

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

## Introduction

New York City, as one of the largest cities in the world, has an extensive public transportation network. This system is designed to transport people within the urban areas as well as to/from destinations outside of the city but within the larger metropolitan region. Public transit services are an essential aspect to ensuring mobility for members of the three target populations – older adults, persons with disabilities, and low income individuals and families.

The purpose of this chapter is to provide an overview of public transportation services available in the NYMTC region with an emphasis on the accessibility of the overall service network. For purposes of this study, public transportation is defined broadly to include public transit (rail, subway, bus, ferry) and taxi and livery services, as well as community transportation services available to specific segments of the population or for particular transportation purposes. Public transportation projects funded by JARC and New Freedom are also discussed as appropriate.

The chapter is organized first by service type and then geographically. Public transportation services are presented first. Regional transit services are described initially, followed by a description of public transit services available in each of the five New York City boroughs. Community transportation services are presented immediately following the public transportation section; these services are presented according to the three subregions. Ongoing coordination efforts are also presented in this section. Information about these services and programs were identified through review of existing documents, stakeholder interviews, a survey conducted among transportation providers, workshops held with providers and members of the public, and focus group meetings held with members of the target populations.

## Regional Providers

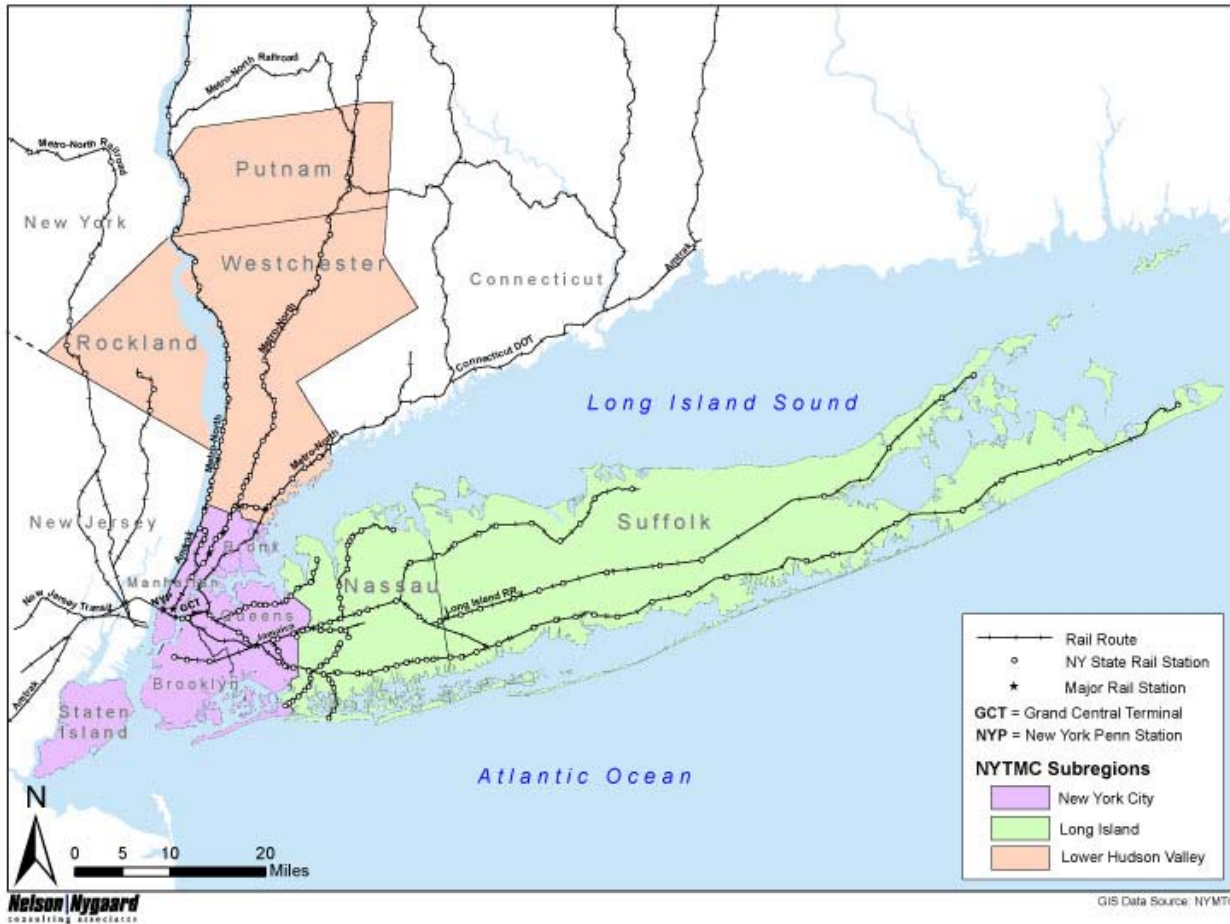
The ten counties that make up the NYMTC region are all served, in some form, by the Metropolitan Transportation Authority (MTA). While the MTA is the only provider that serves the entire NYMTC region, other operators serve sub-sections of the region. The MTA provides transit service through a number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

- MTA Metro-North Railroad (MNR);
- MTA Long Island Rail Road (LIRR);
- MTA Long Island Bus (LI 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

**Figure 4-1 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 NYC from the more suburban areas of Long Island and the Lower Hudson Valley, they also support inter and intra-regional connections.

### Metro-North

Metro-North provides rail service between New York City, the Lower Hudson Valley and southwestern Connecticut. The services consist of 120 stations, 384 route miles, and 775 miles of track, covering a total service area of 2,701 square miles. From Grand Central Terminal in Manhattan, three main lines run east of the Hudson River:

- The Harlem Line operates between Grand Central Station in Manhattan and Wassauc Station in Dutchess County. This line serves major employment areas in White Plains.
- The New Haven Line operates between Grand Central Station and Union Station in New Haven, Connecticut. It serves major employment centers in southeast Connecticut, including Greenwich, Stamford, and Bridgeport.

- The Hudson Line operates between Grand Central Station and Poughkeepsie serving employment areas in Yonkers, Tarrytown, and Peekskill.

The two lines west of the Hudson, the Port Jervis and Pascack Valley Lines, operate from New Jersey Transit's hub in Hoboken, NJ, and connect with service from Penn Station in Manhattan and at Secaucus Junction in New Jersey.

Fares on Metro-North are distance-based, with base fares starting as low as \$3.00 and going as high as \$26.00. The lowest fares are WebTicket fares during off-peak periods that require an advanced purchase, while the highest fares are the ones that are bought onboard the train during peak periods. Besides base fares, discounted fares are provided for children, older adults, and persons with disabilities. Monthly passes and 10 trip fares are available for purchase. CityTicket, which provides weekend discounted Metro-North trips, is also available for MNR trips entirely within New York City. Uni-Ticket and tickets with MetroCards are available for passengers that use Metro-North as well as connecting transit operators for trips.<sup>1</sup>

Metro-North also manages several feeder services, including the Hudson Rail Link, which provides bus service connections between the Riverdale neighborhood in the Bronx to the Riverdale or Spuyten Duyvil stations; the Haverstraw-Ossining Ferry which connects the Ossining Metro-North Station to Haverstraw across the Hudson River; and the Newburgh-Beacon Ferry, connecting Beacon Metro-North station with Newburgh across the Hudson River. Combined, these feeder services transport over one-half million riders per year.

On an average weekday, 270,000 passengers ride Metro-North each day, with 49 percent commuting into Manhattan, and the remainder using Metro-North's reverse commute services or traveling for other purposes.

## Long Island Rail Road (LIRR)

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.<sup>2</sup> In total, there are 124 stations in Nassau and Suffolk counties in 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 in Queens, where 10 of the branches converge.

A one-way peak fare on the LIRR ranges from \$6.50 to \$29.00, depending on the distance and time of day traveled. Lower fares are also available by purchasing tickets in advance or buying them in bulk. 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.

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<sup>1</sup> MTA Metro-North fares webpage

<sup>2</sup> MTA LIRR website – about the LIRR

## 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.<sup>3</sup> 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 such as:

- Monsey Trails – offers service from Rockland County to Manhattan and Brooklyn.
- Coach USA-Short Line – provides service between Rockland County and New York City.
- Coach USA Red and Tan (Rockland Coaches)<sup>4</sup> – links Rockland County with New York City.
- Tappan Zee Express – operates from Rockland County to White Plains<sup>5</sup>.
- Leprechaun Connection – provides service from Dutchess and Putnam counties to White Plains<sup>6</sup>.
- 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 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, “over the road” coaches, and offer premium seating and service as compared with regular transit bus service. Most operators do have wheelchair lifts in their vehicles, or on select trips. These operators charge

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<sup>3</sup> MTA website – accessibility section

<sup>4</sup> Rockland County Transit Information website

<sup>5</sup> *ibid*

<sup>6</sup> Leprechaun Connection website

distance-based fares with discounts for multiple ride tickets. Some operators do offer discounts for older adults and persons with disabilities. Per the ADA, operators of over-the-road coaches involved in commute trips are not required to use wheelchair accessible vehicles.

## 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.

New Jersey Transit and a number of private bus operators provide commuter transit service from New Jersey into Manhattan; these services typically operate to/from Penn Station and the Port Authority Bus Terminal in Midtown Manhattan. The Port Authority Bus Terminal has fully accessible facilities with escalators and elevators.<sup>7</sup> PATH train and ferry operators also provide service between New Jersey and Manhattan.<sup>8</sup>

Connecticut Transit (CT Transit) and Housatonic Area Regional Transit also provide connections between the Lower Hudson Valley and Connecticut.<sup>9</sup> These services, however, do not operate within New York City.

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,<sup>10</sup> 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. New York City

## Overview of Public Transit Service

The primary transit operating agency in the five boroughs of New York City is the Metropolitan Transportation Authority's local subsidiary, New York City Transit (MTA NYCT). New York City Transit is the largest transit agency in the United States, carrying approximately 7 million passengers a day, for a total of 2 billion per year<sup>11</sup>. Transit service in New York City is operated 24 hours a day seven days a week.<sup>12</sup> MTA NYCT operates subway, local, and limited stop bus, express bus, and the Staten Island Railway. These services operate throughout the Bronx, Brooklyn, Manhattan, Queens, and Staten Island.

MTA sets a flat fare of \$2.25 for a single trip on both subway and local bus routes while a single cash fare on an express bus service is \$5.50. Passengers may pay cash when boarding a bus, but must buy a MetroCard to board the subway. MetroCards are MTA's primary fare media. They are sold as single trip, daily unlimited, 7-day, 14-day, and 30-day unlimited use passes and offer different discounts, depending on the type of pass, to passengers based on frequency of travel. Non-unlimited MetroCards can also be used on buses, MTA's Long Island Bus, Staten Island Railway, at PATH stations, JFK-AirTrain services, Westchester Bee-Line buses, and the Roosevelt Island Tram. MetroCards cannot, however, be used on Access-A-Ride.

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<sup>7</sup> APTA Website – transit services serving New York City

<sup>8</sup> *ibid*

<sup>9</sup> APTA Website – Putnam and Westchester County transit operators

<sup>10</sup> APTA Website – Suffolk County Transit operators

<sup>11</sup> MTA-NYCT website – about New York City Subways section

<sup>12</sup> MTA-NYCT and MTA Bus public timetables

MTA also offers a reduced fare program with fares of \$1.10 per trip or less for passengers 65 years or older or who have a disability that qualifies them to receive the card. MTA Reduced-Fare MetroCards are personalized with a name and photograph, but otherwise work the same as a regular MetroCard. They are sold as unlimited ride or pay-per-ride cards. Reduced-Fare MetroCards can be used on the same services as regular MetroCards, although reduced fares are not extended to passengers traveling on some services during peak periods. Neither regular MetroCards nor Reduced Fare MetroCards are accepted on Access-A-Ride.

## Subway

The New York City subway has 26 lines, 468 stations, and the largest subway car fleet in the world. Subway services include local, express, skip-stop express, and local-express transfers across the platform. In addition to the main line subway routes, there are three train shuttle services that connect to the major lines: the Franklin Avenue Shuttle, the Rockaway Park Shuttle, and the 42<sup>nd</sup> Street Shuttle. A map of the subway system is shown as Figure 4-2.

New York's subway system was once plagued by disrepair, but MTA NYCT has rehabilitated or upgraded nearly half of its stations in the last two decades. In addition, it has undertaken, and is continuing to make a significant effort, to make stations accessible to persons with disabilities. Indeed, New York State law requires MTA to make 100 key subway stations (21%) of the current number of stations accessible by 2020.<sup>13</sup> Accessible upgrades include installing elevators at major transfer stations as well as stations that have a large population of persons with disabilities living close by, as well as escalators at other stations. To date, however, only 83 of the 468 stations, representing roughly 16 percent of the stations, are ADA accessible.<sup>14</sup> A list of accessible stations is included in Appendix G.

Even among these accessible stations, some persons with disabilities and older adults report having difficulty using the subway. Focus group and workshop participants commented that much of the accessibility infrastructure, which primarily consists of escalators and elevators, is in disrepair or poor condition. Consequently, persons reliant on the infrastructure have a difficult time knowing when and if the equipment is available and functioning. A May 2008 New York Times article reported, among other statistics about the subway's accessibility infrastructure, that two-thirds of the system's elevators broke down last year with passengers trapped inside.<sup>15</sup> Further, many passengers report difficulties with the vertical gap between the subway platforms and floors of the subways cars, as well as physical obstacles such as bollards in nominally accessible stations that make utilization difficult.

The MTA has begun work on a new subway line along the East Side under 2<sup>nd</sup> Avenue. Many of the new stations currently in design are slated to be accessible by elevator.<sup>16</sup>

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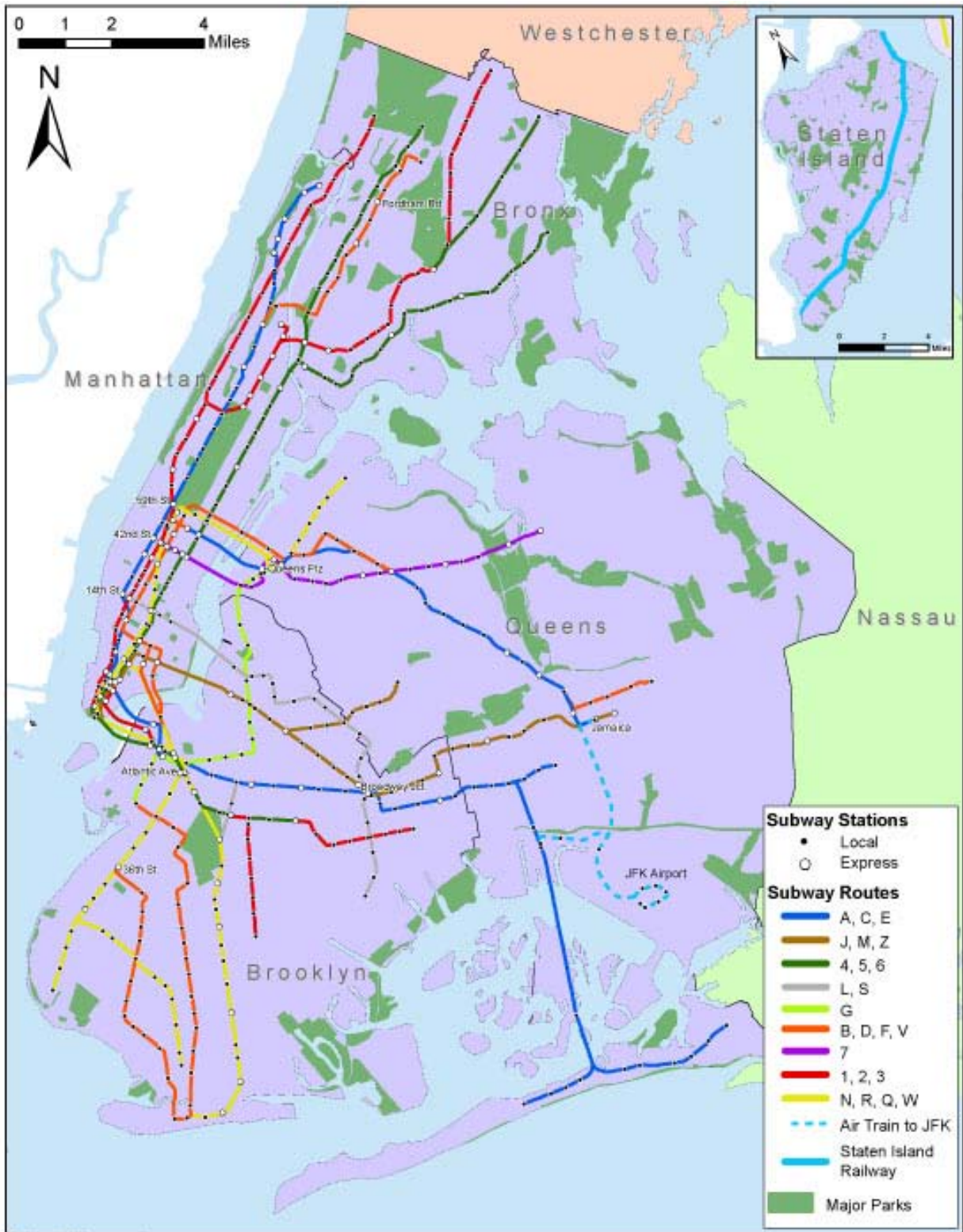
<sup>13</sup> New York State Transportation Law 15-b

<sup>14</sup> MTA website – Accessibility section

<sup>15</sup> "\$1 Billion Later, New York's Subway Elevators Still Fail." May 19, 2008.

