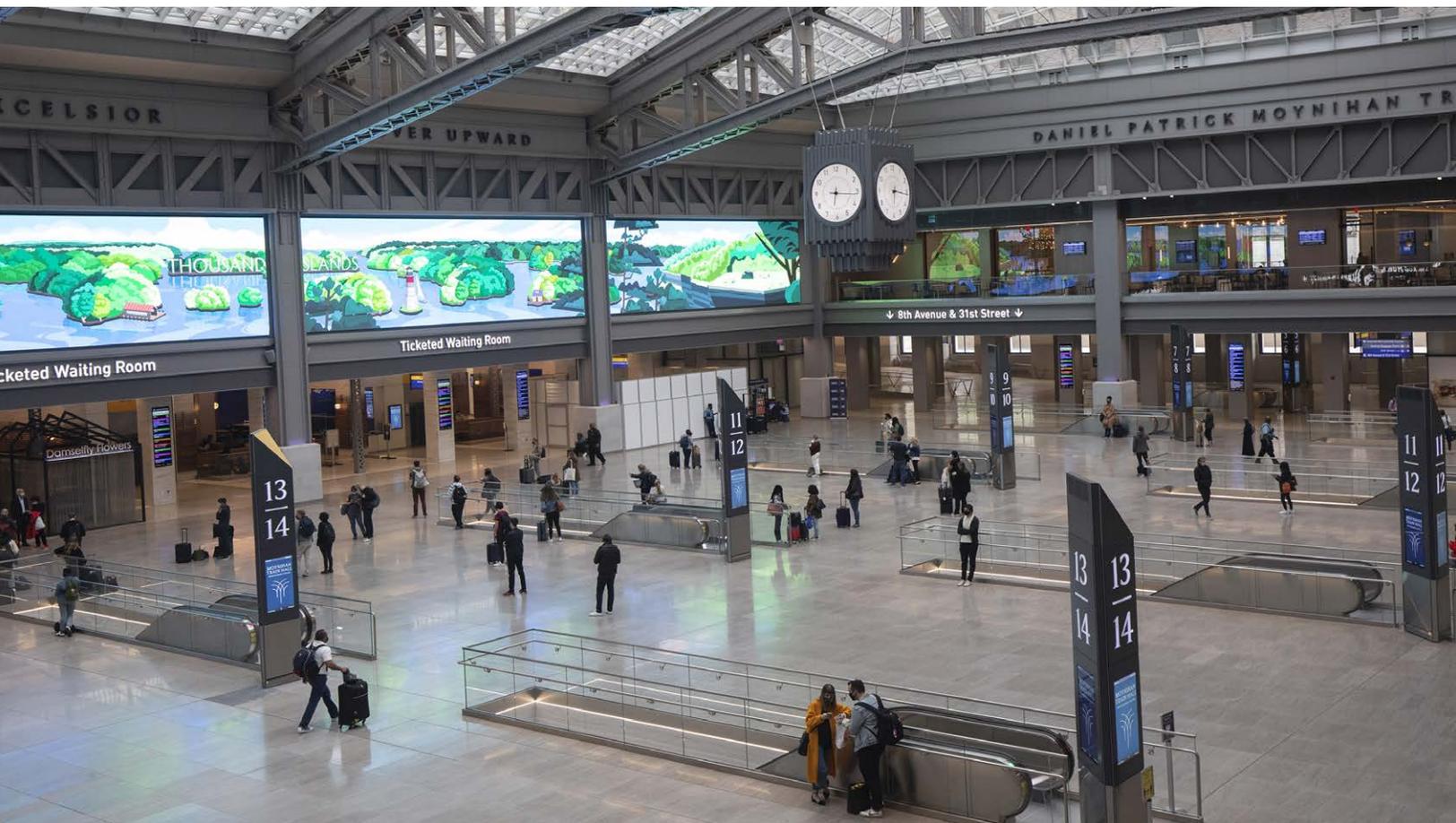




# Moving Forward

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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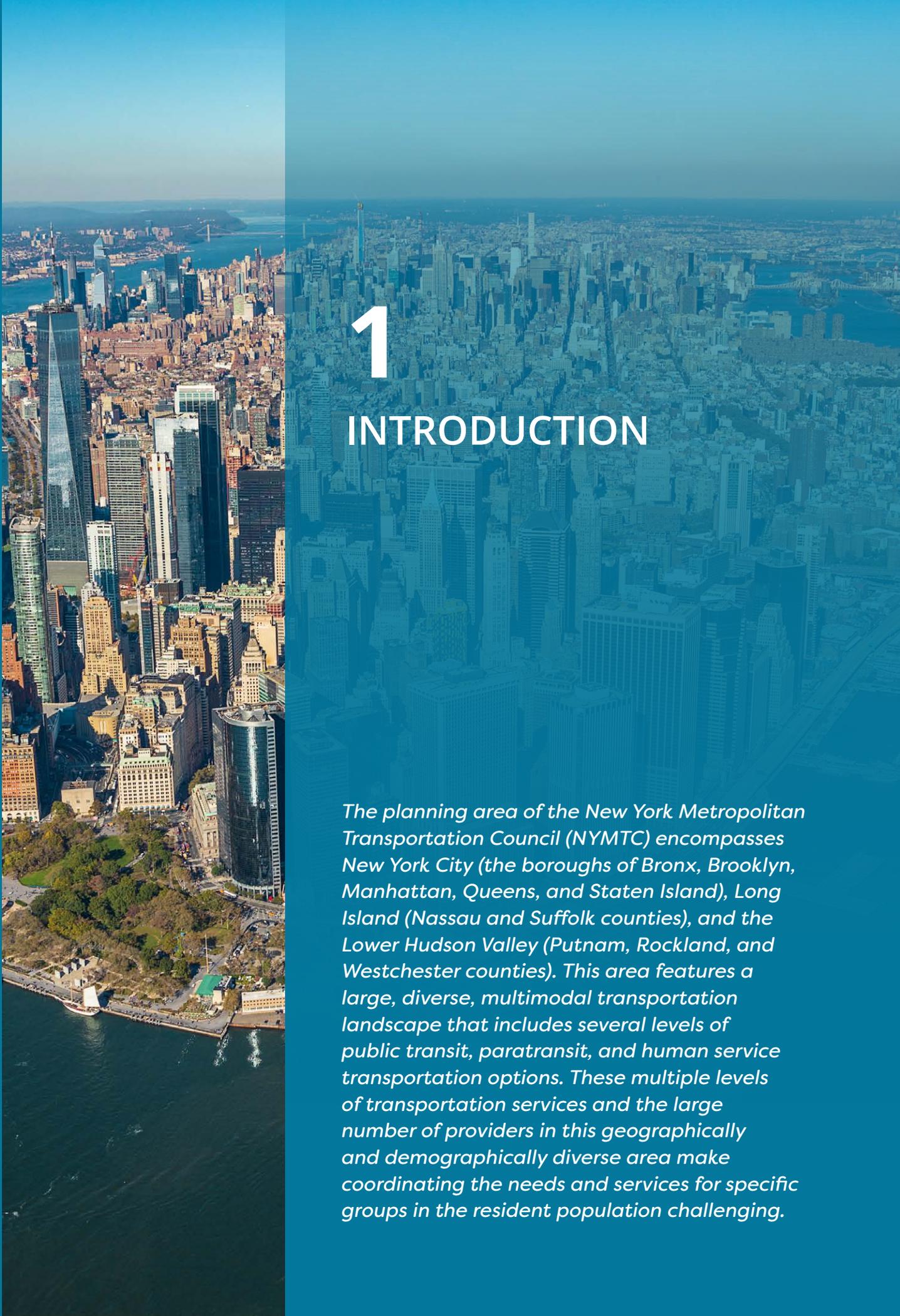
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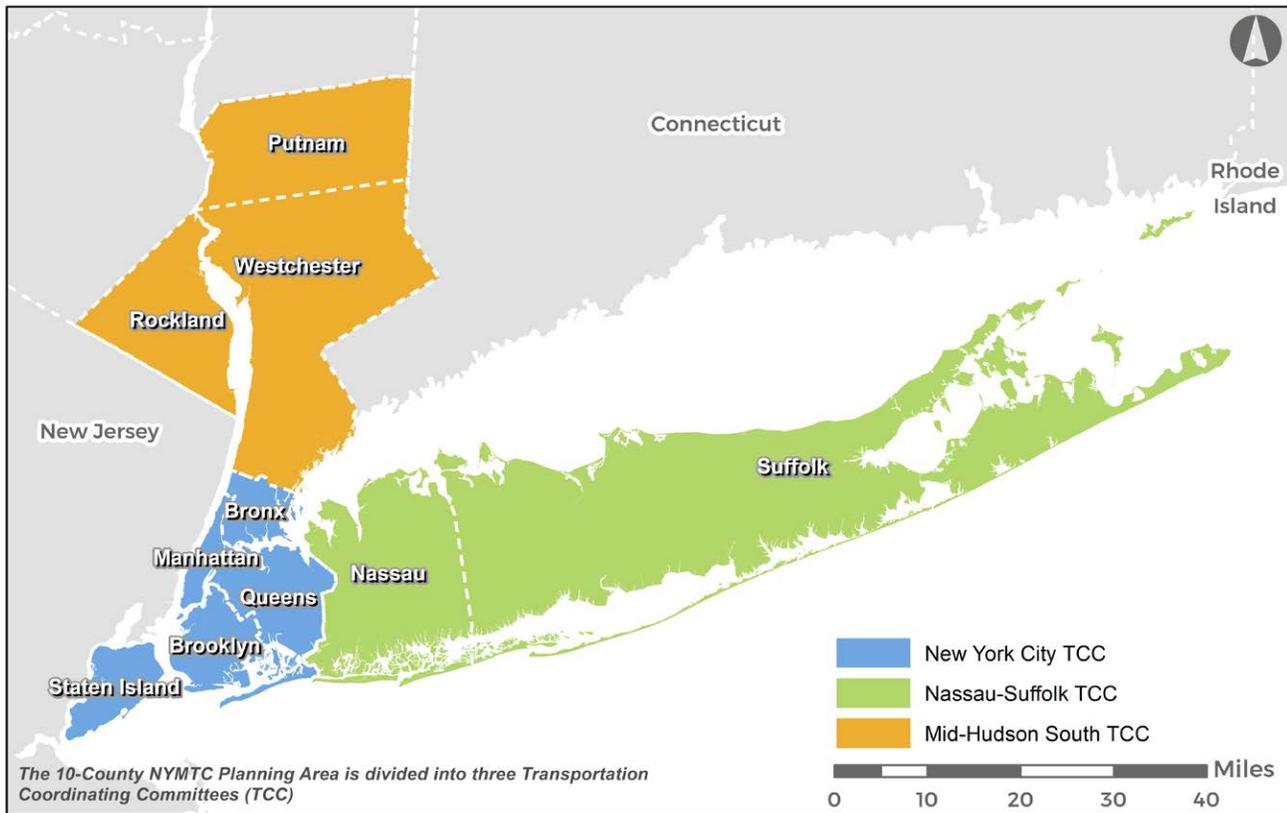
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# 1

## 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.

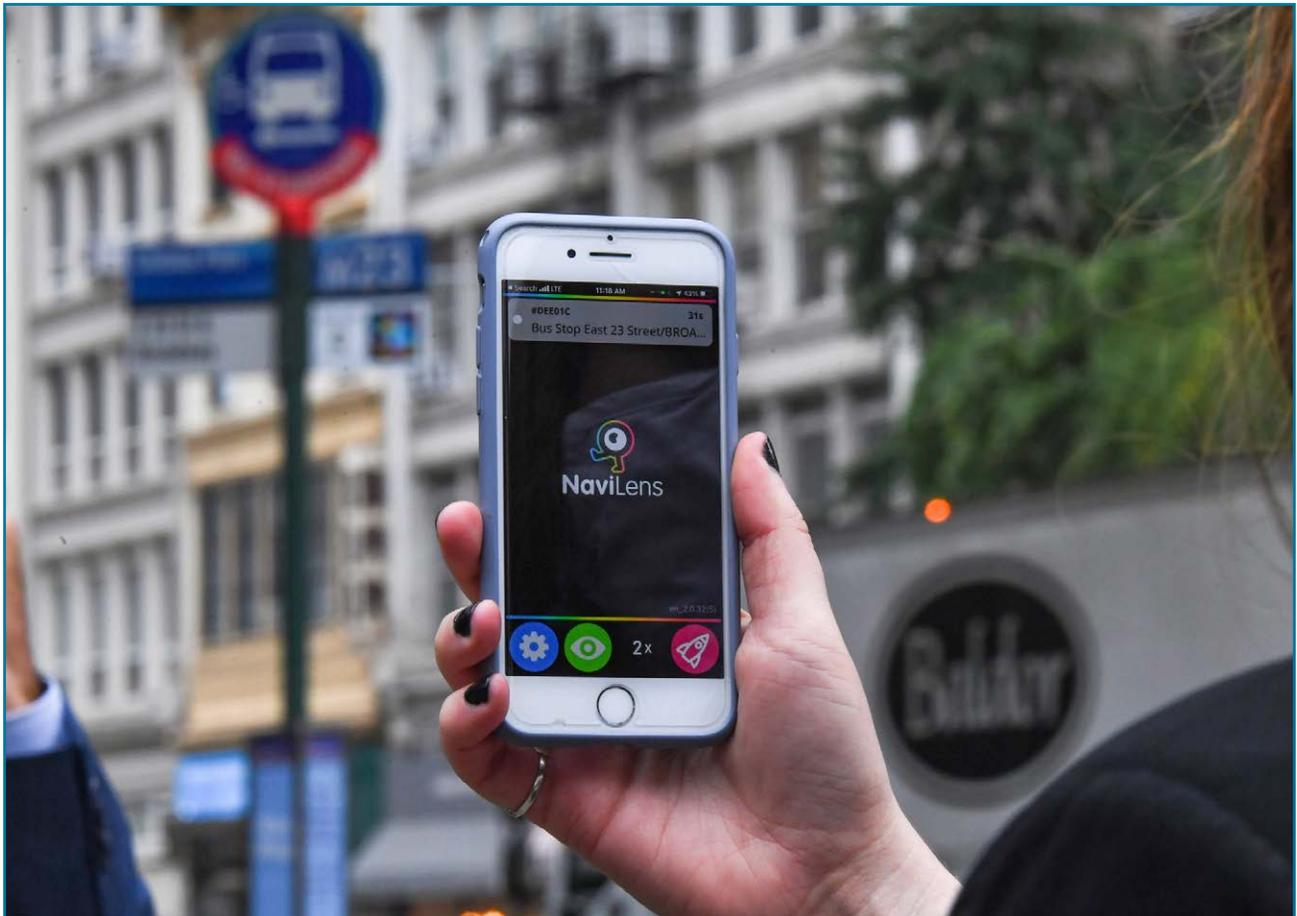
#### **PUBLIC TRANSIT**

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, Ronkonkama, 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, liveries, 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-Trans 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

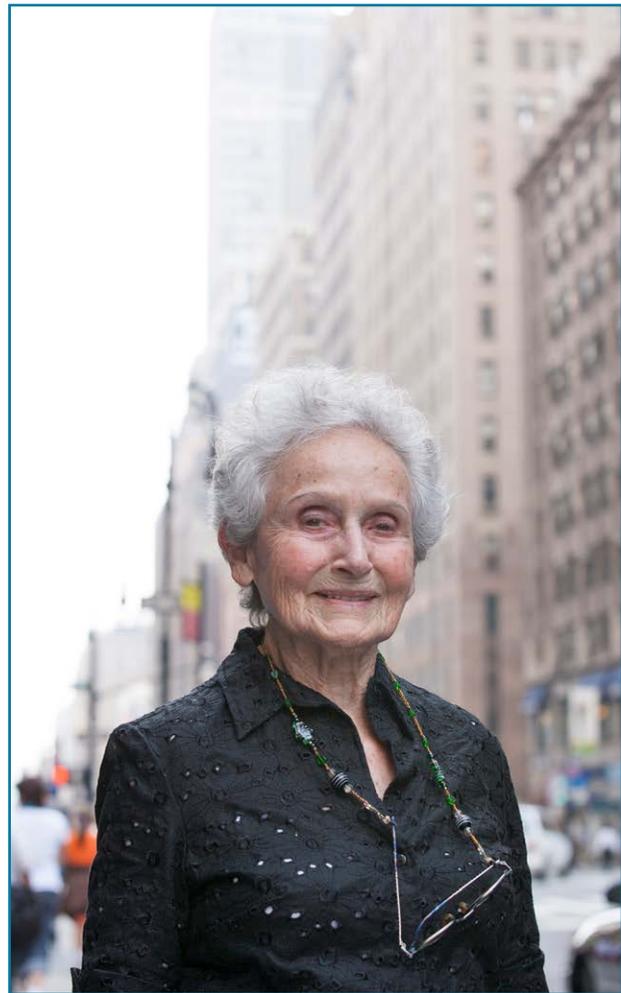


Dutchess counties, while stations along the New Haven line have direct service to Connecticut. In addition, the Hudson Link, operated by Transdev for New York State DOT (NYSDOT), provides commuter bus service between Rockland County and White Plains and Tarrytown in Westchester County. The I-Bus, operated 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

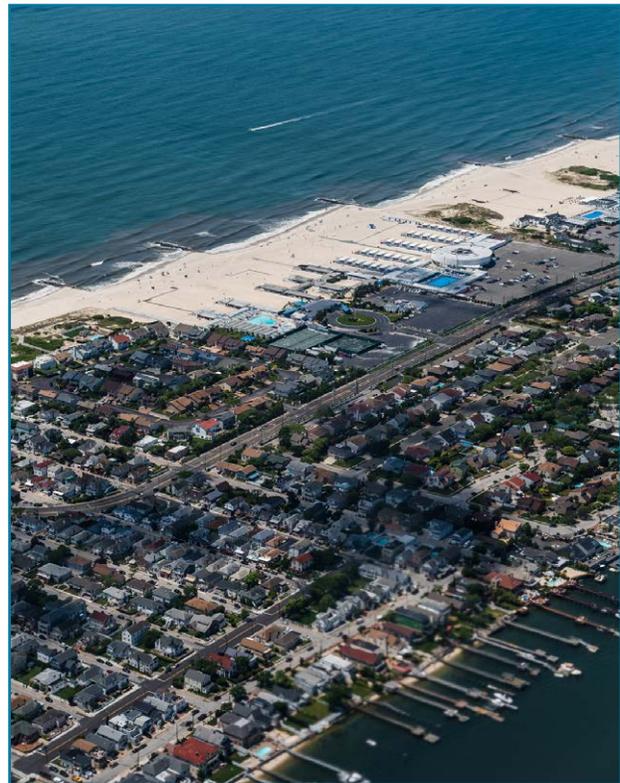
### 4.2.1 NASSAU COUNTY

#### **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  |
|---|--|----------------|--|
| <b>Paratransit Services</b>   |  |                |  |
| 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/<br>Coordination<br>Opportunity                       | Description   | Relative<br>Cost* | Examples from the<br>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  | \$\$\$            |  |
| <b>Fixed-Route Transit Services</b>                              |   |                   |  |
| 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/<br>Coordination<br>Opportunity | Description   | Relative<br>Cost*                 | Examples from the<br>NYMTC Planning Area  |
|--|---|-----------------------------------|---|
| <b>Physical Accessibility Improvements</b> |   |                                   |   |
| 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  | \$\$\$\$<br>(depending on number) | NYC DOT Safe Routes to Transit program: Bus Stops under the EI, Sidewalks to Buses, Subway-Sidewalk Interface   |
| Bus bulbs                                  | Sidewalk is extended into street for use as a bus stop.   | \$\$\$\$<br>(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/<br>Coordination<br>Opportunity        | Description   | Relative<br>Cost*             | Examples from the<br>NYMTC Planning Area   |
|---|---|-------------------------------|--|
| <b>Physical Accessibility Improvements</b>        |   |                               |  |
| Curb extensions                                   | Sidewalk is extended into street to shorten crossing distance and increase pedestrian safety; also known as bump-outs, or neck-downs.   | \$\$<br>(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                 | \$\$<br>(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  | \$\$<br>(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<br><br>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/<br>Coordination<br>Opportunity                               | Description   | Relative<br>Cost* | Examples from the<br>NYMTC Planning Area   |
|--|---|-------------------|--|
| <b>Information and Communication</b>                                     |   |                   |  |
| 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/<br>Coordination<br>Opportunity   | Description  | Relative<br>Cost* | Examples from the<br>NYMTC Planning Area   |
|--|--|-------------------|--|
| <b>Information and Communication</b>   |  |                   |  |
| 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/<br>Coordination<br>Opportunity  | Description   | Relative<br>Cost* | Examples from the<br>NYMTC Planning Area   |
|---|---|-------------------|--|
| <b>Service Enhancement</b>  |   |                   |  |
| 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/<br>Coordination<br>Opportunity  | Description  | Relative<br>Cost* | Examples from the<br>NYMTC Planning Area  |
|---|--|-------------------|---|
| <b>Service Enhancement</b>  |  |                   |   |
| 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/<br>Coordination<br>Opportunity                                      | Description  | Relative<br>Cost* | Examples from the<br>NYMTC Planning Area   |
|---|--|-------------------|--|
| <b>Coordination</b>   |  |                   |  |
| 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.<br><br>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 |
| <b>Home Health Aides</b>  |  |                   |  |
| 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

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



# F-A

## DEMOGRAPHIC PROFILES OF THE TARGET POPULATIONS

ONE WAY

5 AV

## 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<br>Census   | 2010<br>Census   | 2018 ACS<br>5-Year<br>Est | Change<br>(2000–<br>2010) | Change<br>(2000–<br>2018<br>Estimate) | %<br>Change<br>(2000–<br>2010) | % Change<br>(2000–<br>2018<br>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<br>Island                          | 443,728          | 468,730          | 474,101                   | 25,002                    | 30,373                                | 5.30%                          | 6.41%                                   |
| <b>New York<br/>City All<br/>Boroughs</b> | <b>8,008,278</b> | <b>8,175,133</b> | <b>8,443,713</b>          | <b>166,855</b>            | <b>435,435</b>                        | <b>2.00%</b>                   | <b>5.16%</b>                            |





### 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%               |
| <b>New York City All Boroughs</b> | <b>8,354,889</b> | <b>1,046,671</b>          | <b>1,189,361</b>          | <b>14.2%</b>   | <b>855,268</b>                   | <b>905,592</b>                   | <b>10.8%</b>        |
| 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) |
|-----------------------------------|------------------|--------------|-----------------------------------|
| <b>Older Adults</b>               |                  |              |                                   |
| Bronx                             | 174,470          | 42           | 4,154                             |
| Brooklyn                          | 343,548          | 71           | 4,839                             |
| Manhattan                         | 257,362          | 23           | 11,190                            |
| Queens                            | 340,656          | 109          | 3,125                             |
| <b>New York City All Boroughs</b> | <b>1,189,361</b> | <b>304</b>   | <b>3,912</b>                      |
| <b>Persons with a Disability</b>  |                  |              |                                   |
| 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                               |
| <b>New York City All Boroughs</b> | <b>905,592</b>   | <b>304</b>   | <b>2,979</b>                      |

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*

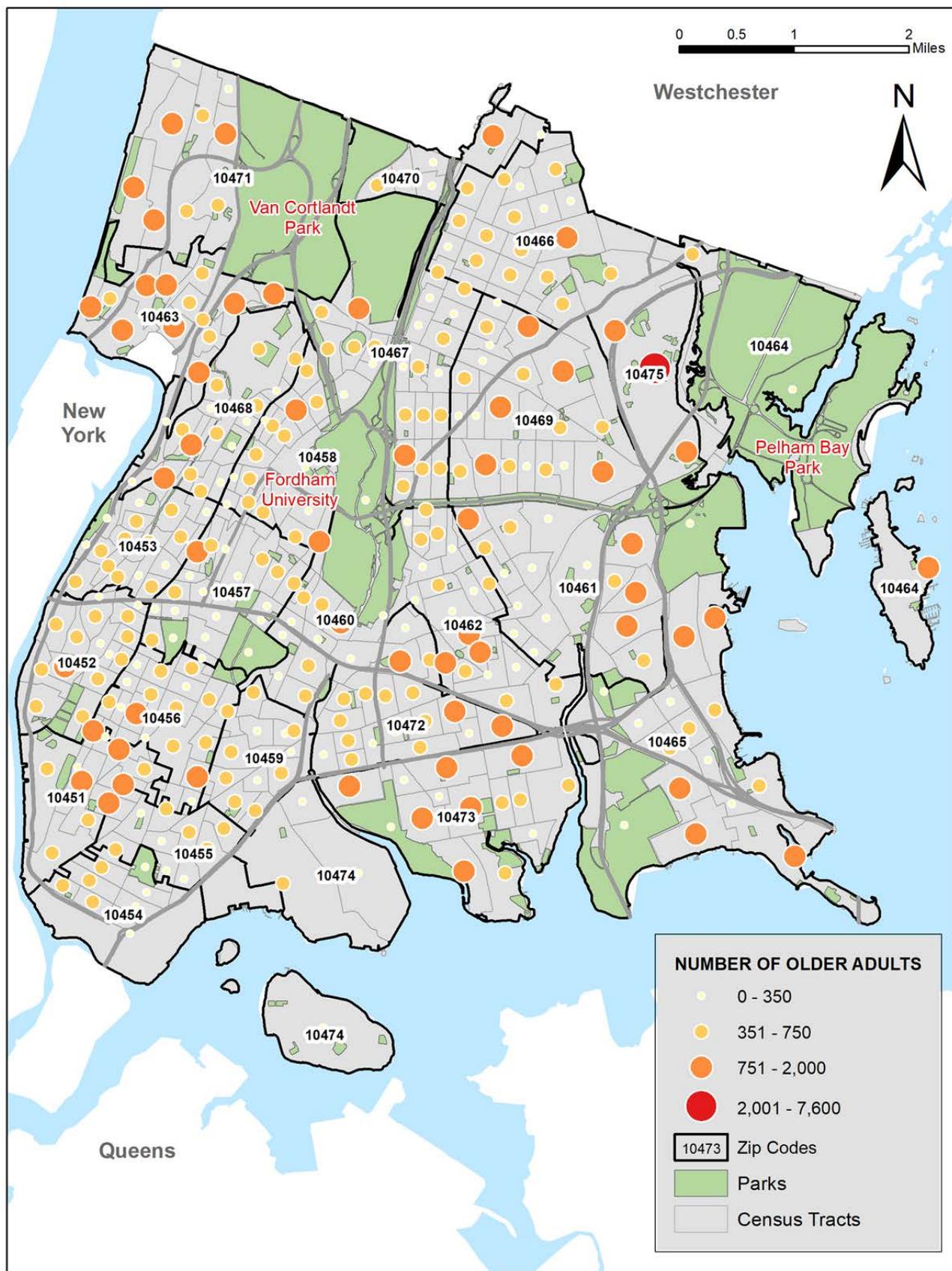
| Zip Code                        | Area        | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|---------------------------------|-------------|--------------|------------------|--------------------|-----------------|
| Highest Number of Older Adults  |             |              |                  |                    |                 |
| 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.

