

Chapter 4. Public Transit Services, Taxis and Community Transportation Services

Introduction

Public transit services are an essential aspect to ensuring mobility for members of the three target populations – older adults, persons with disabilities and individuals and families with low income. The purpose of this chapter is to provide an overview of public transportation services available in the Long Island subregion with an emphasis on the accessibility of the overall service network. For purposes of this study, public transportation is defined broadly to include rail, subway, bus, ferry, taxi and livery services as well as community transportation services available to specific segments of the population or for particular transportation purposes. These community transportation services largely consist of services operated by human service organizations and services available for Medicaid-funded transportation.

The chapter is organized by service type and then geographically. Regional transit services are described first, followed by a description of public transit services in the NYMTC subregion of Long Island. Community transportation services are presented immediately following the public transportation section.

Information about these services and programs were identified through review of existing documents, stakeholder interviews, and a transportation provider survey.

Regional Providers

All counties in the NYMTC region are served, in some form, by the Metropolitan Transportation Authority (MTA). The MTA is the only provider that serves the entire NYMTC region, but other operators serve sub-sections of the region. The MTA provides transit service through a number of subsidiary agencies including:

- MTA Metro-North Railroad (MNR);
- MTA Long Island Rail Road (LIRR);
- MTA Long Island Bus;
- MTA New York City Transit (MTA NYCT), and;
- MTA Bus Company.

The MTA also operates toll bridges in New York City through the MTA Bridges and Tunnels agency (B&T). Regional services operated by MTA in the NYMTC area are discussed in the following section. MTA services that primarily operate within a single subregion appear in the description of subregional services.

Regional Rail Services

Among the NYMTC regional transit providers, the largest services are the two commuter railroads operated by the MTA: Metro-North Railroad and the Long Island Rail Road. Though these railroads primarily provide links into and out of New York City from the more suburban areas of

Long Island and the Lower Hudson Valley, they also allow for inter- and intra-regional connections.

Long Island Rail Road

With 11 branch lines, a service area of nearly 120 miles, and 82 million annual riders, LIRR is the busiest commuter railroad in North America.¹ In total, there are 124 stations in Nassau and Suffolk counties on Long Island, as well as in the New York City boroughs of Queens, Brooklyn and Manhattan.

The LIRR provides both peak direction and reverse commute service, and also operates during midday, late nights and weekends. Service frequency and service hours differ by line and from station to station. The LIRR's two major origin/destination points in New York City are Penn Station in Manhattan and Flatbush Avenue in Brooklyn. The LIRR's major transfer hub is Jamaica Station in Queens, where 10 of the branches converge.

A one-way peak fare on the LIRR ranges from \$3.75 to \$23.00, depending on the distance traveled. LIRR participates in MTA's reduced fare program, which provides reduced fares (half of the regular fare) to persons aged 65 or older or qualified individuals with a disability traveling outside of the peak period.

Accessibility

At the time of this writing, the two MTA commuter railroads have a total of 60 fully accessible stations and 100 partially (wheelchair) accessible stations out of a total of a combined 244 stations.² Wheelchair accessible stations have ramp access to the train platforms, while fully accessible stations have elevator access between train platforms and the street. The two main Manhattan terminals – Penn Station and Grand Central Terminal – are fully ADA accessible with both elevators and escalators available. The Long Island Rail Road's Flatbush Terminal also has a single elevator to transport passengers from street level to the platform level. Jamaica Station, a major transfer point for the Long Island Rail Road, is also fully accessible, with elevators serving every platform.

Privately Operated Regional Bus Services

Regional bus services are operated by a number of private commuter buses that provide commuter and intra-regional services. Many of these operators provide commuter service between outer counties and Manhattan. For example:

- Greyhound operates one route that connects Islip with New York City. Service is provided to the Port Authority Bus Terminal in Manhattan.
- Shortline/Coach USA operates several routes that provide service between Patchogue, Lake Ronkonkoma, Islip, and Huntington in Suffolk County and Mineola and Hempstead in Nassau County and other New York points, such as White Plains, Orange County, Binghamton, Ithaca, Buffalo, and Elmira. On each route, 3-5 trips in each direction are provided daily.
- Adirondack Trailways offers service between Mineola and Hempstead in Nassau County and Massapequa and Babylon in Suffolk County and destinations such as Albany and

¹ MTA LIRR website – about the LIRR, 2008

² MTA website – accessibility section

Oneonta. Three trips each way are provided between the Long Island communities and Albany and between the Long Island communities and Oneonta.

- Hampton Jitney -- the Hampton Jitney provides express service between Manhattan and either Westhampton or Montauk. Additional service is also provided during the summer months.

Most of the private commuter bus services operate with 40- and 45-foot long distance, “over the road” coaches, and offer premium seating and service as compared with regular transit bus service. Most operators do have wheelchair lifts on their vehicles, or only on select trips. These operators charge distance-based fares with discounts for multiple ride tickets. Some operators do offer discounts for older adults and persons with disabilities.

Connections to the Region from Outlying Areas

In addition to the local and regional providers within the NYMTC area, there are numerous public and private providers that connect to the NYMTC service area from nearby counties outside the NYMTC region, but largely within the New York metropolitan area.

On Long Island there are currently five ferry operators that connect Suffolk County to Connecticut. There is also service connecting Long Island with some of the maritime islands off Long Island and in Rhode Island and Massachusetts,³ which provide connections primarily for tourists to access these locations. These ferry operators provide regular service so Long Island residents can drive to New England without going into New York City.

Long Island – Overview of Public Transit Service

The Long Island subregion has been defined as the two suburban Long Island counties of Nassau and Suffolk. Fixed-route bus and rail services are available throughout Nassau and Suffolk counties, although levels of service are higher in Nassau County and the western section of Suffolk County, where the number and density of residents are greater than in other parts of Long Island. Fixed-route services are supplemented by demand response services provided by a large number of towns, human service agencies and non-profit organizations, those services are often limited in terms of eligible riders or trip types, days and hours of operation, and/or geographic coverage.

Each type of public transit service available on Long Island is described in more detail in the following sections.

Commuter Rail

The MTA Long Island Rail Road (LIRR) provides daily passenger rail service along east-west rights of way from Pennsylvania Station in New York City to the easternmost portions of Suffolk County, ending in Montauk on the South Fork and in Greenport on the North Fork. A map of LIRR service is shown as Figure 4-1.

As shown in Figure 4-1, LIRR service in Nassau and Suffolk counties operates along eleven branches. Nassau County is served in the north by the Port Washington and Oyster Bay branches, and in the south by the Long Beach, Hempstead and Babylon branches. The Port

³ APTA Website – Suffolk County Transit operators

Jefferson and Hempstead branches provide service through the middle of Nassau County. In Suffolk County, the Port Jefferson branch serves the northern portion of the county as far as Port Jefferson. The Babylon branch continues from Massapequa Park in Nassau County to Babylon. From Babylon, the Montauk Branch continues to Montauk at the end of the South Fork. Service on the Ronkonkoma branch runs through the middle of the county to Greenport near the end of the North Fork.

Service on the LIRR operates essentially 24 hours a day, seven days a week (although there are breaks in service at night on some of the branches, typically between 1:00 AM and 6:00 AM). Some branches of the LIRR operate very frequently (e.g., Babylon, Port Washington, Port Jefferson as far as Huntington, etc.). However, it should be noted that some branches are broken up into “zones” and not all stations are served by all trains, especially during the peak periods. Although this facilitates quick travel to and from Manhattan, it makes it more difficult to travel within Long Island. The LIRR is least frequent is the east end of Suffolk County, on the North and South Forks. The North Fork, served by that portion of the Ronkonkoma Branch between Ronkonkoma and Greenport, sees four trains each day. The South Fork, served by the Montauk Branch, sees 6 to 7 trains per day, a few more than the North Fork. It should be noted that the LIRR typically increases service to and from the North and South Forks during the summer months, especially on weekends, to serve Fire Island and the Hamptons beach communities.

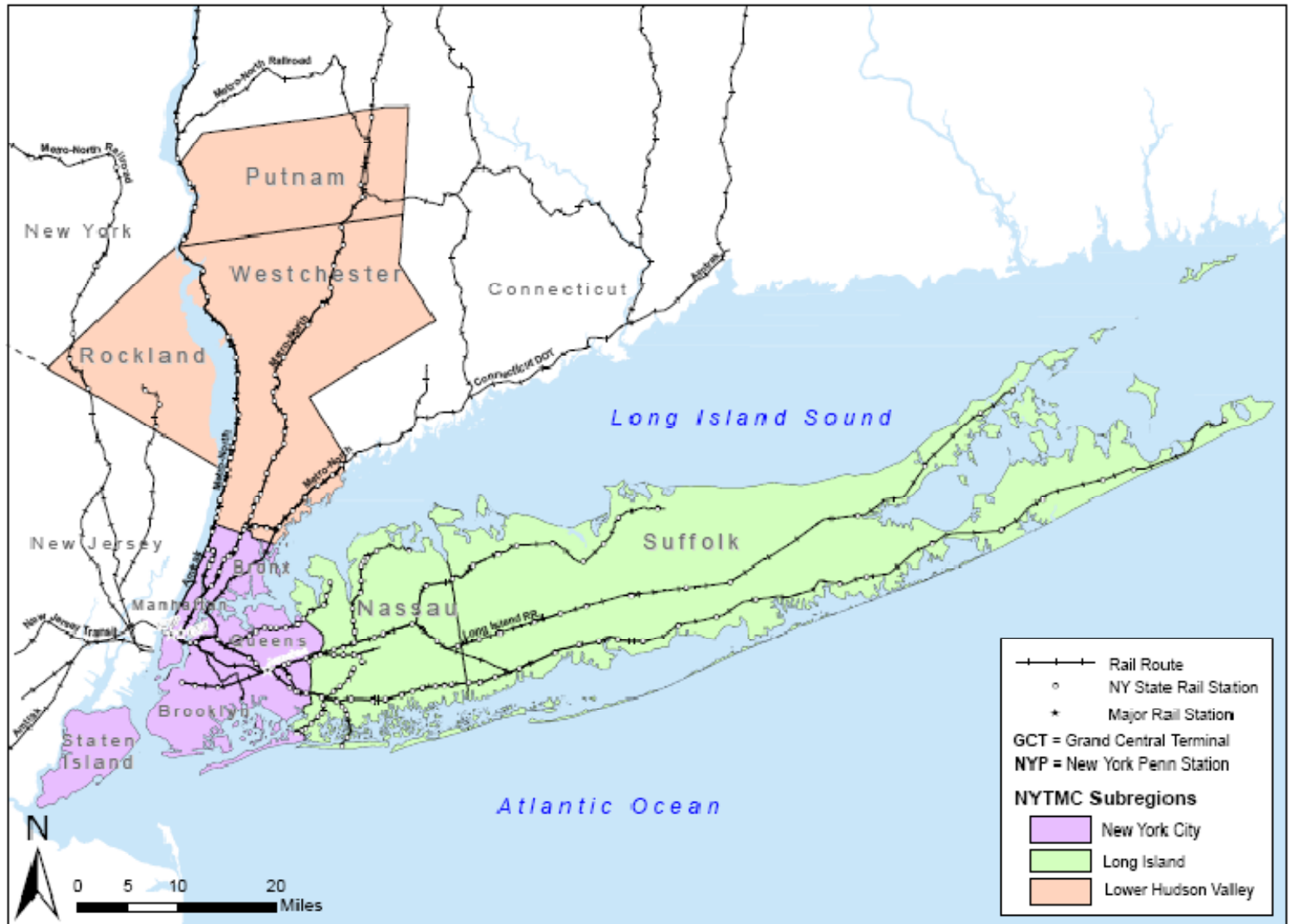
LIRR fares vary according to zone, time of day (i.e., peak vs. off-peak period), and whether tickets are purchased in advance or on board the train. In addition, a number of ticket options are available, including one-way, round trip, ten-trip, weekly, and monthly tickets. As a result, possible fares are numerous and difficult to summarize. Several examples may illustrate typical fare levels, however. A one-way peak ticket purchased in advance for a trip from zone 14 on the Greenport branch in Suffolk County, which includes the Town of Riverhead, to Central Islip in zone 10, is \$6.50. A one-way peak ticket purchased in advance for a trip from zone 14 on the Montauk branch, which includes the Hamptons, to any station in zone 4 in Nassau County, including the Town of Hempstead, is \$12.75. To travel from the East End of Suffolk County to Penn Station in Manhattan can cost as much as \$23.00 one way during peak periods. A complete table of LIRR fares based on zones, ticket option, time of travel, and time of purchase, is available on the MTA LIRR website.⁴

