonprofit		N/A		N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Pesach Tikvah	Unconfirmed	Private nonprofit		N/A		N/A
Remsen Neighborhood Senior Center	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Saratoga Square Senior Center	Unconfirmed	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults		
Seth Low Social Club	Unconfirmed	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults		
Stuyvesant Gardens Social Club	Unconfirmed	Private nonprofit	Monday–Friday, 9AM–7PM	Older adults		
Shorefront YH-YWHA	Unconfirmed	Private nonprofit		Older adults	Agency programming	N/A
Triumphant Full Gospel Assembly, Inc.	Unconfirmed	Private nonprofit		N/A		N/A
Urban Resource Institute	Unconfirmed	Private nonprofit		N/A		N/A
Wayside Baptist Church	Unconfirmed	Private nonprofit		N/A		N/A
Wyckoff Heights Medical Center	Unconfirmed	Private nonprofit		Older adults, persons with disabilities persons with low income	Medical appointments and services	N/A

Table F-B-4

Manhattan Transportation Providers

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
Private Nonprofit Providers						
ARC XVI Fort Washington	Upper Manhattan	Private nonprofit	Monday–Friday, 9AM–5PM	Aged 50+	All trips	N/A
Hamilton Grange Senior Center	Hamilton Heights, Manhattanville, Morningside Heights	Private nonprofit	Monday–Friday, 8:30AM–5PM	Older adults	Medical, shopping and social services	N/A
Lenox Hill Senior Center (St. Peters)	East Side (Gramercy Park, Murray Hill, Peter Cooper, Stuyvesant Park/Town, Sutton Place, Turtle Bay, Tudor City, Lenox Hill, Roosevelt Island, Yorkville)	Private nonprofit	7 days; 8AM–4PM	Older adults 60+ living in catchment area	Senior centers, medical appointments, shopping, personal errands and recreation	N/A
Lenox Hill Transportation Program	East Side (Gramercy Park, Murray Hill, Peter Cooper, Stuyvesant Park/Town, Sutton Place, Turtle Bay, Tudor City, Lenox Hill, Roosevelt Island, Yorkville)	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults 60+ living in catchment area	Medical and social services	N/A
New York Foundation for Senior Citizens–Community Arranged Resident Transportation Project	Upper West and East Side, Midtown, West Village, East Village, Greenwich Village, Lower East Side	Private nonprofit	Monday–Friday, 9AM–3:45PM	Older adults 60+ (with difficulty using public transportation)	Medical and planned programs at senior centers, and appointments	N/A
Rain Inwood Senior Center	Inwood, Washington Heights	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services	N/A

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Vehicle Fleet Size
The Bridge	Manhattan	Private nonprofit	Monday–Friday, 9AM–5PM; Sat and Sun, 12–7PM	Clients–persons with disabilities, older adults and homeless persons	Primarily to agency and agency programming	N/A
Union Settlement Transportation	East Harlem	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Medical and social services, and programming trips	N/A
Washington Heights Inwood Services and Transportation (WHIST)	Manhattan between W 110th and W 220th Street from the Hudson River to the Harlem River	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults and persons with disabilities	Medical appointments, senior centers, adult day care centers	N/A
Beacon of Hope House	N/A	Private nonprofit	N/A	Adults with mental illness	N/A	N/A
Canaan Senior Service Center	N/A	Private nonprofit	N/A	Older adults	N/A	N/A
Isabella Home	N/A	Private nonprofit	N/A	Older adults	N/A	N/A
Roosevelt Island Senior Center	N/A	Private nonprofit	N/A	Older adults	N/A	N/A
Service Program for Older People (SPOP)	N/A	Private nonprofit	N/A	Older adults	N/A	N/A
Village Care of New York	N/A	Private nonprofit	N/A	Older adults	N/A	N/A
Weston United	N/A	Private nonprofit	N/A	Persons with low income–homeless and mentally ill	N/A	N/A
YM & YWHA of Washington Heights and Inwood	N/A	Private nonprofit	N/A	Older adults	N/A	N/A

Table F-B-5

Queens Transportation Providers

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
Private Nonprofit Providers					
Allen AME Senior Transportation	Jamaica	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services
Allen Housing Corporation	South Jamaica	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	Medical and social services
CCNS Northeast Queens Senior Center	Northeast Queens	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Medical and social services
CCNS Woodhaven Senior Services	Kew Gardens, Richmond Hill, Woodhaven, Howard Beach, Lindenwood, Ozone Park, South Ozone Park	Private nonprofit	Monday–Friday, 9AM–4PM	Older adults	Medical and social services
CCNS Woodside Senior Services	Hunters Point, Sunnyside, Woodside, Glendale, Maspeth, Middle Village, Ridgewood	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Medical and social services
CCNS Seaside	Rockaway Peninsula	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services
Elmcor Senior Center	East Elmhurst, Jackson Heights, North Corona, Elmhurst, South Corona	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Social services
HANAC East-West Connection	Astoria, College Point, Corona, East Elmhurst, Elmhurst, Flushing, Jackson Heights, Long Island City, Maspeth, Sunnyside, Woodside	Private nonprofit	Monday–Friday, 6AM–3:30PM	Older adults aged 60+ living in community and geographically or physically unable to use public transportation	All purposes
Middle Village Older Adult Center	Central-west Queens	Private nonprofit	Monday–Thursday, 8AM–4PM; Friday, 8AM–1PM	Older adults	Medical and social services