<sup>16</sup> [http://mta.info/capconstr/sas/documents/CB8\\_Elev\\_Anc\\_Fac.pdf](http://mta.info/capconstr/sas/documents/CB8_Elev_Anc_Fac.pdf)

**Figure 4-2 NYC Subway System**



**Nelson Nygaard**  
consulting associates

GIS Data Source: NYMTC

## Bus

There are two public transportation bus operators in New York City, both of which are managed by MTA: New York City Transit and the MTA Bus Company. Although the two operators are distinct within the MTA organization, they operate as a seamless and coordinated bus network throughout the five boroughs with the same fare policy and media, schedules and operating standards; thus to the customer, they are one system. A map of the New York City Bus system is shown as Figure 4-3.

MTA New York City Transit (MTA NYCT) provides the majority of bus service throughout the city, while MTA Bus provides local and express service primarily in the Bronx, Brooklyn, Queens, and Staten Island. MTA Bus was created in 2004 to consolidate the last seven private franchised bus carriers in New York City<sup>17</sup>.

Combined, the MTA Bus and MTA NYCT operate 253 local/limited bus routes and 71 express bus routes. MTA NYCT's fleet of 4,700 buses and the MTA Bus' fleet of 1,400 buses are all ADA accessible with wheelchair lifts and are equipped with a kneeling feature. Many routes also utilize low-floor vehicles that enable customers to enter via front door ramps. In 2007, the buses averaged 45,865 weekday trips.

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<sup>17</sup> MTA Bus website – about MTA Bus section



**Figure 4-3 NYC Bus System**



## Ferries

The Staten Island Ferry, operated by the New York City Department of Transportation, provides passenger ferry service from the St. George Ferry Terminal in Richmond Terrace, Staten Island to the Whitehall Terminal in Lower Manhattan. The service is available free of charge and the ferry operates 24 hours a day, 365 days per year. Each day, the ferry makes 110 trips and carries an average of 65,000 passengers; annual ridership is 19 million. The St. George Ferry Terminal (in Staten Island) is served by the Staten Island Railway and 20 bus routes. The Whitehall Terminal (in Manhattan) is within a short walking distance from five subway lines and three bus lines. These ferry services are shown together with water taxi routes on Figure 4-4.

Both Staten Island ferry terminals are accessible and are equipped with elevators and escalators. The other ferry terminals are at-grade facilities without the need for stairs. A Talking Kiosk machine was installed in 2008 in the St. George Ferry Terminal to assist passengers with vision impairment in navigating the terminal. Plans for another talking kiosk in the Whitehall Terminal are ongoing.

### *Private Ferry and Water Taxi Services*

Among the privately operated ferry and water taxi services in NYC, two operators dominate the market: the New York Water Taxi Company and the Liberty Water Taxi service. Of these the New York Water Taxi Company is significantly larger. It operates four commuter routes serving East River sites in Manhattan, Brooklyn and Queens as well as southern Brooklyn:

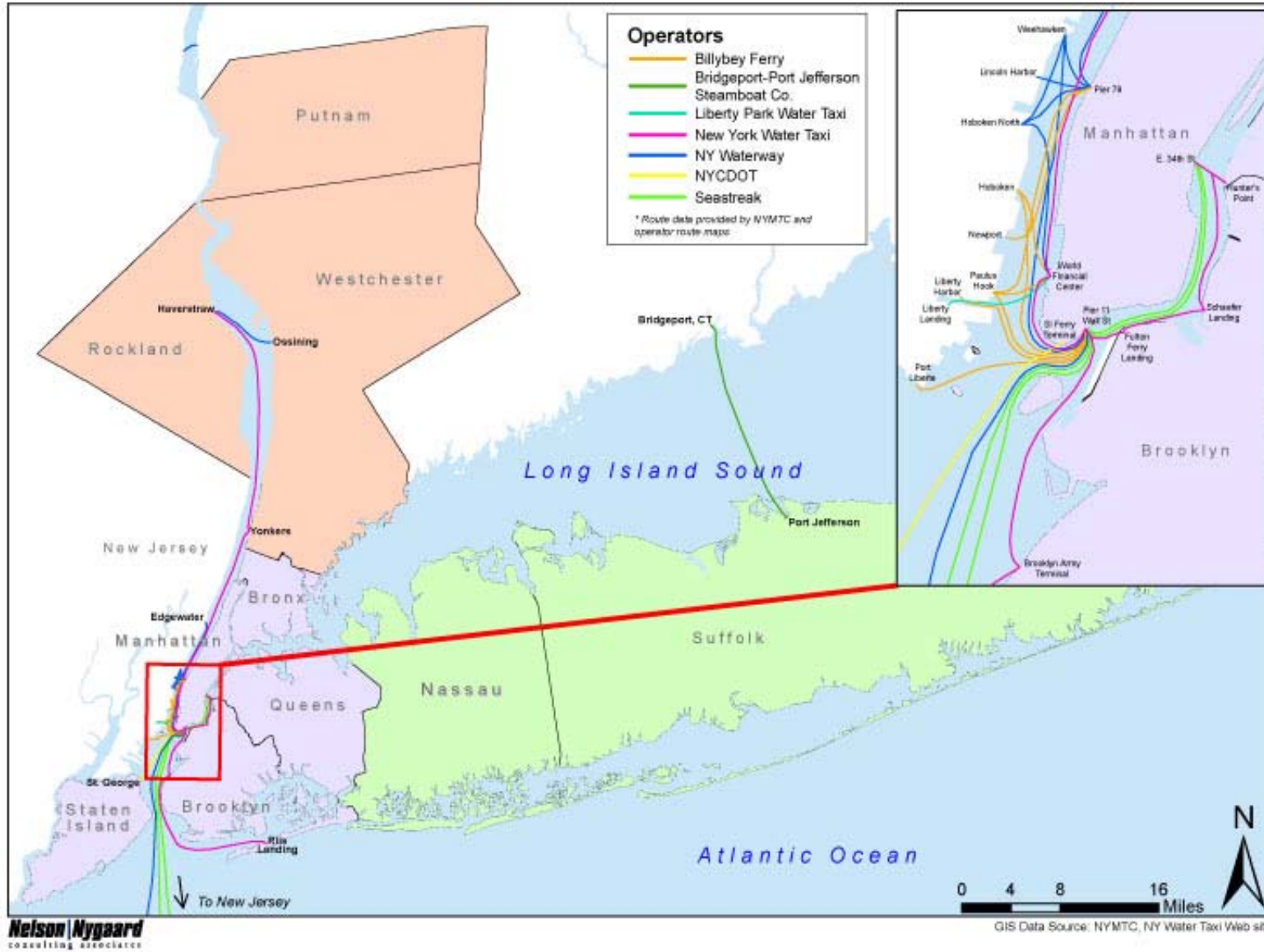
- The IKEA Express Service connecting the Wall Street Ferry Pier with the IKEA Pier in Brooklyn. This service is free of charge and available to members of the public.
- The Rockaway Beach and Commuter Service traveling between the Wall Street Ferry Pier, the Brooklyn Army Terminal and the Riis Landing in Queens.
- The East River Commuter Service that travels between Hunters Point in Queens, East 34<sup>th</sup> Street in Manhattan, Schaefer Landing in Brooklyn, the Fulton Ferry Landing in Brooklyn and the Wall Street Ferry Pier.
- The Yonkers Commuter Service operating between the Wall Street Ferry Pier and the World Financial Center Pier in Manhattan as well as Yonkers in Westchester County and Haverstraw Pier in Rockland County.

The New York Water Taxi Company also provides tours and “hop-on,” “hop-off” service to various piers along Manhattan’s waterfront, from West 44<sup>th</sup> Street around the southern end of Manhattan to East 34<sup>th</sup> Street.

The Liberty Water Taxi service operates a single route between Battery Park in Manhattan and Jersey City, New Jersey. Various other smaller private ferry and water taxi services are also available between Manhattan and New Jersey, including to locations in Weehawken, Hoboken, and Belford.

NY Waterway is another ferry service providing trips between New Jersey and Lower Manhattan and Midtown. It operates three peak routes, three limited off-peak routes, and one weekend route. It has 10 stops in New Jersey from Belford/Harbor Way in the south up to Edgewater Landing, just north of 59<sup>th</sup> Street across the Hudson River. There are two stops in Lower Manhattan, Pier 11/Wall St and the World Financial Center, and one in Midtown at 39<sup>th</sup> Street.

**Figure 4-4 Ferry and Water Taxi Routes**



## Additional Transit Services

Various private bus and shuttle operators supplement public transit service, including the Downtown Alliance shuttle and the Atlantic Express bus service, as well as countless shuttles for individual residential complexes, offices, and major cultural attractions.

The Roosevelt Island Operating Corporation provides an aerial tramway connection to Roosevelt Island from the East Side of Manhattan, as well as a feeder bus route on the island itself.

## Transit Hubs

Connections between New York's extensive transit networks are available via several intermodal hubs. The locations of the major intermodal hubs are shown in Figure 4-5. In Manhattan, the major intermodal stations include:

- **Pennsylvania Station (Penn Station)** – Penn Station is the Manhattan terminal for the Long Island Rail Road and NJ Transit commuter trains, as well as Amtrak intercity trains. Connections to the MTA NYCT subway and bus services are also available at Penn Station. This station is located in Midtown Manhattan at 32<sup>nd</sup> Street and 7<sup>th</sup> Avenue.
- **Grand Central Terminal** – Grand Central Terminal is the terminal for Metro-North Railroad in New York City; almost all Metro-North trains serve this station. Local bus and subway connections are available at Grand Central Terminal. It is located at the intersection of 42<sup>nd</sup> Street and Park Avenue in Midtown Manhattan.
- **Port Authority Bus Terminal** – The Port Authority Bus Terminal (PABT) is the main commuter and intercity bus terminal in the city. This facility is served by a number of public and private commuter bus operators, providing service to New Jersey, Pennsylvania, and upstate New York. Intercity operators serve locations throughout the country and portions of Canada from this location. Subway and bus connections are available from this location. The Port Authority Bus Terminal is located at 41<sup>st</sup> Street and 8<sup>th</sup> Avenue in Midtown Manhattan.
- **George Washington Bridge Bus Station** – The George Washington Bridge Bus Station is a smaller commuter bus hub located in upper Manhattan at the foot of the George Washington Bridge at Broadway and 179<sup>th</sup> Street. Commuter buses serving Bergen County, NJ, and upstate New York are available at this bus station. Connections to local bus and subway services are also available at this hub.
- **World Trade Center** – The World Trade Center is a major transfer facility located in Lower Manhattan. PATH service is available at this location for service to New Jersey. Connections are available to subways, as well as to local buses in the area. Ferry services to New Jersey are located a short walk from this location.

In the outer boroughs, six of the more significant intermodal transfer locations include:

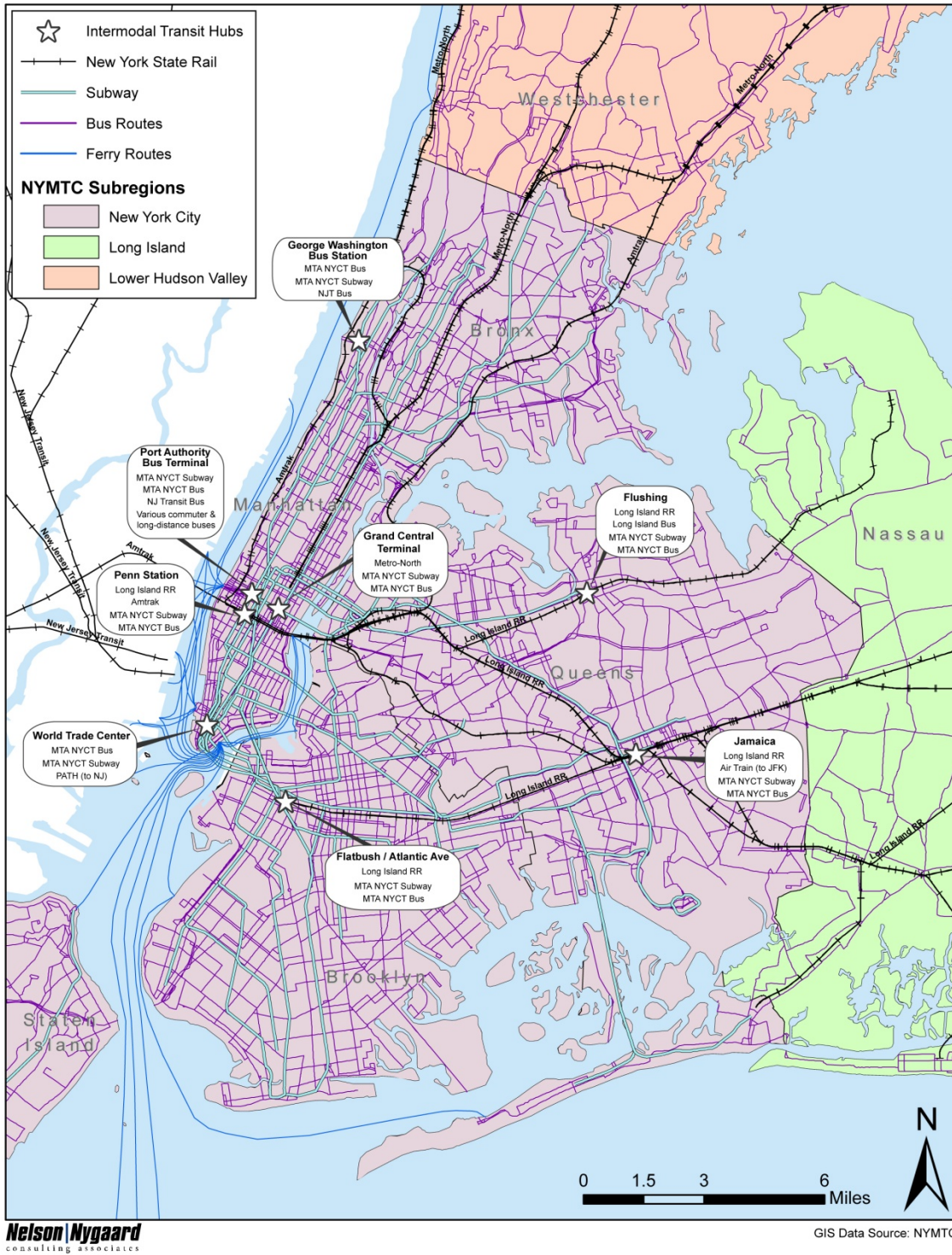
- **Atlantic Avenue Station** – Atlantic Avenue Station is the Brooklyn terminal for the Long Island Rail Road. It is located at the intersection of Atlantic Avenue and Flatbush Avenue. This station is a major transfer point between the Long Island Rail Road and subways serving Brooklyn and Manhattan. Bus services are also available at this station.
- **Jamaica Station** – Jamaica Station is the major transfer hub for the Long Island Rail Road. Most Long Island Rail Road trains meet here, with passengers changing between Long Island Rail Road trains serving all the various branches, with the exception of the

Port Washington Branch. Subway and bus services are also available at this station. This station is also the major transfer point for the AirTrain providing service to John F. Kennedy International Airport. This station is located on Sutphin Boulevard and Jamaica Avenue in Downtown Jamaica.

- **Flushing Station** – This is a major intermodal transfer point in Northeast Queens for passengers transferring between local feeder buses and subways. This station is located near the intersection of Main Street and Roosevelt Avenue in Downtown Flushing. The Long Island Rail Road’s Flushing station is located a short distance away.
- **St. George’s Ferry Terminal** – St. George’s Ferry Terminal is the major intermodal transfer point in Staten Island. It is the terminus of the Staten Island passenger ferry and the Staten Island Railway. Bus service also operates to the terminal. The terminal was recently renovated (2005) and is fully ADA accessible. Ferry vehicles are also accessible.
- **Fordham Station** – Fordham Station provides intermodal connections between the Metro-North Harlem and New Haven Lines. It is an accessible station located directly west of the Fordham University campus and is located in a commercial hub with several shops and services. Fordham Station also is served by 11 MTA bus lines, including Bx12 Select Bus Service, and several Westchester Bee-Line bus lines. MTA NYCT subway service is five blocks away.
- **Woodside Station** – Woodside Station is served by the LIRR’s main line and the MTA NYCT Flushing Line. Bus service is also available at Woodside Station. It is located in Queens’ Woodside neighborhood and is significant because it is the only Queens station on the LIRR where passengers on the Port Washington Branch can transfer to other LIRR branches.