LIRR service includes the following accessibility features:

- Conductors will provide assistance to customers as needed.
- A two-foot-wide yellow tactile strip warns customers of the edges of fully accessible and renovated platforms.

⁴ www.mta.info/lirr/pubs/LIRRFares.pdf

Figure 4-1 Regional Rail Service



- Many rail cars have designated seating areas for older adults and persons with disabilities and designated wheelchair securement areas.
- Penn Station in Manhattan is equipped with six elevators that provide access to the station from the street and access to LIRR platforms, as well as a talking kiosk that provides maps, information, and directions in accessible formats.

Sixteen LIRR stations on the eleven LIRR branches that serve Long Island have been designated as “key stations” and meet all ADA requirements for full accessibility, with elevator access to platforms from the street. Key stations include:

Babylon Branch

- Babylon
- Rockville Centre

Hempstead Branch

- Hempstead

Long Beach Branch

- Long Beach
- Lynbrook

Montauk Branch

- Patchogue

Port Jefferson Branch

- Hicksville
- Huntington
- Mineola
- Northport
- Port Jefferson

Port Washington Branch

- Bayside
- Great Neck
- Manhasset
- Port Washington

Ronkonkoma Branch

- Ronkonkoma

Six other stations also provide access to platforms via elevator, though they are not key stations. Those accessible stations include:

- Auburndale, on the Port Washington Branch
- Baldwin, Bellmore, Freeport, Massapequa, and Merrick on the Babylon Branch

At a number of non-key stations (81), ramps and/or elevators provide accessibility for individuals who use wheelchairs.

Several stations on the Babylon Branch are equipped with escalators only, and are therefore not wheelchair-accessible:

- Amityville
- Copiague
- Lindenhurst
- Massapequa Park
- Seaford
- Wantagh

In the most recent round of New Freedom program funding administered by NYMTC, MTA LIRR was recommended for an award of funds to implement new accessibility features compliant with the ADA Accessibility Guidelines for Buildings and Facilities (ADAAG) at a number of stations, including Merrick, Bellmore, Farmingdale, Bethpage, Freeport, Westbury, Valley Stream, Queens Village and Wyandanch stations in Nassau and Suffolk counties.

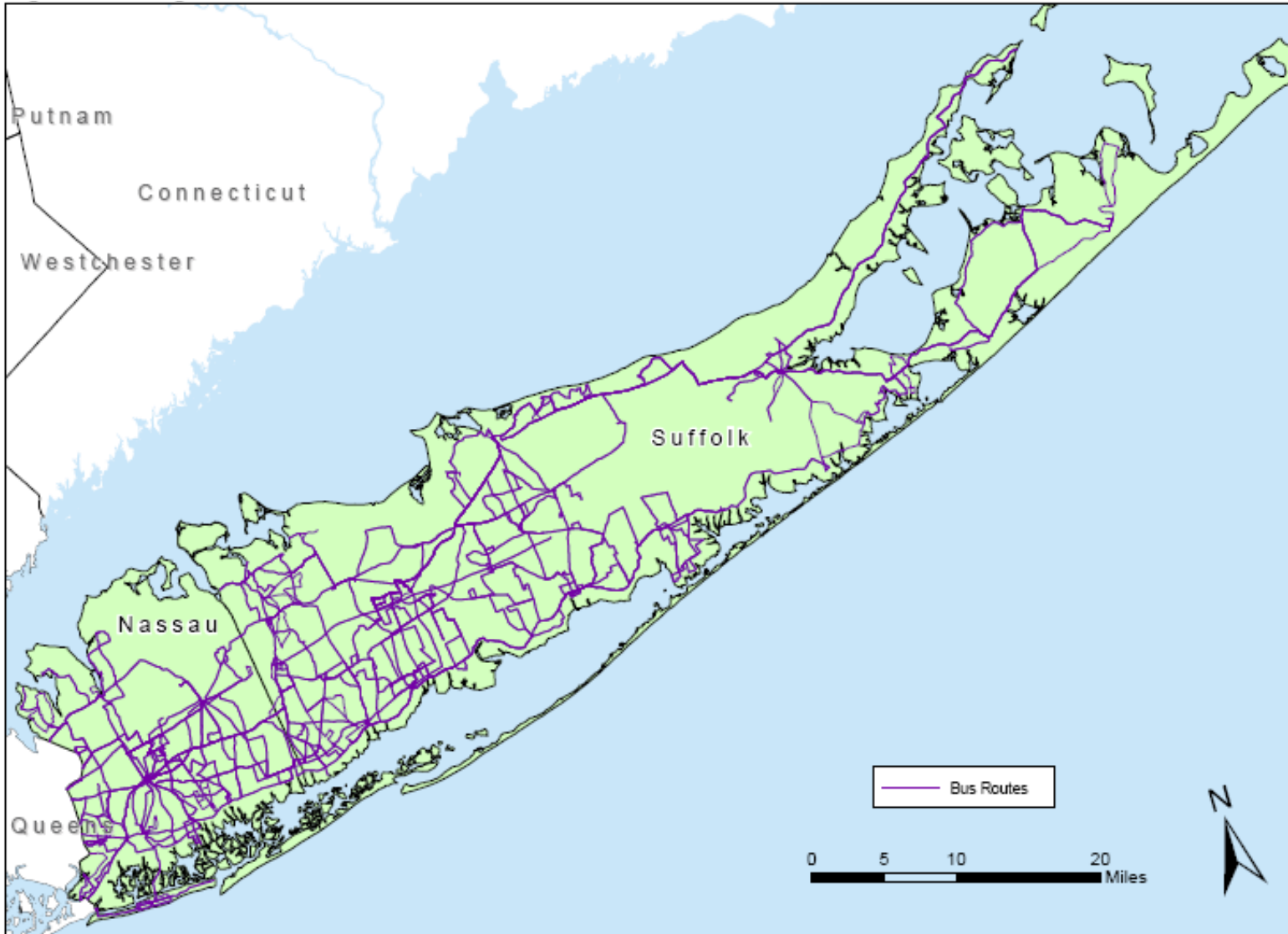
Bus

The two biggest operators of bus service are MTA Long Island Bus in Nassau County and Suffolk County Transit in Suffolk County. Besides these two bus operators, there are a number of smaller bus operators that supplement the larger county providers, including City of Long Beach Transit and the City of Glen Cove in Nassau County, and Huntington Rapid Transit (HART) and the Village of Patchogue in Suffolk County. A map of MTA Long Island Bus and Suffolk County Transit routes is shown on Figure 4-2.

MTA Long Island Bus operates 54 local bus and shuttle routes primarily serving Nassau County, with service extending into portions of eastern Queens and western Suffolk County. Many routes operate seven days a week, with one route (the N6, which offers limited stop, rush hour service to Hempstead, Elmont, and Jamaica via the Hempstead Turnpike) providing service 24 hours a day.⁵ MTA Long Island Bus also provides service on two summer-only routes that connect Jones Beach with the Long Island Rail Road. All MTA Long Island Bus routes operate with ADA-accessible equipment. The one-way base fare is \$2.25, or \$1.10 for seniors, persons with disabilities, and Medicare cardholders. MetroCard also offers several multiple-ride options which lower the cost per ride.

⁵ MTA Long Island Bus website, About MTA Long Island Bus section

Figure 4-2 Long Island Bus Routes



In the 2008 round of project selection for JARC and New Freedom funding conducted by NYMTC, MTA Long Island Bus was recommended to receive JARC funds to implement improvements to bus service to employment areas that are underserved by existing routes, and to enhance reverse-peak services throughout Nassau, eastern Queens and western Suffolk counties. Service improvements include additional early morning, late evening, and weekend trips on existing bus routes, adding a total of 32 daily trips.

Suffolk County Transit (SCT) provides service on 52 bus routes operating throughout Suffolk County on weekdays and Saturdays only, with one summer-only route providing service on Saturdays. On weekdays, service begins between 5:30 and 7:00 AM and runs until 6:30 – 8:00 PM on most routes (some routes begin service earlier and end service later). Hours of operation on Saturdays are similar.⁶ All Suffolk County Transit bus routes operate with ADA-accessible vehicles. The SCT one-way base fare is \$1.50, or \$.50 for seniors, persons with disabilities, or Medicare cardholders. Transfers are \$.25.