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
JASA Brookdale Village Senior Center	Rockaway Peninsula	Private nonprofit	Monday–Friday, 8:30–4:30PM	Older adults	Medical and social services
Jamaica Service Program for Older Adults (JSPOA)	Queens Village, Jamaica, Cambrie Heights, South Jamaica, Hollis, Laurelton & Rosendale	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Person with disability or older adult living in Queens that cannot afford transportation	Medical appointments, senior centers, shopping, education, entertainment, special events
Korean American Association for Rehabilitation of the Disabled (KAARD)	Queens and some parts of Lower Hudson and Long Island	Private nonprofit	Monday–Sat, 8:30AM–2PM	Persons with disabilities	For agency programs and medical purposes
Pomonok Senior Center	Bay Terrace, Clearview, College Point, Flushing, Queensboro Hill, Whitestone, Briarwood, Fresh Meadows, Hillcrest, Holliswood, Jamaica Estates, Kew Gardens Hills, Pomonok, Utopia	Private nonprofit	Monday–Friday, 8AM–5PM	Older adults	Medical and social services
Queens Community House Senior Services	Forest Hill, Rego Park	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Medical and social services
Queensbridge/Riis Neighborhood Senior Center	Astoria, Long Island City, Steinway	Private nonprofit	Monday–Friday, 8AM–3PM	Older adults	Medical and social services
Rochdale Village Senior Center	Hollis, Jamaica, St. Albans, Springfield Garden North	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Social services
Robert Couche Neighborhood Senior Center	Hollis, Jamaica, St. Albans, Springfield Garden North	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	Medical and social services

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
Samuel Fields YM & YWHA (DBA Commonpoint Queens)	Northern Queens–Bay Terrace, Bayside, Whitestone & Flushing	Private nonprofit	Demand response: Monday–Friday, 8AM–4pm; fixed-route: 3 times a week, 8AM–11AM	Older adults	Medical and social services
SNAP of Eastern Queens (includes SNAP Innovative Senior Center)	Bellaire, Bellrose, Brookville, Cambria Heights, Floral Park, Glen Oaks, Laurelton, New Hyde Park, Queens Village, Rosedale	Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	Medical and social services
Sunnyside Community Services	Astoria, Corona, Elmhurst, Jackson Heights, Long Island City, Maspeth, Middle Village, Ridgewood, Sunnyside, Woodside	Private nonprofit	Monday–Sat, 8AM–6PM	Older adults aged 60+ in need of transportation; older adults with disability	Agency programs and medical transportation
United Hindu Cultural Council Senior Center	Kew Gardens, Richmond Hill, Woodhaven, Howard Beach, Lindenwood, Ozone Park, South Ozone Park	Private nonprofit	Monday–Friday, 9AM–5PM	Older adults	Social services
Bayside Neighborhood Senior Center		Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	
Brookville Nsc		Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	
Commonpoint Queens (formally known as Central Queens YM-YWHA)		Private nonprofit			
Cerebral Palsy Transport		Private nonprofit		Persons with disabilities	

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
Community Center of Rockaway Peninsula		Private nonprofit			
Empower Institute for the Mentally Retarded		Private nonprofit			
Haitian-Americans United for Progress		Private nonprofit			
Zucker Hillside Hospital Division of Northwell Health		Private nonprofit			
Institute for Puerto Rican/ Hispanic		Private nonprofit			
International Towers Social Club		Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	
Jamaica Hospital Nursing Home		Private nonprofit			
Jewish Board of Family and Child Services		Private nonprofit			
KCS Flushing NSC		Private nonprofit	Monday–Friday, 8AM–5PM	Older adults	
Margaret Community		Private nonprofit			

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
Polish Organization to Minister Our Own Community		Private nonprofit			
Promoting Specialized Care and Health		Private nonprofit			
QSAC, Inc.		Private nonprofit			
Rego Park NSC Rochdale Senior Center		Private nonprofit		Older adults	
Senior Citizens Organization of Dorie Miller		Private nonprofit		Older adults	Agency programming
Shelton House Social club		Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	
Sunnyside Community NSC		Private nonprofit	Monday–Friday, 8:30AM–4:30PM	Older adults	
Trinity Senior Services		Private nonprofit		Older adults	Agency programming
Trump Pavilion for Nursing		Private nonprofit			
Woodside Neighborhood Senior Center		Private nonprofit		Older adults	
WellLife Network		Private nonprofit		Persons with Disabilities	

Table F-B-6

Staten Island Transportation Providers

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose
Private Nonprofit Providers					
College of Staten Island	Staten Island	Educational institution	Monday–Friday, 7AM–11PM	General public—but focus on low income	Travel to/from Staten Island
Community Agency for Senior Citizens Staten Island	Staten Island	Private nonprofit	Monday–Friday, 8:30AM–5pm	Older adults aged 65+	Various
CYO Senior Guild Luncheon	Staten Island	Private nonprofit	Monday–Friday, 7AM–3PM	Older adults	Social services
JCC of Staten Island	Staten Island	Private nonprofit	Monday–Friday, 8AM–4PM	Older adults aged 60+	All
Community Resources Staten Island	Staten Island	Private nonprofit		Persons with developmental disabilities	Various
Staten Island Center for Independent Living	Staten Island	Private nonprofit	N/A	Persons with disabilities	Agency programming and quality of life trips
Staten Island Community Services–Friendship Clubs	Staten Island	Private nonprofit	Monday–Friday, 7:30AM–3:30PM	Older adults	Social Services
Staten Island University Hospital–Northwell Health	Staten Island	Private nonprofit	Monday–Friday, 8AM–5PM	Older adults and persons with disabilities who do not have Medicaid	Medical appointments at hospital
Staten Island Friendship Club	Staten Island	Private nonprofit		Older adults	Agency programming
Anderson Neighborhood Senior Center		Private nonprofit	Monday–Friday, 7AM–3PM	Older adults	
Great Kills Neighborhood Senior Center		Private nonprofit	Monday–Friday, 8AM–4PM	Older adults	
Project Hospitality		Private nonprofit		Persons with mental illness, persons with low income and immigrants	Various