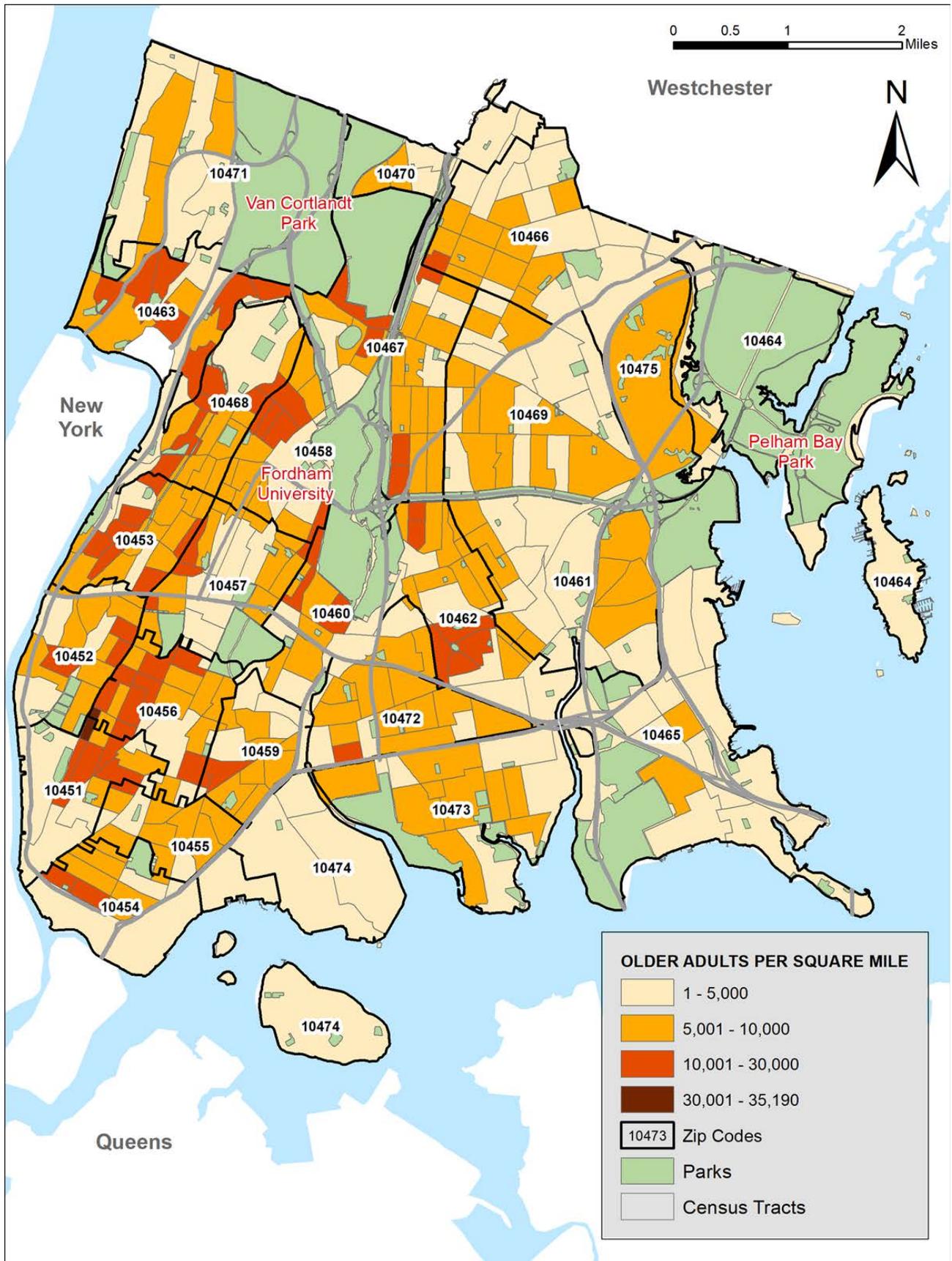
[Figure F-A-2](#) shows the density of older adults by tract, averaged by square mile. The density map confirms a major population of older adults in the northeastern and northwestern sections of the Bronx, with a pocket of high density adjacent to Bronx Park (the large park next to Fordham University). 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

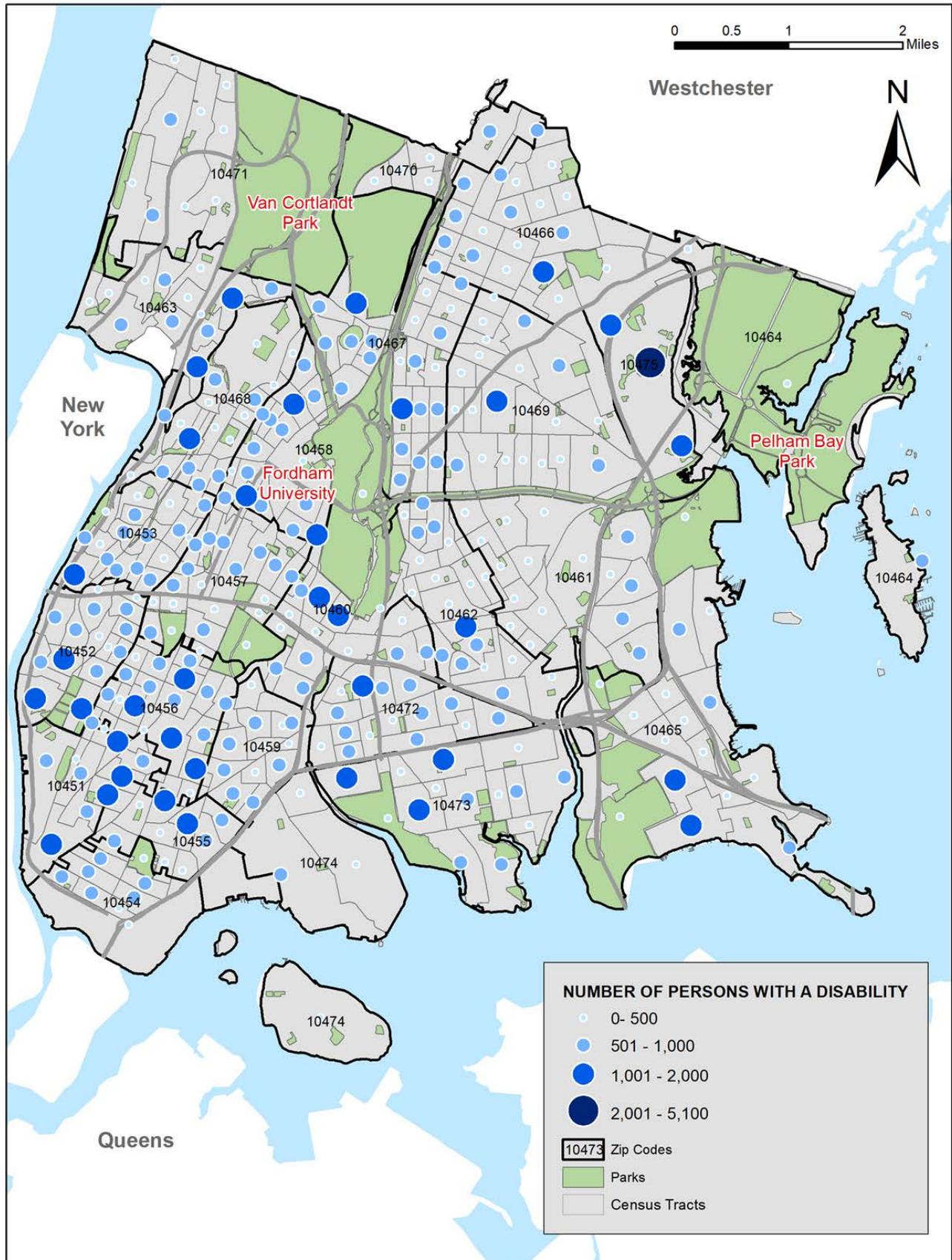
| Zip Code  | Area        | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|-------------|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |             |              |                  |                           |                 |
| 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          |
| <b>Highest Density of Persons with a Disability</b> |             |              |                  |                           |                 |
| 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.

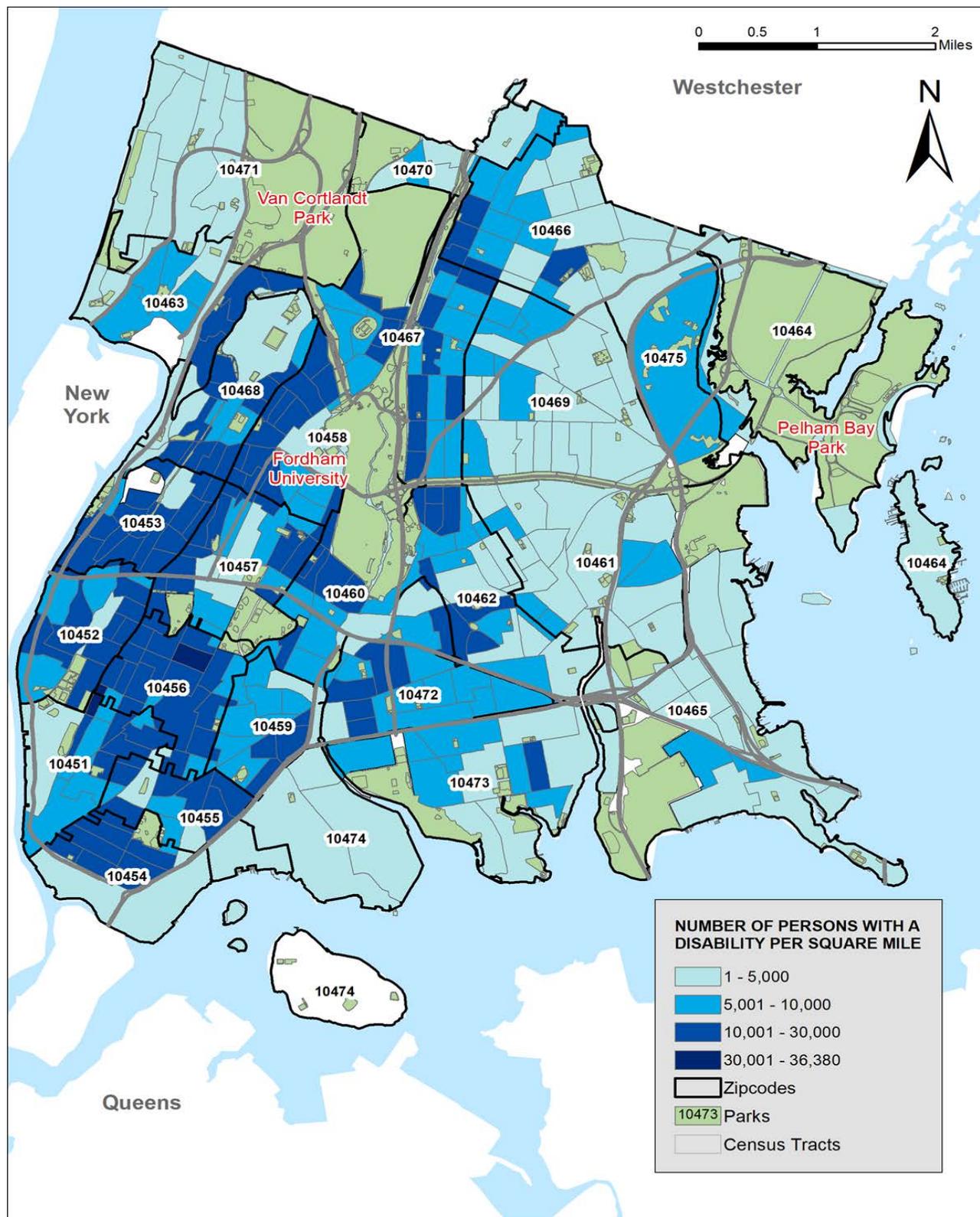
[Figure F-A-4](#) shows the density of persons with a disability by tract, averaged by square mile. The density map confirms a major population of persons with a disability in the southern and northeastern sections of the Bronx. While there are large numbers of persons with a disability in the eastern 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)

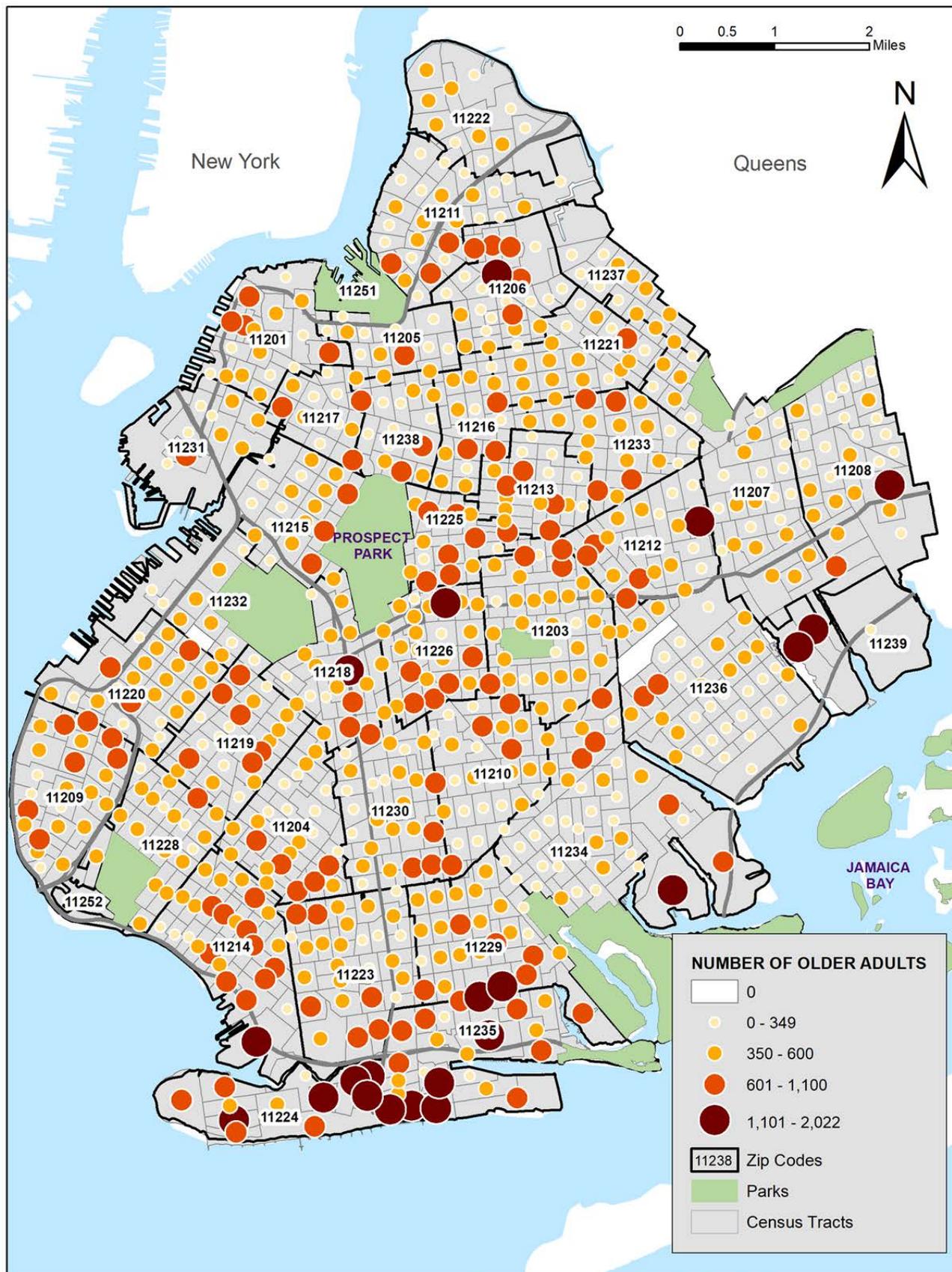
Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

| Zip Code                               | Area                      | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|---------------------------|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |                           |              |                  |                    |                 |
| 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           |
| <b>Highest Density of Older Adults</b> |                           |              |                  |                    |                 |
| 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.

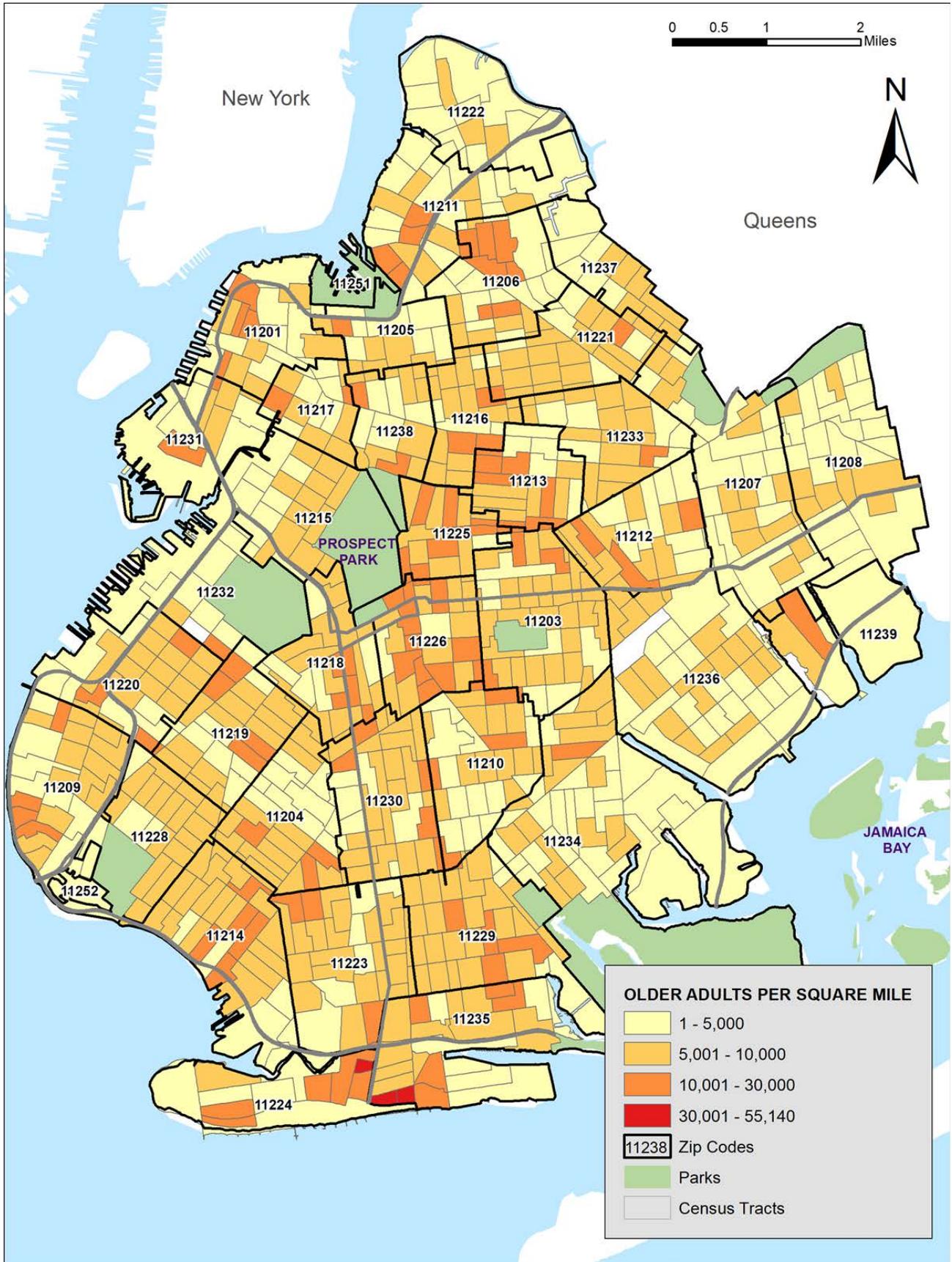
[Figure F-A-5](#) shows the same population in total numbers per tract, and [Figure F-A-6](#) displays the density per square mile of older adults by tract. Southern Brooklyn—especially the neighborhoods of Sheepshead Bay, Borough Park, and Coney Island—has high numbers of older adults. The density map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

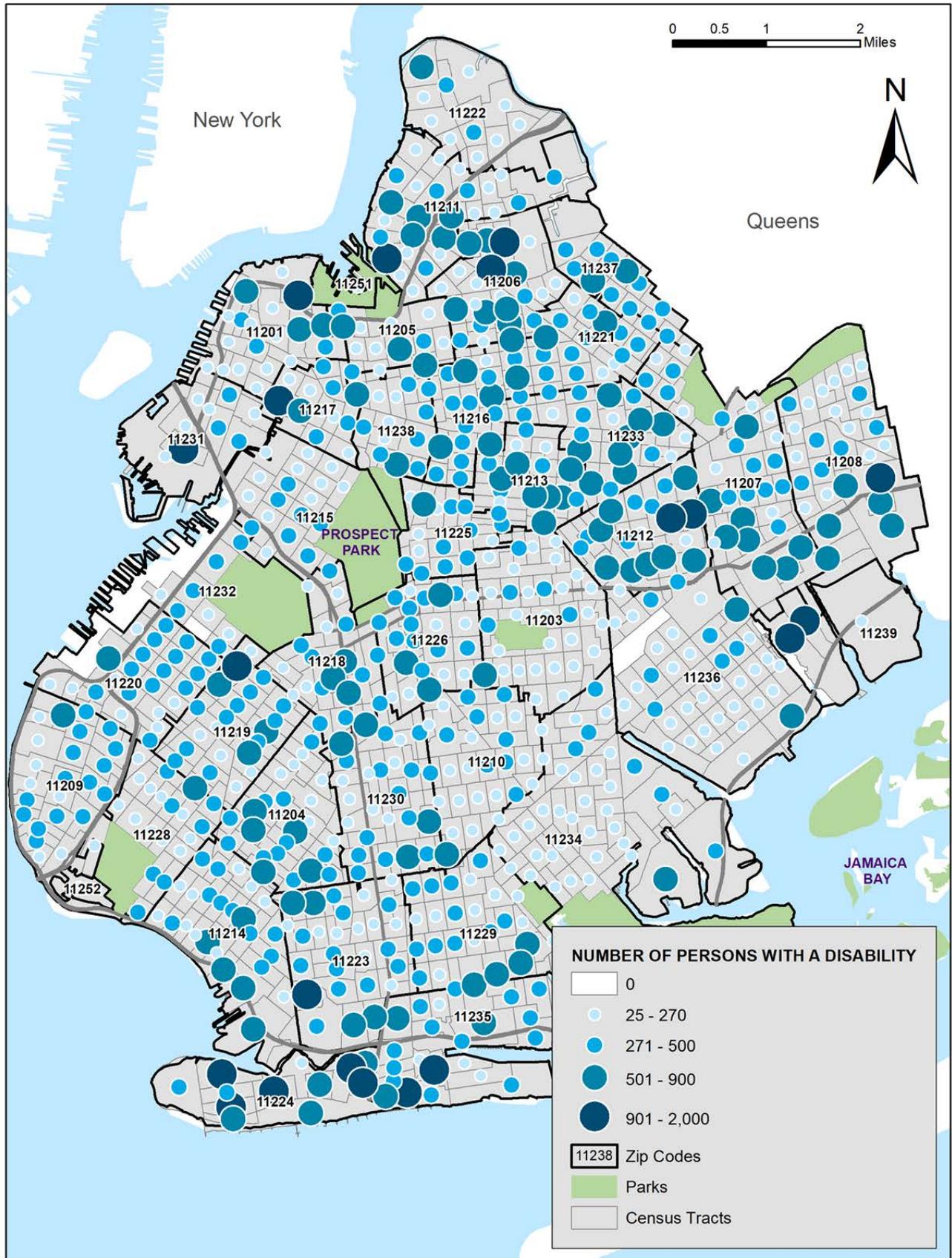
| Zip Code  | Area               | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|--------------------|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |                    |              |                  |                           |                 |
| 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           |
| <b>Highest Density of Persons with a Disability</b> |                    |              |                  |                           |                 |
| 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.