Each of these hubs is ADA accessible with elevators and escalators.

**Figure 4-5 Major Intermodal Hubs**



## Taxis, Car Services and Jitneys

Taxis, car services and jitneys are an essential component of New York City's public transportation service. For private car services, New York City uses a unique two-part system of taxi and car/livery services. Yellow taxicabs have a medallion from the city and are only allowed to pick up street-hail passengers. Car services (also called liveries or for-hire vehicles) are also licensed by the city but are not allowed to pick up street-hails, only passengers who call to request a ride.

The Taxi and Limousine Commission (TLC) regulates 55,000 licensed vehicles in the city, including yellow cabs, ambulettes, commuter vans and for-hire vehicles (FHVs). The most regulated fleet is the yellow cabs (taxicabs) that are required to purchase a medallion from the city. Yellow cabs account for approximately 13,000 vehicles. For-hire vehicles (FHVs), including community car services, black car services and luxury limousines, are also licensed by the TLC. All three types have slightly different regulations and comprise approximately 33,000 of the total fleet. Yellow cabs are generally available in Manhattan below 96<sup>th</sup> Street, at all major intermodal centers and airports, and in Downtown Brooklyn. They are required to take passengers to any destination in the five boroughs, while FHVs operate primarily in northern Manhattan and the boroughs.

The city has made a deliberate effort to auction more accessible yellow cab medallions. In 2008, the city auctioned 150 new accessible yellow cab medallions, bringing the total in the city to 231 of approximately 13,000 total taxis, about 2 percent of the fleet. The chance of a person with a disability being able to street-hail a cab, therefore, is still remote.

In August, 2008, the TLC began the Accessible Dispatch System pilot project to try out a central dispatch system for wheelchair accessible vehicles. It is a two-year demonstration project to test dispatching technology, measure demand for wheelchair accessible vehicles, and determine how to best provide accessible services. To use the system, passengers call 311 and will be connected to a dispatcher. The dispatcher collects the service request from the passenger and then communicates with participating drivers. The closest available driver will accept the dispatch and pick up the passenger. This is a demonstration project, thus there will be monthly reports on the projects at TLC commissioner meetings.

Commuter vans (also called jitneys or "dollar vans") provide a separate but also important service to many communities, including outlying parts of Brooklyn and Queens. They began as informal, illegal "dollar vans" in low income immigrant communities by providing inexpensive, usually fixed-route service to major transit lines or into central business districts. The success and proliferation of commuter vans was such that they must now be licensed by the TLC. They are minimally regulated but are only allowed to operate along corridors not served by the MTA. Like all TLC licensees except yellow cabs, fares are not regulated. Vans are not allowed to turn away persons with disabilities, refuse to carry their attendants and service dogs, or charge them a higher fare.

Figure 4-6 lists the fleet of TLC licensed taxi and car services and the number of available vehicles by service type.

**Figure 4-6 Overview of TLC Licensed Taxi and Car Services in New York City**

Service Type	Number of Vehicles	Number of Accessible Vehicles	Portion of Fleet that is Accessible
For Hire Vehicles			
Black Cars	10,296	N/A	N/A
Community Cars	20,956	40*	~1%
Luxury Limousines	5,375	50*	~1%
Commuter Vans	220	N/A	N/A
Yellow Cabs (Taxis)	13,000	231	2%

Estimated based on company listings

Source: TLC Website

## ADA Complementary Paratransit Services

ADA complementary paratransit services refer to the requirements under the guidelines of the Americans with Disabilities Act of 1990 (ADA), which requires public transit agencies to provide complementary paratransit services for people unable to use regular fixed-route services. The intent behind the guidelines is to create a “safety net” for people with disabilities who cannot access or use the fixed-route transit system. The service is not intended to be a comprehensive system of transportation that meets all of the travel needs of persons with disabilities but instead, it is to provide the level of service comparable to public transportation. Complementary paratransit is available only for individuals whose disability, permanent or temporary, prevents them from using the fixed-route system. It is an origin-to-destination service rather than door-to-door or curb-to-curb service. In New York City, complementary paratransit is operated by MTA NYCT and known as Access-A-Ride. More information on Access-A-Ride is provided in the community transportation services section.

## Transportation Management Associations, Commuter Services & Trip Planning Services

There is no citywide transportation management association in New York City, but there is one non-profit organization, CommuterLink, dedicated to encouraging ridesharing, carpooling, vanpooling and other forms of alternative commuting. CommuterLink provides a broad range of services including online ridematching, travel planning services, and a customized commuter benefit program. The service is partially funded by the NYSDOT.

At least three services providing real-time transit and travel information in the region include a website called Trips 123, Hopstop.com, and the new state-wide 511 system. Transit riders can use telephone, web and handheld devices to access real-time information about a variety of transit modes and updates on outages and re-routings. The MTA’s customer service line also provides some trip-planning services, as does its MetroCard Mobile Sales unit, which travels around the boroughs.



## Public Transportation: Borough Perspective

### **Public Transit Services in the Bronx (Bronx County)**

Unlike Manhattan, the Bronx has a more irregular street grid and has more hilly terrain. This means that the transportation network in general and public transportation network in particular is not as easily navigated. Despite this, however, Bronx residents have access to considerable public transportation services, including MTA subway, Metro-North, and MTA buses, as well as private sector services. Services provide connections within the Bronx as well as into Manhattan and Westchester County. Regional connections are available in the Bronx through Metro-North commuter rail service, which offers train service into Grand Central Terminal in Manhattan as well as reverse commute service to the Lower Hudson Valley and Connecticut. An overview of public transit services available in the Bronx is shown in Figure 4-7.

#### **MTA New York City Transit – Subway – The Bronx**

Six MTA subway lines extend service into the Bronx and connect the Bronx with Manhattan. Subway service to the other boroughs is also available via Manhattan. While there are a number of subway stations, coverage is not as extensive as other parts of the city. Furthermore, like Brooklyn, the service generally consists of spokes with few connections between. Thus, many people rely on bus service to travel between neighborhoods and access subway stations.

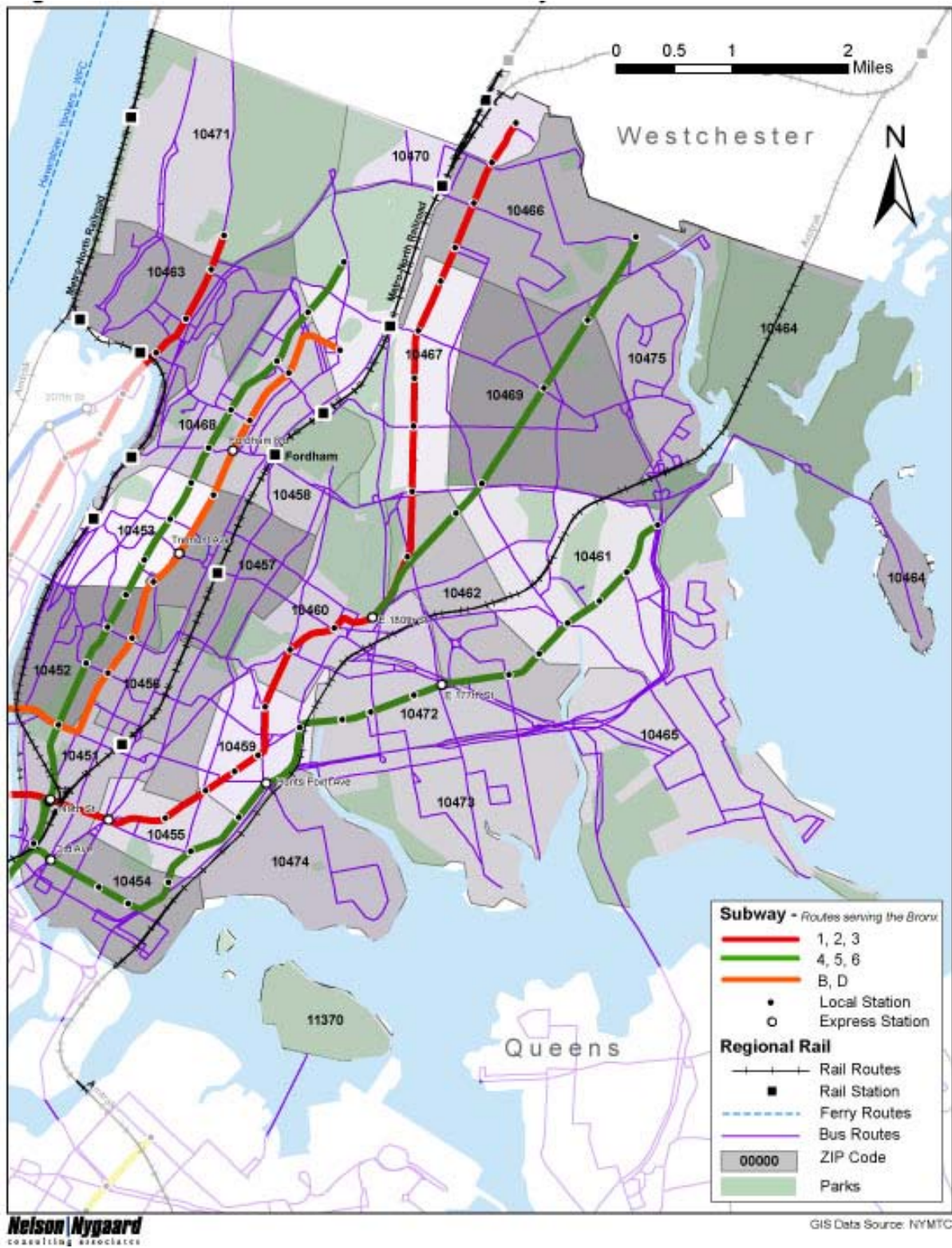
Among the approximately 69 subway stations in the Bronx, nine are currently accessible (about 13%), including 3 Av-149 Street; Simpson St; Pelham Pkwy; Gun Hill Rd Station and 233 St Station on the IRT White Plains Road 2 and 5 lines. 161 St – Yankee Stadium on the B, D and 4 lines; 231 St on the 1 line, Fordham Rd. on the 4 line; and Pelham Bay Park on the 6 line. All of these stations have elevators between the street and platforms.

#### **MTA New York City Transit – Bus – The Bronx**

MTA New York City Transit operates local and limited stop bus routes on most major corridors throughout the Bronx. Service is frequent with 24 hour service available on a number of routes. Bus coverage throughout the borough is also extensive, and includes cross town and neighborhood-to-subway connector services. The major drawback of the Bronx bus route network, however, is poor connectivity between the eastern and western sections of the Bronx. For instance, Bronx Borough Hall and the courthouse, two major attractors in the borough, are located in the southwest and have poor access for people in the eastern Bronx. Another shortcoming of the bus service is the borough's topography, which is quite hilly. This makes accessing some of the major transit corridors challenging for some portions of the population.

MTA Bus also provides inter-borough express bus service between the Bronx and Manhattan, as well as one local inter-borough route between the Bronx and Queens. The express bus routes operate throughout many Bronx neighborhoods connecting to job centers in Manhattan. The route between the Bronx and Queens provides a connection between the eastern Bronx and Flushing.

**Figure 4-7 Public Transit Services in the Bronx (Bronx County)**



### ***Westchester Bee-Line***

Westchester Bee-Line operates local and limited bus routes that bring Westchester residents to Bronx subway stations and commercial destinations. These routes are also designed to bring Bronx residents into Westchester communities for work and shopping opportunities.

The Bee-Line also operates a small number of reverse commute express routes, several of which were funded with FTA Section 5316 JARC funds. These services allow Bronx residents to access distant Westchester County jobs. Projects include reverse commute express weekday service connecting the 242 Street Subway Station on the 1 line in the Bronx with downtown Yonkers (Route 1X) and express service connecting the 241 Street Subway Station on the 2 line (also in the Bronx) to downtown Mt. Vernon (Route 43).

### **Regional/Commuter Rail – The Bronx**

Metro-North commuter train service connects the Bronx with Manhattan, the Lower Hudson Valley, and Connecticut via the three Metro-North lines: the Harlem, Hudson, and New Haven lines (see description of regional rail). These services offer reverse commute services for Bronx residents traveling to Westchester and Putnam counties as well as southeastern Connecticut.

Some but not all of the Metro-North Stations are accessible. Elevators between the street and the platform are available at the Fordham Station on the Harlem and New Haven Lines; the Botanical Gardens Station on the Harlem Line; and Morris Heights, University Heights and Riverdale stations on the Hudson Line. The Spuyten Duyvil station has ramps to the northbound platform while the southbound platform is not accessible.

### **Transfer Hubs – The Bronx**

There is one off-street transfer hub in the Bronx at Fordham Station. Fordham Station is one of the largest Metro-North stations in the Bronx. The station also has an off-street bus loop that serves as the terminal for a number of Bronx bus routes, supporting bus-rail transfers. This hub is located at the intersection of Fordham Road and Third Avenue.

In addition, there are a number of smaller bus hubs, many located at subway stations. These include the Pelham Bay Park subway station, 149 Street and Third Avenue subway station (the Hub), West Farms Square, and the intersection of Gun Hill Road and White Plains Road.

### **Taxis, Private Cars, Jitneys and Other Public Transit Services – The Bronx**

There are limited TLC licensed taxi and private car services available in the Bronx. These services include 35 yellow cab companies, three commuter vans and five luxury limousine services. Black car and community cars are more prevalent with an estimated 58 companies offering livery services in the Bronx. Of these 58 companies, three have at least one accessible vehicle. In addition, there are also a large number of “gypsy cab” companies and non-TLC jitney/commuter van services operating in the Bronx.

## **Public Transit Services in Brooklyn (Kings County)**

Brooklyn's public transportation system is unique as compared with the other outer boroughs. For example, Brooklyn is the only borough, outside of Manhattan, with a distinct downtown. It is also the most populous borough and thus has an extensive network of service that is designed to both bring people into its own downtown as well as transport travelers to/from Manhattan. The public transportation network is also oriented towards intra-borough and inter-regional travel, with several important local and regional connections provided by the Long Island Rail Road. An overview of public transit services available in Brooklyn is shown in Figure 4-8.

### **MTA New York City Transit– Subway– Brooklyn**

Including the Franklin Avenue Shuttle, there are 18 subway routes that serve Brooklyn. These lines include the G train, offering Brooklyn-Queens service, which is the only full-time non-shuttle subway line that does not enter Manhattan. Most of these lines pass through downtown Brooklyn at a hub near the intersection of Atlantic and Flatbush Avenues before fanning out to cover the borough. Although there are few locations where the subway lines connect, there is an extensive bus network which provides both feeder and main trunk routes throughout the borough.

Sixteen subway stations in Brooklyn are accessible with elevators from the street level to the train platform. These stations include most, but not all of the largest stations where transfers between lines are available (Atlantic Avenue, Borough Hall-Court Street, Brooklyn College-Flatbush Avenue, Coney Island and Franklin Avenue). In addition, there are nine non-accessible stations that are equipped to support passengers with disabilities transferring on the same platform.

### **MTA New York City Transit – Bus – Brooklyn**

MTA Bus operates an extensive bus network in Brooklyn that provides coverage throughout the borough. This service includes express routes to/from Manhattan, local service within Brooklyn and neighborhood subway feeders. The major corridor routes run frequently and several operate 24 hours a day. In some locations, such as the far eastern portion of the borough, bus service coverage and frequency of service is more limited.