Table F-B-7

Nassau County Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
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 Suffolk County Accessible Transit or New York City's Access-A-Ride		Monday–Friday, 7AM–11PM; Sat, 8AM–9PM; Sun, 9AM–6:30PM; all other times, Able-Ride only provides trips that start and end within ¾ mile of fixed-route service that is operating at the time the customer wishes to travel	People with disabilities who are unable to use fixed-route bus service for some or all of their trips due to a disability	All types	ADA paratransit	123 vehicles*
Nassau Inter-County Express	Nassau County, select points in western Queens				Unlimited		277 vehicles*
MTA Long Island Rail Road	Trains between Penn Station and Long Island	Public transit agency	7 days/24 hours	Unlimited	Unlimited	Rail–commuter service	1,030 total vehicles
Municipal or Community Services							
Long Beach Transit	City of Long Beach	Municipal Service	Daily, 5AM–5PM	ADA-eligible individuals – must have a disability that prevents use of fixed-route services	All types		13 Vehicles*

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
City of Glen Cove	Food shopping shuttle from Glen Cove Senior Community Service Center	Municipal Service		Older adults	Food shopping		
Town of Hempstead Department of Senior Enrichment		Municipal Service		Older adults			
Town of North Hempstead	Most North Hempstead communities	Municipal Service	Six to eight runs per day	Older adults through a reservation system	Food shopping, mall shopping, community centers, special events		
Town of Oyster Bay	Most Oyster Bay communities	Municipal Service	Shopper's bus runs twice weekly from Bayville to Syosset	Older adults	Shopping (malls), Food shopping		
Private Nonprofit Providers							
Rides Unlimited of Nassau & Suffolk	Nassau, Suffolk, Queens, and Kings counties	Private nonprofit	Monday–Friday, 6AM–6PM	Persons with a disability, age 21 and older			
St. Charles Hospital	Glen Cove, Hempstead, North Hempstead, Oyster Bay	Private nonprofit		Persons within a designated radius of the hospital who have no other means of transportation	Medical		

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Developmental Disabilities Institute	All of Nassau County	Private nonprofit	Monday–Friday, 7AM–5PM	Persons with disabilities			200 vehicles
Family Residences and Essential Enterprises, Inc.	Select areas of Nassau County	Private nonprofit	Daily, 7AM–7PM	Individuals with mental and/or physical disabilities who are enrolled with FREE	Day programs		
FISH of Wantagh Volunteer Driver Program	From Wantagh, North Wantagh, Bellmore, and North Bellmore to Mineola, Massapequa, Merrick, Seaford	Private nonprofit		Senior residents of Wantagh, North Wantagh, Bellmore, and North Bellmore	Medical trips are given priority		
FISH of New Hyde Park Volunteer Driver Program	New Hyde Park, Garden City Park	Private nonprofit		Senior residents and residents with disabilities of New Hyde Park and Garden City Park	Local medical trips		
Marion & Aaron Gural JCC	Hempstead– Hewlett, Woodmere, Cedarhurst, Lawrence, Inwood, Lynbrook, Valley Stream	Private nonprofit	Monday–Friday, 9AM–5PM; Sun, 10AM–3PM	Older adults and persons with disabilities	JCC programs and activities, outings to New York City and eastern Long Island		

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Jewish Association for Services for the Aged	Long Beach peninsula into surrounding communities on South Shore of Nassau County	Private nonprofit	Monday–Friday, 9AM–2PM	Individuals above age 60; for this service, customers may not be Medicaid clients	Medical		
Private Providers							
270 Medicaid NEMT providers shared between Nassau and Suffolk	Nassau and Suffolk	Private transportation providers	Varies	Medicaid recipients	Medical	Taxis, ambulettes, WAVs, ambulances	N/A
Taxis and limousines	Nassau	Private transportation providers	Varies	Unlimited	Unlimited	Taxis, black cars, limousines	N/A

* NTD Reporting 2018

Table F-B-8

Suffolk County Transportation Providers

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
Suffolk County Transit (SCT)	Suffolk County	Public transportation agency	7 days, 5:30AM–9PM	Unlimited	Unlimited	Fixed route-local bus	151 vehicles*
Huntington Area Rapid Transit (HART)	Huntington and transfer point with SCT just over the Huntington/ Smithtown line	Public transportation agency	Monday–Friday, 6AM–8PM; Sat, 9AM–8PM	General public	Unlimited	Fixed route-local bus	12 vehicles*
Huntington Area Rapid Transit (HART)–Special Needs Service	Town of Huntington	Public transportation agency	Monday–Friday, 6AM–8PM; Sat, 9AM–8PM	ADA-eligible individuals Transportation-disadvantaged, non-driving elderly residents	Unlimited	ADA paratransit	15 vehicles*
MTA Long Island Rail Road	Suffolk County, Nassau County, Brooklyn, Queens, Manhattan	Public transportation agency		Unlimited	Unlimited	Rail-commuter service	1030*System wide commuter cars
Suffolk County Department of Public Works, Transportation Division—Suffolk County Accessible Transportation (SCAT)	Babylon, Brookhaven, East Hampton, Huntington, Riverhead, Shelter Island, Smithtown, Southampton, Southold	Public transportation agency	Monday–Friday, 6AM–8:30PM; Sat, 7AM–8:30PM	Individuals with permanent or temporary disabilities that prevent use of SCT fixed-route services	All types	ADA paratransit	193 vehicles*