Ferry Services

In Suffolk County there are also a large number of ferry operations that take advantage of the waterfront of Long Island. Some of the ferry operations connect the various communities fronting the Great South Bay to Fire Island. These include the Town of Islip Ferry Service, Fire Island Ferries, Bay Point Navigation, Sayville Ferry Company, and Davis Park Ferry. There are also a number of Long Island Sound ferry services including the Cross-Sound Ferry, Bridgeport and Port Jefferson Steamboat Company, and the Viking Fleet. Two companies, the North Ferry Company and the South Ferry Company, connect the North and South Forks of Long Island to Shelter Island.⁷

Transit Hubs and Connections between Transit Services

Both Nassau and Suffolk counties have extensive transit service with good coverage in many areas. Routes connect at major transit nodes such as the Hempstead Transit Center and the Mineola Intermodal Center, or at most major shopping malls. Service is provided throughout the day on most routes so access to services beyond Nassau and Suffolk counties is available; however, trips may require multiple transfers.

Several MTA Long Island Bus routes operate into New York City to connect with both MTA Bus and MTA New York City Transit bus and subway services in eastern Queens. Some routes also operate into western Suffolk County to serve major activity centers there, and to allow for connections with Suffolk County Transit services. MTA Long Island Bus services also connect with the transit services provided by the City of Long Beach. Various MTA Long Island Bus routes also provide access to LIRR train stations and the surrounding area and major activity centers.

MTA Long Island Bus, SCT, and HART also accept each other's transfers.

ADA Complementary Paratransit Services

ADA complementary paratransit service is available to individuals who are unable to use accessible fixed-route transportation because of a disability. Rides are available during the same

⁶ Suffolk County Transit public timetables

⁷ APTA website, transit operators in Nassau and Suffolk counties

operating hours as the fixed-route service, and services meet other criteria that ensure comparability with the fixed-route system.

MTA Long Island Bus operates Able-Ride ADA paratransit service in Nassau County. This service operates throughout the county from 7:00 AM to 11:00 PM on weekdays, 8:00 AM to 9:00 PM on Saturdays, and 9:00 AM to 6:30 PM on Sundays. At other times, the service area is limited to within $\frac{3}{4}$ mile from a bus route in operation at the time of day.⁸

Suffolk County Department of Public Works, Transportation Division, operates Suffolk County Accessible Transit (SCAT), the ADA paratransit in Suffolk County. The SCAT service area is within $\frac{3}{4}$ mile of any Suffolk County Transit or HART bus route. This service is available from 6:00 AM to 8:30 PM on weekdays and 7:00 AM to 8:30 PM on Saturdays. At other times, SCAT service is provided within $\frac{3}{4}$ mile of any bus route that is in operation at the time.⁹

HART, the public transit service operated by the Town of Huntington in Suffolk County, also provides ADA paratransit service for eligible individuals. HART ADA service is in operation Monday through Friday from 7:00 AM to 7:00 PM and on Saturday from 9:00 AM to 7:00 PM.

Medicaid Non-Emergency Medical Transportation (NEMT)

Under Title XIX of the Social Security Act, Medicaid recipients (who generally fall into the population of persons with low income) are covered for certain medical services; traveling to and from these services can be covered by Medicaid, upon prior authorization of the trip.

These services are administered in New York State both by (1) the NYS Department of Health and (2) the local County Department of Social Services (DSS). On Long Island, the Departments of Social Services in Nassau and Suffolk counties have independently contracted with the same transportation coordinator, Globe Ground.

There are two modes of Medicaid-sponsored non-emergency medical transportation that are pertinent to this coordination plan: taxi service, for persons who are ambulatory and otherwise do not require an accessible vehicle, and ambulette service, for persons who require an accessible vehicle and assistance from the driver getting into and out of the vehicle.

In Nassau and Suffolk counties, taxis are generally regulated by cities and towns. Ambulette vehicles are regulated by NYSDOT, and are inspected twice a year. Ambulette drivers must be a qualified driver under the Article 19A driver certification program, as administered by the NYS Department of Motor Vehicles.

Once the taxi or ambulette company meets its regulatory requirements, it may register with Computer Science Corporation (CSC), the local Medicaid fiscal agent, to be a Medicaid transportation provider. Each is given a vendor ID and electronic access to CSC's MMIS for checking on prior-authorizations and invoicing.

⁸ MTA website – accessibility section

⁹ Suffolk County Transit website – SCAT section

Note also that the county-based programs all make use of public transit services for Medicaid NEMT, reimbursing recipients for the travel costs of a bus or subway ride.

Medicaid recipients who require a taxi or ambulette need to reach their Medicaid-covered medical appointment(s) or their medical practitioner on their behalf directly call their county DSS or the transportation coordinator contracted with the county. The trip request includes the reason for the needed transportation, the date and pick-up time, and the requested carrier. County DSS staff are usually familiar with the Medicaid transportation carriers that serve their county. Staff might also suggest a carrier to a recipient or give him/her a list of carriers. The request might be for a one-way trip or round-trip and may be for a specific day or number of days, as in the case of a recurring trip such as for dialysis treatment.

The DSS contractor/facility staff person then calls the specified carrier to see if they are willing to take the trip, and if they are, gives the carrier the details of the trip. The staff person also records the request on CSC's MMIS. Once prior-authorization is granted (by way of a prior-authorization ID), the carrier knows that it will be paid for the service (payment is conditional; for example, the authorization dependent on Medicaid eligibility on the date of the trip, an actual trip did occur, and other factors).

Once the service is provided, the taxi or ambulette service provider electronically invoices CSC. New York City and each county have their own fee structures for taxi and ambulette service.

Long Island Public Transportation: County Perspective

The following sections describe the local public transportation services available in each Long Island county.

Public Transit Services in Nassau County

In general, much of Nassau County receives LIRR service, as described above, and is covered by the MTA Long Island Bus network. Regional bus service, smaller local fixed-route services, university circulator services, and a variety of demand response services operated by community transportation service providers, make up the transit services available in Nassau County.

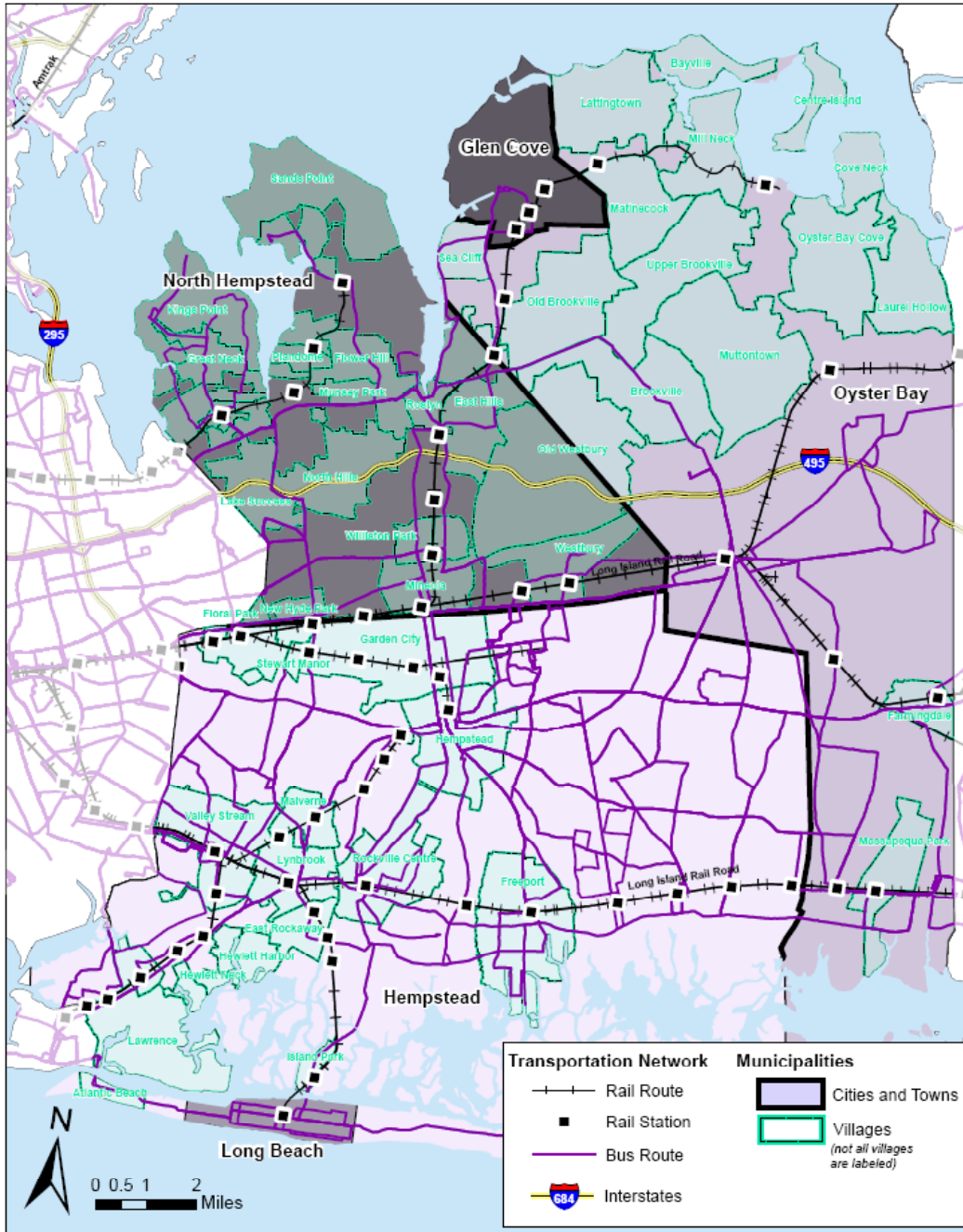
Bus

The major providers of bus service in Nassau County are MTA Long Island Bus and the City of Long Beach. Several bus routes originating in Nassau County travel into New York City (Queens) or western Suffolk County, providing service to key destinations and allowing for connections with other trains, subways, and other bus services.

MTA Long Island Bus

MTA Long Island Bus is the primary operator in the county. Bus routes are shown in Figure 4-3. The southern half of the county is well covered by bus routes; however, some areas in the northern portion of the county, such as Oyster Bay area and the area between the City of Glen Cove and the Suffolk County line, receive considerably less MTA Long Island Bus service. Another shortcoming of the existing service is that most bus routes are oriented in an east and west direction and few provide north and south service.

Figure 4-3 Public Transit Services – Nassau County



Nelson Nygaard
consulting associates

GIS Data Source: NYMTC

MTA Long Island Bus provides 24-hour service, although most routes that serve Nassau County do not operate 24 hours per day. Most of the county is served by bus routes that operate every day or on weekdays and Saturdays; MTA Long Island Bus also operates several routes on Sunday. Service on all routes operating in Nassau County begins before 7:15 AM on weekdays. Apart from the N6 Route, which operates 24 hours a day, weekday service on most routes ends at about 11:00 PM. On Saturdays, most routes begin about an hour later and end about an hour earlier than they do on weekdays. On Sundays, many routes start operating at about 8:00 AM and finish before 8:00 PM.