### **Regional/Commuter Rail Service – Brooklyn**

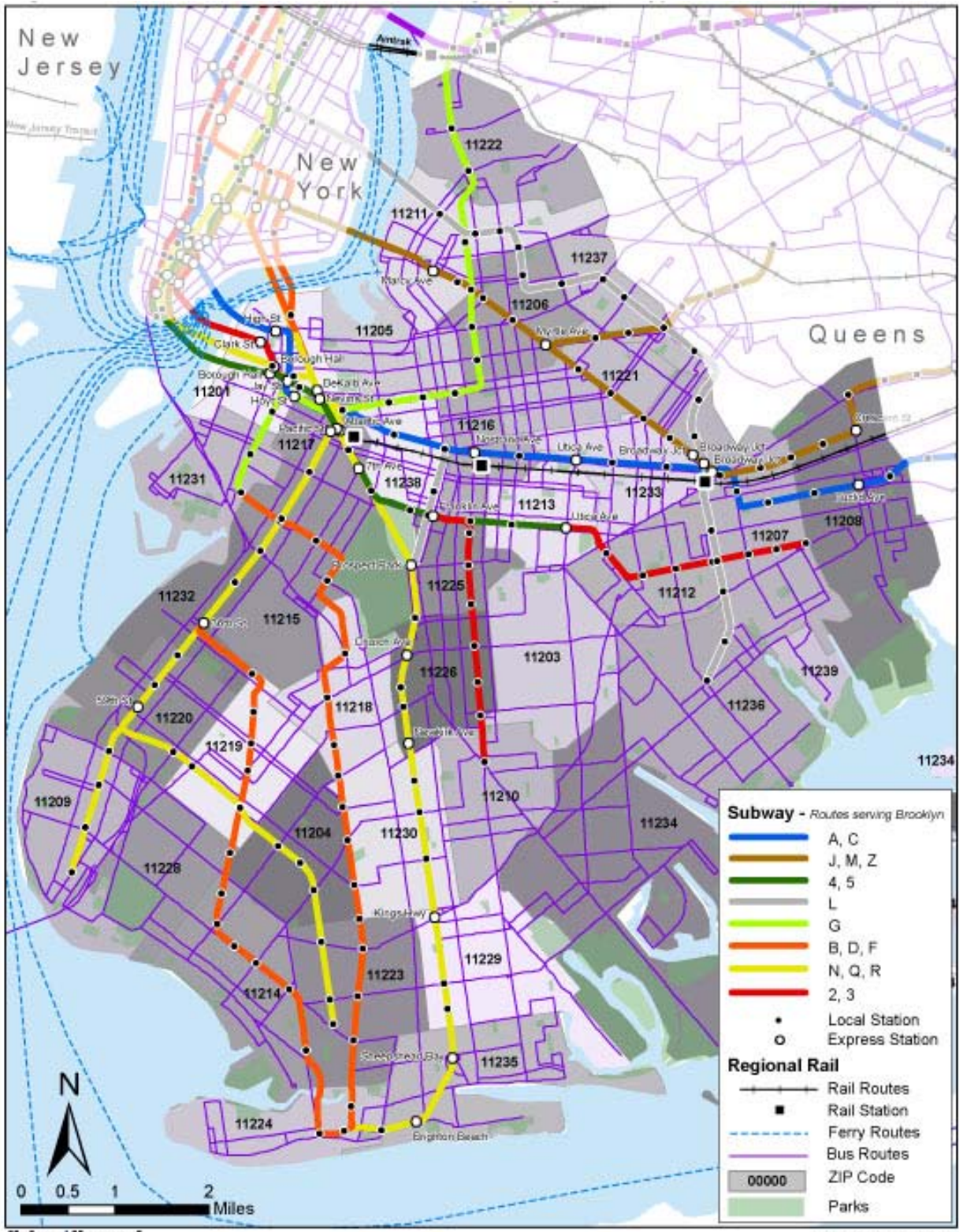
Regional commuter rail service is available in Brooklyn via the LIRR Atlantic Branch, which terminates at the Flatbush/Atlantic Avenue Terminal in Brooklyn. This terminal is also an MTA NYCT subway transfer hub and facilitates connections between commuter rail and subway services.

### **Ferry and Water Taxi Services – Brooklyn**

There are three commuter ferry services with connections to/from Brooklyn:

- The IKEA Express Service connecting the Wall Street Ferry Pier with the IKEA Pier in Red Hook, Brooklyn. This service is free of charge and available to members of the public.
- The Rockaway Beach and Commuter Service traveling between the Wall Street Ferry Pier, the Brooklyn Army Terminal and the Riis Landing in Queens.
- The East River Commuter Service that travels between Hunters Point in Queens, East 34<sup>th</sup> Street in Manhattan, Schaefer Landing in Brooklyn, the Fulton Ferry Landing in Brooklyn and the Wall Street Ferry Pier.

**Figure 4-8 Public Transit Services in Brooklyn (Kings County)**



**Nelson Nygaard**  
consulting associates

GIS Data Source: NYMTC

## Transfer Hubs – Brooklyn

The primary intermodal transfer hub in Brooklyn is the Flatbush/Atlantic Avenue Terminal. As discussed, the LIRR terminates at this station. This is also the largest transfer point between MTA NYCT subway services outside Manhattan since the majority of all subway service available in Brooklyn stops at this station.

## Taxis, For Hire Vehicles, Commuter Vans Other Transit Services – Brooklyn

Yellow cabs were virtually never seen in Brooklyn but are now becoming more common in the downtown area in neighborhoods that have easy vehicular access to the East River bridges. Car services (for-hire vehicles) still dominate the on-demand market in all neighborhoods in the borough. In total, there are 257 TLC-registered car services operating in Brooklyn, 229 of which are black cars and community cars.

Commuter vans operate in parts of southeastern Brooklyn, especially the neighborhoods of Canarsie and the Flatlands where transit coverage is sparser than in downtown or central Brooklyn. These vans, also called “dollar vans” or jitneys, operate both as subway feeders and full commuter service into the CBDs of Downtown Brooklyn and Manhattan. The vans are considered shared-ride services and can carry up to 20 passengers. The vans are hailed on the street or pre-arranged.

## **Public Transit Services in Manhattan (New York County)**

Most of the public transportation services available in New York City and the NYMTC region provide service in and out of Manhattan. Additional services are also available to support movement and transport around the Manhattan. The borough, therefore, has one of the highest concentrations of public transportation services of any urbanized area in the world, including subways, buses, ferries, taxis, for-hire vehicles, and jitney services. Most of these services are available 24 hours a day, seven days a week. Figure 4-9 maps Manhattan's public transportation network.

### **MTA New York City Transit – Subway – Manhattan**

All but three of the 26 subway lines operated by MTA NYCT connect with Manhattan. Thus subway service in Manhattan is comprehensive and supports access to most parts of the other boroughs. The densest amount of subway service and stations in all of New York City is in Midtown and Lower Manhattan.

Twenty-six of the subway stations are accessible, which in most cases mean elevator service is available to transport individuals from some street level locations to the subway platform. In addition, nine of the non-accessible stations have same-platform transfers and allow passengers to transfer to a train that will eventually stop at an accessible station. This is the highest density of accessible stations in NYC.

### **MTA New York City Transit – Bus – Manhattan**

There are 43 local, limited, and express bus services that operate in Manhattan, meaning the bus route network covers most of the borough with frequent service. In general, bus routes in Manhattan operate in a grid pattern along most major streets. While many bus routes operate over long distances, on-street traffic congestion means travel times are often lengthy and thus bus travel is generally oriented towards individuals making shorter trips and between destinations not covered by subway service.

The MTA has three planned bus priority corridors and together with New York City is beginning to implement “select bus service” routes in Manhattan and within the outer boroughs. The first service, Bx12 Select Bus Service, went into service 2008. These select bus routes will incorporate many elements of bus rapid transit service to improve the speed and reliability of bus service.

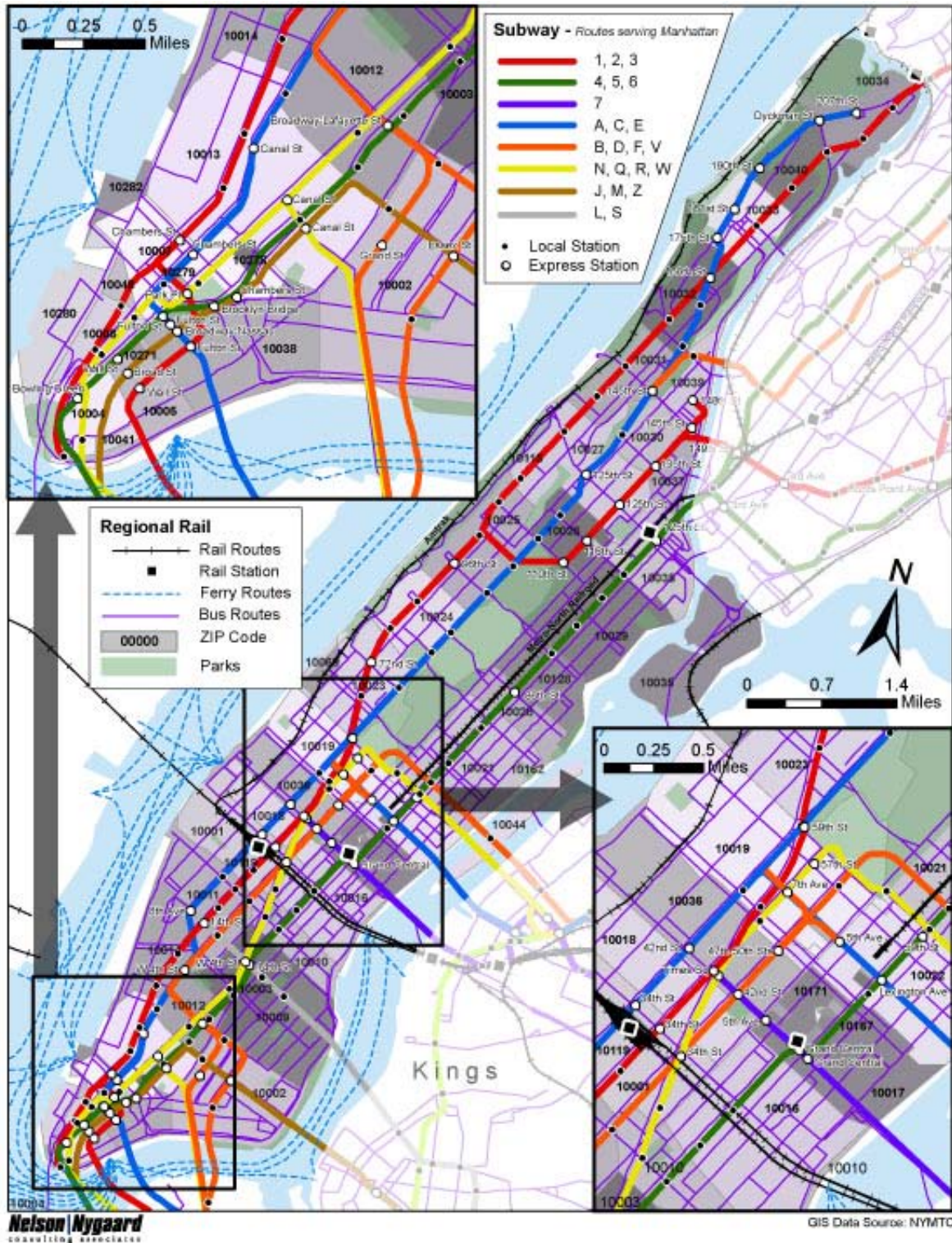
### **Regional/Commuter Rail Service – Manhattan**

Most of the commuter and regional rail service connects to Manhattan. The LIRR connects to Manhattan at Penn Station, while Metro-North connects with Grand Central Station. While the services are oriented towards bringing people from outlying areas to Manhattan in the morning rush and back in the evening, reverse commute and off-peak service is also available.

### **Ferry and Water Taxi Services – Manhattan**

Similar to regional and commuter rail services, most of the ferry and water taxi services in New York City provide connections to/from Manhattan. Most ferry services operate to/from the southern end of the island. The largest ferry terminal in Manhattan is the Whitehall Terminal (to/from Staten Island); some of the other larger terminals include the Wall Street Ferry Pier, the East 34<sup>th</sup> Street Pier and the World Financial Center Pier at Battery Park.

**Figure 4-9 Public Transit Services in Manhattan (New York County)**





## Transfer Hubs – Manhattan

Generally speaking the largest intermodal transfer hubs in New York City are in Manhattan. These include:

- Penn Station (LIRR, NJ Transit, Amtrak, Subway);
- Grand Central Terminal (Metro-North, Subway);
- Port Authority Bus Terminal (Subway, Regional Buses); and
- World Trade Center (PATH, NJ Ferries, Subway).

Each of these transfer hubs is accessible.

## Taxis, Private Cars, Jitneys and Other Public Transit Services – Manhattan

Yellow “street hail” taxis are an essential part of the portfolio of transportation services available in Manhattan. There are 13,000 taxis in New York City, the majority of which operate in Manhattan, but, as discussed, only a very small portion of this fleet are accessible to passengers using wheelchairs. The TLC’s demonstration project that makes accessible vehicles available via a dispatch service will help the TLC better understand the demand and market for accessible taxi cab services.

Because yellow cabs are more prevalent, there are significantly fewer black car and community car services available in Manhattan south of 96<sup>th</sup> Street. The TLC has a total of 80 car services registered in Manhattan, including 56 black and community car companies, one commuter van and 23 luxury limousine companies.

## **Public Transit Services in Queens (Queens County)**

Queens is somewhat unique as compared with the other NYC boroughs. It is the second most populous borough in New York City. Two of the three major New York metropolitan area airports, JFK and LaGuardia Airports, are located in Queens. In essence, transportation services to, from, and within Queens play a key role in the overall NYC transportation service network. Public transit services available in Queens are shown in Figure 4-10.

### **MTA New York City Transit – Subway – Queens**

There are seven subway lines in Queens, which offer 12 different routes, including the G line Brooklyn-Queens service, which is the only full-time non-shuttle subway line that does not enter Manhattan. Among the 12 services, five (A, G, J, M and Z) directly travel between Queens and Brooklyn. Another three services (F, N and R) travel between Queens and Brooklyn via Manhattan and four lines (E, V, W and 7) operate directly between Queens and Manhattan only.

In total there are 81 subway stations in Queens, of which 15 are accessible – about 19 percent of all stations. Accessible stations in Queens include stations that offer elevator service between the street and platform levels and street level stations. Several of the major stations are accessible, including Howard Beach-JFK, Jamaica Center, Jamaica-179 Street, and Sutphin Boulevard – Archer Avenue/JFK Airport which includes Jamaica Station of the LIRR. In addition, there are accessible transfer platforms at four subway stations which allow passengers with disabilities to transfer between routes.

### **MTA New York City Transit – Bus – Queens**

While there are over 100 local bus routes within Queens, the bus network is mainly comprised of subway feeder routes, especially in eastern Queens. There are another 15 express routes that operate along major corridors in Queens to and from Manhattan.

In general, the coverage, span, and frequency of bus service in Queens are good. Connections between Jamaica and northwest Queens and between the eastern and western neighborhoods in the borough are not as strong. Another key challenge facing local transportation services is integrating the Rockaway Peninsula, located in southern Queens, with the rest of the borough. The peninsula is separated from Queens and Brooklyn by Jamaica Bay. Although some subway services extend to the Rockaway Peninsula, the area is geographically isolated and has few connecting services.

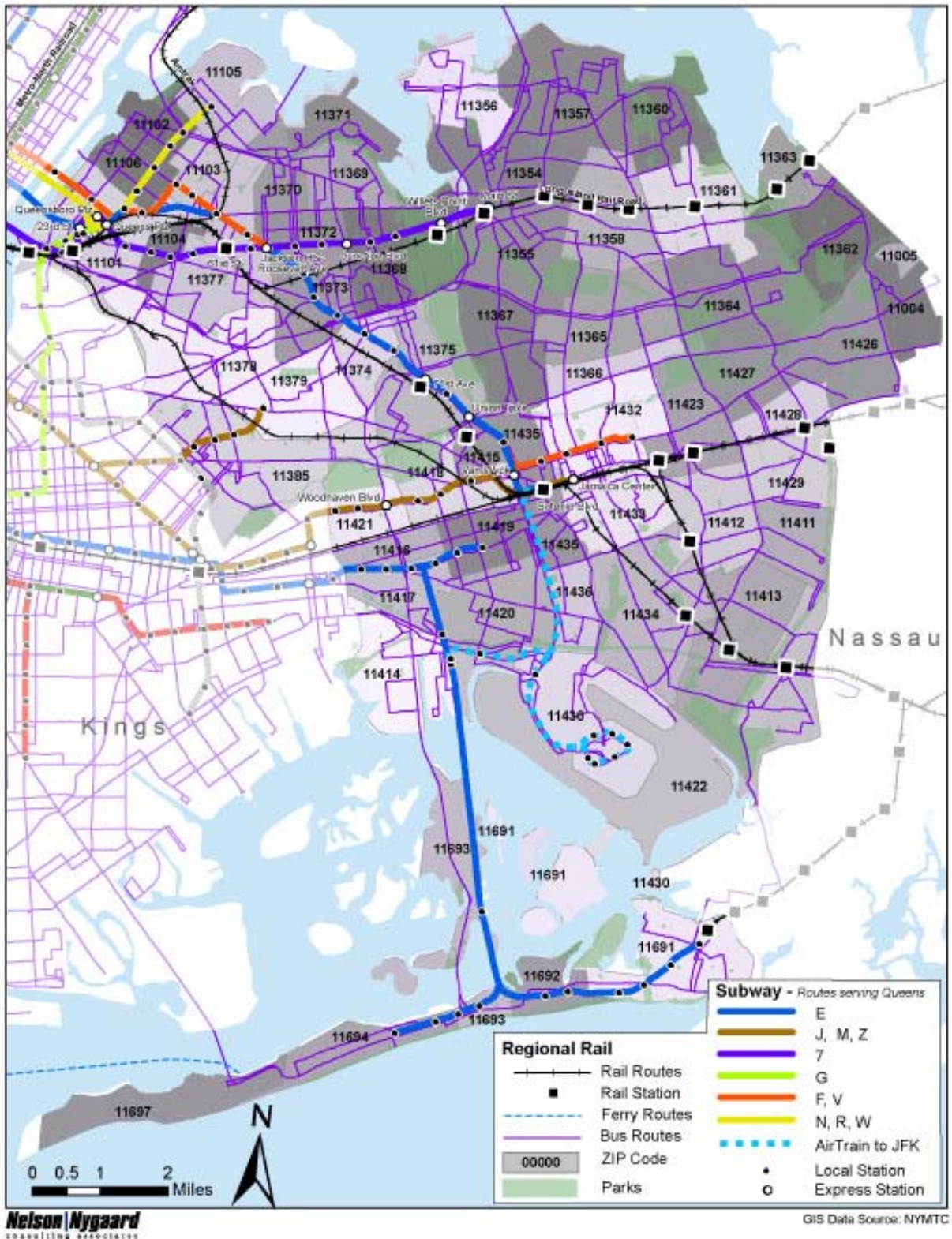
### **Regional/Commuter Rail Service – Queens**

Queens' location between Long Island and Manhattan means that the LIRR operates over 20 stations in the borough. Jamaica Station is a key hub in the LIRR network. All but one of the LIRR lines connects at Jamaica Station.