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Municipal or Community Services							
Town of Brookhaven Jitney Service	Town of Brookhaven	Municipal provider	Monday–Friday, 8AM–2:30PM	Older adults age 60 and over and persons with disabilities	Medical, nutrition, recreation, shopping, personal needs, social services, senior day care		
Town of Islip, Department of Human Services, Senior Citizen Division	Town of Islip	Municipal provider	Monday–Friday, 8AM–3PM	Older adults age 60 and over and persons with disabilities	Medical, nutrition, recreation, shopping, social services, senior day care		
Town of Islip Disabled Services/Therapeutic Recreation	Town of Islip	Municipal provider	Monday, Wednesday, Friday, 9AM–3PM	Persons with disabilities	Medical, shopping, social services, personal business		
Town of Riverhead, Senior Citizens Services	Town of Riverhead	Municipal provider	Monday–Friday, 8AM–4PM	Older adults who are unable to drive themselves and/or are without a vehicle	Senior Center, grocery shopping, medical, personal business		
Town of Babylon Senior Citizen Division	Town of Babylon	Municipal provider		Older adults and persons with disabilities residing in Babylon	Medical, shopping, personal business, social services		
Town of East Hampton Senior Services	Town of East Hampton	Municipal provider		Older adults			

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Town of Shelter Island Senior Services	Town of Shelter Island	Municipal provider	Monday–Friday, 10AM–3PM	Older adults	Medical, shopping		
Town of Smithtown Senior Citizen Division	Town of Smithtown	Municipal provider	Monday–Friday, 8:30AM–4PM	Older adults	Medical, shopping, personal banking, government services		
Town of Southampton Senior Citizen Division	Town of Southampton	Municipal provider		Older adults	Medical, shopping		
Town of Southold Senior Citizen Division	Town of Southold	Municipal provider		Older adults	Medical, shopping, nutrition		
Private Nonprofit Providers							
Developmental Disabilities Institute	Suffolk County	Private nonprofit	Monday–Friday, 7AM–5PM	Persons with disabilities			
Educational Assistance Corporation (EAC), Inc., under contract to Suffolk County Dept. of Social Services	Suffolk County	Private nonprofit	7 days a week	Individuals receiving assistance from the Suffolk County Dept. of Social Services and participating in Suffolk County Dept. of Labor programs	Employment, childcare		

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Family Residences and Essential Enterprises, Inc.	Suffolk County	Private nonprofit	Daily, 7AM–7PM	Individuals with mental and/or physical disabilities who are enrolled with FREE	Day programs		
Federation of Organizations	Suffolk County	Private nonprofit	Monday–Sat, 7AM–3PM	Senior volunteers in Senior Support Service Programs Mental Health program clients	NA		
Independent Group Home Living Program, Inc.	Suffolk County	Private nonprofit	Monday–Sat, 7AM–6PM	Individuals with mental retardation or developmental disabilities	Day treatment programs		
Commack Senior Center Y - JCC	Based on membership	Private nonprofit	NA	Center members	Trips to center for nutrition, exercise, lectures, entertainment		
The Community Programs Center of Long Island	Babylon, Brookhaven, Islip, and Smithtown	Private nonprofit	Monday–Friday, 7AM–6PM (different areas are served on different days)	Seniors and individuals with disabilities	Social Adult Day Services		

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Family Service League, Inc.	Babylon, Huntington, Islip, Smithtown	Private nonprofit	Monday–Friday, 7:30AM–5PM	Adults with severe or persistent mental illness and older adults who participate in day treatment programs	Day treatment programs		
Jewish Association for Services for the Aged	Towns of Smithtown	Private nonprofit	Monday–Friday, 9AM–2PM	Individuals above 60 years old	Trips to JASA Senior Center and shopping		
Maryhaven Center of Hope	Babylon, Brookhaven, Islip, Riverhead, Smithtown	Private nonprofit	Monday–Friday, 5:30AM–9:30PM; Sat, 8AM–5PM	Persons with disabilities who attend programs for which Maryhaven provides transportation	Medical, employment and training, community outings, other		
John T. Mather Memorial Hospital	Brookhaven, Islip, Riverhead, Smithtown	Private nonprofit	Monday–Friday, 7:30AM–9:30PM	Adolescents and adults participating in partial hospitalization psychiatric programs	Medical		
St. Charles Hospital	Brookhaven, Huntington	Private nonprofit		Persons within a designated radius of the hospital who have no other means of transportation	Medical		

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Suffolk County United Veterans (SCUV)	Brookhaven, Huntington, Riverhead, Smithtown	Private nonprofit	Monday–Friday, 8AM–6PM; Sat and Sun, 9AM–5PM	Formally homeless veterans in one of SCUV housing programs	Medical, social services, fixed-route feeder trips		
United Cerebral Palsy of Greater Suffolk, Inc.	Babylon, Brookhaven, Huntington, Islip, Riverhead, Smithtown	Private nonprofit	Monday and Wednesday, 8:30AM–7PM; Tuesday, Thursday, and Friday, 8:30AM–5PM; Sat, 8:30AM–3:30PM; Sun, 11AM–5:30PM	Adults in UCP Suffolk day and weekend day programs	Day programs		
Little Flower Children and Family Services of New York	Wading River, Town of Riverhead, residential locations in Suffolk County	Private nonprofit	Monday–Friday, 8AM–5PM (different types of trips provided at different times) Recreation outings, grocery/personal shopping within 15 miles of Wading River also in evening and on weekends	Older adults and persons with disabilities	Medical, day programs, recreation outings, grocery/personal shopping		

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Island Nursing and Rehabilitation Center	No information provided in survey	Private nonprofit			N/A		
Long Island Center for Independent Living	No information provided in survey	Private nonprofit			N/A		
Peconic Bay Medical Center	No information provided in survey	Private nonprofit			N/A		
Rides Unlimited of Nassau & Suffolk*	Nassau, Suffolk, Westchester, and New York City	Private nonprofit	Monday–Friday, 6AM–6PM	Persons with a developmental disability, age 21 and older, who are clients of contracting agencies	Varies according to contract	Demand response and fixed route	N/A
Private Providers							
33 Taxi Providers in Suffolk	Varies	Taxi companies	Varies	Unlimited	Unlimited	Taxi	Varies
20 Non-Emergency Medical Transportation Providers	Suffolk	Ambulette and bus companies	Varies	Medicaid recipients	Medical	Ambulette and bus	Varies
Hampton Jitney	Eastern Long Island with connecting service to NYC and Nassau	Private bus company	7 days, 4AM to 12AM	Unlimited	Unlimited	Fixed route–commuter bus	63 vehicles
The Hampton Hopper	Southeast Suffolk	Seasonal private bus company	Friday, 2:30PM–1AM; Saturday, 3:30PM–2AM; Sunday, 12:30PM–11PM	Unlimited	Unlimited	Seasonal private local bus	