MTA Long Island Bus operates relatively frequent service. On weekdays, peak period service operates from every five minutes (on the N6 route) to every 60 minutes on some routes; most service runs approximately every 10 to 25 minutes. During the midday period, service on most routes operates approximately every 30 to 60 minutes, although several bus routes operate more frequently during the midday period, with as little as 10 minutes between trips. On Saturdays, service also operates approximately every 30 to 60 minutes, although a few bus routes operate more frequently. Finally, on Sundays service operates approximately every 60 minutes, with more frequent service on a few bus routes.

City of Long Beach

The City of Long Beach operates four Long Beach Transit bus routes throughout Long Beach that all utilize the Long Beach LIRR station as their “hub.”

The East Loop and West End routes provide community circulator services from 5:00 AM until 11:00 PM on weekdays, and from 6:30 AM until 9:00 PM on weekends. Trips are 15-40 minutes apart on weekdays, and 30 minutes apart on weekends.

Another route is known as the “Shoppers’ Shuttle” and operates two distinct loops. Service is provided from 9:30 AM until 3:00 PM. During that time, two trips operate in the eastbound direction and two trips in the westbound direction.

The Point Lookout route goes as far east as Point Lookout in Hempstead. Hourly service is in operation from 6:45 AM until 8:00 PM Monday through Saturday.

The one-way base fare on the Point Lookout service is \$2.00; the one-way fare on the other Long Beach Transit routes is \$1.50. Students and seniors ride for discounted fares on all routes.

City of Glen Cove

The other operator of public transit services in Nassau County is the City of Glen Cove. The city operates two bus routes. The Loop Bus circulates throughout the city, making four trips between the hours of 9:00 AM and 2:45 PM on weekdays.

The Commuter Bus connects the city’s main employers with the Sea Cliff MTA Long Island Rail Road station. Between 7:45 AM and 4:45 PM on weekdays, the Commuter Bus offers one trip in the early morning and two trips in the afternoon.

The one-way fare for both services is \$1.

Other Bus Services

Hofstra University, located in Hempstead, and Adelphi University, located in Garden City (with an additional campus in Hauppauge, in Suffolk County), both provide campus shuttle services for students and employees.

The Hofstra service provides connections to both the Hempstead and Mineola LIRR stations on its “Blue Beetle” route. Hourly service is available from 7:15 AM until 12:45 AM on weekdays, and until 7:45 PM on Saturday and Sunday. The Blue Beetle service also offers one afternoon shopping trip each weekend day.

The “Road Runner” route provides circulation around the Hofstra campus. Service operates every 30 minutes from 7:45 AM until 11:30 PM Monday through Saturday, and from 11:00 AM until 7:00 PM on Sunday.

Adelphi University’s shuttle routes provide service to the Hempstead, Mineola, and Nassau Boulevard LIRR stations, as well as the Hempstead Bus Terminal. Connections are also provided to retail and entertainment centers. Service is provided from 7:15 AM until 10:40 PM, Monday through Thursday, and until 11:45 PM on Friday, at frequencies of 5 to 15 minutes. Weekend service begins at 7:20 AM and continues until 12:00 AM on Saturday and 10:00 PM on Sunday. The frequency of service on weekends varies from 20 to 60 minutes, roughly.

JARC-Funded Bus Service

JARC funding has been used by MTA Long Island Bus in the past to increase or extend the hours of operation of service on key bus routes that serve major employment areas, such as the Nassau Hub area, the Route 110 corridor, and to provide connections to employment for individuals living in communities such as Hempstead, Freeport, Westbury, Long Beach, Uniondale, Elmont, Glen Cove, Inwood, and Valley Stream.

Taxi Services

Figure 4-4 lists the taxi operators that provide service in Nassau County communities.

Figure 4-4 Taxi Operators in Nassau County

Taxi Operator	Location
Andrew Taxi	Levittown (Hempstead)
Arena Car Service	Oyster Bay
Bellmore Taxi	Bellmore (Hempstead)
Farmingdale Taxi	Farmingdale (Oyster Bay)
Hicksville Taxi	Oyster Bay
Mid Island Taxi	Glen Cove, Oyster Bay
Oyster Rides	Oyster Bay
Sea-Aire Limousine - specializing in doctor & hospital appointments from Orient to Manhattan	Valley Stream (Hempstead)
Seaford Taxi	Wantagh

Taxi Operator	Location
Silvercrest Transport Service - to airports, cruise ships and out of town	Bellmore (Hempstead)
Sunset Taxi	Oyster Bay
Syosset Taxi	Syosset (Oyster Bay)
Tipsy Taxi of NY	Hewlett (Hempstead)
Wantagh Taxi	Wantagh (Hempstead)
Yellow Cab Co.	Oyster Bay

Public Transit Services in Suffolk County

Bus

Local bus service in Suffolk County is provided by Suffolk County Transit (SCT), Huntington Area Rapid Transit (HART), and the Village of Patchogue. A few MTA Long Island Bus routes extend from Nassau County into western Suffolk County as well.

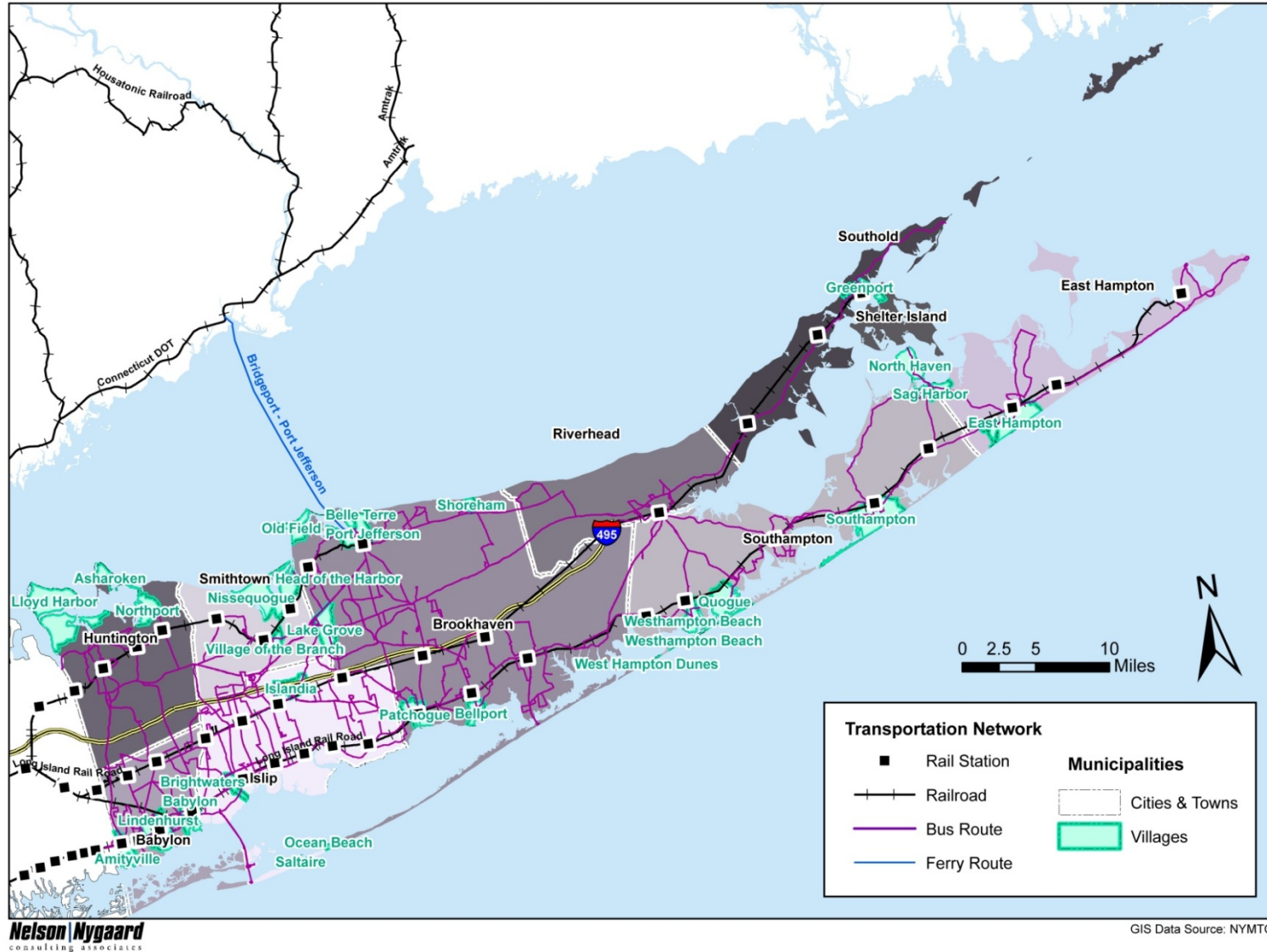
Suffolk County Transit

The Suffolk County Department of Public Works, Transportation Division, provides fixed-route bus service known as Suffolk County Transit (SCT). Service is operated by Suffolk Transportation Service, Inc., under contract to the county.

The SCT route system is shown in Figure 4-5, which illustrates that the western end of the county is well covered with bus routes; fewer routes are in operation on the East End of the county, where population densities are much lower than in other areas.

Most routes are in operation on weekdays and Saturdays. In general, service on most routes begins between 5:30 and 7:00 AM and ends between 6:30 and 8:00 PM. The frequency of service during morning peak hours varies quite a bit by route, ranging from 30 minutes to 90 minutes or more between trips. The frequency of service during evening peak hours also varies by route. West of the Town of Riverhead, service operates every 60-89 minutes. East of Riverhead, on the north and south forks, the frequency of service ranges from 30-44 minutes in some areas to more than 90 minutes in others. There is a good deal of variability in the frequency of service during midday hours as well. In the western section of the county to the Town of Brookhaven and on the North Fork, service operates every 60 to 89 minutes. On the South Fork, routes operate with frequencies of 90 minutes or more during the middle of the day on most routes; service on Route S92 operates every 60 minutes during the midday.

Figure 4-5 Public Transit Services – Suffolk County



HART

Huntington Area Rapid Transit provides bus service throughout the Town of Huntington, located in western Suffolk County. HART is a department of the Town of Huntington, and service is provided in-house by town transportation staff.

HART operates three circulator bus routes, two MTA Long Island Rail Road “feeder” bus routes, and one summer-only bus route serving the beach. HART’s Feeder bus routes are specifically designed to provide connections between the Huntington Station of the MTA Long Island Rail Road and the surrounding area and major activity centers. The HART bus routes also connect with the Suffolk County Transit bus routes at certain transfer points, one of which is just over the Huntington/Smithtown line in Smithtown.