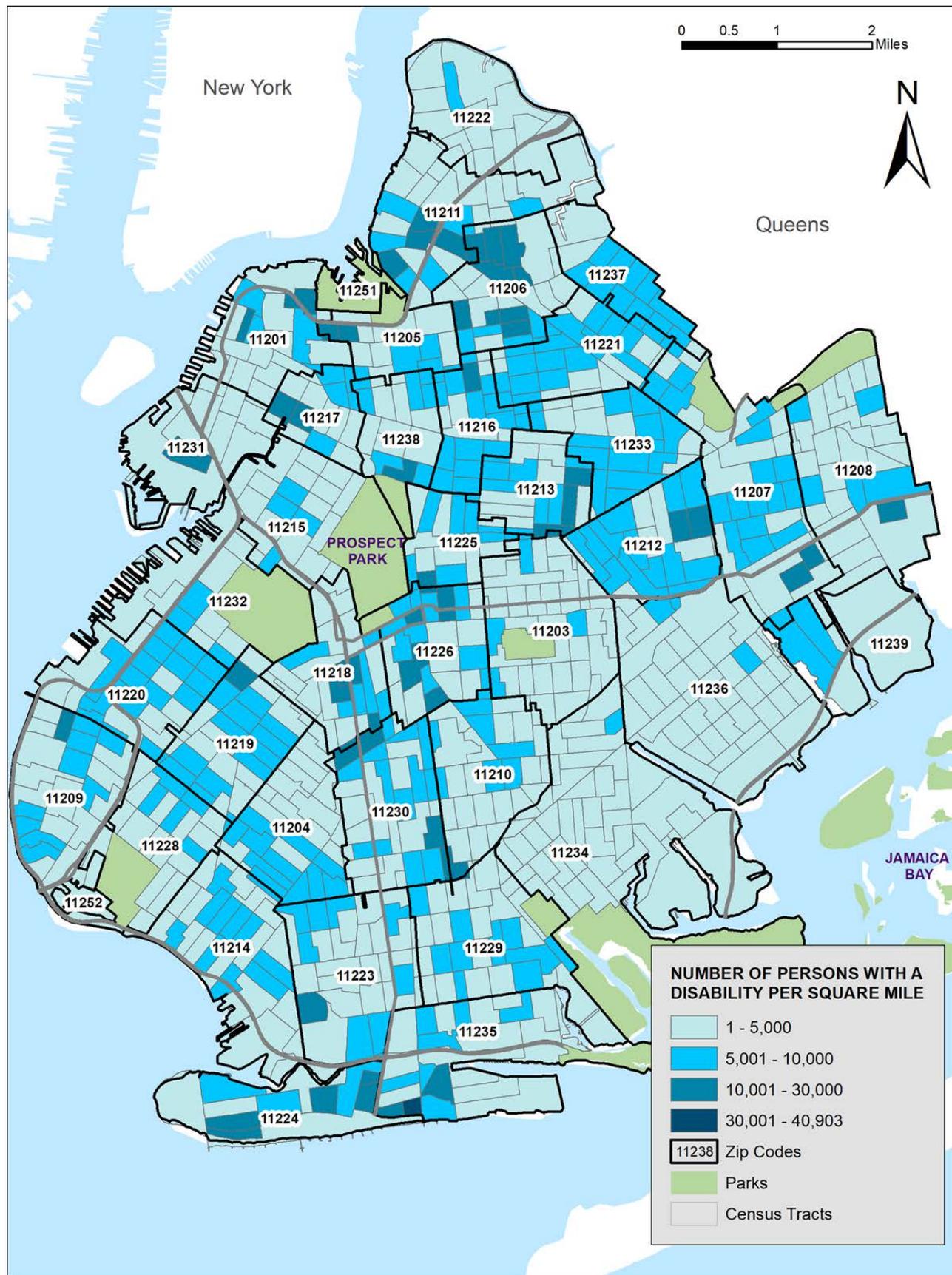
[Figure F-A-8](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the southern, northern, and north-eastern sections of the Brooklyn.

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)**

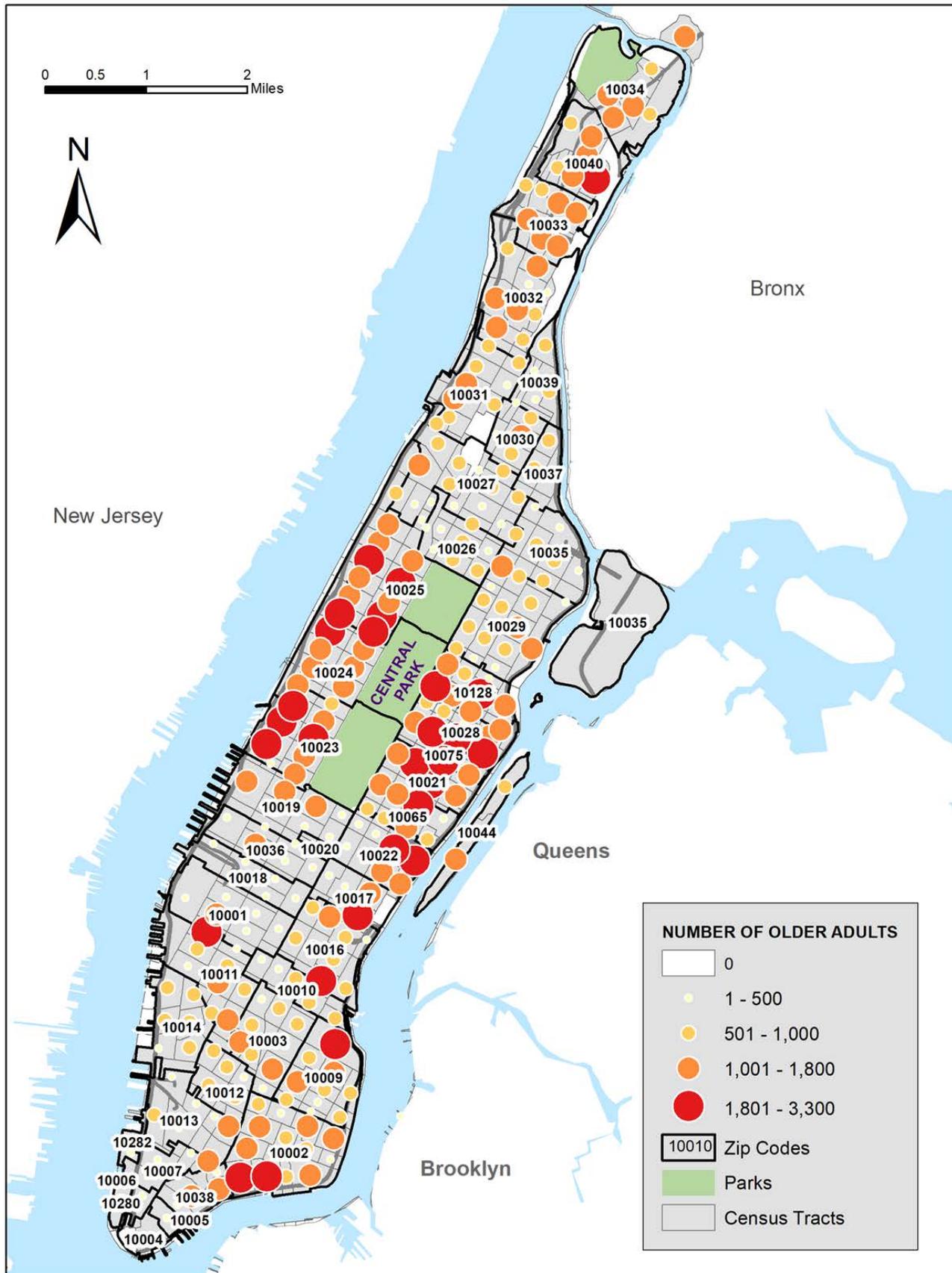
*Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates*

| Zip Code                               | Area            | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|-----------------|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |                 |              |                  |                    |                 |
| 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          |
| <b>Highest Density of Older Adults</b> |                 |              |                  |                    |                 |
| 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.*

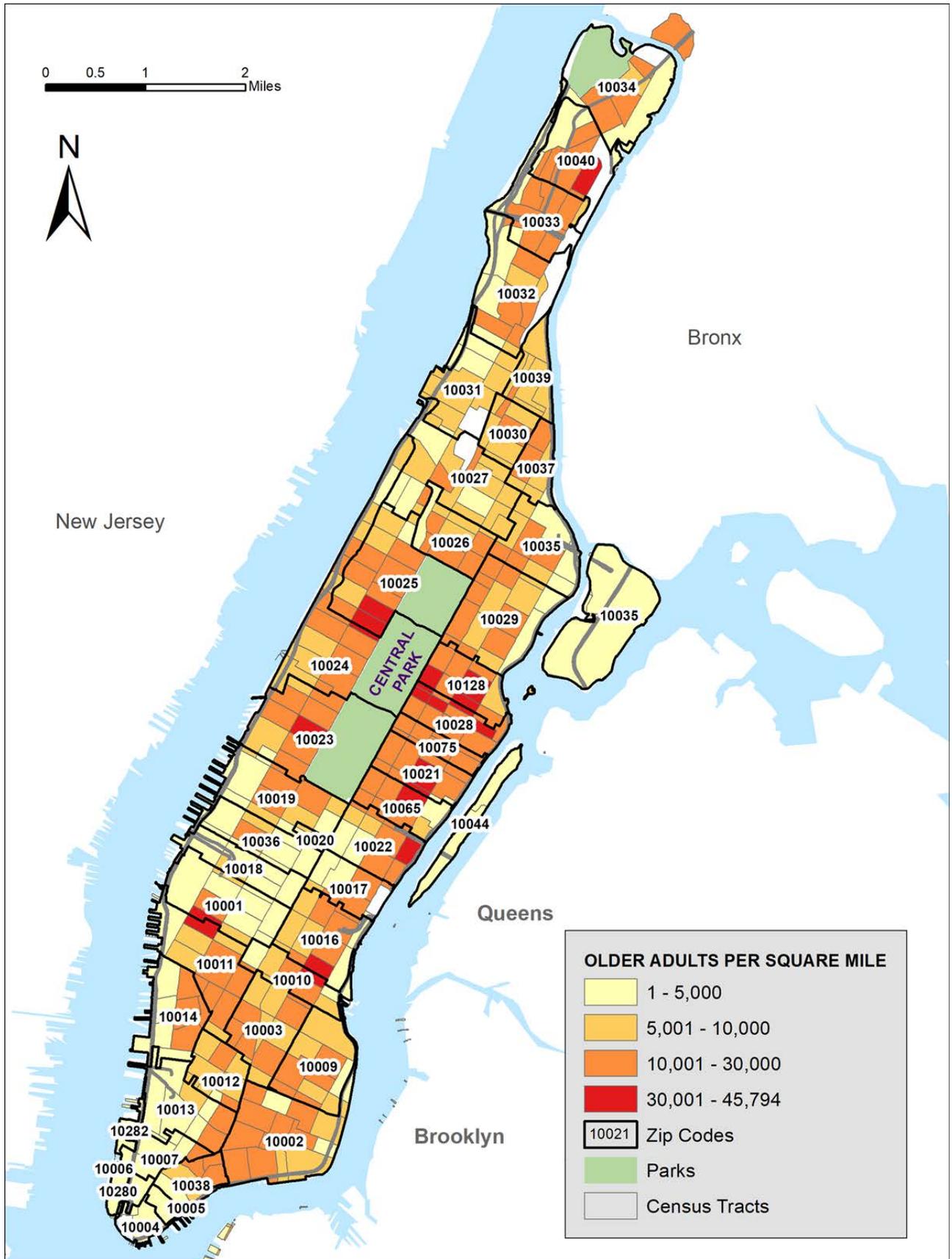
[Table F-A-9](#) and [Figure F-A-10](#) show the density (persons per square mile) and population of older adults. The density map shows concentrations of older adults on the east and west sides of Central Park, in Upper Manhattan, and in a few pockets in Lower Manhattan. The population map shows that 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

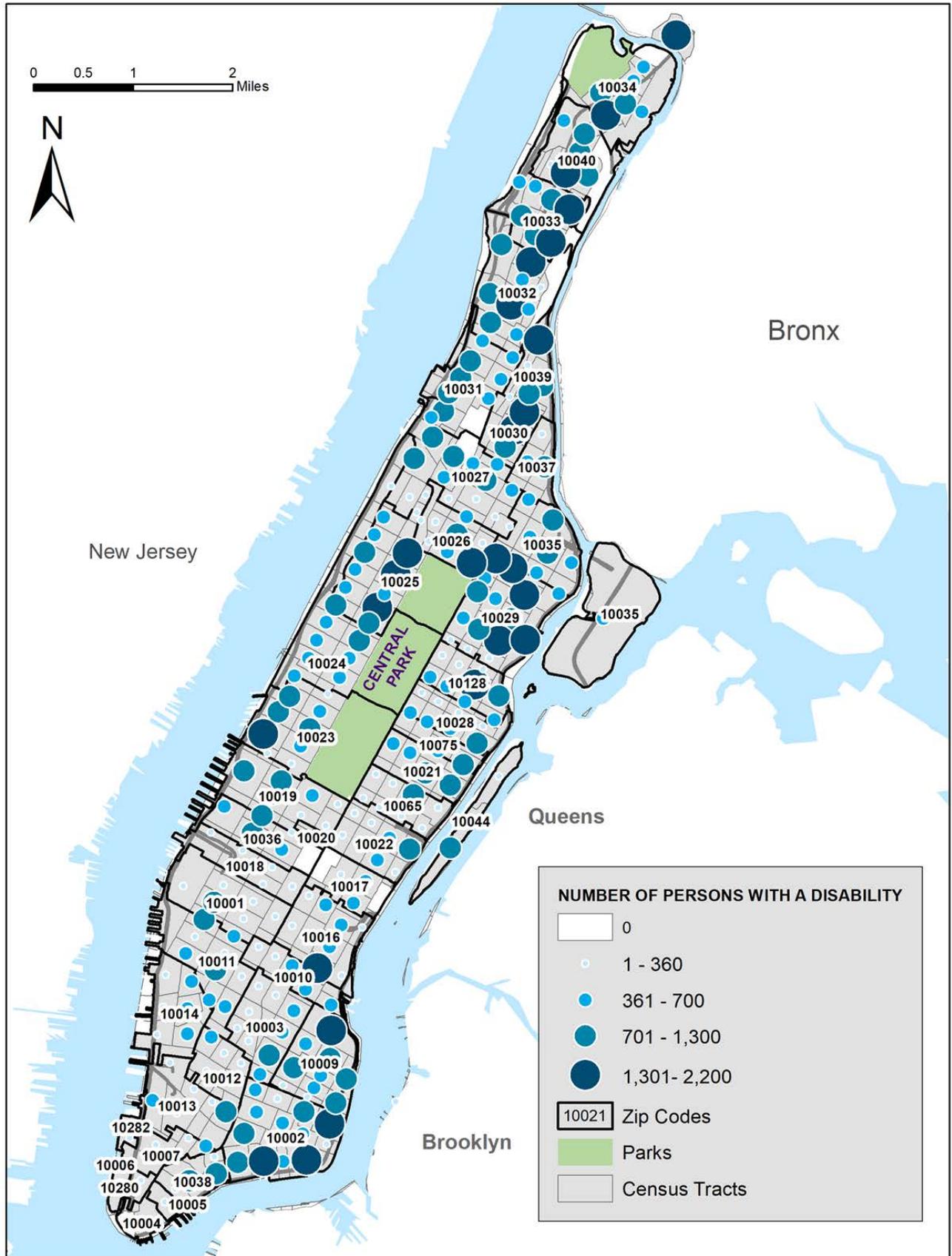
| Zip Code  | Area               | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|--------------------|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |                    |              |                  |                           |                 |
| 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          |
| <b>Highest Density of Persons with a Disability</b> |                    |              |                  |                           |                 |
| 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.

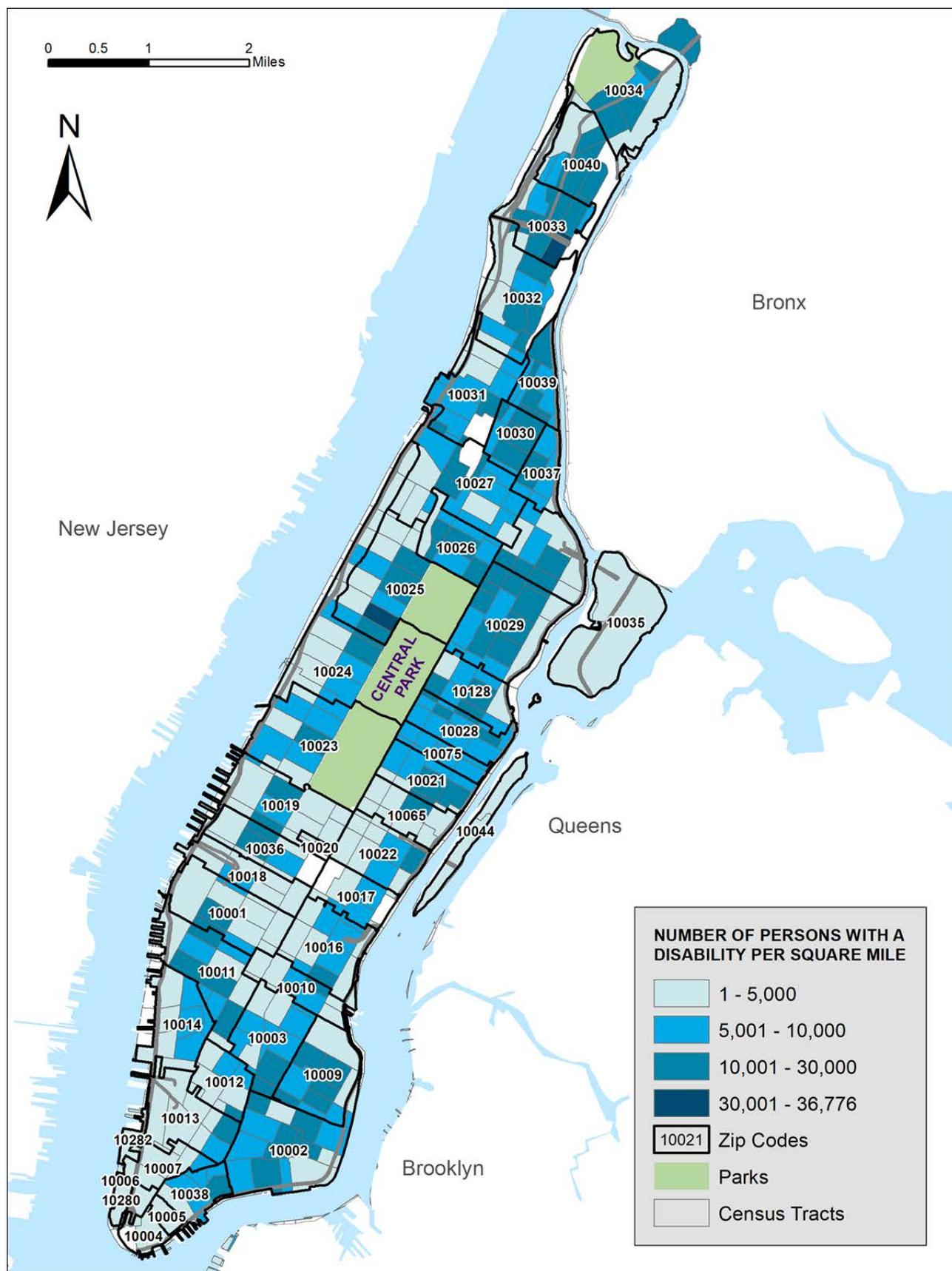
[Figure F-A-12](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in eastern Lower Manhattan and the northern part of Manhattan.