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Table F-B-9

Putnam County Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
Putnam Area Rapid Transit	Eastern and southern portions of Putnam County	Public transit agency	Monday–Friday, 5AM–9:15PM; Sat, 7:30AM– 6PM	General public	Unlimited	Fixed-route bus–local service	15 vehicles*
Putnam County Transportation Paratransit	Putnam County, within ¾ mile service area	Public transit agency	Monday–Friday, 5AM–9:15PM; Sat, 7:30AM– 6PM	General public	Unlimited	ADA paratransit	9 vehicles*
Metro-North Railroad	Trains to and from NYC serving 5 stations in the County along two lines (Hudson, and Harlem)	Public agency	Monday–Friday, 4AM–3:40AM; weekend, 4AM–3:40AM	General public	Unlimited	Rail– commuter service	1,185 vehicles available for maximum service for the whole agency*
Westchester BEE-Line	From Mahopac and Carmel to Westchester	Public transit agency	Monday–Friday, 7AM–8PM	General public	Unlimited	Fixed-route bus–local service	326 fixed- route vehicles*
Housatonic Area Regional Transit	From Brewster Train Station to Danbury, CT, and from Southeast Train Station to New Fairfield CT	Public Transit Agency	Monday–Friday, 5:50AM–9:30PM	General public	Unlimited	Fixed-route bus–local service	45 fixed route vehicles*
Municipal or Community Services							
Croton Falls Shuttle	Croton Falls Train Station to Mahopac	Municipal transportation	Monday–Friday, 5:30AM–7:35PM	General public	Unlimited	Fixed-route bus–local service	N/A
Cold Spring Trolley	Cold Spring to Beacon; seasonal service only	Municipal transportation	Sat, Sun, holidays only, 11AM–6PM	General public	Unlimited	Fixed-route bus–local service	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Putnam County Office for Senior Resources	Putnam County	County government	Monday–Friday, 9AM–3PM	For seniors 60+, transportation to county sponsored senior centers and programs	Trips to county senior centers, for programs and meals, and shopping trips	Demand response service	7
Private Nonprofit Providers							
Putnam ARC	Putnam County	Private nonprofit organization	Not reported	Persons with disabilities	Not reported	Demand response service	N/A
Hudson Valley Cerebral Palsy Association	Putnam County (and some portions of Westchester and Dutchess counties)	Putnam County (and some portions of Westchester and Dutchess counties)	Not reported	Persons with disabilities who may be older adults and/or persons with low income	Day programs and medical	Demand- response service using paid drivers	53 vehicles
Volunteer Veterans Medical Transportation	Putnam County and nearby areas	Office of Senior Resources, Veterans Affairs, Planning Dept.	Varies	Available to armed services veterans for medical appointments only	Medical	Demand response service	N/A
Private Providers							
123 Medicaid NEMT providers contracted through Medical Answering Services	Putnam	Private providers	Varies	Medicaid recipients	Medical	Taxis, ambulettes, wheelchair accessible vehicles, stretchers, ambulances	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Strictly Medical Transport	Mahopac Medicaid Transport	Private provider	N/A	General public	Unlimited	Ambulette	N/A
Statewide Ambulette Service– Assisted Transportation	Serving Westchester, Putnam and Dutchess counties	Private provider	Monday–Sat, 5AM–12AM	General public	Unlimited	Ambulette	N/A
Jorge’s Taxi	Mahopac	Private provider	24/7	General public	Unlimited	Car service	N/A
Mahopac Car Service	Mahopac Car Service	Private provider	N/A	General public	Unlimited	Car service	N/A
Premiere Transportation	Patterson	Private provider	N/A	General public	Unlimited	Car service	N/A
Express Taxi Inc.	Brewster	Private provider	24/7	General public	Unlimited	Taxi	N/A
Mahopac & Carmel Taxi	Carmel	Private provider	Monday–Friday and Sunday; 6AM–12AM; 24 hours on weekends	General public	Unlimited	Taxi	N/A
Putnam County Yellow Cab	Carmel	Private provider	N/A	General public	Unlimited	Taxi	N/A
VIP Taxi of Carmel	Carmel	Private provider	Monday–Friday, 7AM–8PM	General public	Unlimited	Taxi	N/A
Ace Ambulette	Mahopac	Private provider	N/A	General public	Unlimited	Taxi	N/A
RC Transportation Services	Patterson	Private provider	N/A	General public	Unlimited	Taxi	N/A

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Table F-B-10

Rockland County Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
Transport of Rockland	Rockland County	Public agency	Monday–Friday, 5:30AM–1:30AM; Saturday, 6AM– 1:30AM; Sunday, 8AM–12AM	General public	Unlimited	Fixed route bus	62 total vehicles*
TRIPS Paratransit	Rockland County	Public agency	Monday–Friday, 7AM–7PM; Saturday, 8AM– 5PM	General public	Unlimited	ADA paratransit service	28 total vehicles*
Hudson Link	Between Tarrytown/ White Plains and Rockland County	Public agency	Monday–Sunday, 4AM–12AM	General public	Unlimited	Fixed route bus– commuter bus	31 buses
Clarkstown Mini- Trans	Town of Clarkstown	Public agency	Monday–Friday, 7AM–8PM; Saturday, 9AM– 7PM	General public	Unlimited	Fixed route bus	11 buses*
Spring Valley Jitney	Village of Spring Valley	Public agency	Monday–Friday, 6:30AM–7PM; Saturday, 8:30AM– 5PM	General public	Unlimited	Fixed route bus	2 vehicle*
Metro-North Railroad and NJ TRANSIT	Trains to New York City and New Jersey from Suffern, Sloatsburg, Spring Valley, Nanuet, and Pearl River	Public agency	Monday–Friday, 5AM–12AM; weekend, 6AM– 8PM	General public	Unlimited	Commuter rail	2,482 combined vehicles or train cars between the agencies*