### **Ferry and Water Taxi Services – Queens**

Year-round ferry service is available between Queens and Manhattan via the East River Commuter Service, operated by the New York Water Taxi. This service travels between Hunters Point in Queens, East 34<sup>th</sup> Street in Manhattan, Schaefer Landing in Brooklyn, the Fulton Ferry Landing in Brooklyn and the Wall Street Ferry Pier. In May 2008, the City launched a pilot project ferry service from Roxbury, Queens, to Wall Street.

**Figure 4-10 Pubic Transit Services in Queens (Queens County)**



## Transfer Hubs – Queens

Several rail services, including LIRR, NYC subway services and AirTrain JFK converge at Jamaica Station. Jamaica Station primarily refers to the LIRR station, which is located immediately outside of the Sutphin Boulevard – Archer Avenue- JFK subway station. The stations are connected via elevators and are fully ADA accessible. Seventeen bus routes also serve the station.

## Taxis, Private Cars, Jitneys and Other Public Transit Services – Queens

As compared with the other outlying boroughs, there are more car and taxi services available in Queens. In total, there are 293 TLC licensed car services operating in the Queens. These services include 190 black and community cars, 67 luxury limousines and 36 commuter vans. Anecdotal evidence suggests that non-licensed van service continue to operate.

Another project that will improve connectivity and public transportation services in Queens is the East Side Access project. This project will connect the LIRR's Main and Port Washington lines in Queens to a new terminal beneath Grand Central in Manhattan. The new rail line will dramatically decrease travel time for many commuters living in eastern Queens and on Long Island.

## Public Transit Services in Staten Island (Richmond County)

Staten Island is connected to Brooklyn via the Verrazano-Narrows Bridge, but the only direct transportation between Staten Island and Manhattan is available by ferry. There are also bridges connecting Staten Island and New Jersey. The borough's transportation network has a strong north-south orientation that is underscored by the Staten Island Railway and the Staten Island Expressway. An overview of existing public transportation services is shown in Figure 4-11.

**Figure 4-11 Public Transit Services in Staten Island (Richmond County)**



## **Staten Island Railway**

MTA operates the Staten Island Railway, which provides rail services along the spine extending between the southwestern and northeastern ends of the Island. There are 23 stations along the railway, five of which are accessible. The accessible stations include St. George Station, which is also the transfer location for the Staten Island Ferry.

## **MTA New York City Transit – Bus – Staten Island**

The Staten Island bus network is geared primarily to commuters. This borough has an extensive express bus system designed to bring commuters into Manhattan. The local bus network is primarily oriented towards the St George Ferry Terminal, with schedules designed to connect with departing ferries. There are a few routes that connect with the subway in Bay Ridge in Brooklyn. Other routes on Staten Island serve alternate terminals without serving St. George. However, these routes are not frequent and have shorter service hours.

As part of the 2007-2008 JARC program, funds were awarded to operate a shuttle bus between the Staten Island Ferry and the College of Staten Island (CSI). Funds were approved to operate weekday service with 30 minute headways between the ferry terminal and the CSI campus. The service is scheduled to operate during the academic semesters only and thus should be available between August 27, 2008 and December 23, 2008 and then again from January 29, 2009 to May 22, 2009.

## **Ferry and Water Taxi Services – Staten Island**

Ferry services are an essential component of Staten Island's public transportation infrastructure and as discussed, provide the only direct connection between Staten Island and Manhattan. The passenger-only ferry service is available free-of-charge and runs 24 hours a day, seven days a week with 110 ten daily trips. The five-mile journey takes about 25 minutes.

## **Transfer Hubs – Staten Island**

Staten Island's primary intermodal transfer hub is the St. George Ferry Terminal, where a combination of rail, ferry and bus services is available.

## **Taxis, Private Cars, Jitneys and Other Public Transit Services – Staten Island**

As compared with the other boroughs, Staten Island has significantly fewer taxi, car and van services available. According to the TLC, there are 20 black/community cars registered in Staten Island and 2 luxury limousines. None of these operators have accessible vehicles.

## Overview of Community Transportation Services

As discussed, public transportation services in the NYMTC region are loosely divided into public transit and community transportation services. For the purposes of this study, “community transportation services” include public or private transportation services that focus on the travel needs of the three target populations covered in this plan: older adults, persons with disabilities, and persons with low income. Also for purposes of this study, community transportation services have been grouped into three primary categories, (1) ADA complementary paratransit services; (2) transportation services operated or funded by human service agencies; and (3) Medicaid-funded transportation.

### Complementary Paratransit Services - Access-A-Ride

Complementary paratransit service, mandated by the Americans with Disability Act (ADA), is designed to serve individuals with a disability who are unable to board, ride, or disembark from any public transit vehicle as a result of a physical or mental impairment (including visual impairment) and without the assistance of another individual (except an operator of a wheelchair lift or other boarding assistance device). Even if the public transit vehicle is readily accessible to and usable by individuals with disabilities, those users with disabilities who are in need of assistance with wheelchair lifts or other boarding assistance devices are encouraged to use the complementary paratransit service.

Access-A-Ride (AAR) is the complementary paratransit system in New York City. AAR was operated, through private transportation companies, by the city’s Department of Transportation until 1993, when MTA New York City Transit (MTA NYCT) assumed responsibility for the program pursuant to an agreement between the transit agency and the city. NYCT contracts with private transportation companies to deliver the service.<sup>18</sup> AAR is funded and managed by MTA NYCT with services operated by contractors. Under the current agreement, MTA NYCT manages the central dispatching system, which generates route sheets for vendors. Vendors, in turn, operate vehicles that pick up passengers. MTA NYCT also provides vendors with vehicles and an umbrella insurance agency. MTA NYCT currently has contracts with 14 vendors for the AAR service; these contractors maintain a fleet of approximately 1,700 vehicles. AAR currently sets its fare equal to other transit services, which is \$2.25 per trip.

AAR service is available 24 hours a day, seven days a week, but all trip requests must be submitted 24 hours in advance through the AAR reservation system which is open Monday through Friday between 9 am and 5 pm. Individuals of any age with a qualifying disability are eligible to use the service. MTA NYCT has a screening process to determine an individual’s eligibility that includes an application and an in-person interview. Individuals identified as having “continuing eligibility” means they are not able to use regular bus or subway service under any circumstance and their disability is unlikely to improve. These individuals do not have to be recertified to use AAR but all other customers must get recertified every five years to keep using the service. In 2007, there were approximately 109,000 individuals registered in the program.

AAR is available to all eligible residents and will travel anywhere in the five boroughs, with limited service in Nassau and Westchester counties, and has set up a system so that no trips are denied. Thus, if someone calls 24 hours in advance, they will be permitted to travel. AAR will also

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<sup>18</sup> Treffeisen, Alan. *New York City’s Access-A-Ride Program: Costs and Funding Sources*, The City of New York Independent Budget Office, February 6, 2002.

reimburse taxi or car service fares if AAR is unable to accommodate their request. In addition, there are designated transfer points for people using AAR to transfer to Long Island Bus (ABLE Ride), Westchester County (Paratransit), and New Jersey Transit (Access Line).

Access-A-Ride is a heavily used program and has experienced exponential growth in enrollment, usage rates and costs over the past several years. According to a fiscal report prepared by the New York City Independent Budget Office, in 2000, AAR had 59,721 registered users, who made 1.7 million trips for an annual cost of \$85.2 million. By 2005, AAR had 91,953 riders, provided 3.4 million trips and had an annual cost of \$189.8 million. Thus, costs more than doubled over the five year period. This trend is forecasted to continue.

## Human Service Transportation

In New York City, there are an estimated 175 community based organizations that provide transportation services for clients and members of the public who need specialized transportation. Most organizations define the need for specialized transportation as individuals who are unable to use public transportation, including AAR, for physical, mental, or geographic reasons. These organizations are primarily independent, not-for-profit agencies that provide a range of social and human services.

Transportation is typically funded through a variety of resources, including government (Federal, state and city) programs, private grants and user fees (fares). Federal and state grants typically include resources designed to support transportation to older adults, persons with disabilities and persons with low income. The largest funder in this category is the Federal Transit Administration (FTA); programs include the 5310, 5316, and 5317 programs described in Chapter 1 of this report. Other Federal and state programs are targeted towards specific populations but can be used to fund transportation. Examples of these funding sources include the Older Americans Act Title IIIB administered by the Administration on Aging, and funding for individuals with developmental disabilities provided by the New York Office of Mental Retardation and Developmental Disabilities (OMRDD). There are also a number of private foundations, such as the YMCA, United Way and United Jewish Association that fund community transportation. Descriptions of the individual services are provided in the subsections of this section, which is organized geographically.

## Medicaid Transportation

Under Title XIX, Medicaid recipients are covered for certain medical services, including travel to/from medical appointments and services, with prior authorization. Eligibility for Medicaid is income-based and thus the services will span the target populations of persons with low income, as well as older adults and persons with disabilities who also have low income.

Medicaid transportation services in New York State are administered by the NYS Department of Health and the local county Department of Social Services (DSS). In New York City, the Human Resources Administration (HRA) administers Medicaid transportation services. In New York City, the Taxi and Limousine Commission (TLC) is responsible for licensing ambulette vehicles while the State licenses the ambulette business as a Medicaid service. These ambulettes are some of the largest providers of Medicaid-funded transportation in the City.

Medicaid clients, depending on their abilities and needs, may arrange their own transportation or have rides arranged through their medical providers. Clients or medical providers are reimbursed



for travel on one of three modes of Medicaid sponsored transportation used for non-emergency medical transportation (NEMT). These include:

- Public transportation for persons who are ambulatory and able to use public transportation and traveling to destinations served by public transit;
- Taxi and car services 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.

At the time of this writing reimbursement rates vary from \$10.10 to \$16.80 per one-way trip in a taxi or car service to \$30.00 to \$37.20 per one-way trip in an ambulette. Trips on public transportation are fully reimbursable. When these rates are reviewed for adjustment, HRA, the TLC and the city's Office of Management and Budget all work together to recommend the most appropriate rates for city Medicaid transportation providers.

## Community Transportation Services in New York City

While there are only a handful of agencies that provide transportation across all five boroughs in New York City, these agencies represent a significant portion of all community transportation available. Two of the largest citywide providers of community transportation services are the Department for the Aging (DFTA) and the InterAgency Council's (IAC) InterAgency Transportation Services (IATS) program. Both programs provide specialized, citywide, population-based transportation but are organized differently, thus each agency offers a contrasting example of human service transportation delivery and coordination.

A listing of human service agencies that provide transportation in at least two boroughs is listed in Figure 4-12 and mapped in Figure 4-13. Note that neither DFTA nor IATS are included in either table, instead some of the agencies contracting with (or for) DFTA and IATS are listed instead. Some agencies participating in IATS offer transportation for parts of their other programs and services. A brief description of the individual agencies listed in Figure 4-12 is provided in Appendix F.

- ***New York City Department of the Aging (DFTA)***

In New York City, the Department for the Aging (DFTA) is one of the largest funders of community transportation services for older adults of at least 60 years of age. Community transportation is primarily available for travel to congregate meal sites, senior centers, and essential medical and social service appointment and activities. For Fiscal Year 2009, DFTA budgeted \$8.4 million for older adult transportation and escort services. This funding level is consistent with previous years.

Transportation services are primarily provided by senior centers, which also contract with DFTA for other older adult programs and services. There are, however, a few "stand alone" transportation providers that contract with DFTA only for transportation. DFTA coordinates service and sets service standards through their RFP process; this process is also used to organize service delivery geographically by borough and community district. Most agencies provide demand response transportation, but a few programs will offer alternatives, such as subsidized car fares. The DFTA program is designed such that all older adults living in New York City have access to at least one community transportation provider with a similar level of service.

DFTA transportation services are an essential part of the service infrastructure for older adults. The services also provide an alternative to and help alleviate demand for AAR; indeed the MTA and DFTA have a Memorandum of Understanding that DFTA will provide community transportation for older adults.

- ***InterAgency Council and InterAgency Transportation Services (IATS)***

The InterAgency Council is an organization of 120 non-profit agencies in the New York City area that provide services to individuals with mental retardation and developmental disabilities and their families. A sub-group of this organization, the InterAgency Transportation Services (IATS) coordinates and manages transportation for 19 member agencies. Transportation is primarily for OMRDD and Medicaid funded programs with similar transportation needs, namely picking up clients in the morning, bringing them to a day facility and returning them home in the evening. The program covers the five boroughs in New York City and serves individuals with a range of disabilities and needs.

IATS coordination and management efforts for this \$55 million program include setting and enforcing service standards and managing contracts for vendors. IATS also plans routes for all vendors, creating efficiencies by scheduling rides by client pick-up location rather than destination or program. This approach also facilitates sharing rides and results in passengers spending less time in transit. The coordinated delivery system started in 2006 and has achieved several key successes during that time, including increasing participation in the program from 7 agencies to 19, significantly increasing safety and reducing the number of incidences in the vehicles. IATS has also been responsive to agency needs and requests; for example, “day buses” are included in the service, so large sites have access to a driver and vehicle for emergency transportation and field trips.

### Coordination Efforts in New York City

There are several ongoing citywide coordination efforts. The most significant examples are those managed by DFTA and IATS discussed previously. DFTA also facilitates other efforts to coordinate and expand older adult transportation opportunities including building partnerships across city departments. For example, the New York City Department of Education’s (DOE) Office of Pupil Transportation has a partnership with DFTA for sharing school buses with senior centers and Naturally Occurring Retirement Communities (NORCs) to use for short daytime trips within the five boroughs. The centers use regular school buses for free from approximately 9:30 AM to 1:30 PM during the school year.

Each fall, DFTA sends a notice to its more than 300 senior centers and NORCs to register interested centers for trips with Department of Education school buses. The centers register on a trip-by-trip basis, though there are one or two cases of recurring trips, it is not considered a subscription. In the fall of 2008 (October – December), approximately 90 centers used the program to provide 220 group trips for older adults. The buses and drivers are provided by the Department of Education’s private contractor, and the Department of Education provides the insurance for trips.