Service is available on the three circulator routes on weekdays from 7:00 AM until 7:00 PM, and on Saturdays from 9:00 AM until 6:00 or 7:00 PM. Service frequencies are hourly on weekdays and every two hours on Saturdays. The LIRR feeder routes operate only on weekdays, and offer five trips in the morning and six trips in the evening. While the morning trips operate on a fixed-route and schedule, the evening trips are flexibly routed to minimize travel times for those onboard.

Village of Patchogue

The Village of Patchogue operates four general public bus routes that circulate throughout the Village. Service is provided from 9:00 AM until 4:30 PM on weekdays, and generally operates at frequencies of about two hours between trips.

Other Bus Services

Stony Brook University, with campuses in Stony Brook and Southampton, operates an on-campus bus service connecting the various parts of the campus with each other, as well as with remote parking lots and with the Stony Brook LIRR station. Service is also provided to shopping centers in Riverhead. Service on five of the six main campus routes begins between 7:00 AM and 8:00 AM on weekdays; service on the Hospital/Chapin route begins at 5:30 AM. Trips are roughly 10-15 minutes apart on each route throughout the day. Service on five of the six routes ends between 9:00 PM and 11:20 PM; service on the remaining route ends at 5:30 PM.

Shuttle service to the Stony Brook campus in Southampton is also provided seven days a week; schedules and service frequencies vary by day.

Stony Brook’s bus schedules are designed to provide connections to SCT’s bus services; transfer points are marked on the shuttle schedules.

Dowling College, located in Oakdale and Brookhaven, provides shuttle services to connect its two campuses. Service is also provided to the Oakdale LIRR station. Bus service is in operation from 5:15 AM until 11:40 PM on weekdays, with time between trips ranging from 20 to 60 minutes. Weekend service is available from 7:00 AM until 5:30 PM on Saturday and Sunday, at frequencies of one to two hours.

JARC-Funded Bus Service

Taxi Services

In Suffolk County, each town or village is responsible for licensing taxi companies. Taxi companies that operate in Suffolk County communities are listed in Figure 4-6. This is not an exhaustive list, as many towns did not provide information about taxi services or companies in their communities.

Figure 4-6 Taxi Operators in Suffolk County

Taxi Operator	Communities Served	Location
AAA Taxi & Limousine		
A-Cab Service		Port Jefferson (Brookhaven)
Ace Taxi		Hampton Bays
Airport & Car Services		Sayville (Islip)
All Island Airport Car Service		Bohemia
All Kinds of Rides		Patchogue
American Car Services		Copiague (Babylon)
Artie's Taxi	Deer Park (Babylon), Brentwood (Islip)	
Bill's Taxi	East Hampton	
Andre's Taxi		Central Islip
Babylon Taxi		West Babylon
Bay Shore Taxi		Bay Shore
Class A Car Service		Bay Shore
Dayton Taxi		East Hampton
Condor Taxi		Medford
C & C Taxi	Holbrook and Central Islip	
Carl's Taxi		East Hampton
Comfort Ride		Middle Island, Ronkonkoma
CR Star Car Service		Bay Shore (Islip)
Crown Taxi Of Huntington	Huntington	
Dial-A-Driver	East Hampton	
Dune Taxi & Limousine		Southampton
East End Taxi		East Hampton
East End Transportation	Sayville	
East Hampton Taxi		East Hampton
EZ Car Service		Central Islip (Islip)
Far East Taxi	Mattituck (Southold)	
Five Star Elite Car Service		Kings Park (Smithtown)
Hampton Coach	Hampton Bays (Southampton), Mastic Beach (Brookhaven)	
Hamptons Limo, Inc.	The Hamptons	
Hometown Taxi	Hampton Bays, Southampton, Easthampton, Riverhead	
Huntington Orange and White	Commack, Centerport, East Northport, and Northport (Huntington) and Kings Park (Smithtown)	
Island Cab Company	North Fork, Orient (Southold) to Mattituck (Southold)	

Taxi Operator	Communities Served	Location
Island Wide Transportation		Port Jefferson (Brookhaven)
Islandwide Taxi		Huntington
Islip Terrace Taxi	Islip Terrace	
JR's Transportation	Hampton Bays, Westhampton, Westhampton Beach (Southampton)	
Kanes Cabs	Southampton	
LI Yellow Taxi	Babylon, Farmingdale, Levittown, Copiague, Lindenhurst (Babylon)	
Lindy's Taxi	Coram (Brookhaven), East Setauket, Montauk, Smithtown	
Garden City Taxi Association		Garden City
Kevin's Taxi		Hampton Bays
LI MoonStar Car Service		Sayville
Lady Coach		Bohemia
Lake Taxi & Limousine		Ronkonkoma
Old Latinos Taxi		Wyandanch
Maria's Taxi	Orient Point, Greenport, Southold, Cutchogue, Mattituck, Jamesport, Riverhead, and points West to NYC and all airports	
McRides Taxi	Coram (Brookhaven), East Northport, Riverhead, Westhampton Beach (Southampton)	
Midway Limousine & Taxi Service		Bridgehampton (Southampton)
Montauk Taxi	Montauk (East Hampton)	
Pink Tuna Taxi	Montauk (East Hampton)	
Quality Limousine & Taxi Services	Lake Grove (Brookhaven)	
Riverhead Cab	Mastic Beach (Brookhaven)	
Riverhead Taxi	Brookhaven, Riverhead	
Sag Harbor Car Service		Bridgehampton (Southampton)
Shelter Island Go'fors Taxi	Shelter Island	
Southampton Car & Limo Service		Southampton (Southampton)
SS Transportation	Huntington Station (Huntington)	
Sunny Limo		Southampton (Southampton)
Sunset Taxi Co Inc		Babylon
Taxi El Universal	Huntington Station (Huntington), Brentwood (Islip)	
Taxi Las Americas		Bay Shore (Islip)
TLC Transportation		Holbrook
Tom's Taxi	Port Jefferson (Brookhaven)	
Towncar Express Limousine	Southampton	
Tracy-Bosch Taxi		Babylon
Transportation Matters	(seniors/disabled)	East Hampton
Valley Limousine		
Via Taxi	Copiague (Babylon)	
Westhampton Beach Cab	Southampton, East Hampton	
Winston Taxi		Medford

Community Transportation Services

In addition to regional rail and bus, and local bus services, residents of Long Island also have access to a number of community transportation services. As noted previously, community transportation services are defined here to include any public or private transportation service that focuses on the travel needs of this plan's three target populations: older adults, persons with disabilities, and persons with low income.

Community transportation services currently available in each Long Island county are described in the sections that follow. Information was collected through the online survey of transportation providers, review of printed and online sources, comments from SAC members and provider/public workshop participants, and research conducted as part of NYMTC's previous *Access to Transportation on Long Island* study.

Community Transportation Services in Nassau County

Figure 4-7 lists basic service characteristics of community transportation providers serving Nassau County. Most information was obtained from responses to the online provider survey, but supplemental information from a review of organization websites, recent Section 5310 applications, and the *Access to Transportation on Long Island Technical Report* is included as well. As a result, Figure 4-7 also lists a number of organizations that are known to provide community transportation services for one or more of the target populations, but about which only limited information is available. A total of sixteen community transportation providers are identified in Figure 4-7.

As Figure 4-7 shows, most providers are either non-profit human service organizations or municipal departments that provide services to older adults and/or individuals with disabilities. Two public transit operators—MTA Long Island Bus and Long Beach Transit (the latter is also a municipal department)—supplement their fixed-route bus services with ADA complementary paratransit services for those whose disability prevents them from using the bus systems. Several hospitals or other types of medical facilities also provide transportation services for patients.

Virtually all of the services are demand response in nature, although a number of organizations provide standing order, or subscription, service built on fixed vehicle runs or routes and schedules. Some services are provided from curb to curb, and others from door to door, with additional assistance available to riders who need it.

The community transportation providers identified in Figure 4-7 operate a minimum total of 410 vehicles; for some of the providers, information about the number of vehicles in their fleets was not available. Of the 410 vehicles, nearly 80% are operated by MTA Long Island Bus (Able-Ride), Community and Family Residences, and Family Residences and Essential Enterprises. Note that the fleets operated by Community and Family Residences, Family Residences and Essential Enterprises, Jewish Association for Services for the Aged, and St. Charles Hospital are also used to provide service in Suffolk County and other areas. Other features of community transportation services in Nassau County are summarized below. More detailed descriptions of individual Nassau County providers can be found in Appendix F.

Figure 4-7 Inventory of Community Transportation Providers Serving Nassau County

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Vehicle Fleet Size
Countywide or County and Beyond					
Able-Ride -- MTA Long Island Bus	Within Nassau County. Also from Nassau County to points east in Suffolk County or points west in NYC by transferring to SCAT or NYC's Access-A-Ride	M-F, 7:00 AM - 11:00 PM Sat, 8:00 AM - 9:00 PM Sun, 9:00 AM – 6:30 PM. All other times, Able-Ride only provides trips that start & end within ¼ 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	96
Community and Family Residences, Inc. *	Nassau, Suffolk, Queens, and Kings counties	M-F, 6:00 AM – 6:00 PM	Persons with a developmental disability, age 21 and older, who are clients of agencies that contract with CFR*		113 (total in fleet)
Developmental Disabilities Institute	All of Nassau County	M-F, 7:00 AM – 5:00 PM	Persons with disabilities		32
Family Residences and Essential Enterprises, Inc.	All of Nassau County	Daily, 7:00 AM – 7:00 PM	Individuals with mental and/or physical disabilities who are enrolled with FREE	Day programs	118 (total in fleet)
Within Nassau County					
FISH of Wantagh Volunteer Driver Program	From Wantagh, North Wantagh, Bellmore, and North Bellmore to Mineola, Massapequa, Merrick, Seaford		Senior residents of Wantagh, North Wantagh, Bellmore, and North Bellmore	Medical trips are given priority	About 60-65 volunteers man phones and provide rides
FISH of New Hyde Park Volunteer Driver Program	New Hyde Park, Garden City Park		Senior residents and residents with disabilities of New Hyde Park and Garden City Park	Local medical trips	
JCC of the Greater Five Towns	Hempstead – Hewlett, Woodmere, Cedarhurst, Lawrence, Inwood, Lynbrook, Valley Stream	M, T, Th, F, Su, 9:00 AM – 5:00 PM W, 9:00 AM – 8:30 PM	Older adults and persons with disabilities	JCC programs and activities, outings to NYC and eastern Long Island	6
Jewish Association for Services for the Aged	Long Beach peninsula into surrounding communities on South Shore of Nassau County	M-F, 9:00 AM – 2:00 PM	Individuals above age 60; for this service, customers may not be Medicaid clients	Medical	7 (total in agency fleet)
Long Beach Medical Center	Long Beach, Island Park, Point Lookout, Atlantic Beach, Freeport, Baldwin, Woodmere, Cedarhurst, Merrick, Lynbrook, Oceanside, Lawrence, Rockville Centre, Inwood, Valley Stream, East Rockaway, Bellmore, Wantagh	M-F, 8:00 AM – 5:00 PM	Older adults and persons with disabilities who have physician's prescription or referral for access to rehabilitation services/diagnostic testing at New Wound Care Center, Diabetes Center and New Visions Center	Medical	5-6