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Municipal or Community Services							
Rockland County Office for the Aging	Rockland County	Rockland County Office for the Aging		Rockland County Office for the Aging	Medical appointments	Taxi voucher program	N/A
Private Nonprofit Providers							
Chesed 24/7	Primarily Rockland County	Private, Nonprofit organization	Day programs- 8:30AM–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 County	Private, nonprofit organization	8AM–6PM	Challenged seniors >60 attending day programs	Day programs	Demand- response, paid drivers	5 leased vans and 1 owned van
Hamaspik of Rockland County	Rockland County	Private, nonprofit organization	Sunday–Thursday, 9AM–4PM; Friday, 9AM–1PM	Individuals enrolled in Office for People with Developmental Disabilities Waiver Program	Not reported	Demand- response service	4 buses
Jawonio, Inc.	Rockland County	Private, nonprofit organization	24 hours/7 days per week	Persons participating in agency programs or in agency residences	Day programs, employment	Demand response using agency staff	119 vehicles
Meals on Wheels Programs & Services of Rockland, Inc.	Rockland County	Private, nonprofit organization	8:30AM–4:30PM, Monday–Friday	Persons >60 participating in agency's programs or older or have dementia or Alzheimer's disease	Day programs	Demand- response service with paid drivers and volunteers using their vehicles	12 minibuses; 300 personal vehicles driven by volunteers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Retired and Senior Volunteer Program (RSVP)	Rockland County	Private, nonprofit with federal and local sponsorship	8AM–3PM	Eligible RSVP volunteers	Volunteer employment, community outings, shopping	Demand-response service	2 vehicles
Rockland County Chapter NYS ARC, Inc.	Rockland County	Private, nonprofit organization	Primarily Monday–Friday	Individuals with intellectual disabilities participating in agency programs and services	Day programs	Demand-response service, paid drivers and residences' staff	11 vehicles
Rockland Independent Living Center (RILC)	Rockland County and specifically East Ramapo School District	Private, nonprofit organization	Individualized to service plans for user and for after class for the students	Individuals with service plans for skill building and for students with disabilities in East Ramapo Schools	Day programs	Demand-response service using paid drivers	In total 4 vehicles: 2 cars, 1 van and 1 small bus
Rockland Opportunity Development Association Inc.	Rockland County	Private, nonprofit organization	Not reported	Not reported	Not reported	Not reported	N/A
Private Providers							
120 Medicaid NEMT providers contracted through Medical Answering Services	Rockland	Private providers	Varies	Medicaid recipients	Medical	Taxis, ambulettes, wheelchair accessible vehicles, stretchers, ambulances	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Monsey Trails	Rockland County to New York City	Private transportation provider	Monday–Friday, 6AM–8PM	General public	Unlimited	Fixed route bus– commuter bus	34 vehicles*
Coach USA/ Rockland Coaches	Rockland County to NYC	Private transportation provider	Monday–Friday, 6AM–11PM; Weekends, 7AM– 12AM	General public	Unlimited	Fixed route bus– commuter bus	94 vehicles*
Reliable Rides	Rockland County and surrounding area	Private transportation provider	Monday–Thursday, 7PM–5AM; Friday–Sunday, 5:30PM–5AM	General public	Unlimited	Taxi company	N/A
Nyack Taxi Service	Nyack and surrounding area	Private transportation provider	7 days/24 hours	General public	Unlimited	Taxi company	N/A
American Latina Car Service	Rockland County and surrounding area	Private transportation provider	N/A	General public	Unlimited	Taxi company	N/A
Prestige Taxi & Car Service	Rockland County and surrounding area	Private transportation provider	7 days/24 hours	General public	Unlimited	Taxi company	N/A
Rockland Taxi	Rockland County and surrounding area	Private transportation provider	N/A	General public	Unlimited	Taxi company	N/A

*NTD Reporting 2018

Table F-B-11

Westchester County Transportation Providers

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
General Public Transit							
Metro-North Railroad	Trains to and from NYC serving 43 stations in the County along three lines (Hudson, Harlem, and New Haven)	Public agency	Monday–Sunday, 4AM–3:40AM	General public	Unlimited	Commuter rail	1,185 vehicles available for maximum service for the whole agency*
Bee-Line Bus System	Within Westchester County and service to the Bronx, Manhattan, and Putnam County	Public agency	Monday–Friday, 5AM–2AM; Saturday, 5:30AM–2AM; Sunday, 5:30AM– 1AM	General public	Unlimited	Fixed-route bus	326 Fixed- Route Vehicles*
Bee-Line ParaTransit (Westchester County Department of Transportation)	Westchester County	Public agency (county government)	Monday– Saturday, 6AM– 11PM; Sunday, 8AM– 8PM	Persons with disabilities		Demand- response	112 vehicles*
Hudson Link	Between Tarrytown/White Plains and Rockland County	Public agency	Monday–Sunday, 4AM–12AM	General public	Unlimited	Fixed route bus– commuter bus	31 Buses
Municipal or Community Services							
Bedford Town and incorporated Village	Within town limits to senior centers; shopping trips departing from senior centers	Public agency (municipal government– recreation department)	Monday, Wednesday, Friday, 10AM– 2PM	Older adults (50+)		Demand- response	1 vehicle (14 passenger)