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)

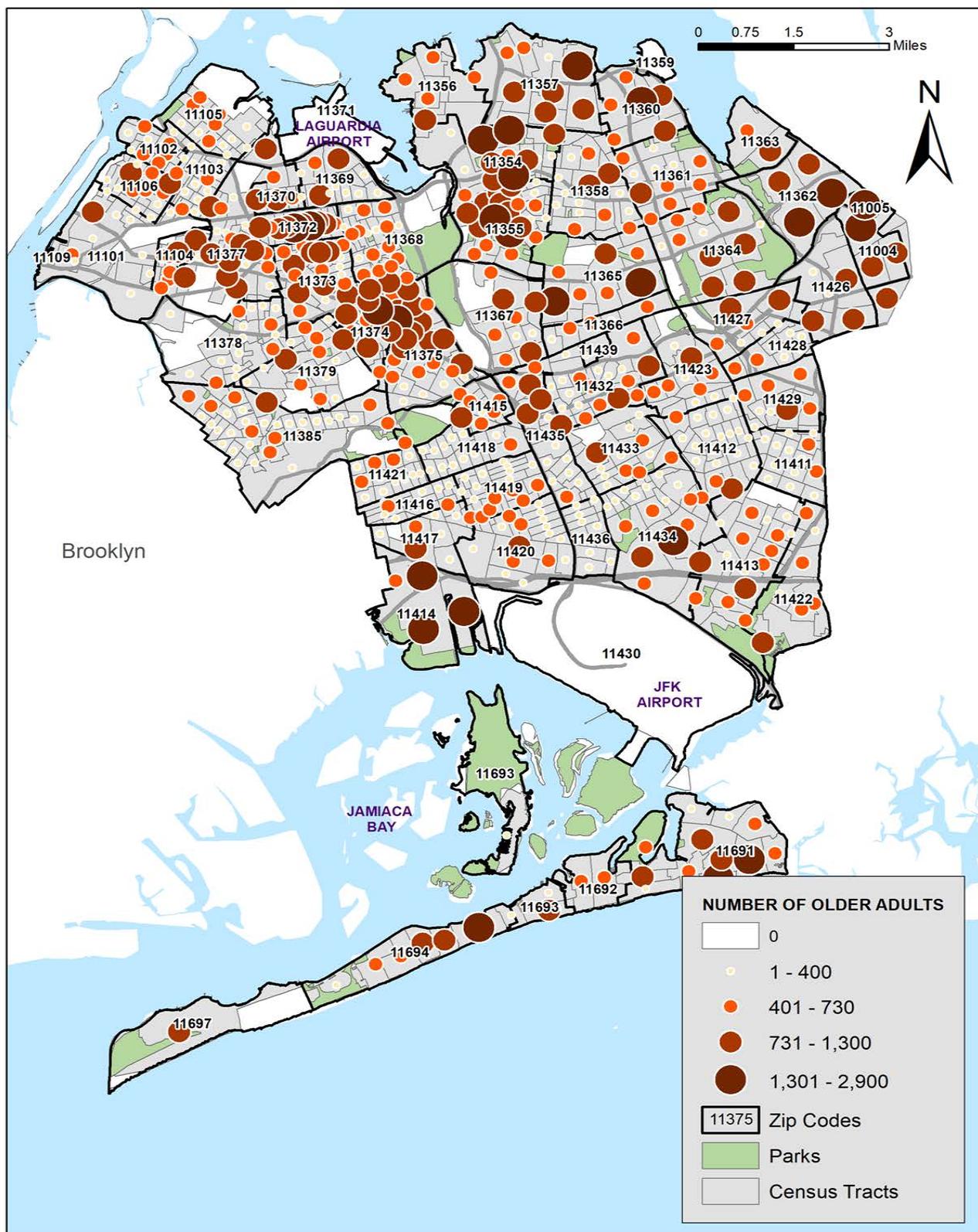
Source: U.S. Census Bureau, 2014-2018 ACS 5-year estimates

| Zip Code                               | Area            | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|-----------------|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |                 |              |                  |                    |                 |
| 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           |
| <b>Highest Density of Older Adults</b> |                 |              |                  |                    |                 |
| 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           |

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

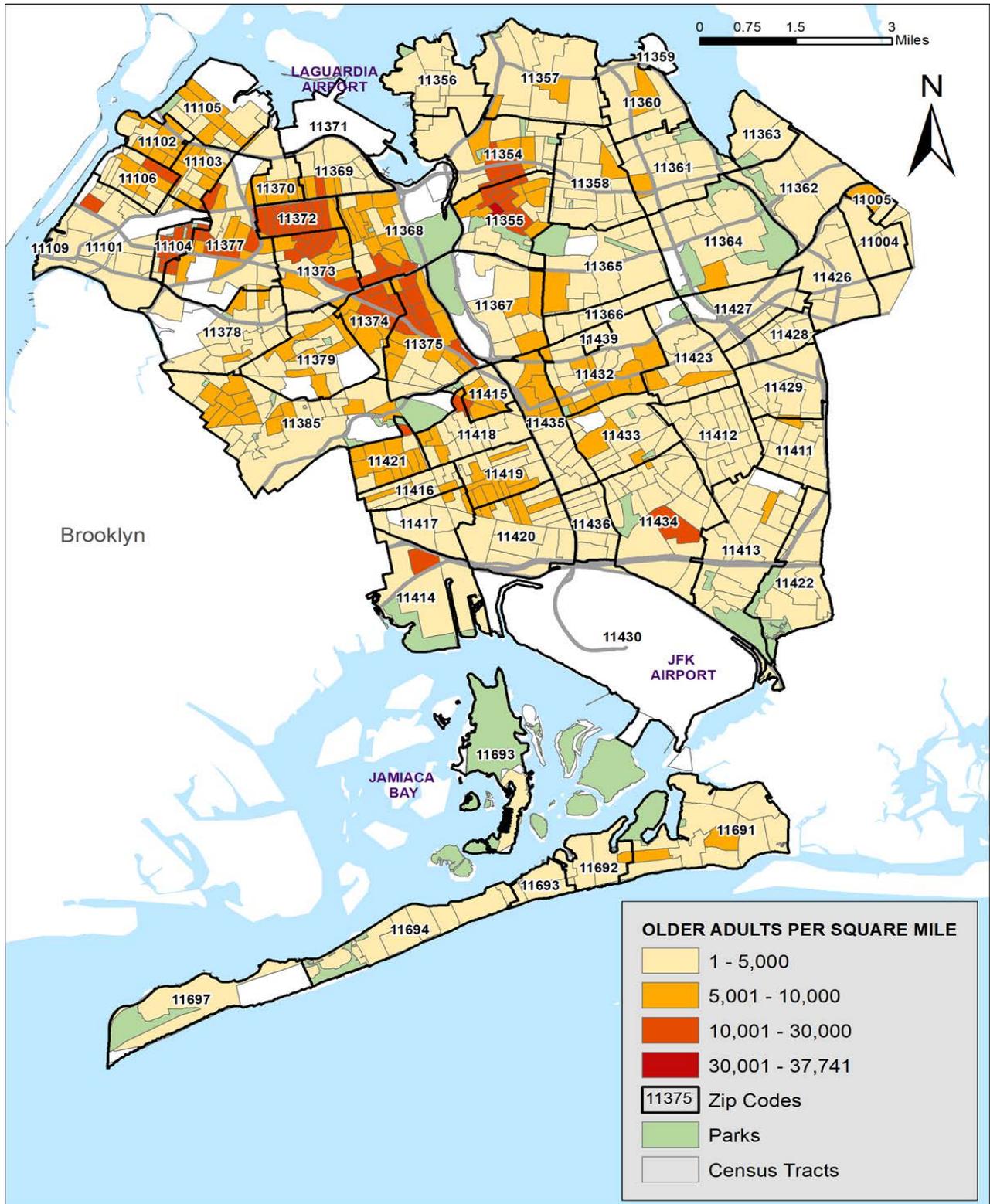
[Figure F-A-13](#) shows that central Queens, Queens' east border, Far Rockaway, and northern Queens have the high numbers of older adults. [Figure F-A-14](#) illustrates that, in terms of density, the older adult population concentrates in the Flushing neighborhood, east of Flushing Meadows Park. Instances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

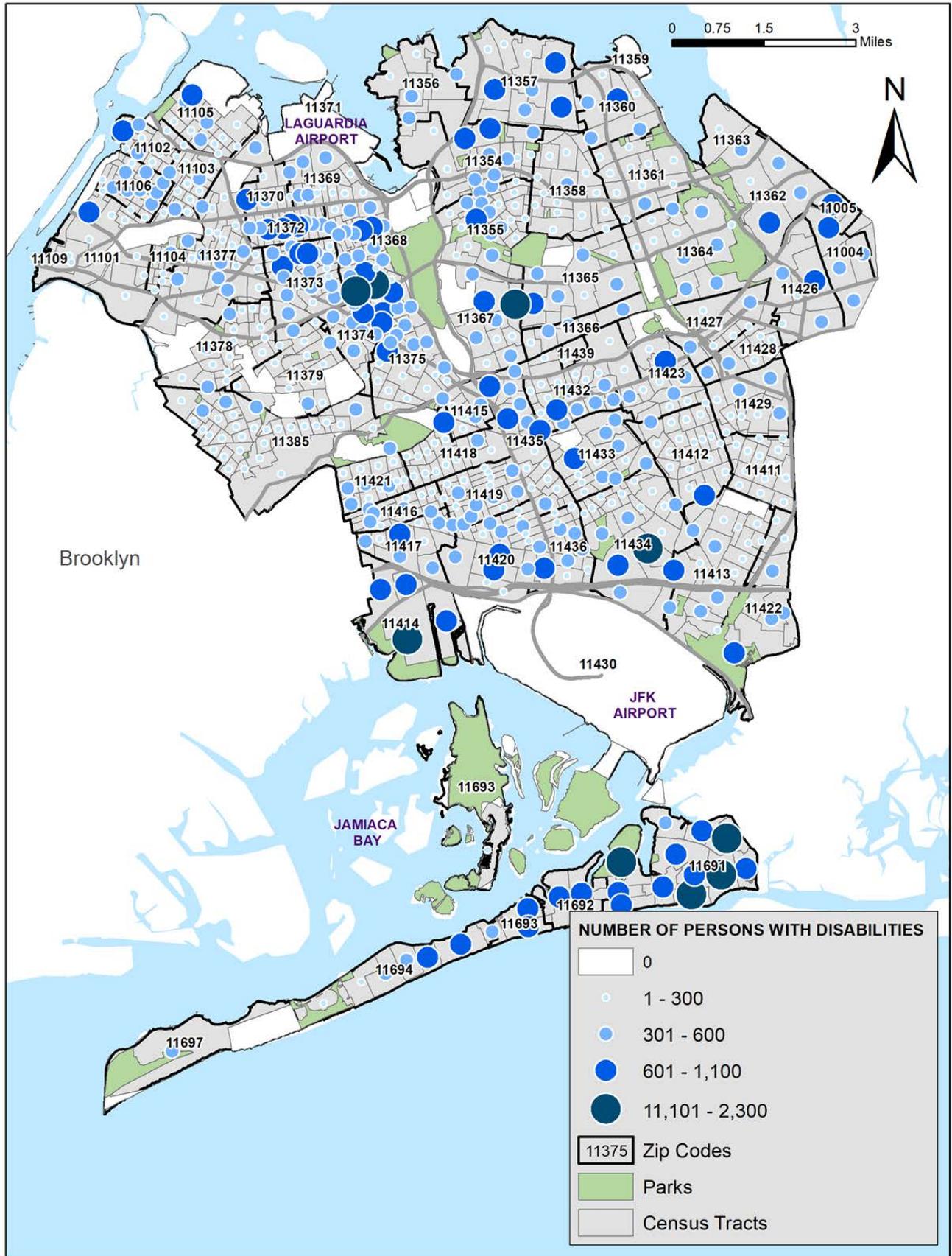
| Zip Code  | Area            | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|---|-----------------|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |                 |              |                  |                    |                 |
| 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           |
| <b>Highest Density of Persons with a Disability</b> |                 |              |                  |                    |                 |
| 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.

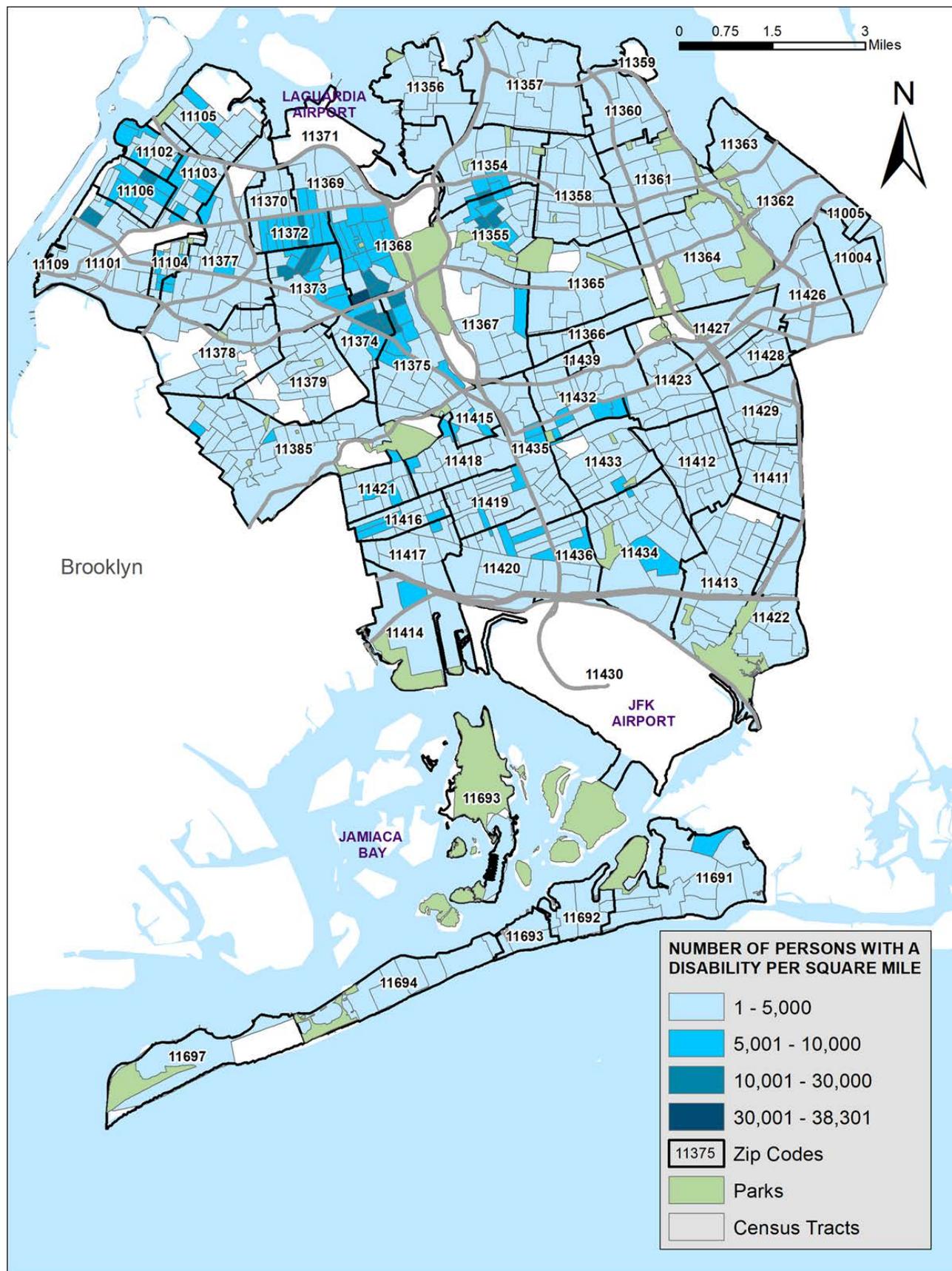
[Figure F-A-16](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in central, northwestern, and southeastern Queens.

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*

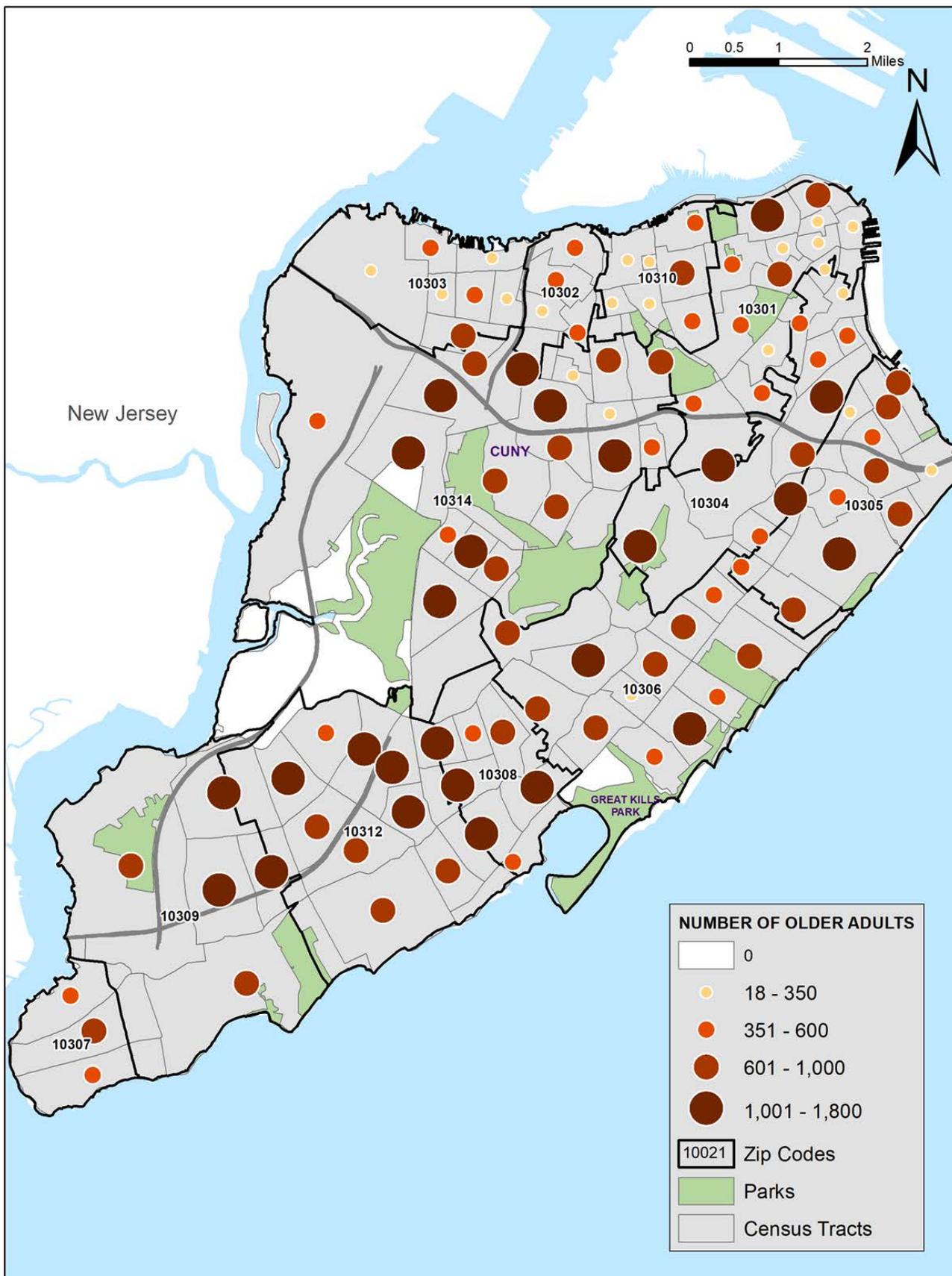
### **Older Adults (65+) by Zip Code (Staten Island)**

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

| Zip Code                               | Area            | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|-----------------|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |                 |              |                  |                    |                 |
| 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           |
| <b>Highest Density of Older Adults</b> |                 |              |                  |                    |                 |
| 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       |

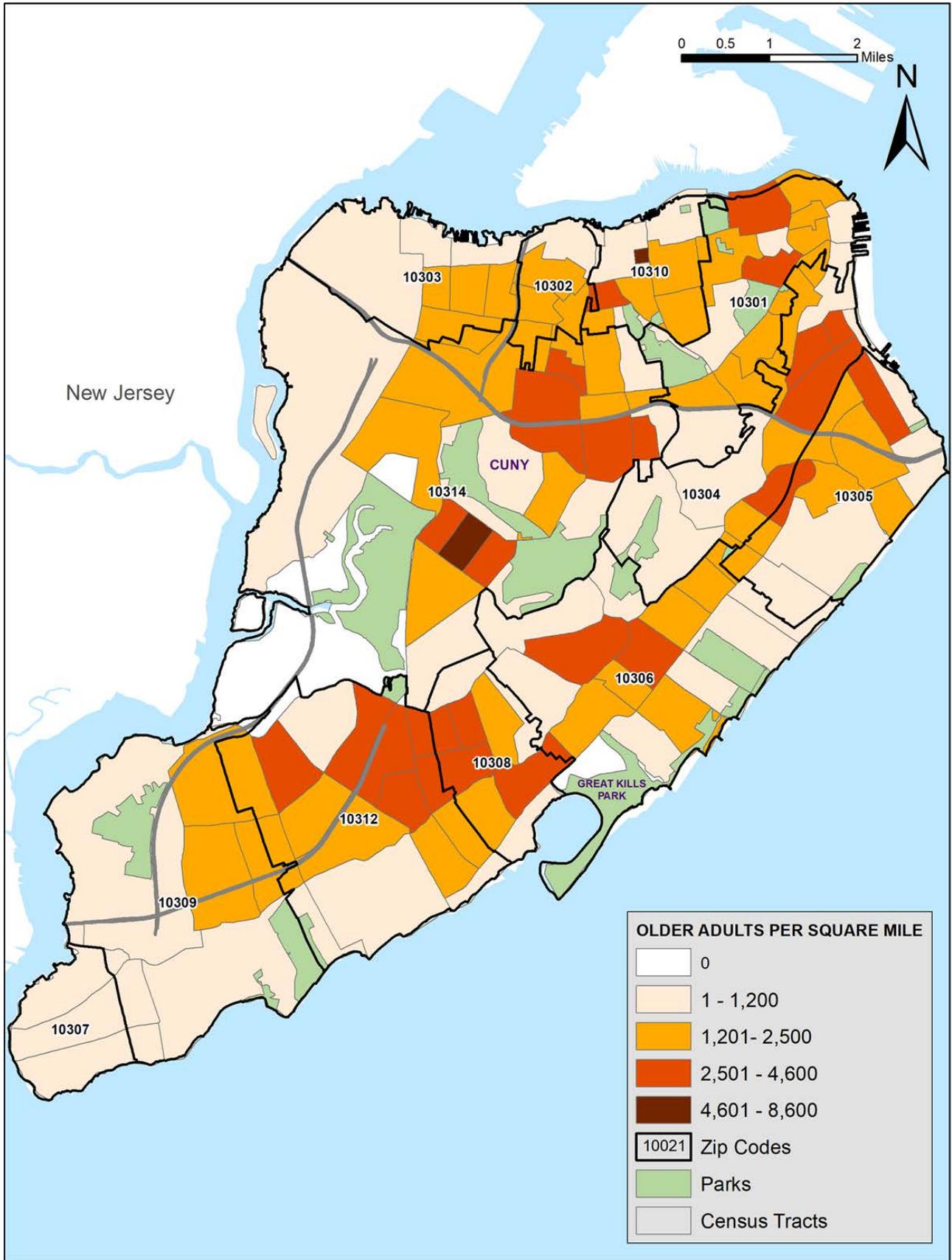
[Figure F-A-17](#) and [Figure F-A-18](#) show Staten Island's density (persons per square mile) and population of older adults. The population map shows many older adults spread through the borough; however, the density map reveals that because of the large tract size outside the North Shore, densities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

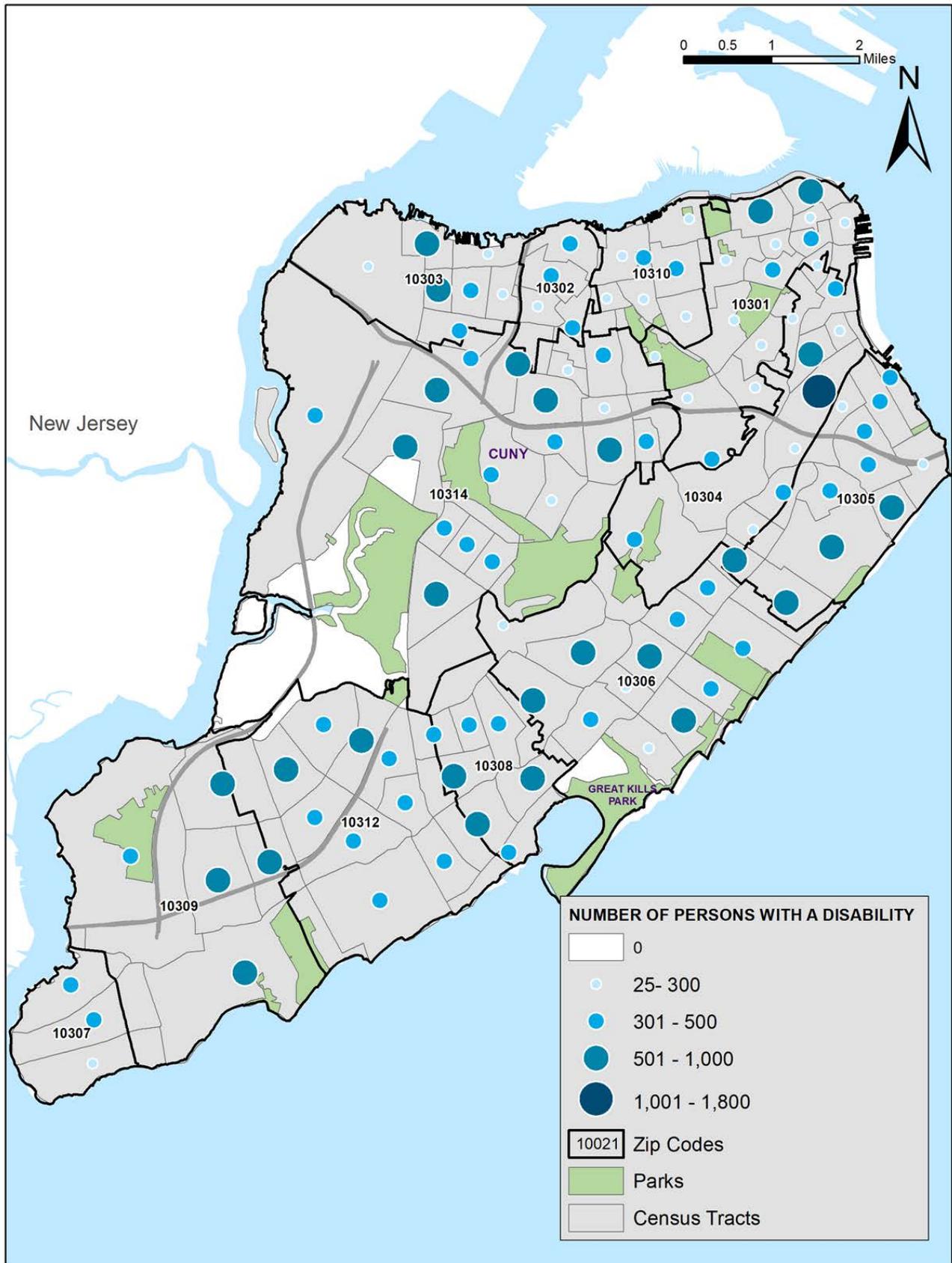
| Zip Code  | Area            | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|-----------------|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |                 |              |                  |                           |                 |
| 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           |
| <b>Highest Density of Persons with a Disability</b> |                 |              |                  |                           |                 |
| 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.