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Vehicle Fleet Size
Long Beach Transit	City of Long Beach	Daily, 5:00 AM – 5:00 PM	ADA-eligible individuals –must have a disability that prevents use of fixed-route services	All types	4
The Rehabilitation Center	East Meadow, Old Bethpage	M-F, 7:00 AM – 4:00 PM	Individuals with disabilities	Volunteer employment Community outings	4
St. Charles Hospital	Glen Cove, Hempstead, North Hempstead, Oyster Bay		Persons within a designated radius of the hospital who have no other means of transportation	Medical	7 (total in fleet)
Other Providers					
City of Glen Cove	Food shopping shuttle from Glen Cove Senior Community Service Center		Older adults	Food shopping	
Town of Hempstead Department of Senior Enrichment			Older adults		
Town of North Hempstead	Most North Hempstead communities	Six to eight runs per day	Older adults through a reservation system	Food shopping, mall shopping, community centers, special events	15 vehicles (12 operational)
Town of Oyster Bay	Most Oyster Bay communities	Shopper's bus runs twice weekly from Bayville to Syosset	Older adults	Shopping (malls) Food shopping	

*Organizations that contract with CFR for transportation services include Adults and Children with Learning and Developmental Disabilities, Family Residences and Essential Enterprises, Long Island Developmental Disabilities Services Office, Center for Developmental Disabilities, Mill Neck Services for the Deaf, Lifespire, Queens Cerebral Palsy, and TRI.

Service Areas

The majority of community transportation service providers in Nassau County serve individual communities or portions of the county. Providers of countywide service include the following:

- MTA Long Island Bus, with its Able-Ride ADA paratransit service
- Community and Family Residences, Inc., which provides client transportation under contract to a number of organizations, and provides service within Nassau County and to destinations in Brooklyn, Queens, and Suffolk County
- Developmental Disabilities Institute

The remaining 13 providers serve all or part of one city or town, or a city/town and the surrounding communities. City or town-based services include those operated by:

- Long Beach Transit
- The Rehabilitation Center
- City of Glen Cove
- Town of Hempstead Department of Senior Enrichment
- Town of North Hempstead
- Town of Oyster Bay

More intra-community services are offered by:

- Family Residences and Essential Enterprises, Inc.
- JCC of the Greater Five Towns
- Jewish Association for Services for the Aged
- Long Beach Medical Center
- St. Charles Hospital

The service areas of these transportation providers are shown in Figure 4-8. Each provider is represented by a circle of a certain color; every community in which a circle of that color appears is within the service area of that provider.

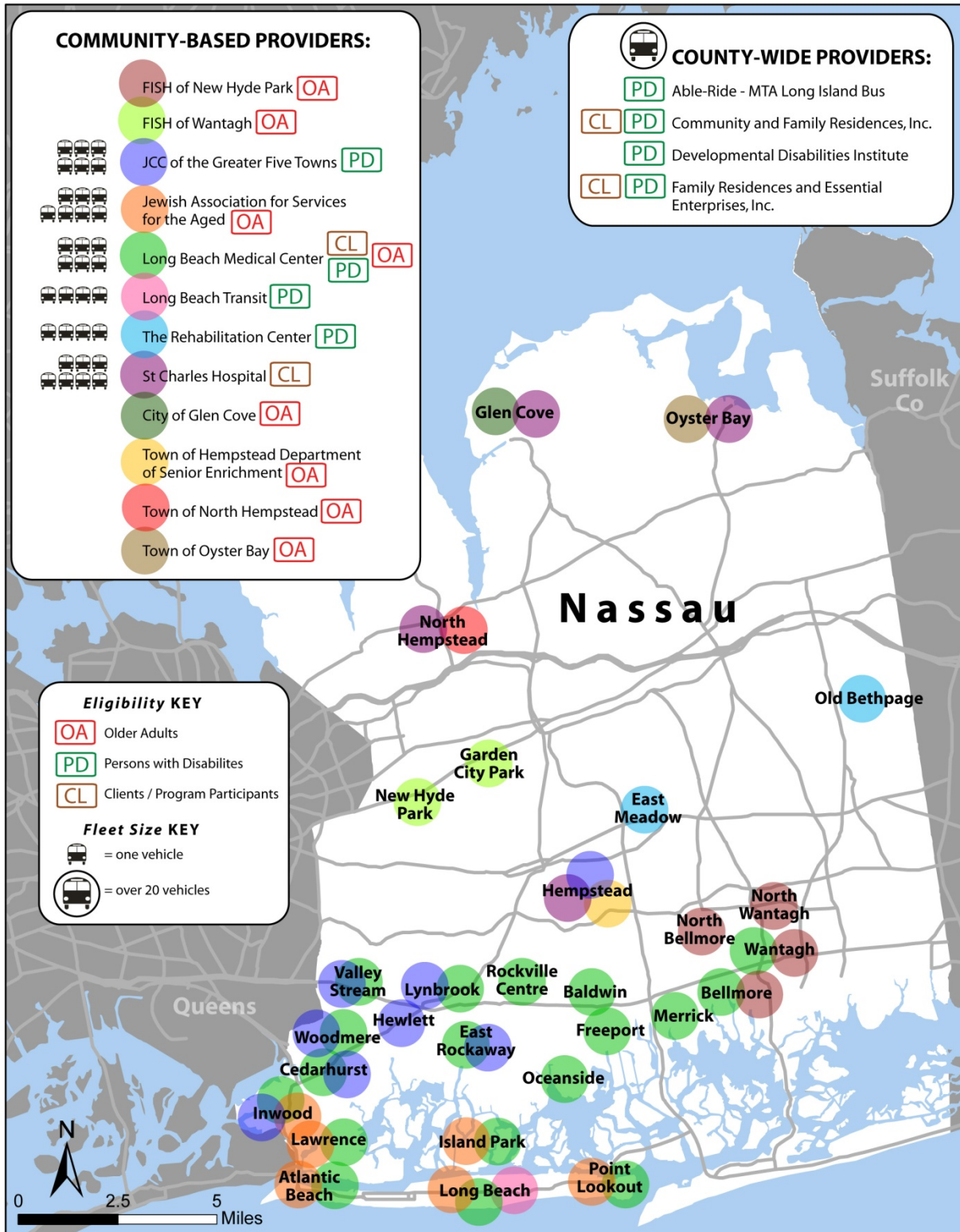
Figure 4-8 also shows the types of riders that are eligible to use each provider's transportation services. Eligible riders include older adults, persons with disabilities, and clients of a particular agency or participants in a particular program. Eligible riders and trip purposes are discussed more below.

Finally, Figure 4-8 notes the number of vehicles in each provider's fleet.

Service Days and Hours

In general, community transportation services in Nassau County are available on weekdays for an eight-hour span of time – from 7:00 AM to 3:00 PM, 8:00 AM to 4:00 PM, or 9:00 AM to 5:00

Figure 4-8 Nassau County Community Transportation Providers



PM. Organizations that transport customers to day programs tend to operate a longer service day, as do MTA Long Island Bus and Long Beach Transit, which offer ADA paratransit service. The two public transit providers also make service available on weekends; Saturday or Sunday service is offered occasionally by other providers.

Eligible Riders and Trip Purposes

Most of the Nassau County community transportation providers serve persons with disabilities and/or older adults. Of the 16 providers listed in Figure 4-7, seven provide service for persons with disabilities, five serve older adults, and three make service available to both populations. In several instances, individuals must not only meet age requirements or have a disability to be eligible for transportation service, but must also be a client of the provider or an agency for which it operates transportation service. One organization (St. Charles Hospital) provides transportation service for any individual who has no other means of access to the facility.

MTA Long Island Bus and Long Beach Transit provide service for ADA-eligible individuals regardless of trip purpose, in accordance with ADA regulations. Other Nassau County providers offer transportation for specific trip purposes, such as medical appointments, attendance at day programs, shopping (most often grocery shopping), recreational outings, and participation in programs and activities at the provider’s facility.

Section 5310 Recipients

NYSDOT, which administers the Section 5310 program in New York (aided by NYMTC’s Nassau-Suffolk Transportation Coordinating Committee on Long Island), has awarded vehicles to a number of non-profit organizations based in Nassau County in the past. Organizations included on a list of active Section 5310 recipients, provided by NYMTC, are shown in Figure 4-9.

Figure 4-9 Active Section 5310 Recipients in Nassau County

Organization	Location
EAC, Inc.	Hempstead
Family Residences and Essential Enterprises, Inc.	Old Bethpage
Five Towns Community Center	Lawrence
Franklin Hospital	Valley Stream
Jewish Association for Services for the Aged	Mineola
Long Beach Medical Center	Long Beach
Long Island Center for Independent Living, Inc.	Levittown
Saint Brigid Outreach	Westbury
St. John’s United Methodist Church	Valley Stream
The Greater Five Towns YM and YWHA	Cedarhurst
The Rehabilitation Institute, Inc.	Westbury
Trustees of the Jones Fund	Bayville

Of the organizations that submitted applications for the 2008 round of Section 5310 funding, only one serves Nassau County – Developmental Disabilities Institute, located in Smithtown (Suffolk County).

Medicaid Non-Emergency Transportation Providers

The Nassau County Department of Social Services (DSS) administers the Medicaid program for Nassau County residents. Individuals who are able to use a private vehicle or public transportation service to travel to their Medicaid-eligible medical appointments must receive prior authorization from DSS. Medicaid recipients who require taxi or ambulette (or ambulance) service must contact Globe Ground Corporation, which is the contracted transportation coordinator of DSS, for trip authorization.

Existing Coordination Efforts

The transportation provider survey asked about current coordination arrangements among transportation providers, and obstacles or issues that have affected coordination efforts. Nassau County providers reported little coordination at present beyond information and referral services, although Community and Family Residences contracts with eight human service agencies to provide client transportation services, or transportation and vehicle maintenance services. Respondents identified restrictions on vehicle use, concerns about liability or insurance, turf issues, and unique client characteristics that would make grouping trips a challenge as issues that have affected coordination activities.