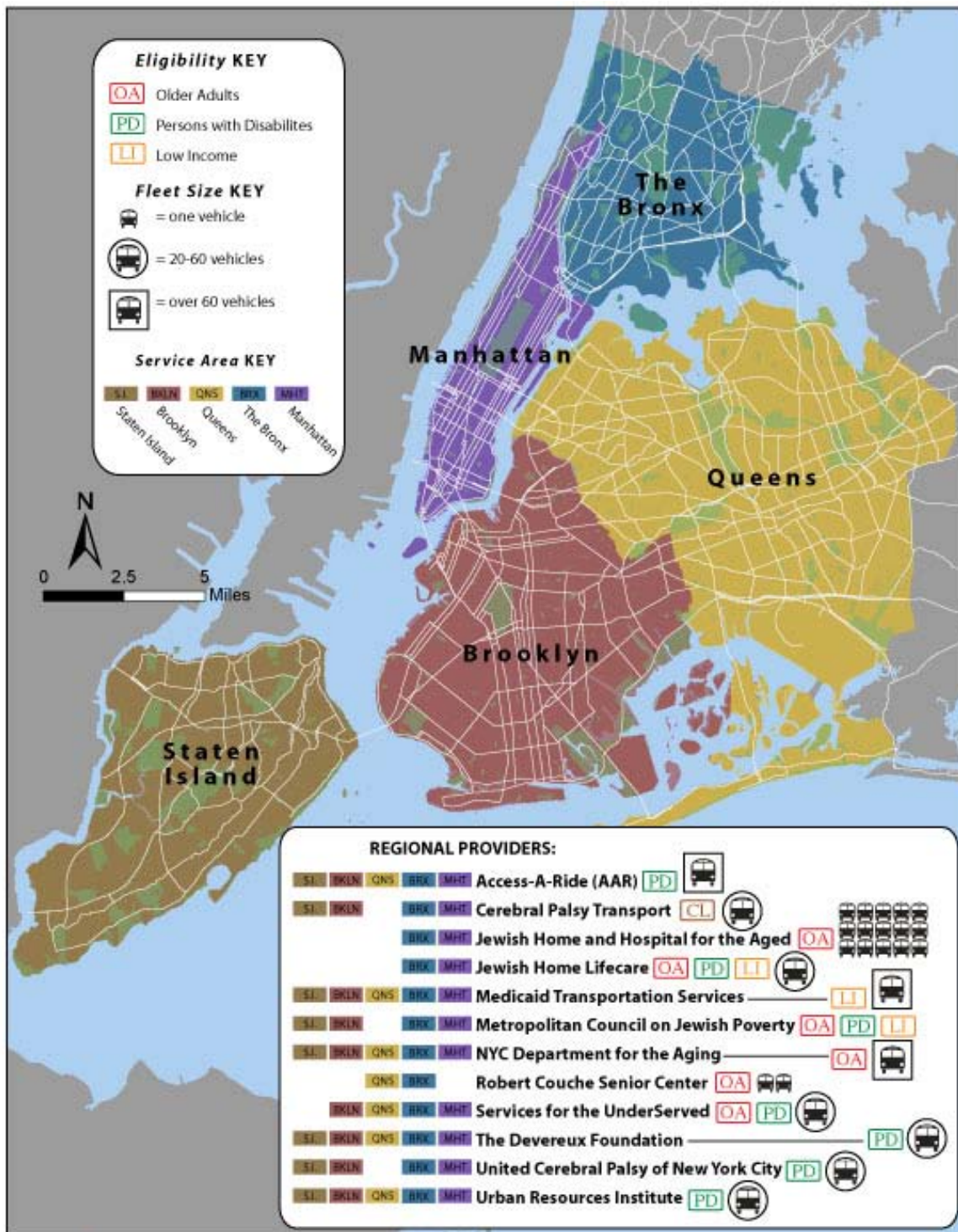
Other smaller scale, more localized coordination programs stem from the fact that some of the larger providers either have capacity to provide service for other organizations, or need to contract with other providers for supplemental service. For example URI and Jewish Home Lifecare provide transportation services, under contract, to other non-profit organizations. URI also sub-contracts with other agencies for escort and vehicle maintenance services. The United Cerebral Palsy of New York City coordinates its transportation with the Inter-Agency for Transportation Services.

**Figure 4-12 Overview of Community Transportation Providers New York City Region**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>New York City- Regional</b>					
Association for the Help of Retarded Children (ARC NYC)‡	Bronx, Brooklyn, Manhattan, Queens and Staten Island	IATS Contract Services are available M-Sat 7:30 am – 9:30 pm	Program Participants	Agency Programming	Contracted service
Federation Employment and Guidance Service, Inc. (FEGS)‡	Bronx, Brooklyn, Manhattan, Queens and Staten Island	IATS Contract Services are available M-Sat 7:30 am – 9:30 pm	Program Participants	Agency Programming	Contracted service
Heartshare Human Services of NY‡	Bronx, Brooklyn, Manhattan, Queens and Staten Island	IATS Contract Services are available M-Sat 7:30 am – 9:30 pm	Program Participants	Agency Programming	Contracted service
Jewish Home and Hospital for the Aged	Manhattan, Bronx and Westchester County	Varies	Older adults	Agency program; some quality of life services for community	15
Jewish Home Lifecare	Bronx and Manhattan	M-F 7:30 am – 9 pm; Sat/Sun 7:30 am – 5 pm	Older adults, persons with disabilities and persons with low income		47
Lifespire‡	Bronx, Brooklyn, Manhattan, Queens and Staten Island	IATS Contract Services are available M-Sat 7:30 am – 9:30 pm	Program Participants	Agency Programming	Contracted service
Metropolitan Council on Jewish Poverty	Bronx, Brooklyn, Staten Island and Manhattan	Varies	Older adults, persons with disabilities and persons with low income	Various – depends on site and location	Sponsors and supports transportation
Robert Couche Senior Center†	Bronx and Queens	M-F 8 am – 4 pm	Older adults	Agency programming	2
Services for the UnderServed	Manhattan, Brooklyn, Bronx, Queens	24/7	Older adults; Persons with disabilities of any age	All	22
The Devereux Foundation	Bronx, Brooklyn, Manhattan, Queens and Staten Island	7 days 8 am – 9 pm	Individuals with disabilities enrolled in their schools	To/from agency program	36
United Cerebral Palsy of New York City‡	Bronx, Brooklyn, Staten Island and Manhattan	UPC NYC services available 24/7; IATS Contract Services are available M-Sat 7:30 am – 9:30 pm	Persons with disabilities of any age	Agency programming, Medical, recreational	63
Urban Resources Institute	Bronx, Brooklyn, Manhattan, Queens	Mon 7 am – 7 pm Tues – Fri 7 am – 10 pm Sat 8 am – 7 pm	Adults with developmental disabilities	Agency workshops	24

Notes: † Receives funding for transportation from DFTA; ‡ part of IATS transportation services

**Figure 4-13 NYC Community Transportation Providers**



## Community Transportation: Borough Perspective

### **Community Transportation Services in the Bronx (Bronx County)**

The Bronx has several community transportation providers operating in the borough, with the majority of these providers focused on older adults and agency programming. Project research suggests that there are at least 33 community transportation providers, including 17 agencies funded through DFTA's program, that have received funding from the FTA 5310 program (see Figure 4-14). Most of the community transportation providers in the Bronx are small operators, typically operating one or two vehicles and providing service within their immediate community. Some of the larger transportation providers, such as the Regional Aid for Interim Needs (R.A.I.N.) represent consolidated and coordinated transportation programs that serve a larger agency with multiple sites.

An overview of the agencies for which more information is available is provided in Figure 4-14 and mapped in Figure 4-16, while a listing of providers identified more generally is shown in Figure 4-15. More detailed information on the transportation providers listed in Figure 4-14 is also included in Appendix F. There are 25 licensed Medicaid transportation providers in the Bronx; a listing of these licensed providers is shown in Figure 4-17.

#### **Coordination Efforts in the Bronx**

The small size of most community transportation providers in the Bronx mean agencies have limited resources and few opportunities to engage in coordination activities. Some of the senior centers in close proximity will work together to share drivers and information and in other cases umbrella organizations, such as the Bronx Interagency Council on Aging, will discuss transportation challenges facing the wider population and borough. There are, however, few formalized or system-wide coordination systems or strategies in place.

**Figure 4-14 Overview of Community Transportation Providers Bronx**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>Bronx</b>					
Aging in America Community Services * †	East Bronx	M-F 9 am – 5 pm	Older Adults aged 55+	Medical and social activities and employment	1 (74 one-way trips/week)
Bronx Jewish Community Council†	Bedford Park, Concourse, Co-op City, Riverdale	M-F 9 am – 3:30 pm	Older Adults	Any purpose	1 (31 one-way trips/week)
City Island Community Center †	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	M-F 8 am – 1 pm	Older Adults	Medical and Social Services	91 one-way trips/week
Coop City Senior Lunch and Recreation†	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	48 one-way trips/week
Jewish Home and Hospital	Bronx	N/A	Older Adults	Agency day services	6
Institute of Applied Human Dynamics*	Bronx	N/A	Individuals with developmental disabilities	Day services	3
Mid Bronx Project Homebound* †	Concourse Village, East Concourse, Highbridge, Mt. Eden, West Concourse Fordham, Morris Heights, Mt. Hope, University Heights, Bathgate, Belmont, Bronx Park South, East Tremont, West Farms	M-F 8 am – 6 pm	Older Adults	Medical and social activities	1 (157 one-way trips/week)
Mid Bronx Senior Citizens Council, Inc	Concourse, Highbridge, Morrisania, Tremont	M-F 8 am – 4 pm	Older Adults with Medicare insurance only	Agency programs and medical purposes	2
Neighborhood Shopp†	Hunts Point, Longwood, Claremont, Crotona Park East, Morrisania, Bathgate, Baychester	M-F 9 am – 5 pm	Older adults	Medical and Social Services	100 one-way trips/wk
Northeast Bronx Senior Citizen Center†	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	M-F 9 am – 4 pm	Older Adults	Medical and Social Services	81 one-way trips/week
RAIN Boston Road Senior Center†	Bronxdale, Laconia, Morris Park, Pelham Gardens, Pelham Parkway, Van Nest	M-F 8:30 am – 4:30 pm	Older Adults	Medical and Social Services	110 one-way trips/week
RAIN Middletown Senior Center†	Eastchester Bay, Co-op City, Pelham Bay, Throgs Neck, Westchester South	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	96 one-way trips/week
RAIN East Chester Senior Center†	Baychester, Co-op City, Eastchester, Morris Park, Parkchester, Soundview, Throgs Neck	M-F 7:30 am – 3:30 pm	Aged 60+ and non-Medicaid; Also should not be able to use public transportation	Medical and Social Services	357 one-way trips/week

Source: Nelson\Nygaard Provider Survey  
 \* Also 5310 recipient † Receives funding from DFTA

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
RAIN Nereid Senior Center †	Baychester, Eastchester, Edenwald, Olinville, Wakefield, Williamsbridge, Woodlawn	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	57 one-way trips/week
RAIN Boston Secor Senior Center †	Baychester, Eastchester, Edenwald, Olinville, Wakefield, Williamsbridge, Woodlawn	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	28 one-way trips/week
Riverdale Senior Services†	Riverdale	M-F 8 am – 4 pm	Older Adults	Agency programming plus other trips as available	1
Riverdale YM-YWHA	Bronx, Riverdale	Shuttle 8:30 am – 9:30 am Demand Response 8 am – 3:30 pm (approx)	Older Adults	Shuttle from transit to Senior Center; Demand response to Senior Center programs	2
SEBCO Senior Programs†	Hunts Point, Longwood	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	57 one-way trips/week
Thomas L. Guess Community Senior Center†	Bathgate, Belmont, Bronx Park South, East Tremont, West Farms	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	81 one-way trips/week
Tolentine Zeiser Nutrition Program†	Bedford Park, Kingsbridge Heights, Norwood	M-Th 8:30 am – 4:30 pm; Fri 8 am – 4 pm	Older Adults	Medical and Social Services	40 one-way trips/week
Tri-Center Transportation †	Bedford Park, Kingsbridge Heights, Norwood, Kingsbridge, Feldston, Marble Hill, North Riverdale, Riverdale, Spuyten Duyvel	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	191 one-way trips/week
WHIST So. Bronx Transportation†	Melrose, Mott Haven, Port Morris, Hunts Point, Longwood, Claremont, Crotona Park East, Morrisania	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	500 one-way trips/week

Source: Nelson\Nygaard Provider Survey

\* Also 5310 recipient † Receives funding from DFTA

**Figure 4-15 Additional Community Transportation Providers in the Bronx**

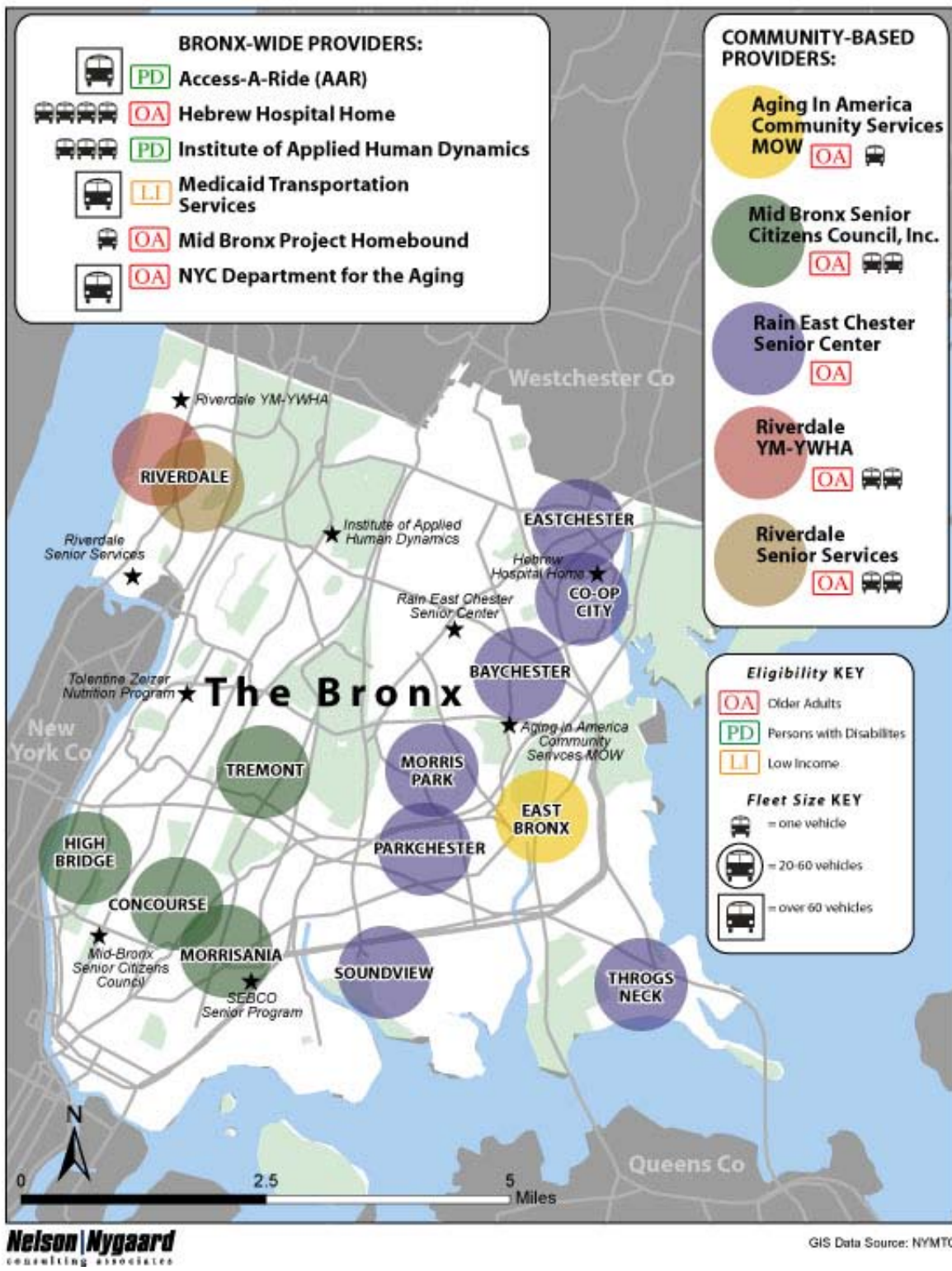
Organization	Primary Clientele	Service Type
Senior Citizens Referral Services	Older adults	Agency programming
Handicapped Adult Association Inc*	Persons with disabilities	Agency programming
Daughters of Jacob Geriatric Center*	Older adults	Agency programming
WK Nursing Home Corp*	Older adults	Agency programming
Frances Schervier Home & Hospital*	Older adults	Agency programming
Claremont Tenants Association*	Older adults, Persons with disabilities, Persons with low income	Various
Morningside House Nursing Home*	Older adults	Agency programming
163 <sup>rd</sup> St. Improvement Council*	Persons with low income	Various
Casa Promesa*	Persons with HIV/AIDS	Agency programming
MBD Community Housing Corp.*	Persons with low income	Job training, employment
Belmont Arthur Avenue LDC*	Older adults, Persons with disabilities and low income	Various

Source: New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan

\* 5310 Recipient



Figure 4-16 Bronx Community Transportation Services



**Figure 4-17 Bronx Non-Emergency Medical Transportation Providers**

Name of Licensee	Alternative Name of Licensee
Access Ambulette Services Inc.	
Avet Coach Corp.	
Citywide Mobile Response Corp.	
D & J Services Inc.	
Daughter of Jacob Nursing Home Co., Inc.	
D-J Ambulette Service, Inc.	Citicare
First Alert Ambulette Corp.	
Friendship Ambulette Inc.	
Galaxy Transportation Inc.	
General Ambulette Services Inc.	
Genesis Ambulette Services Inc.	
Happy Care Ambulette Inc.	
Hope Ambulette Services, Inc.	
JHH Transport LLC	Lifecare Transport
Jora Management Corp.	
Maeleen Ambulette Transportation Inc.	
Medical Express Ambulance Corp.	Medical Express
New York Express Transportation Services Inc.	
Oasis Ambulette Services Inc.	
Pro-Med Ambulette Services Inc.	
Rainbow Ambulette Services Inc.	
Shiva Ambulette Services Inc.	
Starlight Ambulette	
Tremont Ambulette Services Inc.	
Windsor Leasing Corp.	Rite-way Private Car Service

Source: New York Ambulette Coalition

## Community Transportation Services in Brooklyn (Kings County)

Brooklyn is the most populous of the NYC boroughs, with 11 percent of the population aged 65 and over. Consequently, there are an estimated 55 community transportation service providers in Brooklyn, of which 23 are funded by DFTA and two currently or previously received 5310 funds (see Figures 4-18 through 4-20).