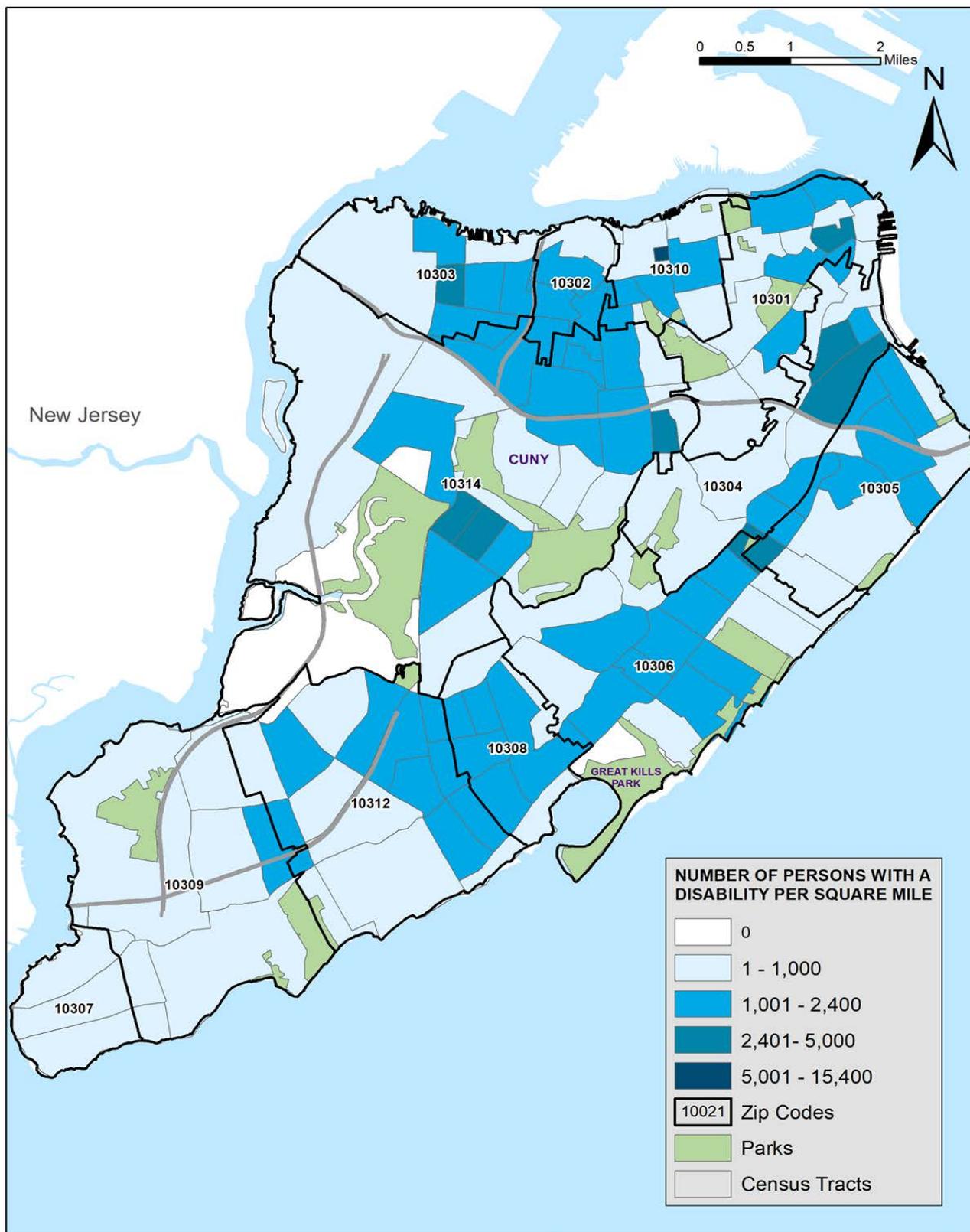
[Figure F-A-20](#) shows the density of persons with a disability by tract, normalized by square mile. The density map confirms a major population of persons with a disability in the northern and eastern parts of Staten Island.

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%              |
| <b>New York State</b> | 19,618,453              | 2,755,172                 | 3,068,689                 | 15.6%          | 2,120,273                        | 2,222,712                        | 11.5%             |
| <b>United States</b>  | 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

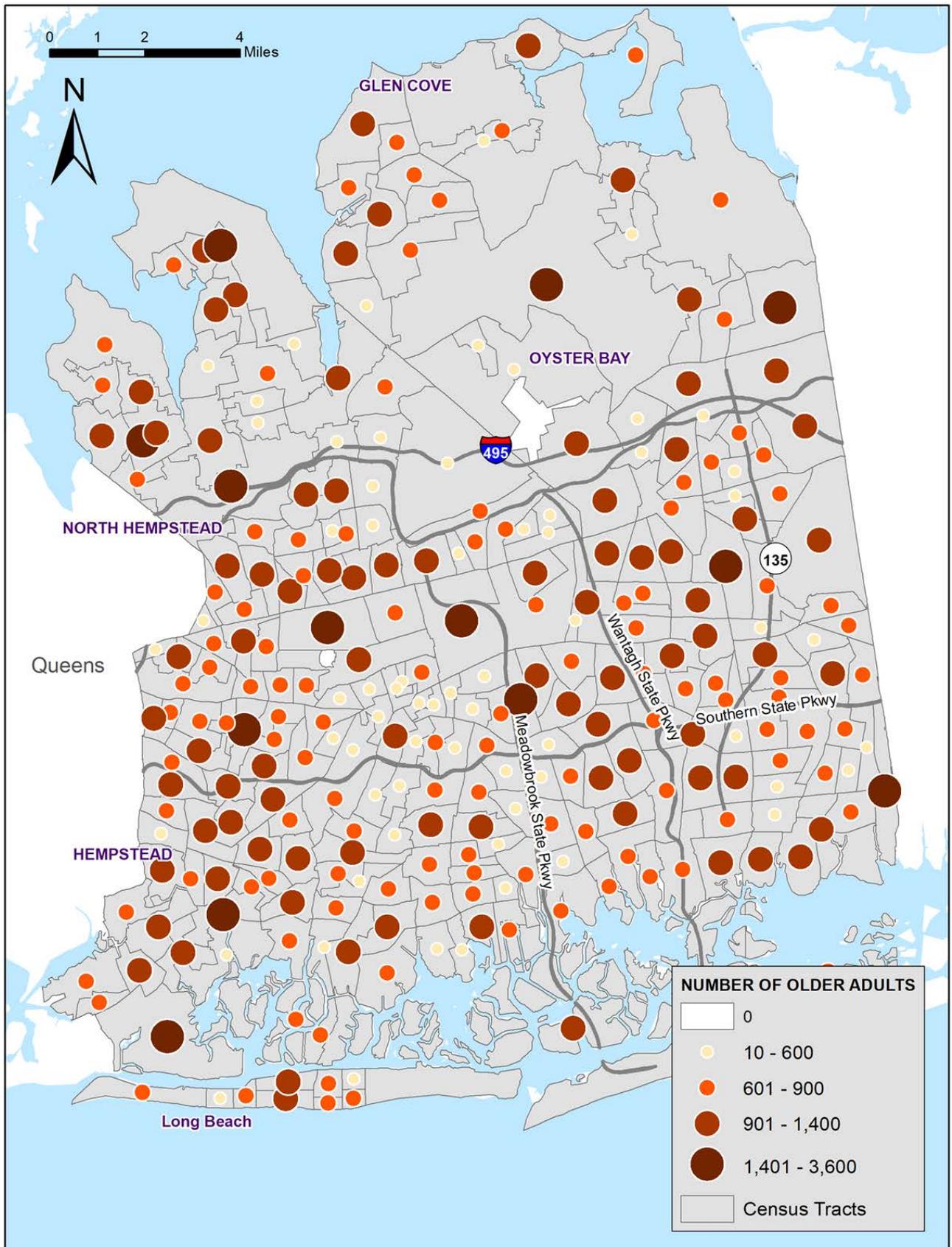
### Older Adults (65+) by Census Place (Nassau County)

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

| Name                                   | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |              |                  |                    |                 |
| 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           |
| <b>Highest Density of Older Adults</b> |              |                  |                    |                 |
| 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           |

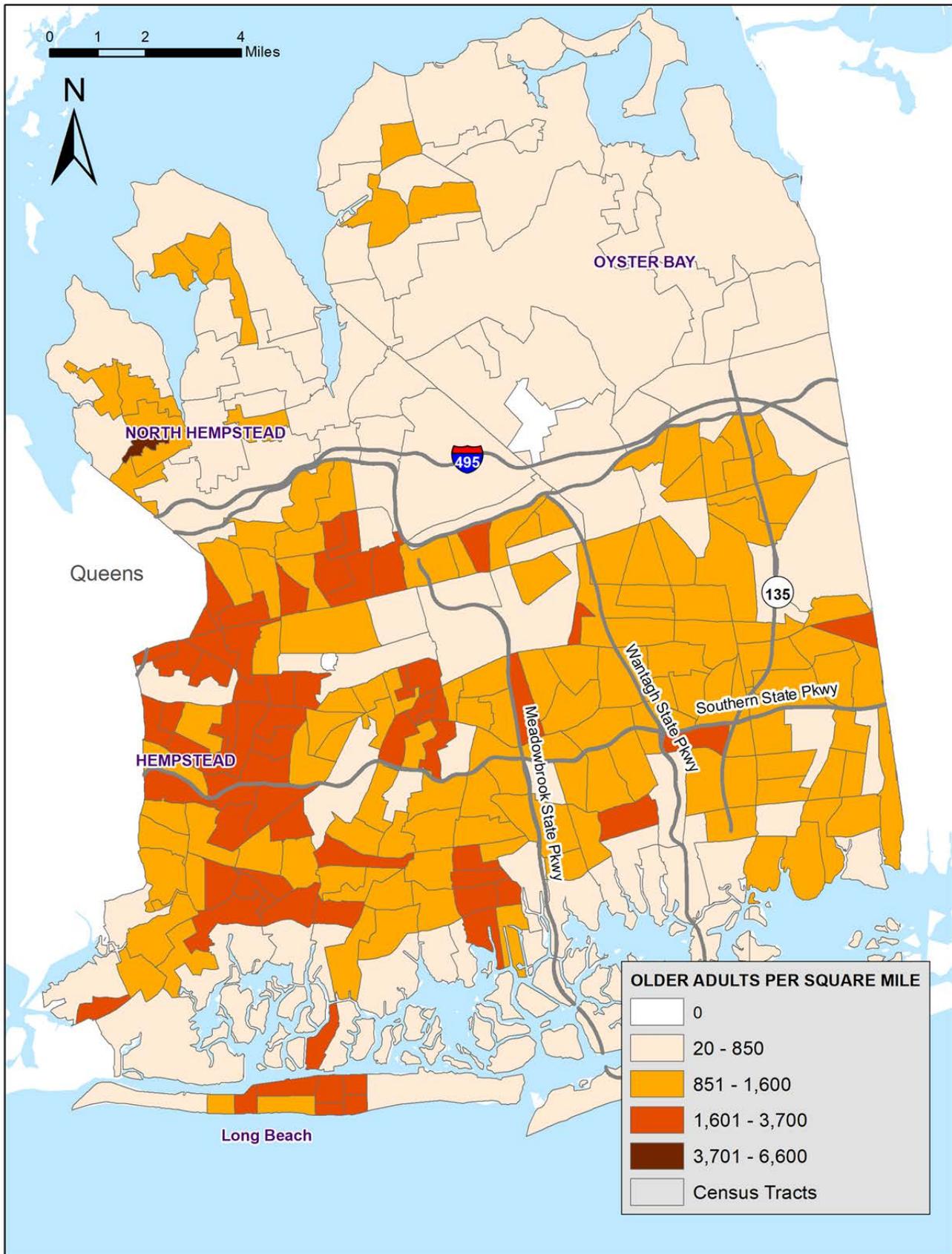
[Figure F-A-21](#) shows the older adults by number per tract; [Figure F-A-22](#) shows the population density per square mile. The numbers map shows older adults throughout North Hempstead and Hempstead and in the southern portions of Oyster Bay. The density map shows that the highest concentrations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

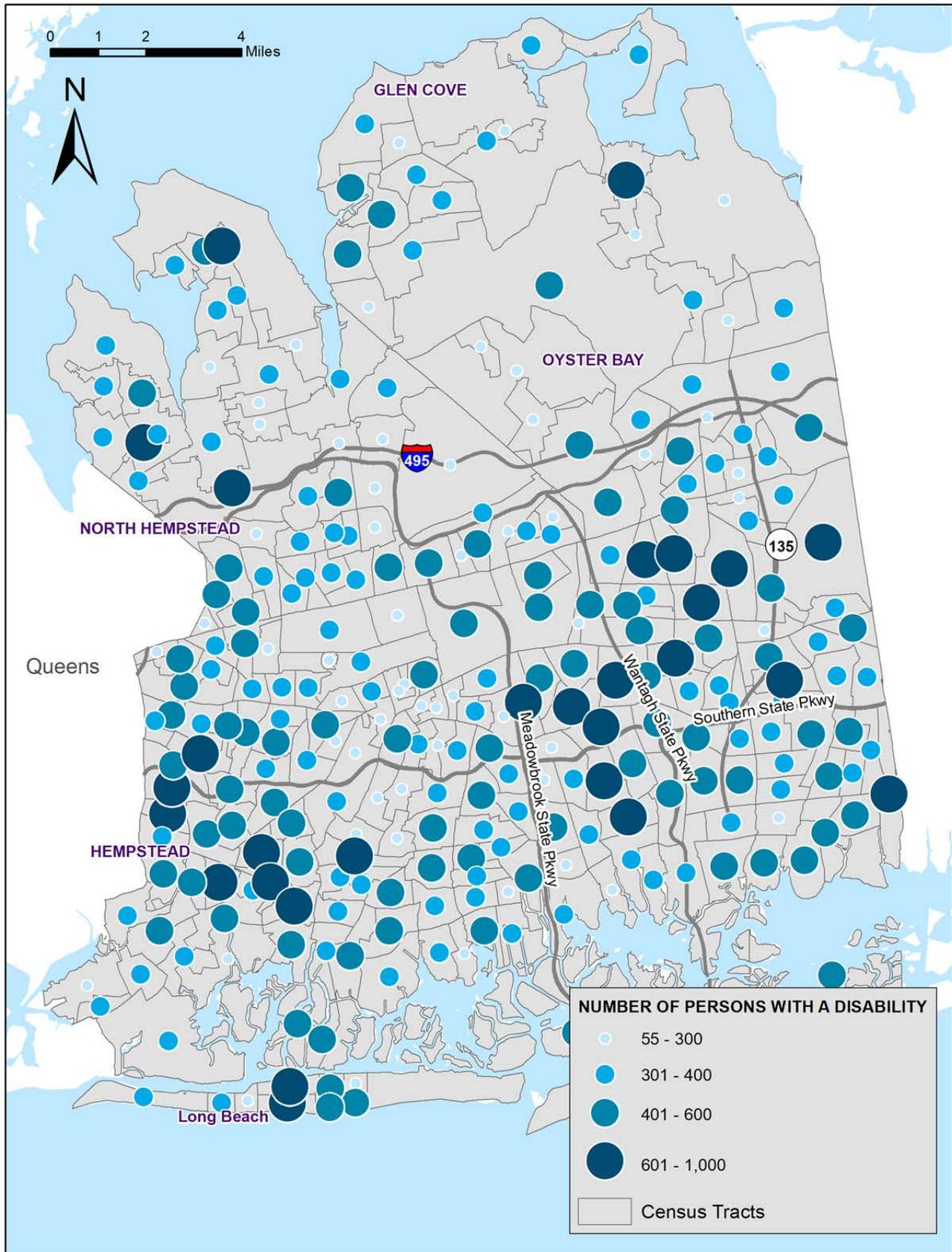
Source: U.S. Census Bureau, 2014-2018 ACS 5-Year Estimates

| Name  | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |              |                  |                           |                 |
| 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             |
| <b>Highest Density of Persons with a Disability</b> |              |                  |                           |                 |
| 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.

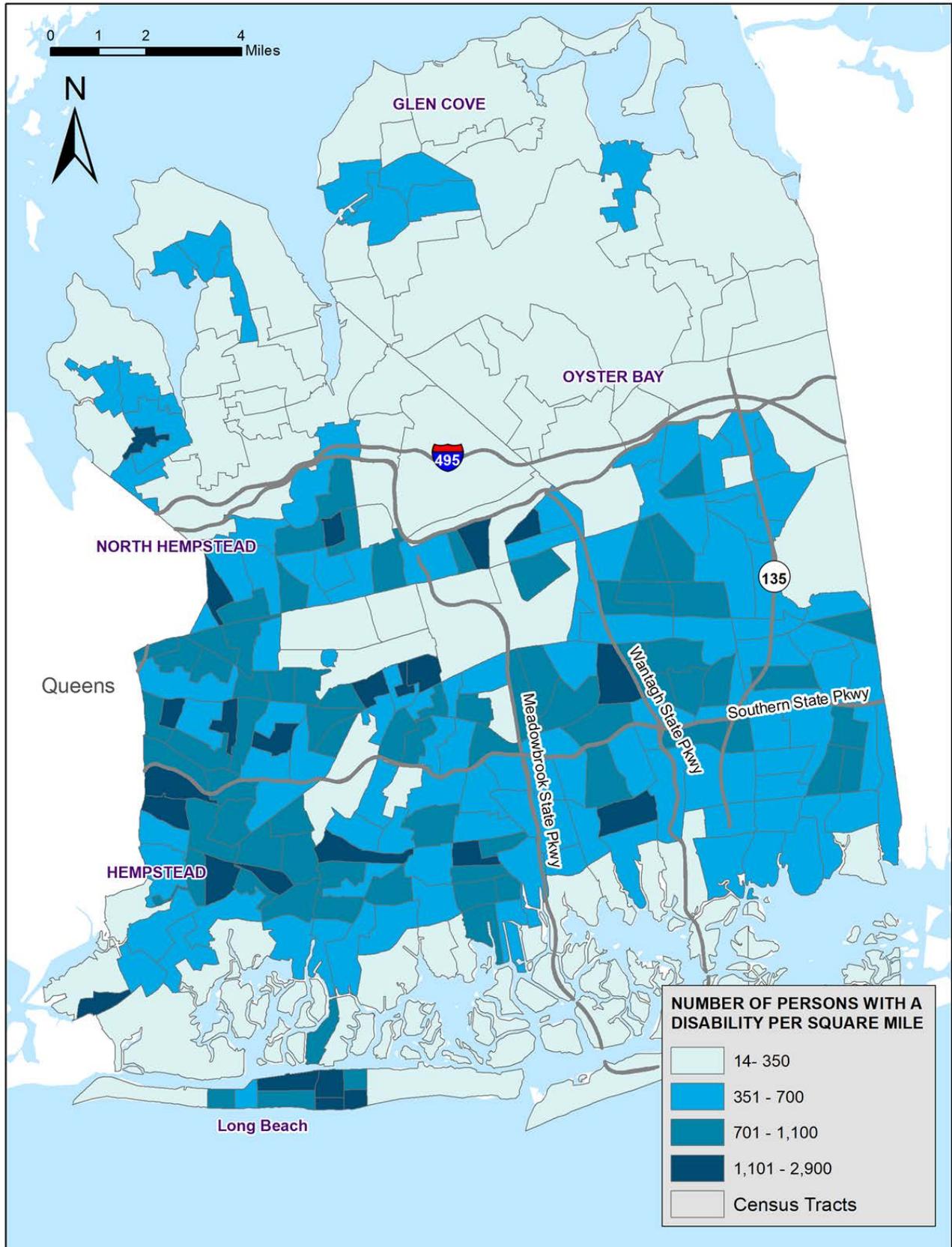
Figure F-A-23  
Persons with a Disability by Tract (Nassau County)



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

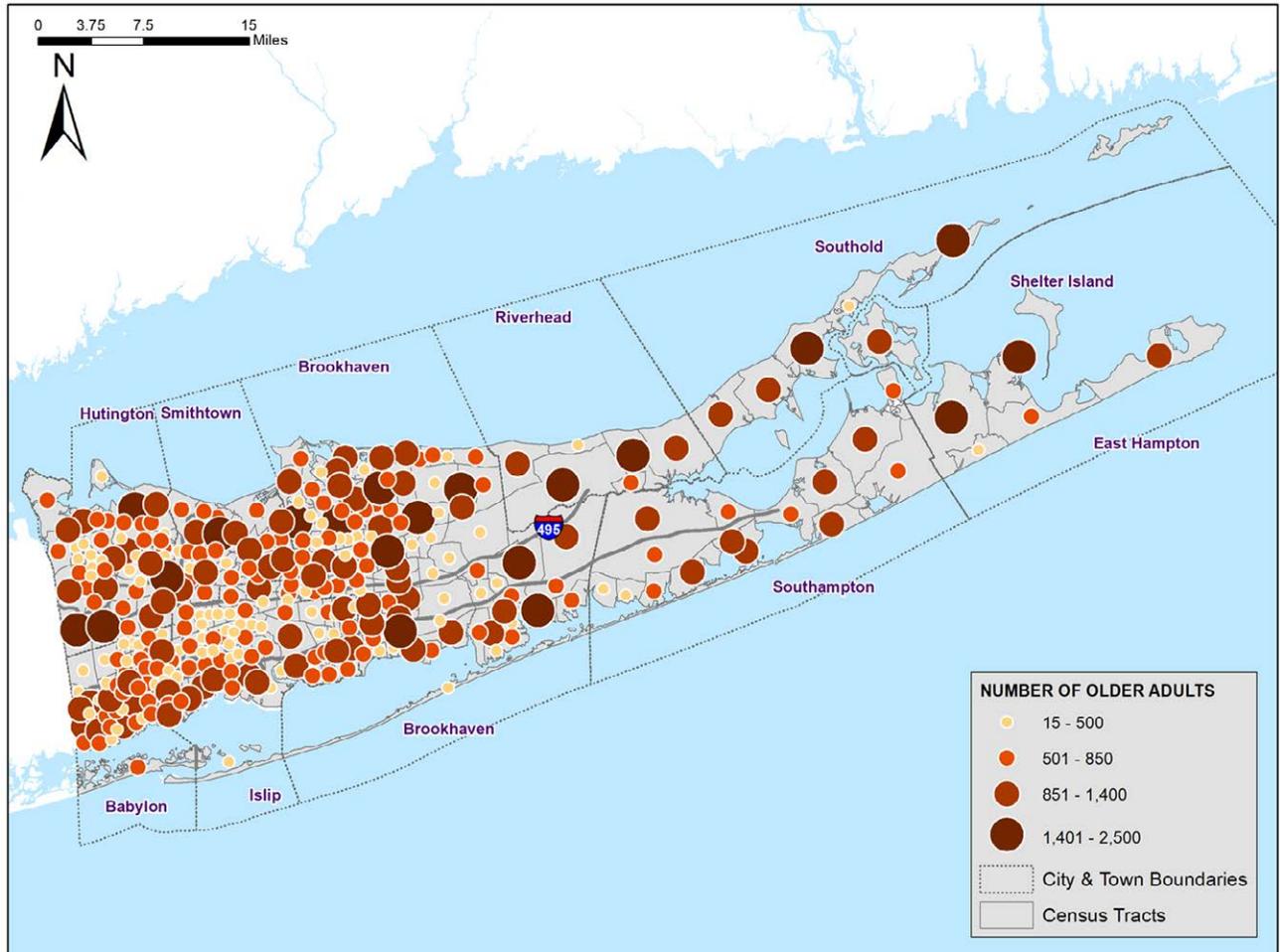
| Name                                   | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |              |                  |                    |                 |
| 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             |
| <b>Highest Density of Older Adults</b> |              |                  |                    |                 |
| 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.