Community Transportation Services in Suffolk County

Figure 4-10 lists basic service characteristics of community transportation providers that serve Suffolk County. As in the table of Nassau County transportation providers described above, information was obtained primarily from responses to the online provider survey, but also from a review of websites, recent Section 5310 applications, and the *Access to Transportation on Long Island Technical Report*. In addition to survey respondents, Figure 4-10 also lists a number of organizations that are known to provide community transportation services for one or more of the target populations, but about which only limited information is available. A total of 29 community transportation providers are identified in Figure 4-10.

One half of the transportation providers listed in Figure 4-10 are non-profit human service agencies. Another third are senior citizen divisions of town governments. The two public transit providers operating in the county, Suffolk County Transit and Huntington Area Rapid Transit, are also governmental entities—departments of Suffolk County and the Town of Huntington, respectively. Three hospitals or other medical facilities make transportation services available to patients.

All of the providers offer demand response service, although a number of organizations provide standing order, or subscription, service built on fixed vehicle runs or routes and schedules. Some services are provided from curb to curb, and others from door to door, with additional assistance available to riders who need it.

The providers shown in Figure 4-10 operate a total of 558 vehicles. The vehicles used by Suffolk County Department of Public Works (for its SCAT ADA paratransit service), Community and Family Residences, Family Residences and Essential Enterprises, and Maryhaven Center of Hope make up 67% of that total; however, the fleets operated by CFR and FREE are also used to provide service in Nassau County and other areas. Independent Group Home Living Program, Family Service League, and the Town of Brookhaven Jitney service also use relatively large numbers of vehicles: 24, 46, and 39 vehicles, respectively.

Other features of community transportation services in Suffolk County are summarized below. More detailed descriptions of individual Suffolk County providers can be found in Appendix F.

Service Areas

As shown in Figure 4-10, eight providers serve all of Suffolk County:

- Community and Family Residences, Inc.
- Educational Assistance Corporation, which provides service under contract to the county Department of Social Services
- Developmental Disabilities Institute
- Family Residences and Essential Enterprises, Inc.
- Federation of Organizations, an agency that provides services and programs for individuals with developmental disabilities
- Homeworks of Suffolk, which transports clients residing in its group homes
- Independent Group Home Living Program, which provides transportation to and from day treatment programs
- Suffolk County Department of Public Works, through the SCAT ADA paratransit service

The rest of the community transportation service providers offer service in one or more Suffolk County towns.

Figure 4-10 Inventory of Community Transportation Providers Serving Suffolk County

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Vehicle Fleet Size
Countywide or County and Beyond					
Community and Family Residences, Inc.	Nassau, Suffolk, Queens, and Kings counties	M-F, 6:00 AM – 6:00 PM	Persons with a developmental disability, age 21 and older, who are clients of agencies that contract with CRF*		113 (total in fleet)
Developmental Disabilities Institute	All of Suffolk County	M-F, 7:00 AM – 5:00 PM	Persons with disabilities		32
Educational Assistance Corporation (EAC) , Inc., under contract to Suffolk County Dept. of Social Services	Suffolk County	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 Child care	4 Section 5310 vehicles
Family Residences and Essential Enterprises, Inc.	All of Suffolk County	Daily, 7:00 AM – 7:00 PM	Individuals with mental and/or physical disabilities who are enrolled with FREE	Day programs	118 (total in fleet)
Federation of Organizations	Suffolk County	M-Sat, 7:00 AM – 3:00 PM	Senior volunteers in Senior Support Service Programs Mental Health program clients	NA	12
Homeworks of Suffolk	Suffolk County	M-F, 12 hours of service Sat, Sun; 4 hours of service	Residents in Homeworks group homes who are chronic substance/alcohol abusers, have mental illness, and/or are HIV/AIDS positive in recovery	NA	6, plus 4 requested in current Section 5310 application
Independent Group Home Living Program, Inc.	All of Suffolk County	M-Sat, 7:00 AM – 6:00 PM	Individuals with mental retardation or developmental disabilities	Day treatment programs	24
Suffolk County Department of Public Works, Transportation Division -- Suffolk County Accessible Transportation (SCAT)	Babylon Brookhaven East Hampton Huntington Riverhead Shelter Island Smithtown Southampton Southold	M-F; 6:00 AM – 8:30 PM Sat, 7:00 AM– 8:30 PM	Individuals with permanent or temporary disabilities that prevent use of SCT fixed-route services	All types	73
Within Suffolk County					
Town of Brookhaven Jitney Service	Town of Brookhaven	M-F – 7:00 AM – 3:30 PM	Older adults and persons with disabilities	Medical Nutrition Recreation Shopping Personal needs Social services Senior day care	39
Clubhouse of Suffolk	Facilities in Ronkonkoma and Riverhead	NA	Individuals with psychiatric diagnosis and serious and disabling forms of mental illness	Trips to facilities for activities and programs	10, plus 4 requested in current 5310 application
Commack Senior Center Y - JCC	Based on membership	NA	Center members	Trips to center for nutrition, exercise, lectures, entertainment	3

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Vehicle Fleet Size
The Community Programs Center of Long Island	Babylon, Brookhaven, Islip, and Smithtown	M-F, 7:00 AM – 6:00 PM (different areas are served on different days)	Seniors and individuals with disabilities	Social Adult Day Services	2
Family Service League, Inc.	Babylon, Huntington, Islip, Smithtown	M-F, 7:30AM – 5:00 PM	Adults with severe or persistent mental illness and older adults who participate in day treatment programs	Day treatment programs	46 in agency fleet, plus 4 requested in current Section 5310 application; 5 used for day treatment programs
Huntington Area Rapid Transit (HART)	Huntington and transfer point with SCT just over the Huntington/Smithtown line	M-F, 6:00 AM – 8:00 PM Sa, 9:00 AM – 8:00 PM	ADA-eligible individuals Transportation-disadvantaged, non-driving elderly residents	All types	6
Town of Islip Disabled Services/Therapeutic Recreation	Town of Islip	M, W, F 9:00 AM – 3:00 PM	Persons with disabilities	Medical Shopping Social services Personal business	1
Town of Islip, Department of Human Services, Senior Citizen Division	Town of Islip	M-F, 8:00 AM – 3:00 PM	Older adults age 60 and over and persons with disabilities	Medical Nutrition Recreation Shopping Personal needs Social services Senior day care	17
Jewish Association for Services for the Aged	Towns of Smithtown	M-F, 9:00 AM - 2:00 PM	Individuals above 60 years old	Trips to JASA Senior Center and shopping	7 (total in agency fleet)
Maryhaven Center of Hope	Babylon, Brookhaven, Islip, Riverhead, Smithtown	M-F, 5:30 AM – 9:30 PM Sat, 8:00 AM – 5:00 PM	Persons with disabilities who attend programs for which Maryhaven provides transportation	Medical Employment and training Community outings Other	71
John T. Mather Memorial Hospital	Brookhaven, Islip, Riverhead, Smithtown	M-F, 7:30 AM – 9:30 PM	Adolescents and adults participating in Partial Hospitalization Psychiatric Programs	Medical	2
Town of Riverhead, Senior Citizens Services	Town of Riverhead	M-F, 7:45 AM – 3:30 PM	Older adults who are unable to drive themselves and/or are without a vehicle	Senior Center Grocery shopping Medical Personal business	8
St. Charles Hospital	Brookhaven, Huntington		Persons within a designated radius of the hospital who have no other means of transportation	Medical	7 (total in fleet)
Suffolk County United Veterans	Brookhaven, Huntington, Riverhead, Smithtown	M-F, 8:00 AM – 6:00 PM Sat.-Sun, 9:00 AM – 5:00 PM	Formally homeless veterans in one of SCUUV housing programs	Medical Social Services Fixed-route feeder trips	2

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Vehicle Fleet Size
United Cerebral Palsy of Greater Suffolk, Inc.	Babylon, Brookhaven, Huntington, Islip, Riverhead, Smithtown	M, W; 8:30 AM – 7:00 PM T, Th, F; 8:30 AM – 5:00 PM Sat, 8:30 AM – 3:30 PM Sun, 11:00 AM – 5:30 PM	Adults in UCP Suffolk day and weekend day programs	Day programs	5
Other Providers					
Town of Babylon Senior Citizen Division	Town of Babylon		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		Older adults		
Town of Huntington Senior Citizen Division	Town of Huntington		Older adults and persons with disabilities residing in Huntington		
Island Nursing and Rehabilitation Center					1 Section 5310 vehicle
Little Flower Children and Family Services of New York	Wading River, Town of Riverhead, residential locations in Suffolk County	M-F, 8:00 AM – 5:00 PM (different types of trips provided at different times) Recreation outings, Grocery/personal shopping within 15 miles of Wading River also in evening and on weekends	Older adults and persons with disabilities	Medical Day programs Recreation outings Grocery/personal shopping	2
Long Island Center for Independent Living			Persons with disabilities		1 Section 5310 vehicle
Peconic Bay Medical Center	No information provided in survey				
Town of Shelter Island Senior Services	Town of Shelter Island		Older adults		
Town of Smithtown Senior Citizen Division	Town of Smithtown		Older adults and persons with disabilities residing in Smithtown		
Town of Southampton Senior Citizen Division	Town of Southampton		Older adults and persons with disabilities residing in Southampton	Medical Shopping Personal business	
Town of Southold Senior Citizen Division					

NA: Information Not Available

*Organizations that contract with CFR for transportation services include Adults and Children with Learning and Developmental Disabilities, Family Residences and Essential Enterprises, Long Island Developmental Disabilities Services Office, Center for Developmental Disabilities, Mill Neck Services for the Deaf, Lifespire, Queens Cerebral Palsy, and TRI.

The service areas of these transportation providers are shown in Figure 4-11. Each provider is represented by a circle of a certain color; every community in which a circle of that color appears is within the service area of that provider.