The large number of community transportation providers means there is a diverse service portfolio; several providers are focused on a single population, others in a particular community, some have multiple vehicles and provide lots of trips, while others operate a single van and serve a handful of clients. Some of the larger providers include:

- Park Slope Geriatric Day Center provides transportation for older adults participating in their adult day care services as well as some demand-response, quality of life transportation. The agency provides 16,000 one-way trips annually with an operating budget of approximately \$200,000.
- Heights and Hill Community Council operates fixed-route and demand responsive transportation, including shuttle service that connects older adult housing with medical services, shopping and senior centers. The agency provides an estimated 9,000 trips per year and has an annual operating budget of approximately \$185,000.
- The Jewish Community Council of Greater Coney Island (JCCGCI) provides over 20,000 trips per year for older adults living in western Brooklyn through their transportation service called Project Relief Transportation. Among their partners are the five senior centers under the JCCGCI umbrella as well as a few additional centers in the western half of the borough that contract with them for transportation services.
- The Fort Greene Council (FGC) provides transportation to a large section of central and eastern Brooklyn, including Fort Greene, Clinton Hill, Crown Heights, East New York, East Flatbush, and extending to Canarsie and Bergen Beach. Five of the senior centers in the FGC network provide transportation services for the Council, making over 40,000 medical and social trips per year for older adults.
- REC Room Transportation, an older adult services case management non-profit in southern Brooklyn, uses its two vehicles to provide nearly 18,000 trips per year to its clients. REC Room receives DFTA funding but is not involved in other coordination activities in the borough.

More detailed information on the transportation providers listed in Figure 4-18 is also included in Appendix F. There are also 81 Medicaid licensed ambulette providers in Brooklyn (see Figure 4-21). These service providers are available to Medicaid eligible individuals traveling to/from medical appointments.

### Coordination Efforts in Brooklyn

Brooklyn community transportation providers are engaged in small scale coordination activities, including sharing trips and contracting with each other for services. Most of the coordination is based on relationships between agencies developed through informal channels. Some of the larger transportation providers, for example, have contracts with smaller agencies to provide transportation services. In other cases, agencies work together to make sure the needs of individuals in shared service areas are met. In general, agencies in Brooklyn expressed an interest in coordination and felt that more cooperation could help them meet the increasing demand for service.

**Figure 4-18 Overview of Community Transportation Providers in Brooklyn**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>Brooklyn</b>					
Bergen Beach Services for Seniors	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	M-F 7:30 am – 4:30 pm	Older Adults	Social Services	45 one-way trips/week
Bay Ridge Center for Older Adults* †	Bay Ridge, Dyker Heights, Fort Hamilton	M-F 8 am – 4:30 pm	Older Adults	Medical and Social Services	140 one-way trips/week
Bridge Street Senior Citizens Program †	Bedford Stuyvesant, Stuyvesant Heights, Tompkins Park North	T, Th & F 9 am – 3 pm	Older Adults	Social Services	38 one-way trips/week
CCNS Pete McGuinness Senior Center †	Greenpoint, Williamsburg	M-F 8:30 am – 4:30 pm	Older Adults	Social and Medical Services	19 one-way trips/week
CCNS Narrows Senior Center †	Bay Ridge, Dyker Heights, Fort Hamilton, Bath Beach, Bensonhurst, Mapleton	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	92 one-way trips/week
CCNS Northside Senior Center †	Greenpoint, Williamsburg	M-F 8 am – 4 pm	Older Adults	Social Services	16 one-way trips/week
CCNS The Bay Senior Center †	Gerritsen Beach, Manhattan Beach, Sheepshead Bay	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	48 one-way trips/week
Evelyn Doughlin Center*	Crown Heights, Bushwick, Brownsville, East Flatbush, East New York		In need of service	To services and programs	15
Grace Agard Harewood Transportation Nutrition Services †	Boerum Hill, Brooklyn Heights, Clinton Hill, Downtown Brooklyn, Fort Greene, Fulton Ferry	M-F 8 am – 5 pm	Older Adults	Social and Medical Services	115 one-way trips/week
Ft Green 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	M-F 8:30 am – 6:30 pm; Sat 9 am – 2 pm	Older Adults	Medical and Social Services	225 one-way trips/week
Ft Green Grant Square Senior Center † (Fort Greene Council)	Crown Heights North, Prospect Heights	M-F 9 am – 5 pm	Older Adults	Social Services	34 one-way trips/week
Ft Green Senior Action Center (Fort Greene Council) †	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	M-F 8 am – 5 pm	Older Adults	Medical and Social Services	163 one-way trips/week
Heights and Hill Community Council †	Brooklyn Heights, Carroll Gardens	M-F 9:30 am – 4 pm	Aged 60+ and unable to use public transportation	Social and Medical Services	2 (231 one-way trips/week)
Millennium Senior Services †	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	M-F 7:30 am – 4:30 pm	Older Adults	Social Services	115 one-way trips/week
JASA HES †	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	M-F 8 am – 4 pm	Older Adults	Social Services	182 one-way trips/week

Source: Nelson\Nygaard Provider Survey

\* Also 5310 recipient † Receives DFTA Funding

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
Jewish Community Council of Greater Coney Island (Project Relief Transportation) †	Bay Ridge, Dyker Heights, Fort Hamilton, Bensonhurst, Mapleton, Bath Beach, Gravesend, Boro Park, Ocean Parkway, Kensington, Coney Island, Brighton Beach, Homecrest, Sea Gate, Sheepshead Bay, Manhattan Beach	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	384 one-way trips/week
Kings Bay YM-YWHA*	Sheepshead Bay, Manhattan Beach, Bergen Beach, Gravesend, Midwood, Marine Park, Mill Basin and parts of Coney Island	M-F 9 am – 5 pm	Older Adults	Primarily to programs but also trips for personal errands and shopping	3
Otsar Family Services*	Williamsburg, Boro Park Gravesend, Crown Heights, Flatbush, Kings Highway, Park Slope, Midwood, Kensington, Marine Park		Persons with developmental disabilities		2
Park Slope Geriatric †	Bay Ridge, Brooklyn Heights, Carroll Gardens, Crown Heights, Flatbush, Park Slope, Prospect Heights, Red Hook, Sunset Park and Windsor Terrace	M-F 8:30 am – 4 pm	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	10
Penn Wortman Senior Center †	East New York, Highland Park, New Lots, Spring Creek, Starrett City	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	96 one-way trips/week
Program Development Services*	Bay Ridge, Dyker Heights, Bensonhurst	M-F, 9 am – 2 pm	Evidence of developmental disability	Program related; Services and Community Outings	8
Prospect Hill Senior Services †	Carroll Gardens, Cobble Hill, Gowanus, Park Slope, Red Hook	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	38 one-way trips/week
REC Rooms †	Bergen Beach, Canarsie, Flatlands, Georgetown, Marine Park, Mill Basin, Mill Island	M-F 9:00 am – 5:00 pm	Older Adults	Medical and Social Services	179 one-way trips/week
Ridgewood Bushwick Senior Center †	Bushwick	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	96 one-way trips/week
Volunteer Ambulette Transport †	Bath Beach, Bensonhurst, Mapleton	M-F 8 am – 5 pm	Older Adults	Medical Services	115 one-way trips/week
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	M-F 8 am – 4 pm	Older Adults	Social Services	153 one-way trips/week
Young Israel of Midwood Senior Center †	Flatbush, Kensington, Midwood	M-Th 8:30 am – 4:30 pm; F 8:30 am – 1:30 pm	Older Adults	Social Services	83 one-way trips/week

Source: Nelson\Nygaard Provider Survey

\* Also 5310 recipient † Receives DFTA Funding

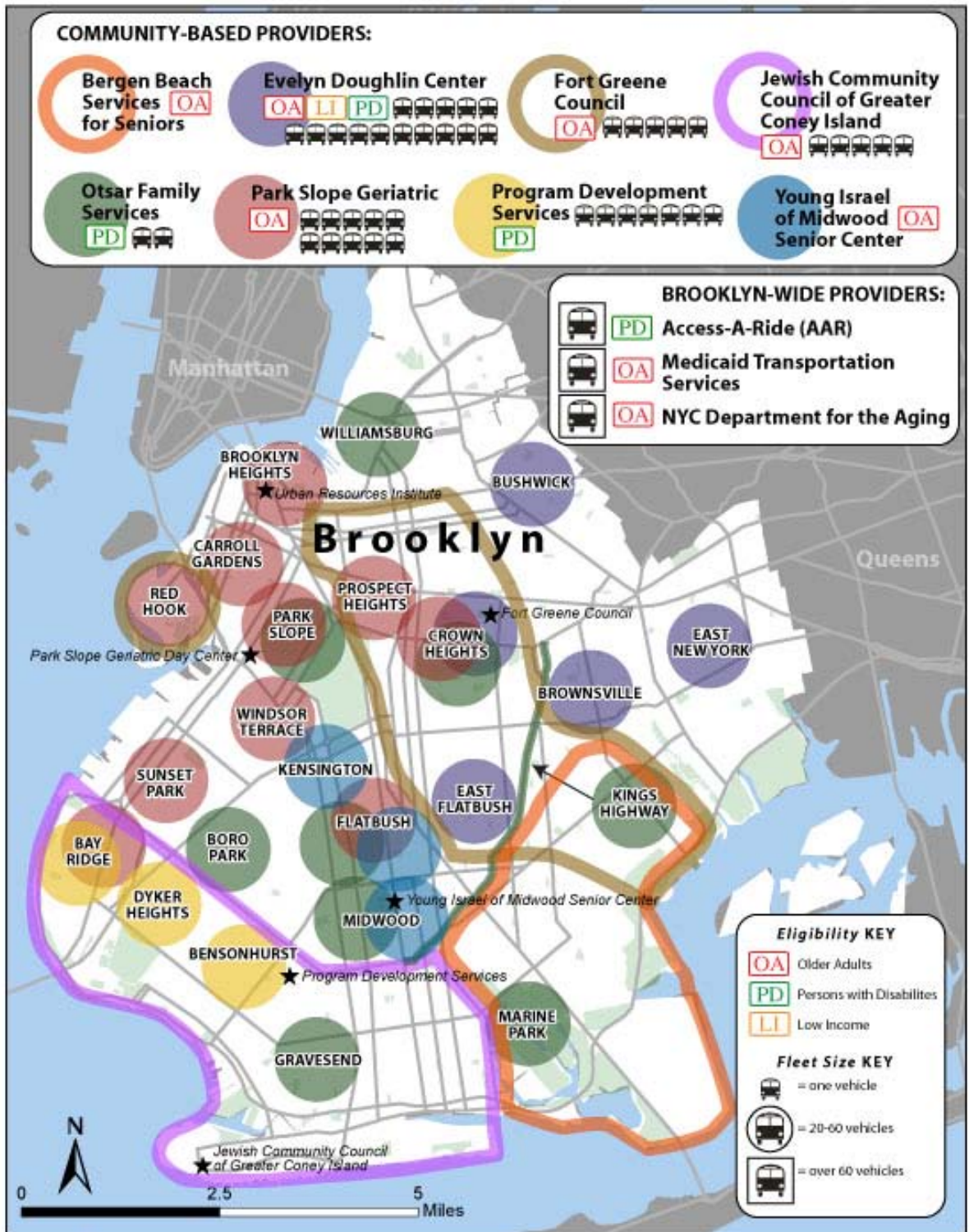
**Figure 4-19 Brooklyn Community Transportation Providers**

Organization	Primary Clientele	Service Type
Abram Residence (Metro NY)*		
Addiction Research & Treatment Corp*	Persons with mental health issues and drug addiction	Agency programs
Adult Retardates Center, Inc.*	Persons with disabilities	Agency programs
Atlantic Terminal Senior Center	Older adults	Agency Programming
Boro Park YM-YWHA*	Older adults	Agency Programming
Brooklyn Chinese-American Association*	Older adults and persons with disabilities	Community Services
Community Alliance for Youth Action*		
Diana Jones Senior Center	Older adults	Agency Programming
Farragut Houses Senior Center	Older adults	Agency Programming
First Baptist Church*		
Hebrew Academy for Special Children*	Persons with disabilities	Agency programming
Homecrest Social Adult Day Services	Older adults	Agency Programming
Institute for Community Living*	Persons with disabilities	Agency program, some community/quality of life trips
JCC of Greater Coney Island Homecare	Older adults	Agency Programming
Kingsbrook Jewish Medical Center*	Older adults, persons with disabilities persons with low income	Medical appointments and services
Lutheran Medical Center*	Older adults, persons with disabilities persons with low income	Medical appointments and services
Mifal Zara Chaya Vekayama*	Older adults	Agency Programming
Paul J Cooper Center for Human Services Inc*		
Pesach Tikvah*		
Pescha Elias Bikur		
Remsen Senior Center	Older adults	Agency Programming
Shorefront YH-YWHA*	Older adults	Agency Programming
Triumphant Full Gospel Assembly, Inc.*		
Urban Resource Institute*		
Wayside Baptist Church*		
Wyckoff Heights Medical Center*	Older adults, persons with disabilities persons with low income	Medical appointments and services

Source: New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan

\* 5310 Recipient

Figure 4-20 Brooklyn Community Transportation Services



**Figure 4-21 Non-Emergency Medical Transportation Providers in Brooklyn**

Name of Licensee	Alternative Name of Licensee
A-1 Ambulette Inc	
ACA Transportation Inc.	
Adam Transportation Services Inc	American Medical Response
Adamo Transportation Inc	
Advanced Care Ambulette Inc	
Ahava Access Inc	
Alert Ambulette Service Corp.	
All Around Transportation Inc.	
Allied Central Ambulette	
Allmedical Service, Inc.	All Medical Transportation
Allure Transportation Inc.	
Almaz Transportation Inc.	
Ambu-Care Inc.	
Ambulette Star Transportation Inc.	
American Bio Medical Ambulette Inc.	
Apple Home Care Ltd.	Medi-Trans
Approved Transportation Services Inc	
Ascona Ambulette Services Inc	
Associated Ambulance Services Inc	American Medical Response
Astro Ambulette Corp.	
August Ambulette Service Incorporation	
B L P Transportation of NY Corp.	
Christian Ambulette Inc.	
Coling Ambulette Services Inc	
Courtesy Transportation Services Inc	
Crest Transportation Services Inc.	Assist Ambulette
Cross Town Transportation Inc.	
Elbrus Transportation Corp.	
Eve Consolidated Bus Ent. Inc.	
Exclusive Ambulette Services Inc	
Fast Help Ambulette Services Inc	
Five Boro Medical Transportation Inc	
G & L Ambulette Co. Inc.	Sunny Transportation
Garage Ambulette Services Inc.	
Girlie's Ambulette Services Inc.	
Godfrey Ambulette Services Inc.	
Great Ambulette Services Inc.	
Heart Ambulette Corp.	
Horizon Transportation Services, Inc.	
Integrity Care Inc.	
James Kusi-Appouh	TLC Transportation



Name of Licensee	Alternative Name of Licensee
L-AL Limousine Corp.	L-AL Ambulette
Lefra Transportation Inc.	
Legal Ambulette Services Inc.	
Life Transmed Inc.	
Lomar Ambulette Inc	
Lslat Inc.	Olympic Transportation
M.J. Transportation Corporation.	
Majestic Transportation Inc.	
Major Ambulette Corp.	
Marina Ambulette Services Inc.	
Medstar Ambulette Inc.	
Mercy Care Transportation Inc.	
Midwood Ambulance &Oxygen Service Inc.	
Moonlight Ambulette Services Inc.	
Morning Star Ambulette Services Inc.	
Mozart Transportation Corp.	
Nina's Transportation Service Inc.	
Ocean Ambulette Services Inc.	
Orient Express Transit Inc.	
Park Ambulance Service Inc.	American Medical Response
Rem Transportation Inc.	
Rite-Choice Transportation Inc.	
Robin Bus Company Inc.	
Safa Ambulette LLC	
Safe Ambulette Corp.	
Sovereign Transportation Inc	
Spring Ambult Inc.	
Starrett Ambulette Inc.	
T.L.C. Ambulette Company	
Tamar Transportation Corp.	
Tejet Transportation Inc.	
Terry's Transportation Co. Inc.	
Transcare New York Inc.	Unimet Ambulette
Twins Ambulette Service Inc.	
Tympf Co. Inc.	
Universal Carrier, Inc.	Golden Age Ambulette
V O Partners Inc.	Express Ambulette Service
Virgo Ambulette Services Inc.	
Volga Transportation Corporation	
Wheels of Fortune Transportation Inc.	