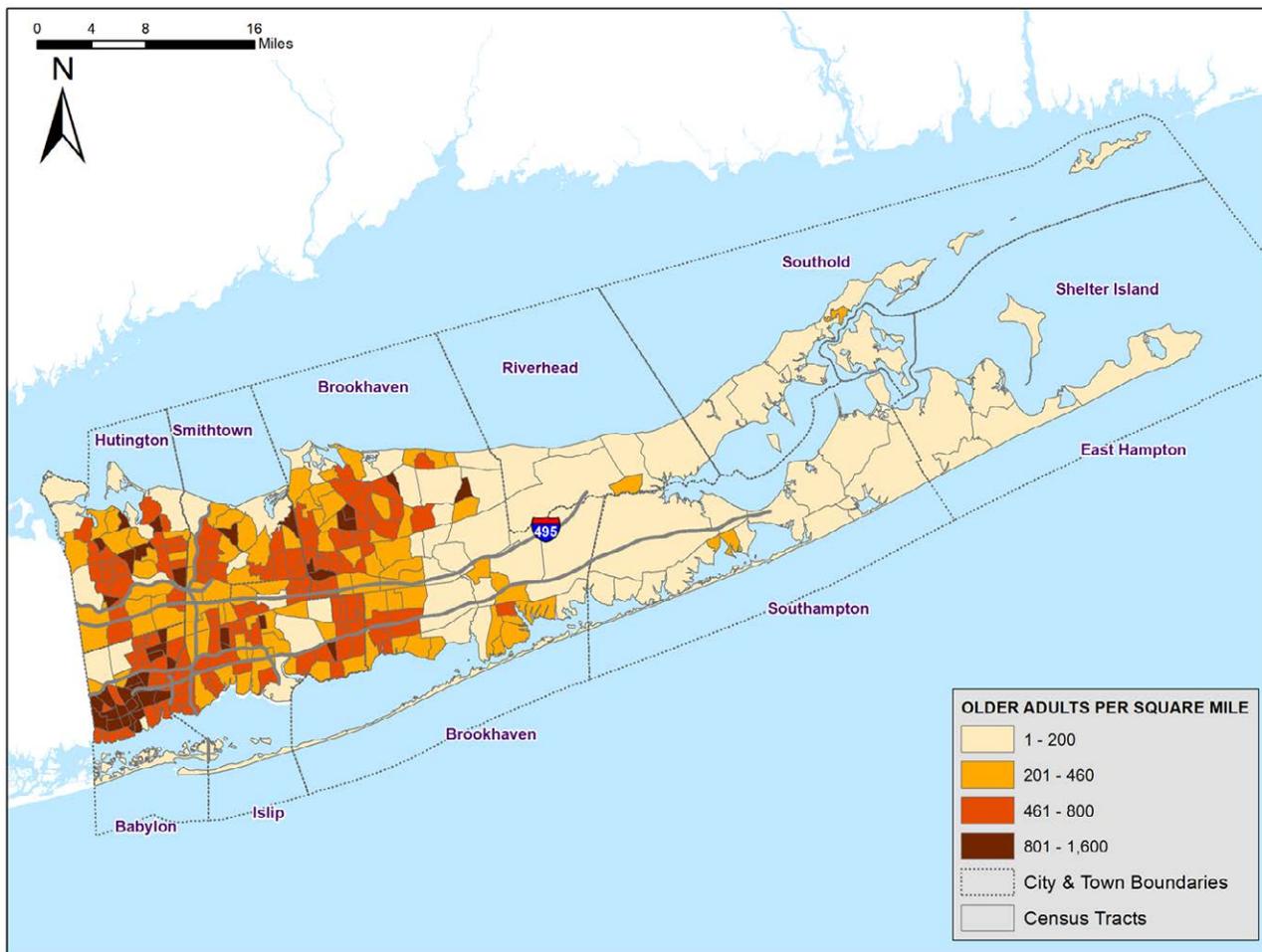
Figure F-A-26 depicts the density of older adults per square mile. The population is concentrated almost entirely west of the William Floyd Parkway, and especially in South Babylon, southern Islip, and Huntington.

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 |
|---|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with a Disability</b>  |              |                  |                           |                 |
| 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             |
| <b>Highest Density of Persons with a Disability</b> |              |                  |                           |                 |
| 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             |

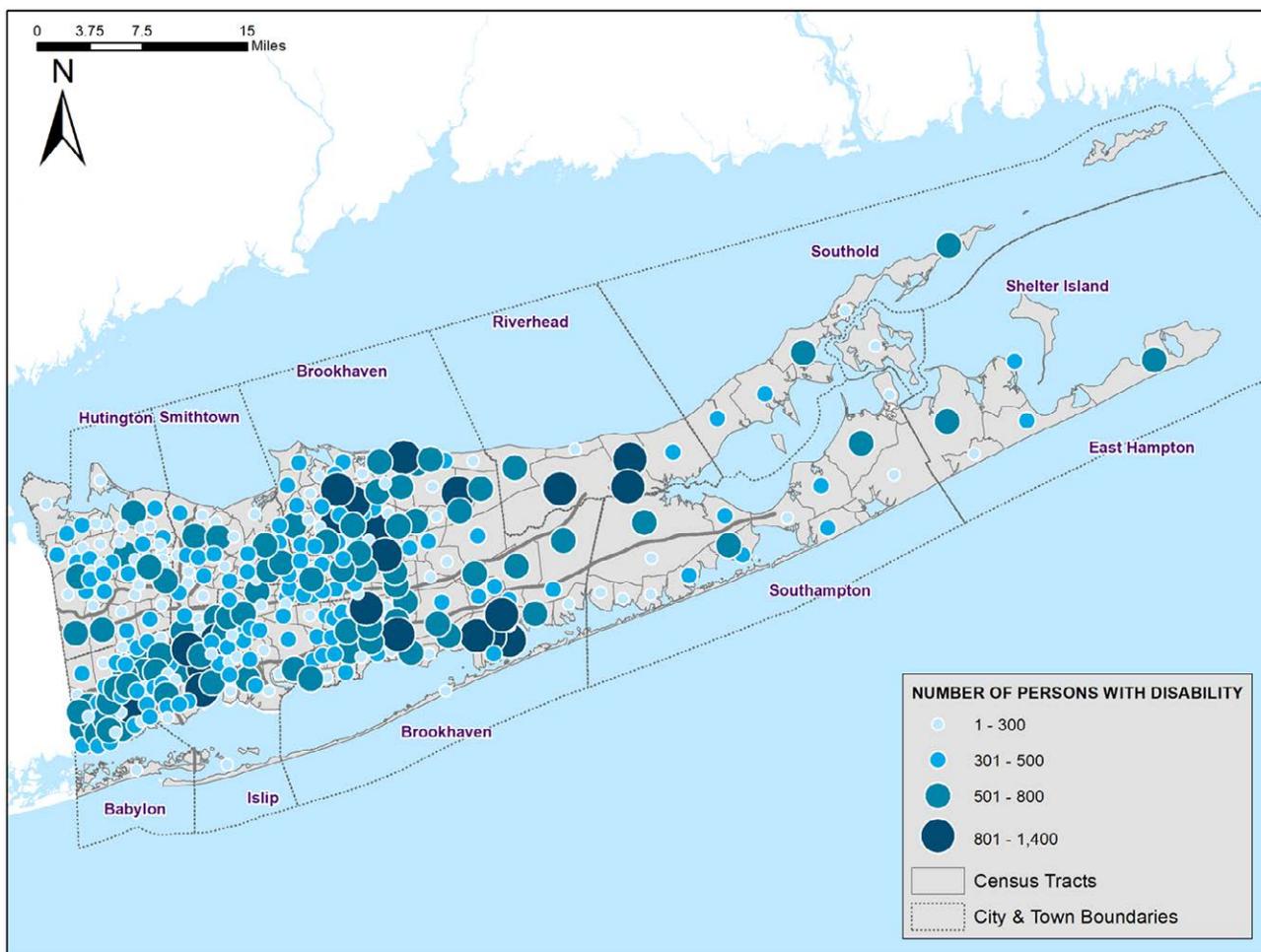
Note: Shading highlights places that have both high numbers and density.

**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*

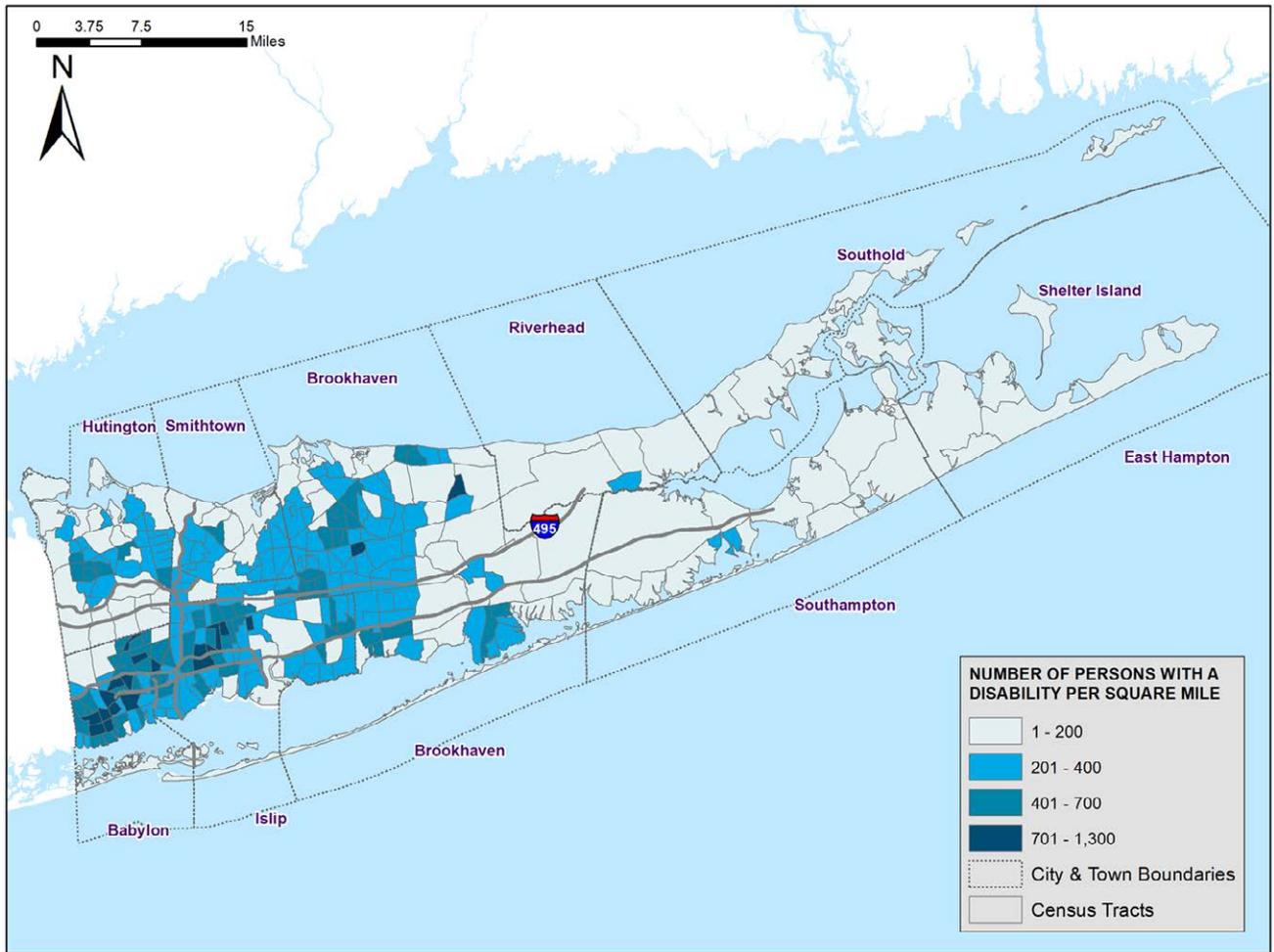
**Persons with a Disability by Tract (Suffolk County)**



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)

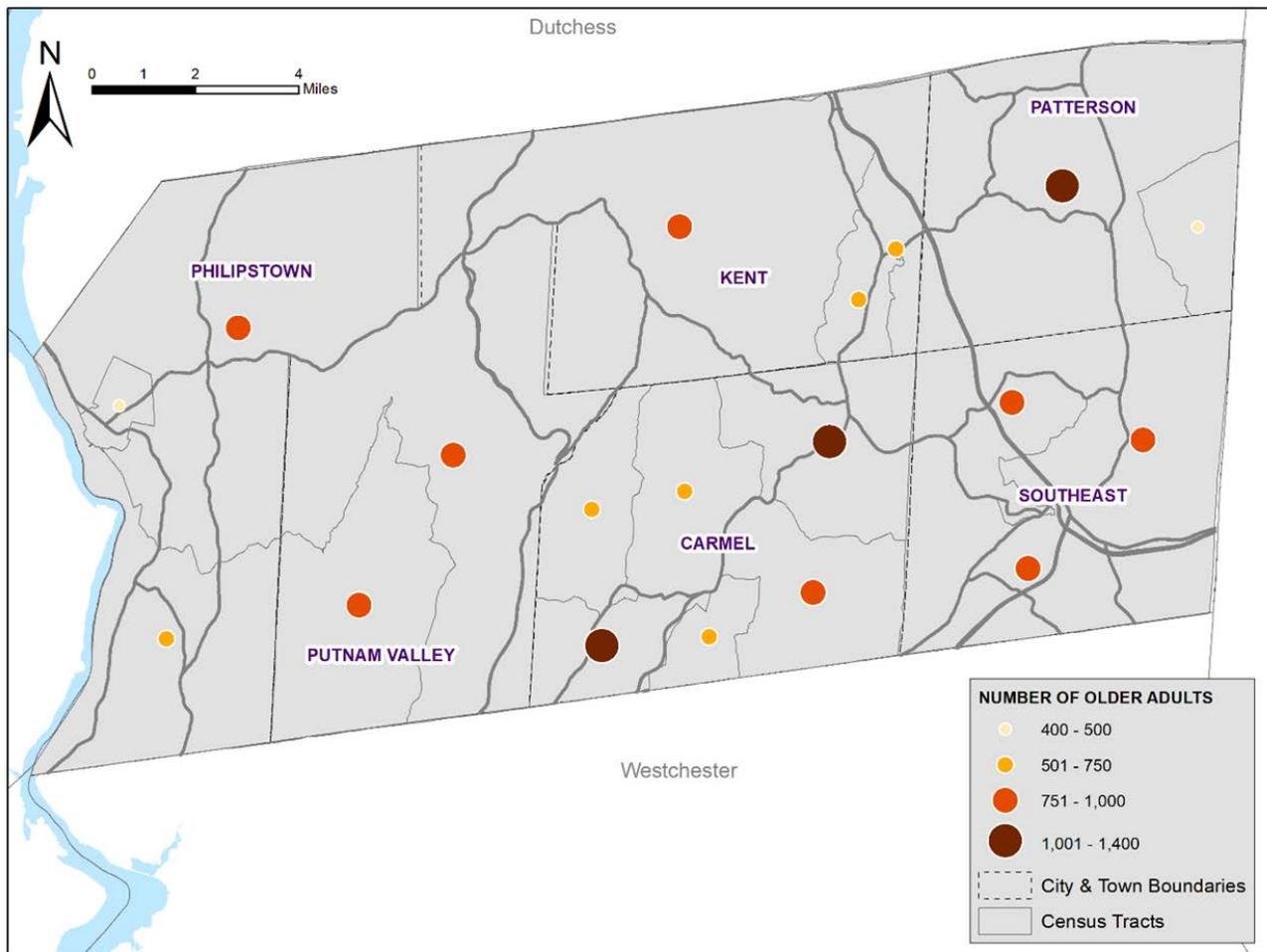
Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

| Name                                   | Square Miles | Total Population | Older Adults (65+) | Per Square Mile |
|--|--------------|------------------|--------------------|-----------------|
| <b>Highest Number of Older Adults</b>  |              |                  |                    |                 |
| 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            |
| <b>Highest Density of Older Adults</b> |              |                  |                    |                 |
| 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

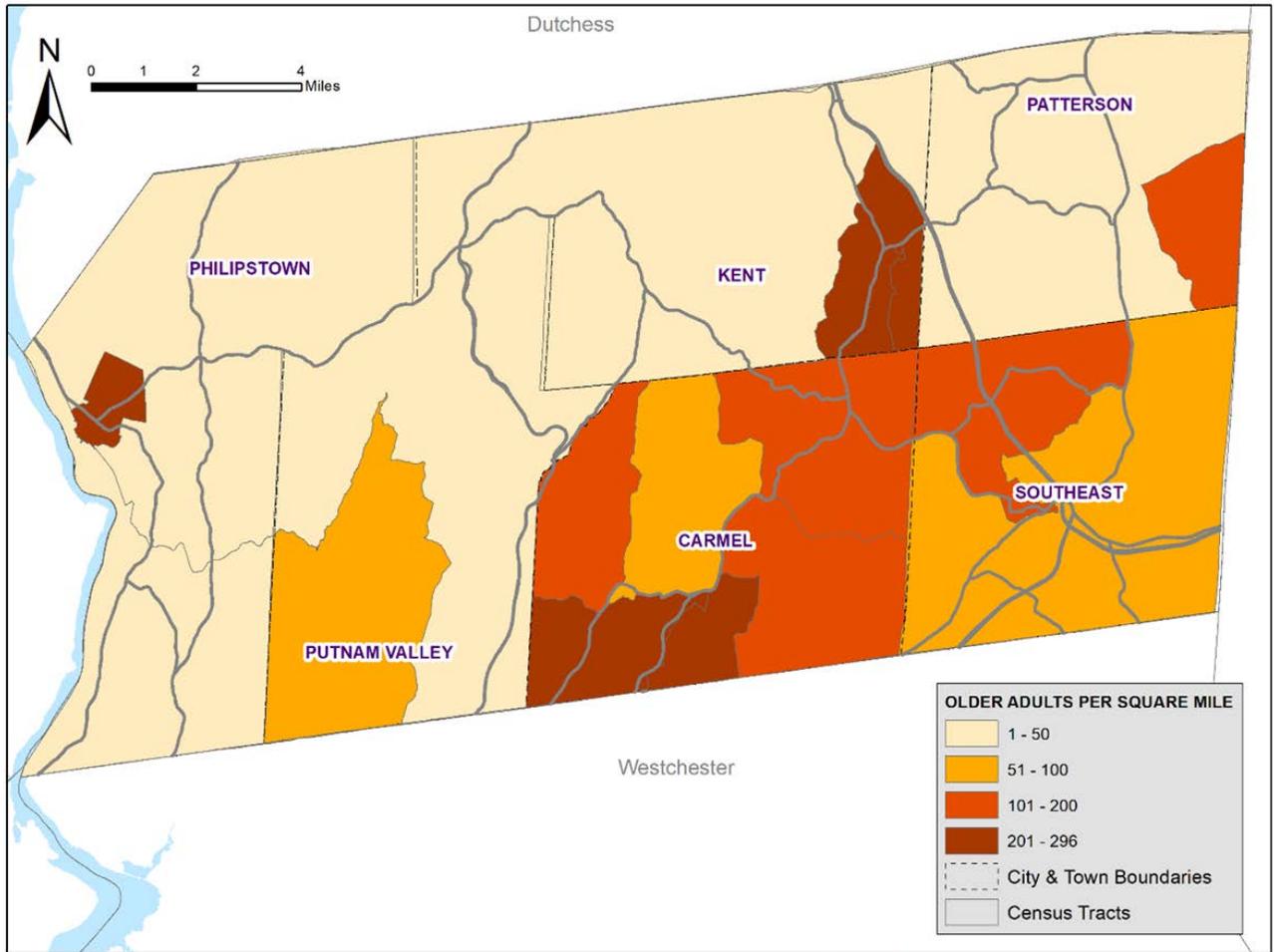
**Older Adults (65+) by Census Tract (Putnam County)**



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

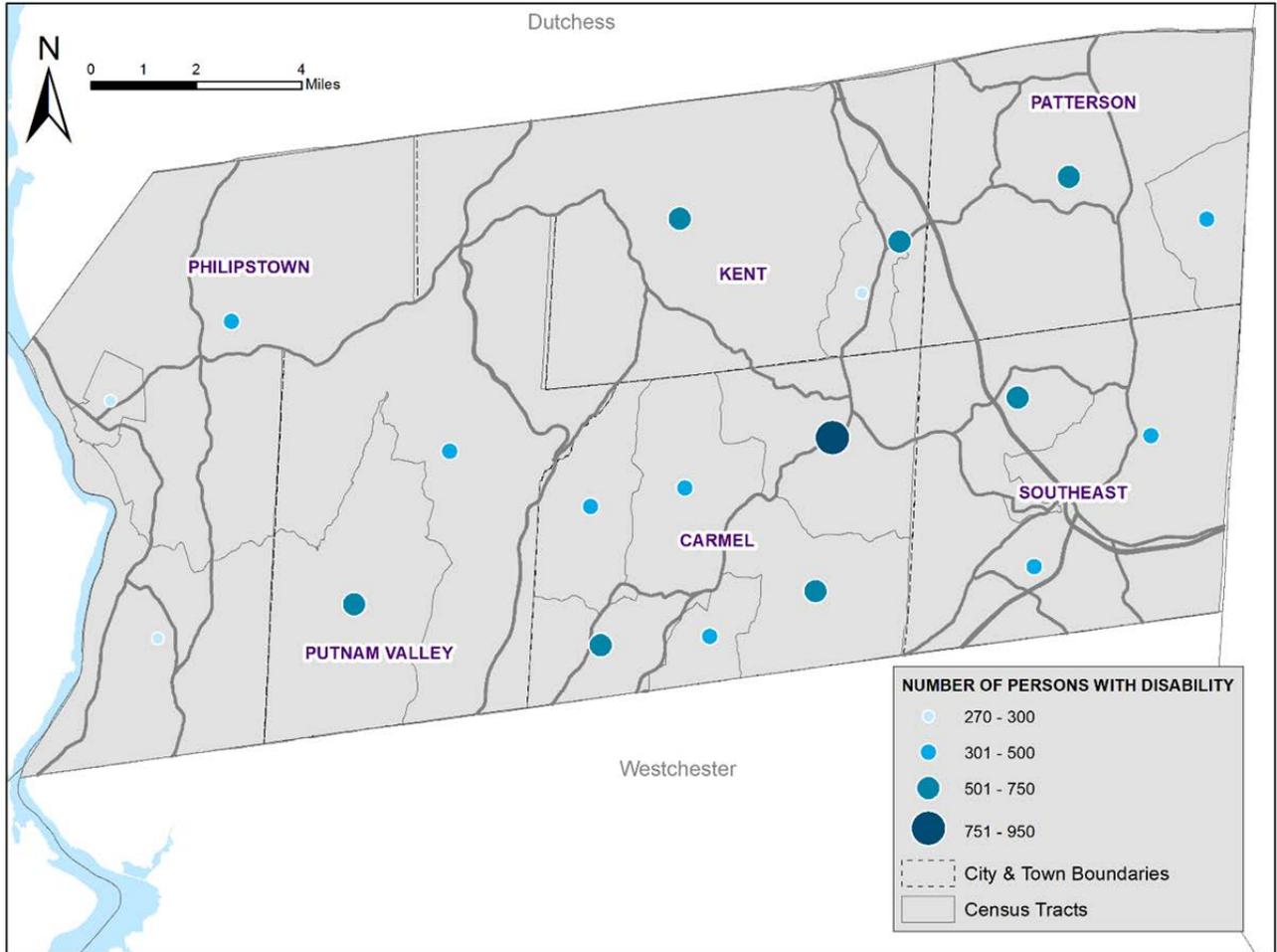
### Persons with Disability by County Subdivision (Putnam County)

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

| County Subdivision                                  | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with Disabilities</b>  |              |                  |                           |                 |
| 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            |
| <b>Highest Density of Persons with Disabilities</b> |              |                  |                           |                 |
| 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.