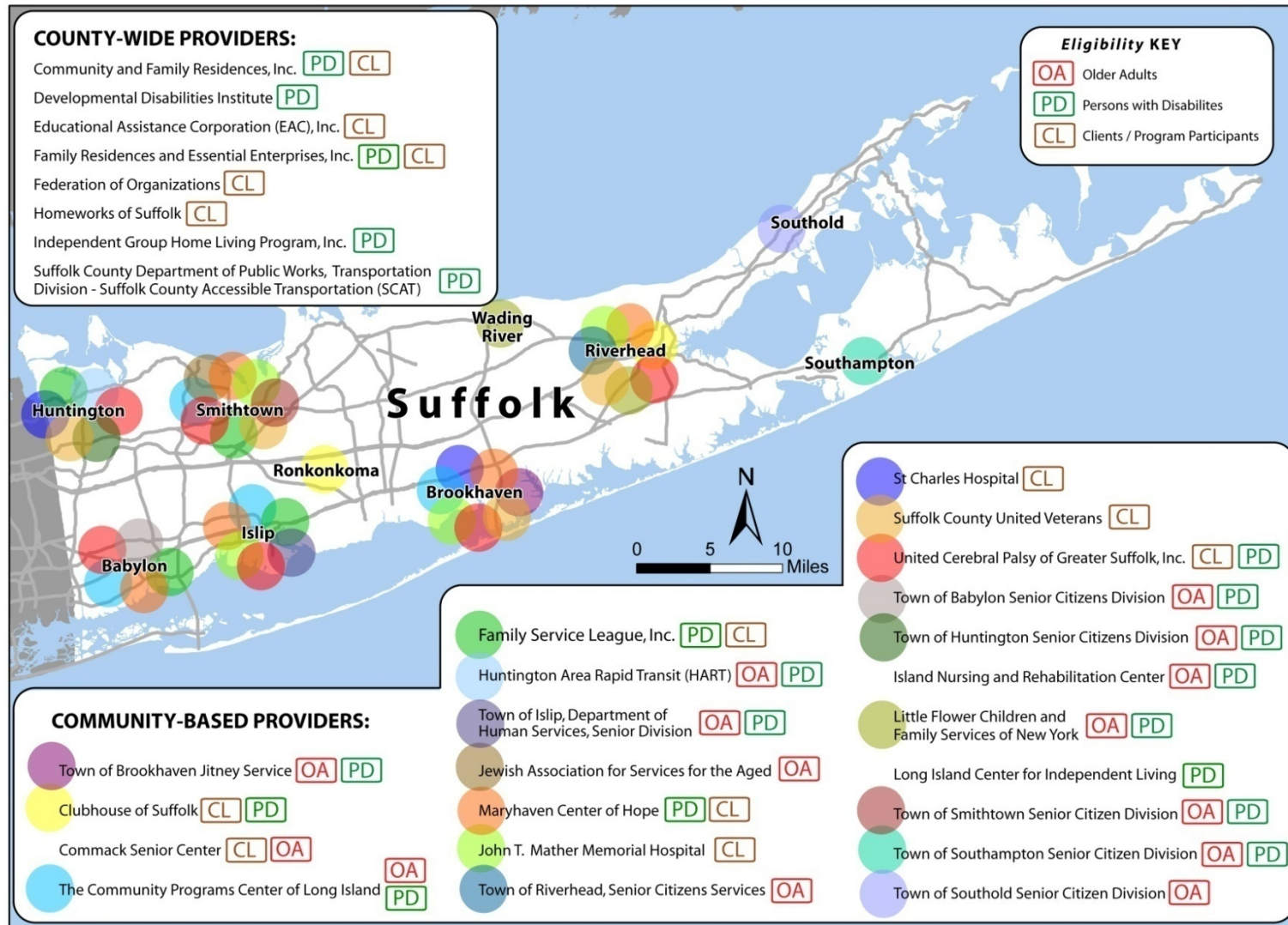
Figure 4-11 also shows the types of riders that are eligible to use each provider's transportation services. Eligible riders include older adults, persons with disabilities, and clients of a particular agency or participants in a particular program. Eligible riders and trip purposes are discussed more below.

Finally, Figure 4-11 notes the number of vehicles in each provider's fleet.

Service Days and Hours

Services are generally available on weekdays for about eight hours a day, between 7:00 AM and 3:00 PM, 8:00 AM and 4:00 PM, or 9:00 AM and 5:00 PM. Organizations that operate a longer span of service include Suffolk County Department of Public Works (SCAT) and providers that transport customers to day programs. Saturday service is provided by SCAT, HART, and several human service organizations. Four human service agencies make service available seven days a week: Educational Assistance Corporation, FREE, Suffolk County United Veterans, and UCP of Greater Suffolk.

Figure 4-11 Suffolk County Community Transportation Providers



Eligible Riders and Trip Purposes

Most of the community transportation providers identified in Suffolk County serve either persons with disabilities (eleven providers) or both persons with disabilities and older adults (eleven providers). Four providers offer service for different, more specific customer groups who are clients of the provider or a contract agency.

Suffolk County Department of Public Works and HART provide service to ADA-eligible individuals regardless of trip purpose. Several providers, including Little Flower Children and Family Services, the Town of Brookhaven, Maryhaven Center of Hope, the Town of Riverhead, Suffolk County United Veterans, and the Town of Babylon also offer a wide range of trip purposes, such as medical appointments, shopping, attendance at day programs, social services, employment and training, and personal business. Other providers limit eligible trip types to one or more of those.

Section 5310 Recipients

The majority of the active Section 5310 recipients in the Long Island subregion are non-profit organizations and towns in Suffolk County. Those transportation providers are shown in Figure 4-12.

Figure 4-12 Active Section 5310 Recipients in Suffolk County

Organization	Location
Active Retirement Community, Inc.	South Setauket
Central Suffolk Hospital	Riverhead
Clubhouse of Suffolk, Inc.	Ronkonkoma
Community and Family Residences, Inc.	Islandia
Developmental Disabilities Institute	Smithtown
Gurwin Jewish Geriatric Center	Commack
Island Nursing and Rehabilitation Center	Holtsville
John T. Mather Memorial Hospital	Port Jefferson
Little Flower Childrens & Family Services of New York	Wading River
Maryhaven Transportation Services, Inc.	Port Jefferson Station
Mercy Haven, Inc.	Islip Terrace
Rides Unlimited Nassau/Suffolk	Islandia
Siena Village	Smithtown
St. Charles Hospital and Rehabilitation Center	Port Jefferson
Suffolk County Chapter NYSARC, Inc.	Bohemia
Suffolk County United Veterans	Patchogue
The Community Programs Center of Long Island	Edgewood
Town of Brookhaven	Medford
Town of East Hampton	East Hampton
Town of Riverhead	Riverhead
UCP of Greater Suffolk	Hauppauge

In addition, all of the Long Island applicants to the Section 5310 program in the 2008 round of funding were from Suffolk County. Those organizations were:

- Community and Family Residences, Inc.
- Community Programs Center of Long Island
- Developmental Disabilities Institute
- Family Service League, Inc.
- Federation of Organizations
- Independent Group Home Living Program
- John T. Mather Memorial Hospital
- Little Flower Children & Family Services of New York
- St. Charles Hospital Foundation

Medicaid Non-Emergency Medical Transportation Providers

The Suffolk County Department of Social Services (DSS) administers the Medicaid program for Suffolk County residents. As with the Nassau County DSS, DSS contracts with Globe Ground Corporation to perform Medicaid transportation coordinator functions.

A list of providers that currently operate non-emergency medical transportation for Medicaid recipients in Suffolk County is presented in Figure 4-13.

Figure 4-13 Medicaid Non-Emergency Medical Transportation Providers in Suffolk County

Transportation Provider	Location
Taxi Providers	
All Kinds Of Rides	Patchogue (Brookhaven)
Bay Shore (Islip) Taxi	Bay Shore (Islip)
Comfort Ride	Middle Island (Brookhaven)
East End Transportation	Sayville (Islip)
Hometown Taxi	Southampton
JR's Transportation	Hampton Bays (Southampton)
Lady Coach	Bohemia (Islip)
LI Yellow	Levittown (Hempstead, Nassau)
Lindys	Islandia (Islip)
Riverhead Taxi	Calverton (Riverhead/Brookhaven)
SS Transportation	Huntington
TLC Transportation	Holbrook (Islip)
Via Taxi	Copiague (Babylon)
Winston Taxi	Medford (Brookhaven)
Ambulette Providers	
1st Choice	Glen Cove (Nassau)
AAA Ambulette Service	Farmingdale (Oyster Bay, Nassau)
All Corporate Transport	Islandia (Islip)
All Island Ambulette	Bay Shore (Islip)
American Ambulette Company	Hicksville (Oyster Bay, Nassau)
Amity Shuttle Inc	Amityville (Babylon)

Transportation Provider	Location
AMR Sunrise	Holbrook (Islip)
Angel Ambulette	Massapequa (Oyster Bay, Nassau)
C&C Ambulette	Islip
Care and Comfort	Patchogue (Brookhaven)
Cassara Transport	Kings Park (Smithtown)
Choice Medical Transport	Islandia (Islip)
Elite Transport	Medford (Brookhaven)
Empire State Medicab	Farmingdale (Oyster Bay, Nassau)
Energy Ambulette	Bohemia (Islip)
IMI Ambulette	Bay Shore (Islip)
Island Wide	Bay Shore (Islip)
LI Ambulette	Bohemia (Islip)
Medical Express	Ronkonkoma (Islip)
Northeast Ambulette	Bohemia (Islip)
Rainbow Ambulette	West Babylon (Babylon)
Ricar Medical Transportation	Lake Ronkonkoma (Islip)
Robinson Ambulette	Holtsville (Islip)
Sinai Inc	Far Rockaway (Queens)
TLC Ambulette	Holbrook (Islip)
TransCare	Amityville (Babylon)
Bus Providers	
CFR	Port Jefferson Station (Brookhaven)
Educational Bus	Copiate (Babylon)
Long Island Head Injury	Commack (Huntington)
Maryhaven	Plainview (Oyster Bay, Nassau)
Sunrise Bus	Greenport (Southold)
Towne Bus	Old Bethpage (Oyster Bay, Nassau)

Existing Coordination Efforts

Like Nassau County providers, Suffolk County providers who responded to the online survey reported minimal coordination presently occurring between providers. Three providers offer information and referral services to customers; Community Programs Center of Long Island indicated that it participates in joint procurement and training, and shared vehicle use and maintenance with other agencies. Both Community and Family Residences and Maryhaven Transportation provide service to clients of other agencies under contract.

A notable example of coordination in Suffolk County is the medical transportation service to Stony Brook Hospital jointly operated by the Towns of East Hampton and Southampton. Each town is responsible for providing service to residents of both communities on designated days, thereby reducing the time that each town's vehicles are unavailable for local trips and increasing the capacity available for medical trips to Stony Brook. Financial arrangements are informal, with the town that operates the service on a particular day covering the cost for that day.

Several survey respondents identified issues that have affected coordination efforts. These include:

- Statutory barriers to pooling funds
- Restrictions on vehicle use
- Insurance or liability concerns
- Unique client characteristics that affect trip grouping opportunities (mentioned most often by providers)
- Billing or accounting issues

Recent JARC and New Freedom Projects

In the 2008 round of JARC and New Freedom grant awards administered by NYMTC in the spring of 2008, the Town of Brookhaven was recommended for an award of funds to hire a Mobility Manager to improve transportation options for communities in western Suffolk County by encouraging coordination among existing public transportation providers and other transportation service providers, and by providing customers with services such as travel training and trip planning.