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Briarcliff Manor	Shopping trips in local area	Public agency (municipal government–recreation and parks department)	8:30AM–3PM, Tuesdays (Mall) and Thursdays (Thornwood food shopping)	Older adults		Demand-response; door to door; also will use Ride Connect if needed	1 vehicle (16 passenger)
City of New Rochelle	City of New Rochelle and adjacent areas for shopping	Public agency (municipal government–office on aging)	Two days per week	Older adults		Demand-response	2 vehicles
City of Rye	Within city limits	Public agency (municipal government–senior center)	Mondays to doctor offices by club members, weekly grocery trips, Wednesdays to senior center, Thursdays to shopping trips or outings	Older adults		Demand-response, plus Taxi Subsidy: Vouchers provide eligible seniors with \$4 toward each taxi ride up to 15 vouchers each month	Senior van seats 12/13 people
City of White Plains	Transport to senior centers within the city of White Plains, shopping	Public agency (municipal government–senior center)	8AM–4PM, Monday–Friday Senior Center; 9AM–12PM for shopping Wednesday, Thursday; 8AM–9AM medical appointments Monday *one way only	Older adults		Demand-response	2 vehicles

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
City of Yonkers	Transport to senior centers within the City of Yonkers; shopping trips within City	Public agency (municipal government-office on aging)	8:45-10:45AM Monday-Friday medical appointments; 8:30AM-10:30AM food shopping Monday-Friday; Senior Center 9:30AM-1:30PM Monday-Friday	Older adults		Demand-response	10 vehicles
City of Peekskill	Transport to senior centers within the City of Peekskill; shopping within City and surrounding areas	Public agency (municipal government-parks and recreation department)	9AM-2PM, Monday-Friday; 1:30PM-4PM for shopping Tuesday and Thursday	Older adults		Demand-response	2 vehicles
Croton-on-Hudson	Shopping trips within local areas only	Public agency (municipal government-recreation department)	9AM-12PM, Monday and Wednesday	Older adults (60+ residents only)		Demand-response	1 vehicle
Dobbs Ferry and Ardsley villages cooperative program	Within village limits to senior centers, shopping	Public agency (municipal government-recreation department)	10AM-3PM, Monday-Friday, Tuesdays and Fridays grocery shopping; Medical Monday 9AM-11AM one way	Older adults (50+)		Demand-response	6 vehicles; 2 24+ passenger bus; 4 14 passenger including wheelchair lift

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Harrison	Within town limits	Public agency (municipal government)	4 days/week to medical appointments in AM, Wednesday to shopping centers, and a van daily to senior center activities	Older adults (60+)		Demand Response plus a Taxi subsidy (50% discount with fare cap)	N/A
Mamaroneck Town and Larchmont Village	Within town and village limits to senior centers	Public agency (municipal government- department of community services)	Monday–Friday, 9AM–2PM to senior centers; shopping on Wednesdays; medical transportation on Monday– Thursday mornings and Monday, Tuesday PM	Older adults		Demand- response	1 vehicle
Mt. Kisco	Within village limits to senior centers, shopping	Public agency (municipal government- department of senior citizen programs)	9AM–3PM, Monday–Friday; 12PM–2PM for shopping (from senior center) Monday, Thursday, and Friday	Older adults		Demand- response	1 vehicle

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Ossining Town and Village	Within town and village limits to senior centers, shopping	Public agency (municipal government– senior services department)	9AM–3PM, Monday–Friday	Older adults		Demand- response plus Taxi subsidy; half fare discount	3 vehicles
Pleasantville	Within village limits to senior centers, shopping	Public agency (municipal government– department of senior programs)	10AM–2PM, Monday–Friday to senior center and medical appointments, shopping Thursdays	Older adults		Demand- response	2 vehicles
Pleasantville	No limitation	Public agency (municipal government– department of senior programs)	Daily	Older adults		Taxi subsidy; discount on individual trips (limited number of tickets sold per month)	N/A
Pelham	No limitation	Public agency (municipal government)	Daily, 10AM–2PM	Older adults		Taxi subsidy; discount on individual trips (limited number of tickets sold per month)	N/A
Peekskill	No limitation	Public agency (municipal government– parks and recreation department)	Daily	Older adults		Taxi subsidy; \$2.00 discount	N/A

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Rye Brook	Village limits and surrounding local areas to senior centers; shopping	Public agency (municipal government–senior citizens programs)	9AM and 10AM pickup–2PM, Tuesday and Thursdays to Senior Center and home; 10:30AM–11:30AM shopping Tues and Thurs; Variable Wednesday recreational trips and times	Older adults		Demand-response	1 vehicle/ no more than 20 passengers
Tarrytown	Senior centers and medical appointments	Public agency (municipal government)	8AM–3:30PM, Monday–Friday; shopping every other week	Older adults		Demand-response	1 vehicle
Town of Eastchester	Transport to senior centers, shopping within Town of Eastchester limits	Public agency (municipal government–department of senior programs)	9AM–3:30PM, Monday–Friday medical; shopping Weds, Thurs, Friday	Older adults		Demand-response	2 vehicles (1 van, 1 car)
Town of Cortlandt	Within town limits to senior centers, shopping	Public agency (municipal government–office of aging)	9AM–2PM, Monday–Friday center; Thursday shopping 9AM–2PM; Monday, Thursday, Friday medical	Older adults		Demand-response	3 vehicles