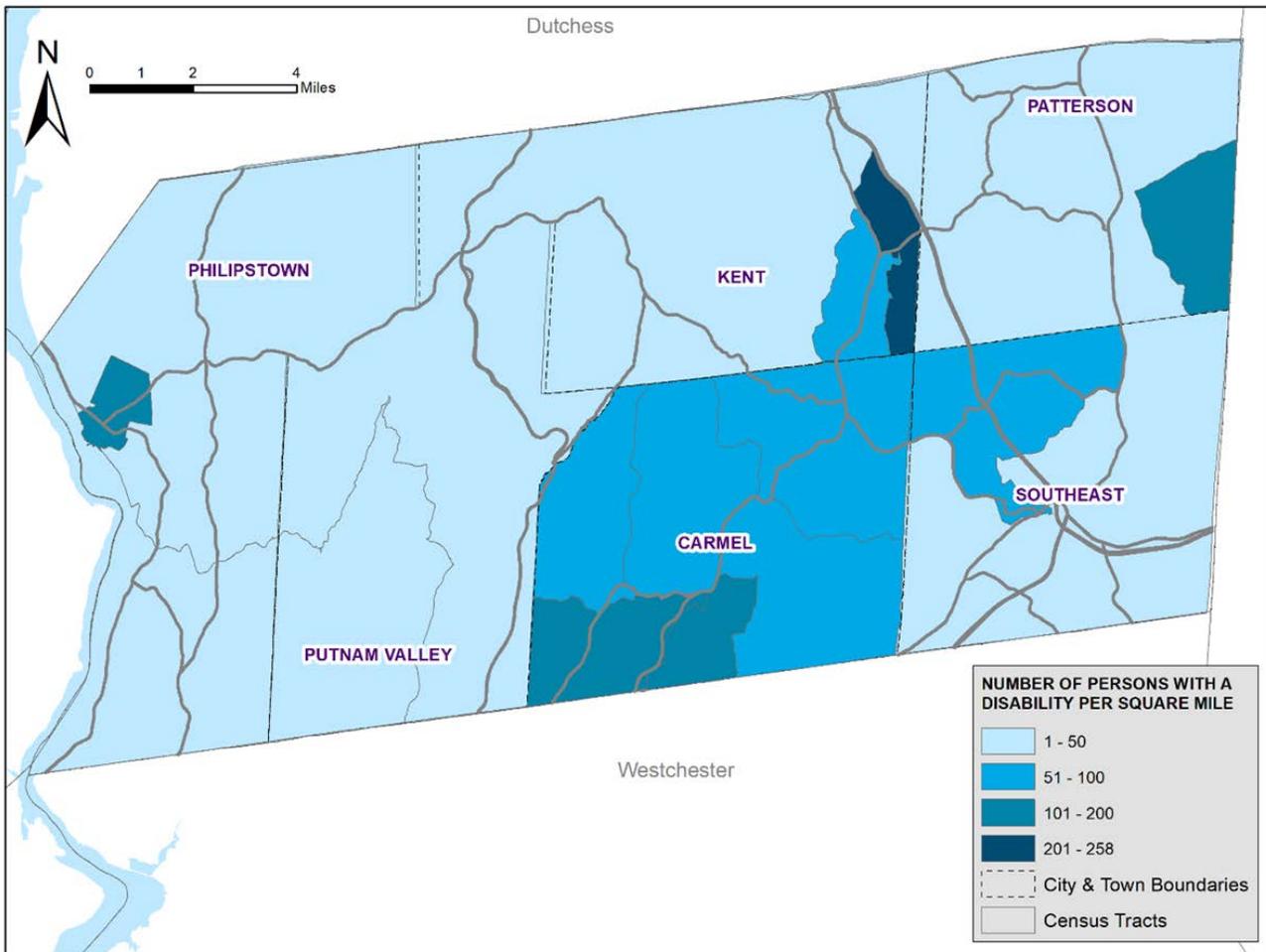
Figure F-A-31  
**Persons with a Disability by Tract (Putnam County)**



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)**

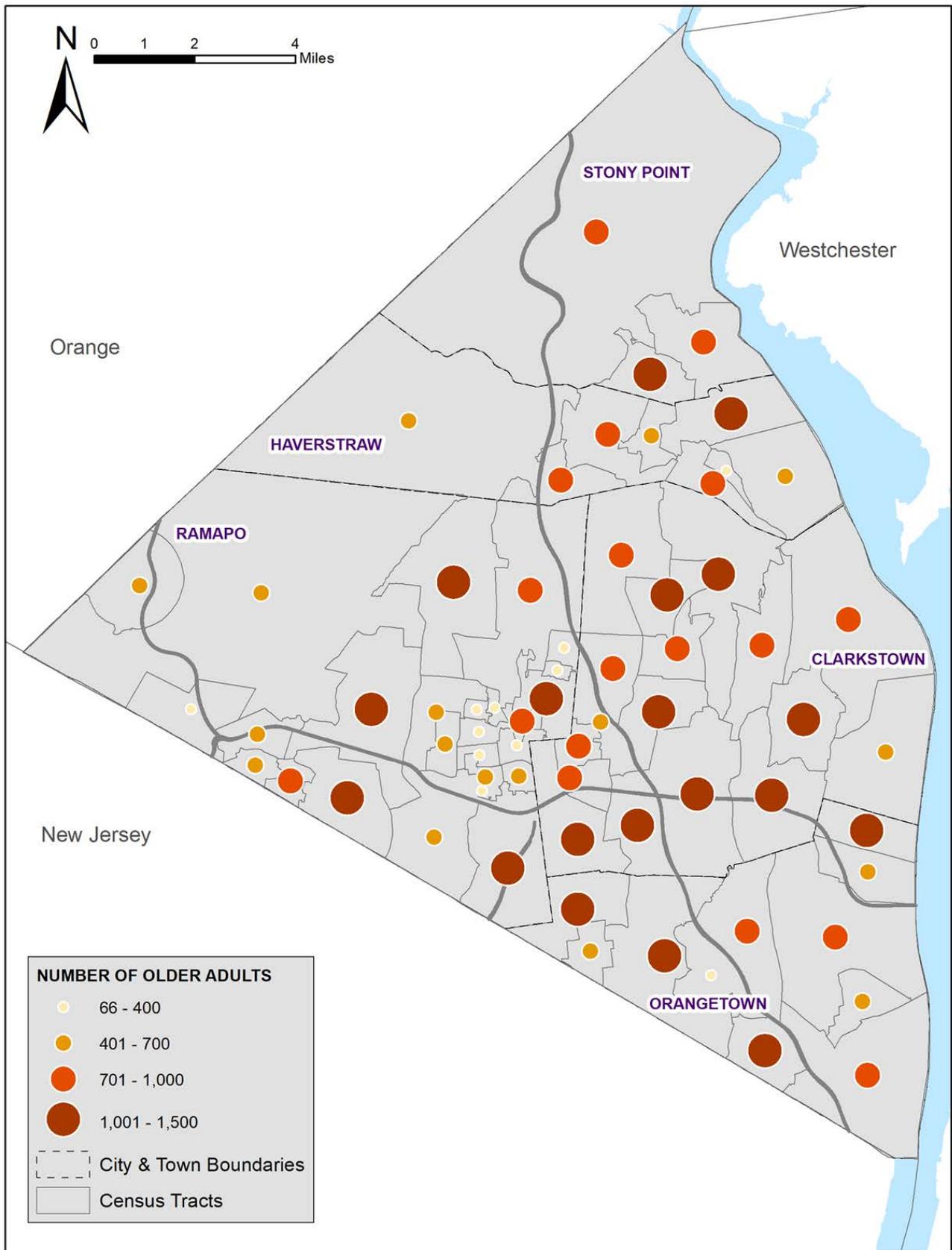
*Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates*

| Place                                  | Square Miles | Total Population | Older Adults | Per Square Mile |
|--|--------------|------------------|--------------|-----------------|
| <b>Highest Number of Older Adults</b>  |              |                  |              |                 |
| 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            |
| <b>Highest Density of Older Adults</b> |              |                  |              |                 |
| 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

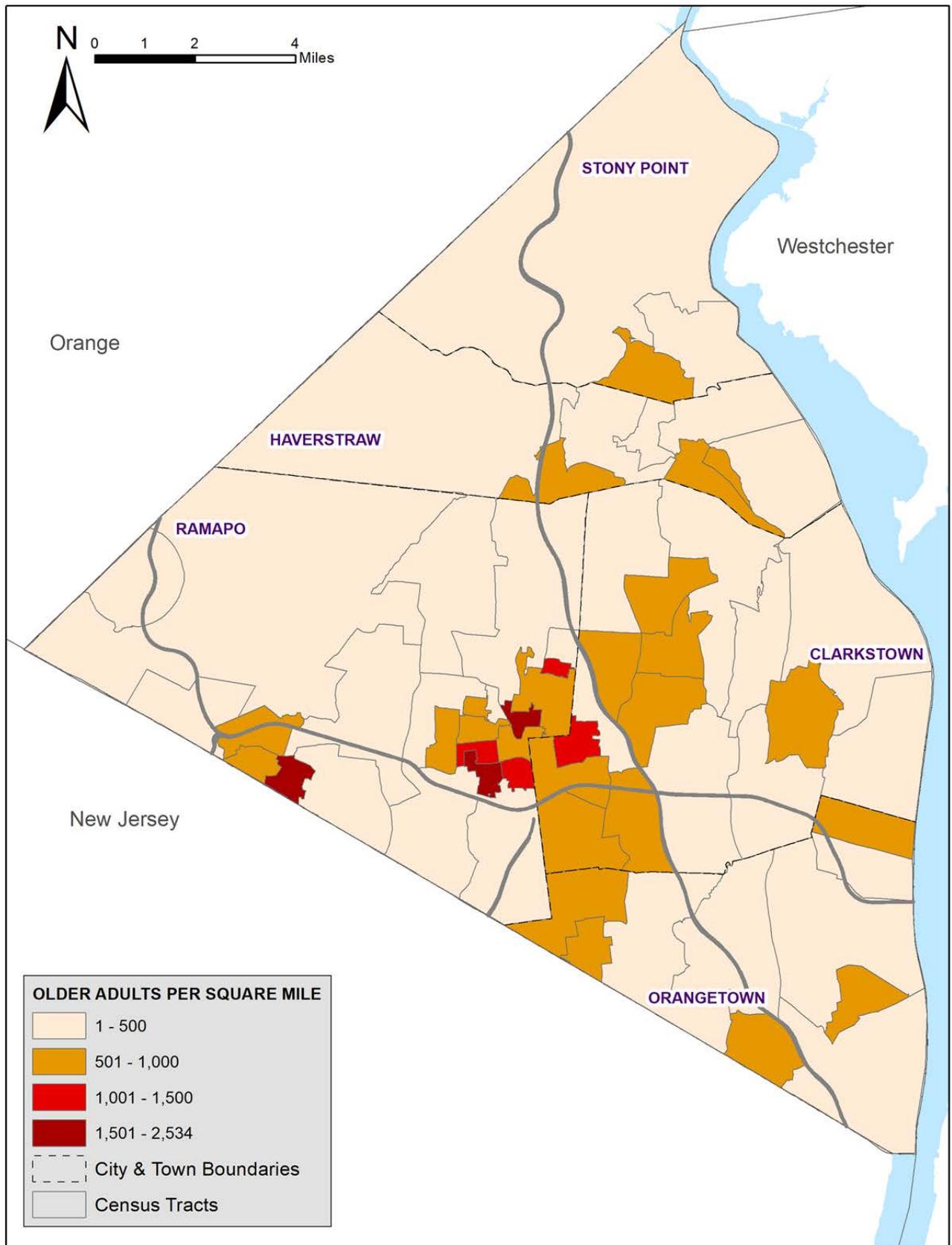
Older Adults (65+) by Census Tract (Rockland County)



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

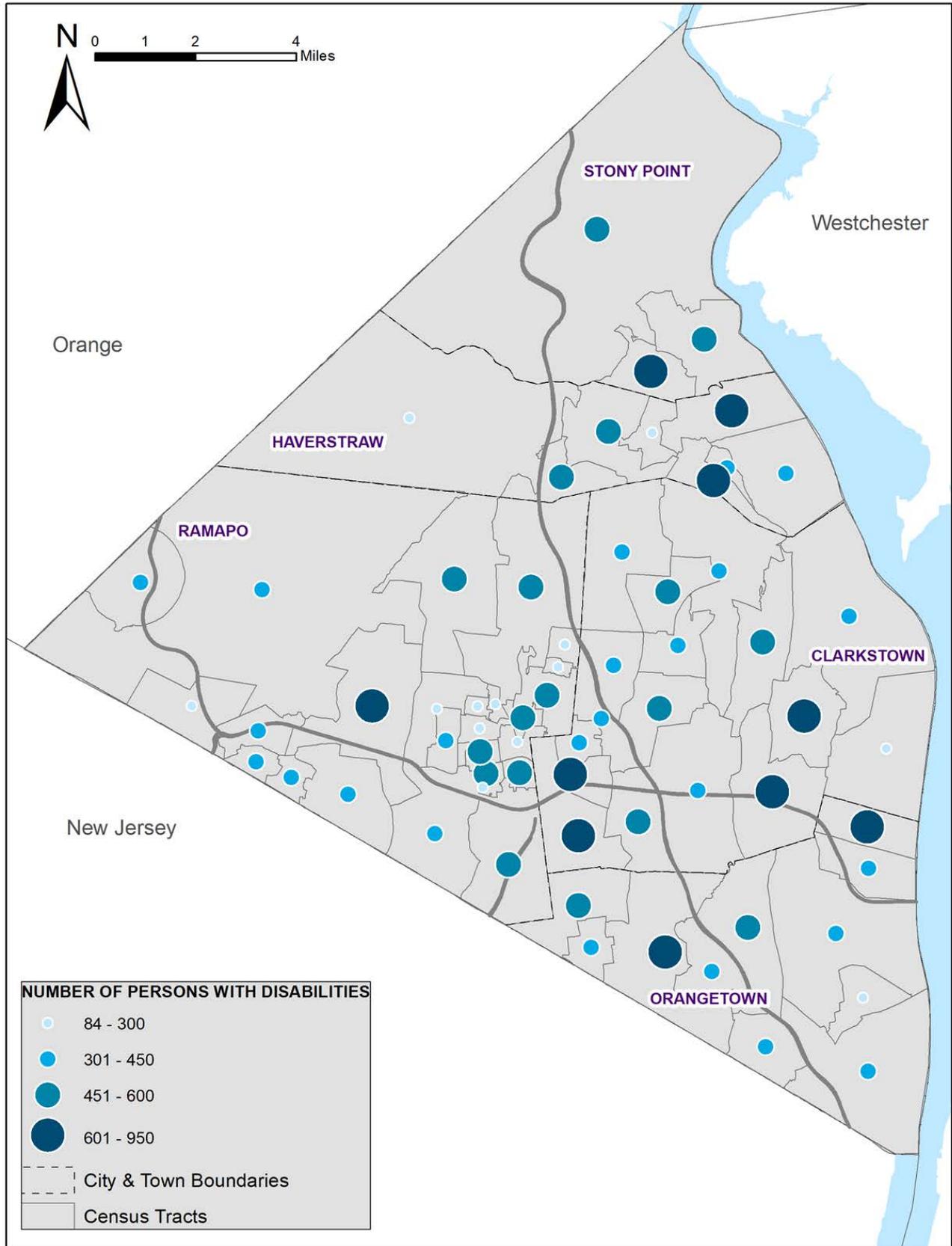
### Persons with a Disability by County Subdivision (Rockland County)

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.

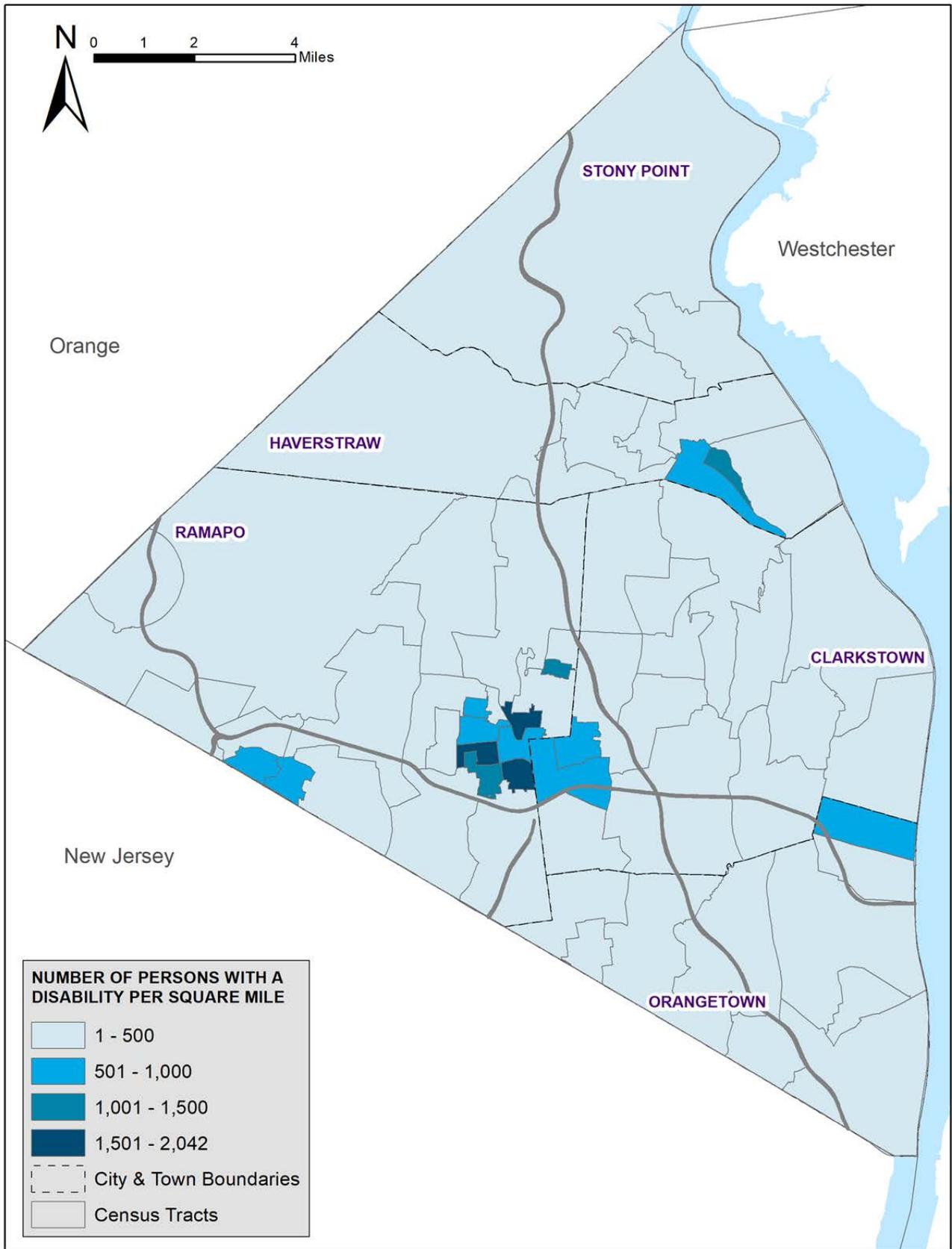
Figure F-A-35  
 Persons with a Disability by Tract (Rockland County)



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)



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)**

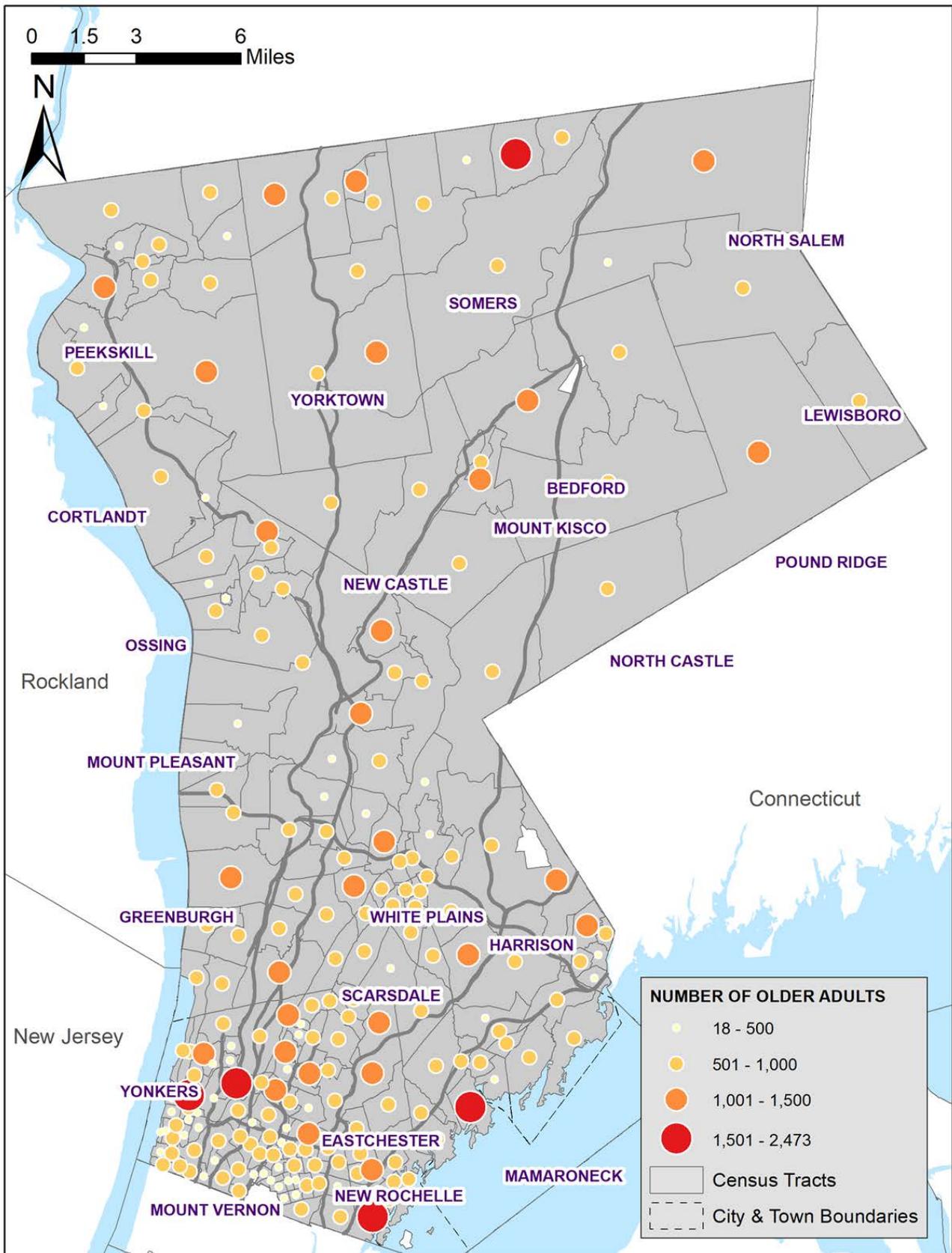
*Source: U.S. Census Bureau, 2018 1ACS 5-Year Estimates*

| County Subdivision                     | Square Miles | Total Population | Older Adults | Per Square Mile |
|--|--------------|------------------|--------------|-----------------|
| <b>Highest Number of Older Adults</b>  |              |                  |              |                 |
| 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           |
| <b>Highest Density of Older Adults</b> |              |                  |              |                 |
| 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.

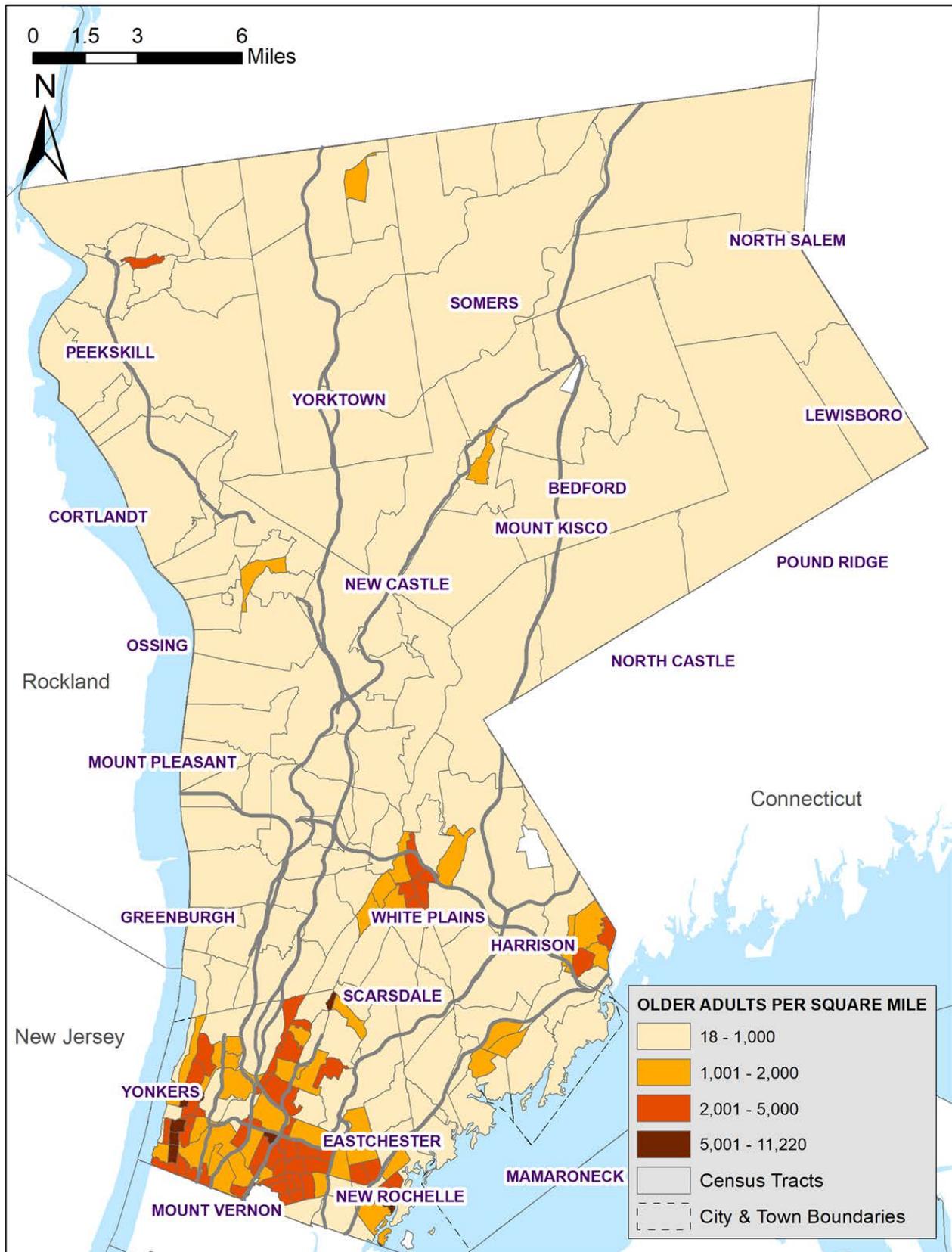
Figure F-A-37  
Older Adults (65+) by Census Tract (Westchester County)



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

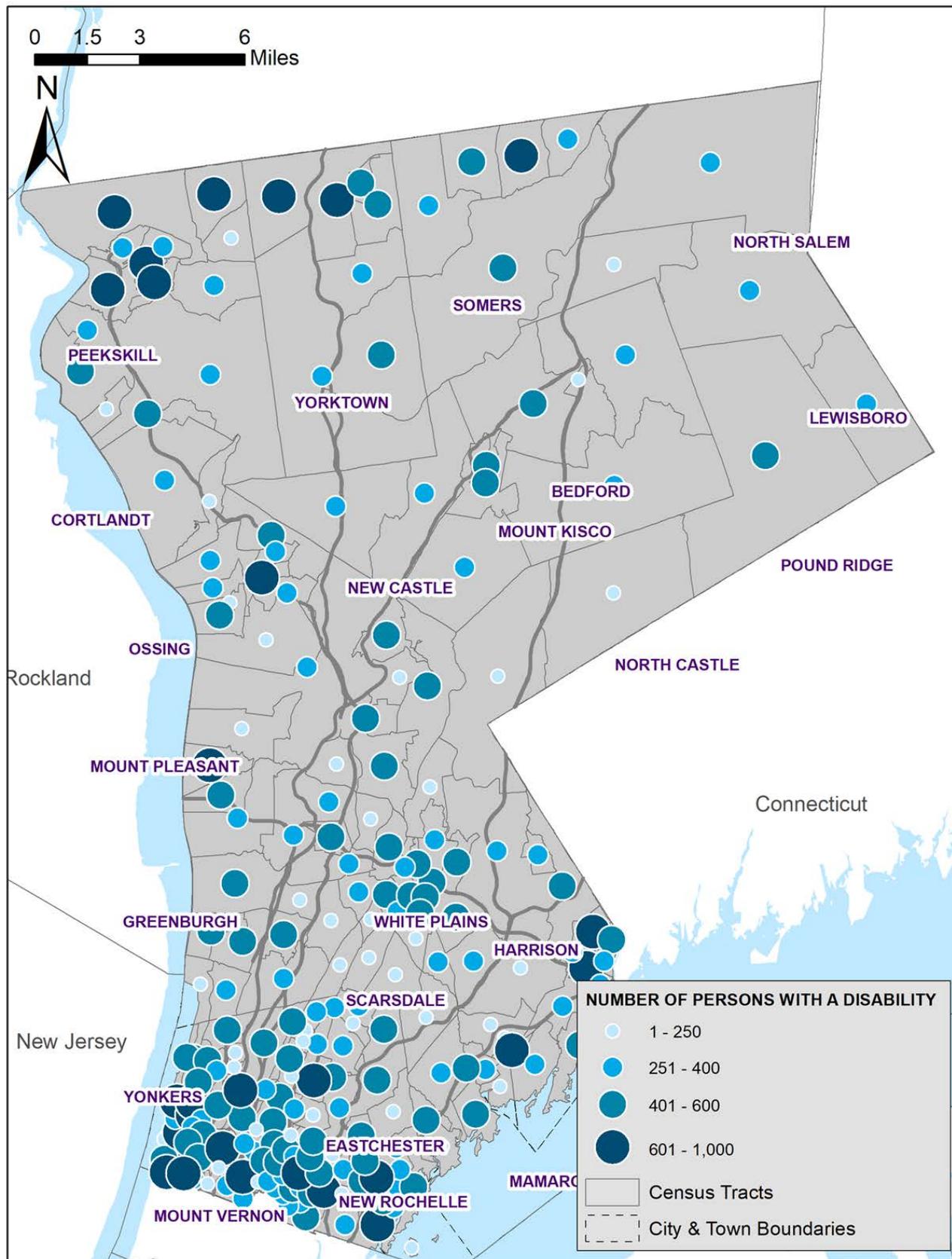
| County Subdivision                                  | Square Miles | Total Population | Persons with a Disability | Per Square Mile |
|---|--------------|------------------|---------------------------|-----------------|
| <b>Highest Number of Persons with Disabilities</b>  |              |                  |                           |                 |
| 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           |
| <b>Highest Density of Persons with Disabilities</b> |              |                  |                           |                 |
| 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.

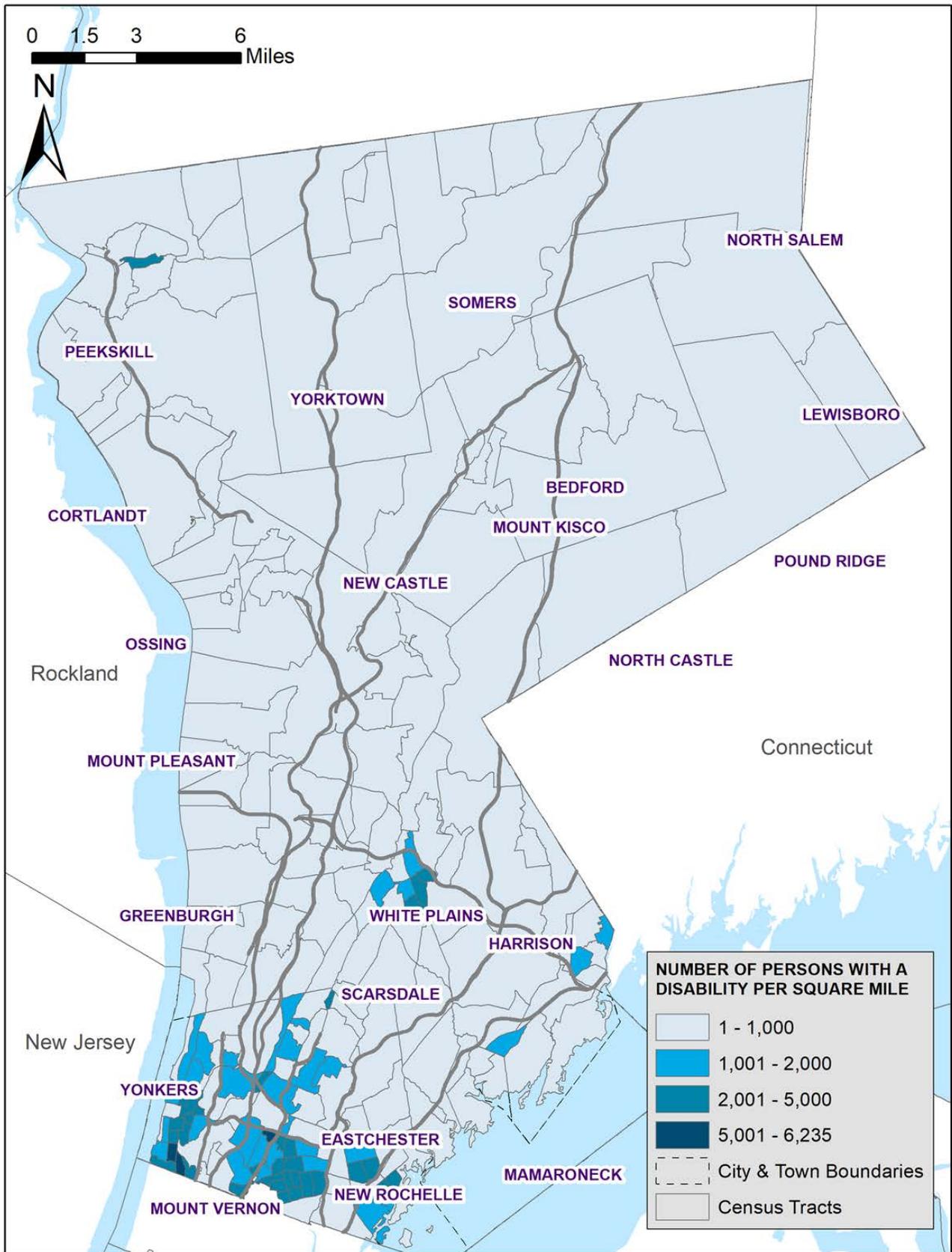
Figure F-A-39  
 Persons with a Disability by Tract (Westchester County)



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

| Provider/ Service  | Service Area  | Organization Type             | Service Hours | Eligible Riders     | Trip Purpose | Mode of Service   | Vehicle Fleet Size                   |
|--|---|-------------------------------|---------------|---------------------|--------------|---|--------------------------------------|
| <b>Private Providers</b>   |   |                               |               |                     |              |   |                                      |
| 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/<br>Service                          | Service Area  | Organization<br>Type | Service Hours                 | Eligible Riders                                      | Trip Purpose                               | Vehicle Fleet<br>Size |
|---|---|----------------------|-------------------------------|--|--|-----------------------|
| <b>Private Nonprofit Providers</b>            |   |                      |                               |  |  |                       |
| Bronx Jewish<br>Community<br>Council          | Bedford Park, Concourse,<br>Co-op City, Riverdale   | Private<br>nonprofit | Monday–Friday, 9AM–<br>3:30PM | Older adults   | Any purpose                                | N/A                   |
| City Island<br>Community<br>Center            | Eastchester Bay, Co-op City,<br>Pelham Bay, Throgs Neck,<br>Westchester South   | Private<br>nonprofit | Monday–Friday, 8AM–<br>1PM    | Older adults   | Medical and<br>social services             | N/A                   |
| Coop City<br>Neighborhood<br>Senior Center    | Eastchester Bay, Co-op City,<br>Pelham Bay, Throgs Neck,<br>Westchester South   | Private<br>nonprofit | Monday–Friday, 8AM–<br>4PM    | Older adults   | Medical and<br>social services             | N/A                   |
| Dreiser<br>Neighborhood<br>Senior Center      | Bronx   | Private<br>nonprofit | Monday–Friday, 8AM–<br>4PM    | Older adults   |  |                       |
| Jewish Home<br>and Hospital                   | Bronx   | Private<br>nonprofit | N/A                           | Older adults   | Agency day<br>services                     | N/A                   |
| Institute of<br>Applied Human<br>Dynamics     | Bronx   | Private<br>nonprofit | N/A                           | Individuals<br>with<br>developmental<br>disabilities | Day services                               | N/A                   |
| Mid Bronx<br>Project<br>Homebound             | Concourse Village, East<br>Concourse, Highbridge,<br>Mt. Eden, West Concourse<br>Fordham, Morris Heights,<br>Mt. Hope, University Heights,<br>Bathgate, Belmont, Bronx<br>Park South, East Tremont,<br>West Farms | Private<br>nonprofit | Monday–Friday, 8AM–<br>6PM    | Older adults   | Medical and<br>social activities           | N/A                   |
| Mid Bronx<br>Senior Citizens<br>Council, Inc. | Concourse, Highbridge,<br>Morrisania, Tremont   | Private<br>nonprofit | Monday–Friday, 8AM–<br>4PM    | Older adults<br>with Medicare<br>insurance only      | Agency programs<br>and medical<br>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-YWHA                       | 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<br>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<br>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                                 |
|--|---------------|-------------------------|------------------------------|---|--|
| <b>Private Nonprofit Providers</b>                 |               |                         |                              |   |  |
| 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   |
|--|--|-----------------------|--|---|--------------|-----------------------|----------------------|
| <b>General Public Transit</b>          |  |                       |  |   |              |                       |                      |
| 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 |
| <b>Municipal or Community Services</b> |  |                       |  |   |              |                       |                      |
| 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                                 |                 |                    |
| <b>Private Nonprofit Providers</b>                |  |                   |  |  |   |                 |                    |
| 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/<br>Service  | Service Area  | Organization<br>Type | Service Hours                               | Eligible Riders  | Trip<br>Purpose   | Mode of<br>Service | Vehicle Fleet<br>Size |
|---|---|----------------------|---|--|---|--------------------|-----------------------|
| Developmental<br>Disabilities<br>Institute                    | All of Nassau County  | Private<br>nonprofit | Monday–Friday,<br>7AM–5PM                   | Persons with<br>disabilities   |   |                    | 200 vehicles          |
| Family<br>Residences<br>and Essential<br>Enterprises,<br>Inc. | Select areas of<br>Nassau County  | Private<br>nonprofit | Daily, 7AM–7PM                              | Individuals<br>with mental<br>and/or physical<br>disabilities who<br>are enrolled<br>with FREE           | Day<br>programs   |                    |                       |
| FISH of<br>Wantagh<br>Volunteer<br>Driver Program             | From Wantagh,<br>North Wantagh,<br>Bellmore, and North<br>Bellmore to Mineola,<br>Massapequa, Merrick,<br>Seaford | Private<br>nonprofit |   | Senior<br>residents of<br>Wantagh,<br>North<br>Wantagh,<br>Bellmore, and<br>North Bellmore               | Medical<br>trips are<br>given<br>priority   |                    |                       |
| FISH of New<br>Hyde Park<br>Volunteer<br>Driver Program       | New Hyde Park,<br>Garden City Park  | Private<br>nonprofit |   | Senior<br>residents and<br>residents with<br>disabilities of<br>New Hyde Park<br>and Garden<br>City Park | Local<br>medical<br>trips   |                    |                       |
| Marion &<br>Aaron Gural<br>JCC                                | Hempstead–<br>Hewlett, Woodmere,<br>Cedarhurst,<br>Lawrence, Inwood,<br>Lynbrook, Valley<br>Stream                | Private<br>nonprofit | Monday–Friday,<br>9AM–5PM; Sun,<br>10AM–3PM | Older adults<br>and persons<br>with disabilities   | JCC<br>programs<br>and<br>activities,<br>outings to<br>New York<br>City and<br>eastern<br>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      |                                     |                    |
| <b>Private Providers</b>                                      |   |                                  |                        |   |              |                                     |                    |
| 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                |

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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             |
|--|--|------------------------------|--|---|--------------|-----------------------|--------------------------------|
| <b>General Public Transit</b>  |  |                              |  |   |              |                       |                                |
| 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;<br>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;<br>Sat, 9AM–8PM    | ADA-eligible individuals<br>Transportation-disadvantaged,<br>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 |
|--|----------------------|--------------------|------------------------------------|--|--|-----------------|--------------------|
| <b>Municipal or Community Services</b>                               |                      |                    |                                    |  |  |                 |                    |
| 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                             |                 |                    |
| <b>Private Nonprofit Providers</b>  |                        |                    |                           |   |  |                 |                    |
| 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<br>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)<br><br>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                |
| <b>Private Providers</b>                          |   |                              |  |  |                              |                                 |                    |
| 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   |
|--|--|--------------------------|---|-----------------|--------------|-------------------------------|--|
| <b>General Public Transit</b>            |  |                          |   |                 |              |                               |  |
| Putnam Area Rapid Transit                | Eastern and southern portions of Putnam County   | Public transit agency    | Monday–Friday, 5AM–9:15PM;<br>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;<br>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;<br>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*   |
| <b>Municipal or Community Services</b>   |  |                          |   |                 |              |                               |  |
| 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                  |
| <b>Private Nonprofit Providers</b>  |  |  |                        |  |  |   |                    |
| 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                |
| <b>Private Providers</b>  |  |  |                        |  |  |   |                    |
| 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/<br>Service                      | Service Area   | Organization<br>Type | Service Hours   | Eligible Riders | Trip Purpose | Mode of<br>Service                     | Vehicle Fleet<br>Size  |
|---|--|----------------------|---|-----------------|--------------|--|--|
| <b>General Public Transit</b>             |  |                      |   |                 |              |  |  |
| Transport of<br>Rockland                  | Rockland County  | Public agency        | Monday–Friday,<br>5:30AM–1:30AM;<br>Saturday, 6AM–<br>1:30AM; Sunday,<br>8AM–12AM | General public  | Unlimited    | Fixed route<br>bus                     | 62 total<br>vehicles*  |
| TRIPS<br>Paratransit                      | Rockland County  | Public agency        | Monday–Friday,<br>7AM–7PM;<br>Saturday, 8AM–<br>5PM                               | General public  | Unlimited    | ADA<br>paratransit<br>service          | 28 total<br>vehicles*  |
| Hudson Link                               | Between<br>Tarrytown/<br>White Plains and<br>Rockland County   | Public agency        | Monday–Sunday,<br>4AM–12AM  | General public  | Unlimited    | Fixed<br>route bus–<br>commuter<br>bus | 31 buses   |
| Clarkstown Mini-<br>Trans                 | Town of<br>Clarkstown  | Public agency        | Monday–Friday,<br>7AM–8PM;<br>Saturday, 9AM–<br>7PM                               | General public  | Unlimited    | Fixed route<br>bus                     | 11 buses*  |
| Spring Valley<br>Jitney                   | Village of Spring<br>Valley  | Public agency        | Monday–Friday,<br>6:30AM–7PM;<br>Saturday, 8:30AM–<br>5PM                         | General public  | Unlimited    | Fixed route<br>bus                     | 2 vehicle*   |
| Metro-North<br>Railroad and<br>NJ TRANSIT | Trains to New<br>York City and<br>New Jersey<br>from Suffern,<br>Sloatsburg,<br>Spring Valley,<br>Nanuet, and<br>Pearl River | Public agency        | Monday–Friday,<br>5AM–12AM;<br>weekend, 6AM–<br>8PM                               | General public  | Unlimited    | Commuter<br>rail                       | 2,482<br>combined<br>vehicles or<br>train cars<br>between the<br>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<br>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  |
| <b>Private Providers</b>  |  |   |   |   |   |   |  |
| 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/<br>Service  | Service Area   | Organization<br>Type  | Service Hours  | Eligible Riders              | Trip Purpose | Mode of Service                  | Vehicle Fleet<br>Size  |
|---|--|---|--|------------------------------|--------------|----------------------------------|--|
| General Public Transit  |  |   |  |                              |              |                                  |  |
| Metro-North<br>Railroad   | Trains to and from<br>NYC serving 43<br>stations in the<br>County along three<br>lines (Hudson,<br>Harlem, and New<br>Haven) | Public agency   | Monday–Sunday,<br>4AM–3:40AM   | General public               | Unlimited    | Commuter rail                    | 1,185<br>vehicles<br>available for<br>maximum<br>service for<br>the whole<br>agency* |
| Bee-Line Bus<br>System  | Within Westchester<br>County and service<br>to the Bronx,<br>Manhattan, and<br>Putnam County                                 | Public agency   | Monday–Friday,<br>5AM–2AM;<br>Saturday,<br>5:30AM–2AM;<br>Sunday, 5:30AM–<br>1AM | General public               | Unlimited    | Fixed-route bus                  | 326 Fixed-<br>Route<br>Vehicles*   |
| Bee-Line<br>ParaTransit<br>(Westchester<br>County<br>Department of<br>Transportation) | Westchester County   | Public agency<br>(county<br>government)                                 | Monday–<br>Saturday, 6AM–<br>11PM;<br>Sunday, 8AM–<br>8PM                        | Persons with<br>disabilities |              | Demand-<br>response              | 112 vehicles*  |
| Hudson Link   | Between<br>Tarrytown/White<br>Plains and Rockland<br>County  | Public agency   | Monday–Sunday,<br>4AM–12AM   | General public               | Unlimited    | Fixed route bus–<br>commuter bus | 31 Buses   |
| Municipal or Community Services   |  |   |  |                              |              |                                  |  |
| Bedford<br>Town and<br>incorporated<br>Village  | Within town limits<br>to senior centers;<br>shopping trips<br>departing from<br>senior centers                               | Public agency<br>(municipal<br>government–<br>recreation<br>department) | Monday,<br>Wednesday,<br>Friday, 10AM–<br>2PM                                    | Older adults<br>(50+)        |              | Demand-<br>response              | 1 vehicle (14<br>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<br>Monday-Friday medical appointments;<br>8:30AM-10:30AM<br>food shopping<br>Monday-Friday;<br>Senior Center<br>9:30AM-1:30PM<br>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,<br>Monday-Friday;<br>1:30PM-4PM<br>for shopping<br>Tuesday and<br>Thursday   | Older adults                      |              | Demand-response | 2 vehicles  |
| Croton-on-Hudson                                     | Shopping trips within local areas only   | Public agency (municipal government-recreation department)           | 9AM-12PM,<br>Monday and<br>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,<br>Monday-Friday,<br>Tuesdays and<br>Fridays grocery shopping;<br>Medical Monday<br>9AM-11AM one way  | Older adults (50+)                |              | Demand-response | 6 vehicles;2<br>24+<br>passenger<br>bus; 4 14<br>passenger<br>including<br>wheelchair<br>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*        |

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