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Town of Mt. Pleasant	Within town limits to senior centers, shopping	Public agency (municipal government- office of older adults)	10AM–3PM, Monday–Friday from home to Senior Center only; Tuesdays to supermarket	Older adults		Demand- response	3 vehicles
Town of North Castle	Within town limits to senior centers, shopping	Public agency (municipal government- department of senior citizens)	8AM–3PM, four days per week	Older adults		Demand- response	1 vehicle
Town of North Salem	Within town limits to senior centers, shopping	Public agency (municipal government- office of senior citizen programs)	Monday–Friday, 10AM–2PM to Senior Center; shopping Monday and Fridays 10AM–3PM; library every other Tuesday 11:00AM– 12:00PM; medical	Older adults		Demand- response	6 vehicles
Town of Somers	Within town limits; shopping within town limits and surrounding areas	Public agency (municipal government- senior center)	Monday–Friday, 10AM–2PM to Senior Center; shopping Monday and Friday, 10AM–3PM; library every other Tuesday, 11:00AM– 12:00PM; medical appts Tuesday, Wednesday, and Thursday, 10:00AM–3:00PM	60 +older residents		Demand- response	6 vehicle

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Town of Yorktown	Within town limits to senior centers, shopping	Public agency (municipal government- recreation department)	9AM-1PM, Monday-Friday to senior centers; Tuesdays until 2:00PM for shopping; Monday 9:00AM shopping pickup from Beaver Ridge and Wednesdays Jefferson Village; medical appointments Monday-Friday*	Older adults		Demand- response	6 vehicles
Town of Greenburgh	Greenburgh and neighboring towns and villages	Public agency (municipal government- office for the aging)	9AM-5PM, Monday- Friday various recreational activities; 9AM- 11AM shopping, Tuesday and Friday	Older adults		Demand- response	4 vehicles
Town of Lewisboro	Within town limits and surrounding areas for shopping	Public agency (municipal government- recreation department)	9AM-5PM, Monday- Friday, medical appointments only; 9AM- 3:30PM, Tuesdays shopping; 9AM-3PM, Wednesdays Senior Meeting	Older adults		Demand- response	2 vehicles: 1 for shopping and senior meeting, and 1 for medical appointments

Provider/Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Tuckahoe	No limitation	Public agency (municipal government)	10AM–3PM daily, anytime on weekends	Older adults and/or persons with disabilities		Taxi subsidy; one-third regular price	N/A
Westchester County Office for the Disabled	Westchester County	Public agency (county government)	6AM–11PM, Monday–Saturday; 8AM–8PM, Sunday	Persons with disabilities		Demand-response	60 vehicles
Village of Pound Ridge	Shopping trips within local area	Public agency (municipal government–recreation and parks department)	9AM–11AM, Wednesdays	Older Adults		Demand-response	1 vehicle
Village of Scarsdale	Medical trips only	Public agency	Medical appointments Monday–Friday only	Older adults		Taxi subsidy	1 vehicle
Private Nonprofit Providers							
RideConnect	Transport within Westchester County (as well as info & referrals)	Nonprofit (Family Services of Westchester)	9AM–5PM, Monday–Friday (evening/ weekend if volunteers have notice)	Older adults		Demand-response	1 bus, plus volunteer drivers/ vehicles
CHOICE of NY	Westchester County (portions)	Private nonprofit organization	Varies	Clients in agency programs (Disabilities & over 65)		Demand-response	

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Clearview School Day Treatment Program	Westchester, Putnam, and Rockland, New York City, Bronx, Manhattan, Dutchess and Orange counties	Private nonprofit corporation	8AM–4PM, Monday–Friday	Clients participating in agency programs		Demand- response using agency paid drivers	1 station, 4 minivans wagon
Family Services of Westchester	Westchester	Private nonprofit organization	7:30AM–5:30PM, Monday–Friday	Older adults, persons with low income, persons with disabilities, and other clients participating in more than 50 agency programs		Demand- response as arranged by staff	37 vehicles
Jawonio, Inc.	Rockland County (portions of Westchester County (Mount Vernon, Peekskill, Yonkers, and Ossining)	Private nonprofit corporation	24 hours/7 days per week	Persons with disabilities regardless of age		Demand- response using agency staff	119 vehicles

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Riverdale Mental Health Association	Westchester County (Yonkers, Cortlandt, Eastchester, Pelham, and Scarsdale), the Bronx, and portions of Manhattan (East Harlem, Harlem, Inwood, Morningside Heights, Upper West Side, and Washington Heights)	Private nonprofit organization	Not reported	Populations with behavioral, psychological and social difficulties that may include older adults, persons with low income, and persons with disabilities		Subsidies/ reimbursements to customers who arrange their own transportation	None
Richmond Community Services	Portions of Westchester and Putnam counties (South of 287: Yonkers, Bronxville, Eastchester, New Rochelle-to 272 Bedford Rd, Mount Kisco, North of 287: Upper Westchester, Lower Putnam, Brewster, Yorktown, Mount Kisco, Ossining, and Peekskill to 272 Bedford Rd Mount Kisco	Private nonprofit organization	7AM-6PM, Monday-Friday; 10AM-8PM, Saturday-Sunday	Clients participating in agency programs		Demand- response using paid staff	10 vehicles

Provider/ Service	Service Area	Organization Type	Service Hours	Eligible Riders	Trip Purpose	Mode of Service	Vehicle Fleet Size
Private Providers							
211 Medicaid NEMT providers contracted through Medical Answering Services	Westchester	Private providers	Varies	Medicaid recipients	Medical	Taxis, ambulettes, wheelchair accessible vehicles, stretchers, ambulances	N/A
324 licensed taxi or limousine companies	Westchester and nearby areas	Private providers	Varies	Unlimited	Unlimited	Taxis, black cars, limousines	N/A
NY Waterway	Ossining in Westchester County to Haverstraw in Rockland County	Private provider	Monday–Friday, 5:50AM -9:30PM	Unlimited	Unlimited	Ferry	8 vehicles*

*NTD Reporting 2018

[Link to Coordinated Public Transit-Human Services Transportation Plan \(Coordinated Plan\) Added Organizations](#)