Source: New York Ambulette Coalition

## Community Transportation Services in Manhattan (New York County)

As compared with the other boroughs in New York City, Manhattan has fewer community transportation services as well as fewer licensed ambulette operators. Project research has identified an estimated 17 transportation providers and four licensed ambulette providers (see Figures 4-22 – 4-25). While there are fewer community transportation providers overall, several of the Manhattan operators operate fairly large services:

- Washington Heights Inwood Services and Transportation (WHIST) – WHIST is a transportation service that operates as part of the Action for Retired Community (ARC) XVI in Fort Washington. WHIST provides transportation in upper Manhattan, primarily in Washington Heights and Inwood. It receives partial funding for these services from DFTA. WHIST provides some 20,000 annual trips, including service to senior centers, adult day facilities, medical appointments and quality of life destinations.
- New York Foundation for Senior Citizens – Community Arranged Resident Transportation Program (CARTS). CARTS is primarily focused on transporting older adults who live in Manhattan and have difficulty using public transportation to and from medical appointments. They provide approximately 20,000 trips per year and have an operating budget of approximately \$483,000.
- Lenox Hill Transportation Program – Lenox Hill provides transportation for older adults living in the East Side and Upper East Side neighborhoods. The agency provides nearly 15,000 trips per year with its two accessible light duty buses.

More detailed information on the transportation providers listed in Figure 4-22 is also included in Appendix F. There are four Medicaid licensed ambulette providers in Manhattan (see Figure 4-25). These service providers are available to Medicaid eligible individuals traveling to/from medical appointments.

### Coordination Efforts in Manhattan

While there is limited formal coordination in Manhattan, several agencies work together to share referrals and provide service when needed. There are also several advocacy groups working to improve transportation opportunities and services. While many of these efforts are focused on improving Access-A-Ride and increasing the availability of accessible taxi services, the forums and discussions have helped to bring together several private and public agencies and transportation disadvantaged populations. Discussions about transportation needs and opportunities offer potential to help coordinate existing transportation.

**Figure 4-22 Overview of Community Transportation Providers in Manhattan**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>Manhattan</b>					
ARC XVI Fort Washington*	Upper Manhattan	24/7	Aged 50+	All trips	14
Hamilton Grange †	Hamilton Heights, Manhattanville, Morningside Heights	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	125 one-way trips/week
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)	7 days 8 am – 4 pm	Older adults 60+ living in catchment area	Senior centers, medical appointments, shopping, personal errands and recreation	2 (47 one-way trips/week)
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)	M-F 9 am – 5 pm	Older adults 60+ living in catchment area	Medical and Social Services	192 one-way trips/week
New York Foundation for Senior Citizens – Community Arranged Resident Transportation Project (CARTS)†	Upper West and East Side, Midtown, West Village, East Village, Greenwich Village , Lower East Side	M-F 9 am - 3:45 pm	Older Adults 60+ (with difficulty using public transportation)	All trips – mostly medical	6 (368 one-way trips/week)
Rain Inwood Senior Center †	Inwood, Washington Heights	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	67 one-way trips/week
The Bridge	Manhattan	M-F 9 am – 5 pm Sat/Sun 12 – 7pm	Clients – persons with disabilities, older adults and homeless persons	Primarily to agency and agency programming	Contractor
Union Settlement Transportation †	East Harlem	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	230 one-way trips/week
Washington Heights Inwood Services and Transportation (WHIST)† ‡	Manhattan between 155 <sup>th</sup> and 218 <sup>th</sup> Street	M-F 8:30 am – 4:30 pm	Older adults and persons with disabilities	Medical appointments, senior centers, adult day care centers	378 one-way trips/week

Source: Nelson\Nygaard Provider Survey

\* Also 5310 recipient † DFTA Funded ‡ Services are coordinated with ARC XVI Fort Washington

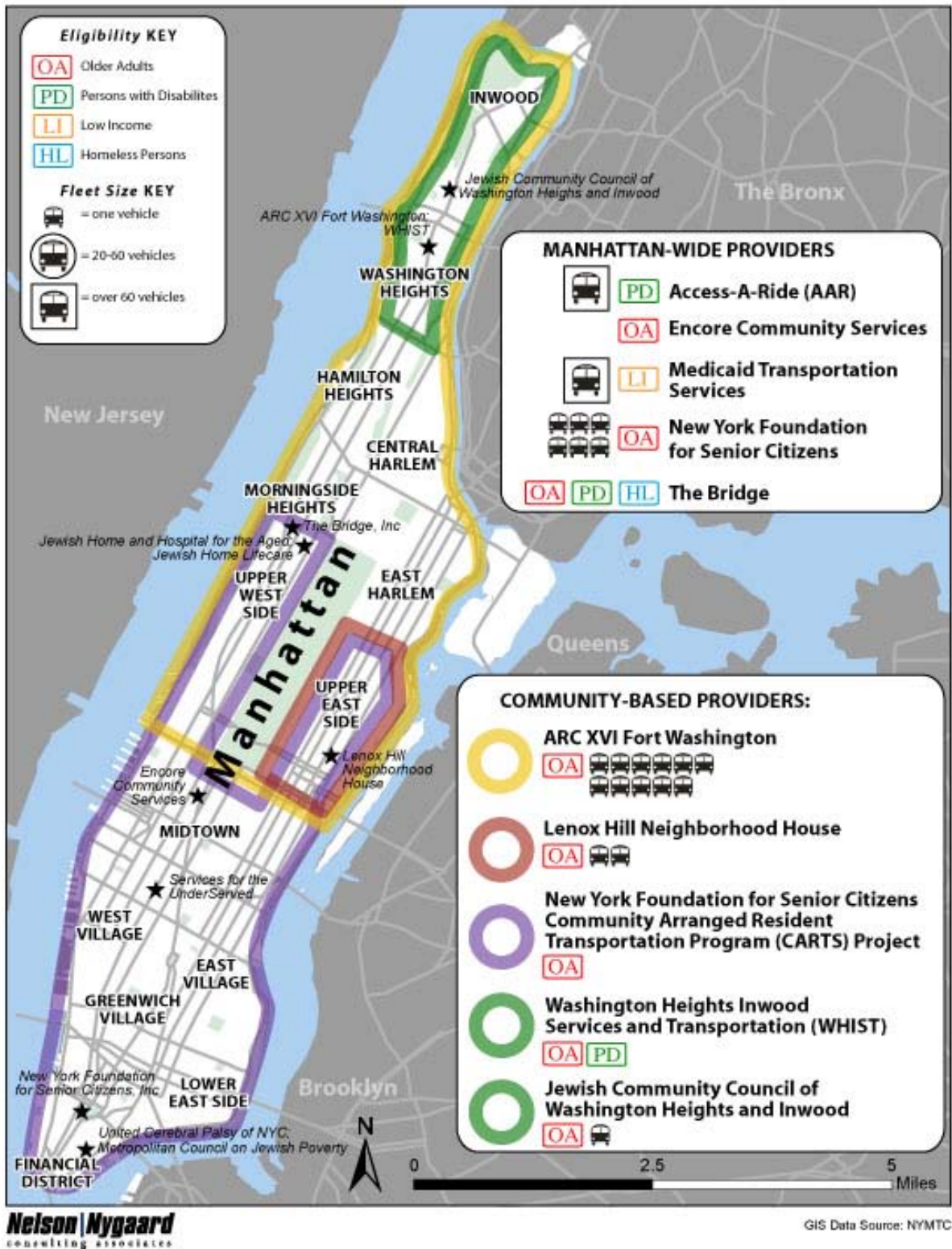
**Figure 4-23 Community Transportation Providers in Manhattan**

Organization	Primary Clientele	Service Type
Beacon of Hope House*	Older adults	Agency programming
Canaan Senior Service Center	Older adults	Agency programming
Isabella Home*	Older adults	Agency programming
Roosevelt Island Senior Center	Older adults	Agency programming
Service Program for Older People (SPOP)*	Older adults	Agency programming
Village Care of New York*	Older adults	Agency programming (adult day care)
Weston United Community Renewal*	Persons with low income – homeless and mentally ill	Agency programming
YM & YWHA of Washington Heights*	Older adults	Agency programming

Source: New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan

\* 5310 Recipient

**Figure 4-24 Manhattan Community Transportation Services Map**



## Figure 4-25 Manhattan Non-Emergency Medical Transportation Providers

Name of Licensee	Alternative Name of Licensee
Papi's Transportation Corp.	
Citicoach, Inc.	Tripway Services
Comfort Ambulette Services, Inc.	
JHH Transport, LLC	Lifecare Transport

Source: New York Ambulette Coalition

## Community Transportation Services in Queens (Queens County)

Like Brooklyn, Queens has a high proportion (13%) of residents aged 65 or older. The borough is also very large geographically and has several neighborhoods which are comparatively isolated in terms of access to public transportation services. There is also an extensive network of community transportation operators in Queens, including an estimated 41 agency providers and 35 ambulette operators (see Figures 4-26 through 4-29). This extensive network of operators also means there are a diversity of providers, some providing services with a single vehicle and others managing a fleet of 10 vehicles. Some of the largest operators in Queens are:

- HANAC East-West Connection – HANAC has a fleet of eight vehicles and provides transportation for older adults in Queens traveling to senior centers, medical appointments, shopping and personal errands. HANAC also subsidizes black car fares for older adults traveling to medical appointments. Last year they provided nearly 40,000 trips and had an operating budget of approximately \$550,000.
- Services Now for Adult Persons (SNAP) – SNAP has a fleet of four vehicles and provides transportation to older adults in eastern Queens. Service is primarily to/from agency programming and medical appointments. SNAP provides nearly 15,000 trips a year.
- Jamaica Services Program for Older Adults (JSPOA) – JSPOA offers transportation for individuals with disability and older adults who live in Queens and cannot afford transportation. JSPOA manages a fleet of nine vehicles and will transport individuals for a variety of purposes, including quality of life trips.

More detailed information on the transportation providers listed in Figure 4-26 is also included in Appendix F. There are 36 Medicaid licensed ambulette providers in Queens (see Figure 4-29). These service providers are available to Medicaid eligible individuals traveling to/from medical appointments.

### Coordination Efforts in Queens

Coordination efforts in Queens are primarily associated with informal relationships between agency staff and among transportation providers. Larger providers in Queens also offer consolidated transportation services that may otherwise be provided by smaller, independent operators. Several agencies expressed a reluctance to get involved with coordination. Some agencies expressed a hesitation to share valuable and well cared for transportation equipment, while others said they were too busy to undertake additional efforts.

**Figure 4-26 Overview of Community Transportation Providers in Queens**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>Queens</b>					
Allen AME Senior Transportation †	Jamaica	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	181 one-way trips/week
Allen Housing Corporation †	South Jamaica	M-F 8:30 am – 4:30 pm	Older adults	Medical and Social Services	2 (92 one-way trips/week)
CCNS Northeast Queens Senior Center †	Northeast Queens	M-F 9:00 am – 5:00 pm	Older Adults	Medical and Social Services	113 one-way trips/week
CCNS St. Mary's Senior Center †	Hunters Point, Sunnyside, Woodside	M-F 8:30 am – 4:30 pm	Older Adults	Medical and Social Services	32 one-way trips/week
CCNS Woodhaven Senior Services †	Kew Gardens, Richmond Hill, Woodhaven, Howard Beach, Lindenwood, Ozone Park, South Ozone Park	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	150 one-way trips/week
CCNS Woodside Senior Services †	Hunters Point, Sunnyside, Woodside, Glendale, Maspeth, Middle Village, Ridgewood	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	171 one-way trips/week
CCNS Seaside †	Rockaway Peninsula	M-F 8:30 am – 4:30 pm	Older Adults	Medical and Social Services	72 one-way trips/week
Elmcors Senior Center †	East Elmhurst, Jackson Heights, North Corona, Elmhurst, South Corona	M-F 9 am – 5 pm	Older Adults	Social Services	136 one-way trips/week
Glenridge Senior Citizens Multi-Service Center †	Glendale, Maspeth, Middle Village, Ridgewood	M-F 8:30 am – 4:30 pm	Older Adults	Medical and Social Services	85 one-way trips/week
HANAC East-West Connection * †	Astoria, College Point, Corona, East Elmhurst, Elmhurst, Flushing, Jackson Heights, Long Island City, Maspeth, Sunnyside, Woodside	M-F 6:30 am – 2:30 pm	Older Adults aged 60+ living in community and geographically or physically unable to use public transportation	All purposes	8 (648 one-way trips/week)
Middle Village Older Adult Center †	Central-west Queens	M-Th 8 am – 4 pm; F 8 am – 1 pm	Older Adults	Medical and Social Services	129 one-way trips/week
JASA Brookdale Village Senior Center	Rockaway Peninsula	M-F 8:30 – 4:30 pm	Older Adults	Medical and Social Services	335 one-way trips/week
Jamaica Services Program for Older Adults (JSPOA) * †	Queens Village, Jamaica, Cambria Heights, South Jamaica, Laurelton & Rosendale	M-F 9 am – 4 pm	Person with disability or older adult living in Queens that cannot afford transportation	Medical appointments, senior centers, shopping and education	11
Korean American Association for Rehabilitation of the Disabled (KAARD)	Queens and some parts of Lower Hudson and Long Island	M-Sat 8:30 am – 2 pm	Persons with disabilities	For agency programs and medical purposes	4

Source: Nelson\Nygaard Provider Survey \* Also 5310 recipient † DFTA Funded

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
Pomonok Senior Center †	Bay Terrace, Clearview, College Point, Flushing, Queensboro Hill, Whitestone, Briarwood, Fresh Meadows, Hillcrest, Holliswood, Jamaica Estates, Kew Gardens Hills, Pomonok, Utopia	M-F 8 am – 4 pm	Older Adults	Medical and Social Services	38 one-way trips/week
Queens Community House Senior Services †	Forest Hill, Rego Park	M-F 9 am – 5 pm	Older Adults	Medical and Social Services	85 one-way trips/week
Queensbridge/Riis Senior Center	Astoria, Long Island City, Steinway	M-F 8 am – 3 pm	Older Adults	Medical and Social Services	38 one-way trips/week
Queens Parent Resource Center*	Flushing, St. Albans, Richmond Hill and Middle Village		Older adult with income restriction and persons with disabilities		11
Rochdale Village Senior Center †	Hollis, Jamaica, St. Albans, Springfield Garden North	M-F 9 am – 4 pm	Older adults	Social Services	74 one-way trips/day
Robert Couche Senior Citizen Center †	Hollis, Jamaica, St. Albans, Springfield Garden North	M-F 8 am – 4 pm	Older adults	Medical and Social Services	201 one-way trips/day
Samuel Fields YM & YWHA †	Northern Queens – Bay Terrace, Bayside, Whitestone & Flushing	Demand Response – M-F 8 am – 4pm; Fixed-route, 3 times a week 8 am – 11 am	Older adults	Medical and Social Services	15
SNAP of Eastern Queens (includes SNAP Rosedale Senior Citizen's Club)†	Bellaire, Bellrose, Brookville, Cambria Heights, Floral Park, Glen Oaks, Laurelton, New Hyde Park, Queens Village, Rosedale	M-F 8:30 am – 4:30 pm	Older Adults	Medical and Social Services	276 one-way trips/day
South Jamaica Senior Center †	Hollis, Jamaica, St. Albans, Springfield Garden North	M-F 8:30 am – 4:30 pm	Older adults	Medical and Social Services	44 one-way trips/day
Sunnyside Community Services †	Astoria, Corona, Elmhurst, Jackson Heights, Long Island City, Maspeth, Middle Village, Ridgewood, Sunnyside, Woodside	M-Sat 8 am – 6 pm	Older adults aged 60+ in need of transportation; Older adults with disability	Agency programs and medical transportation	4 (112 one-way trips/week)
United Hindu Cultural Council Senior Center †	Kew Gardens, Richmond Hill, Woodhaven, Howard Beach, Lindenwood, Ozone Park, South Ozone Park	M-F 9 am – 5 pm	Older Adults	Social Services	97 one-way trips/week

Source: NelsonNygaard Provider Survey \* Also 5310 recipient † DFTA Funded



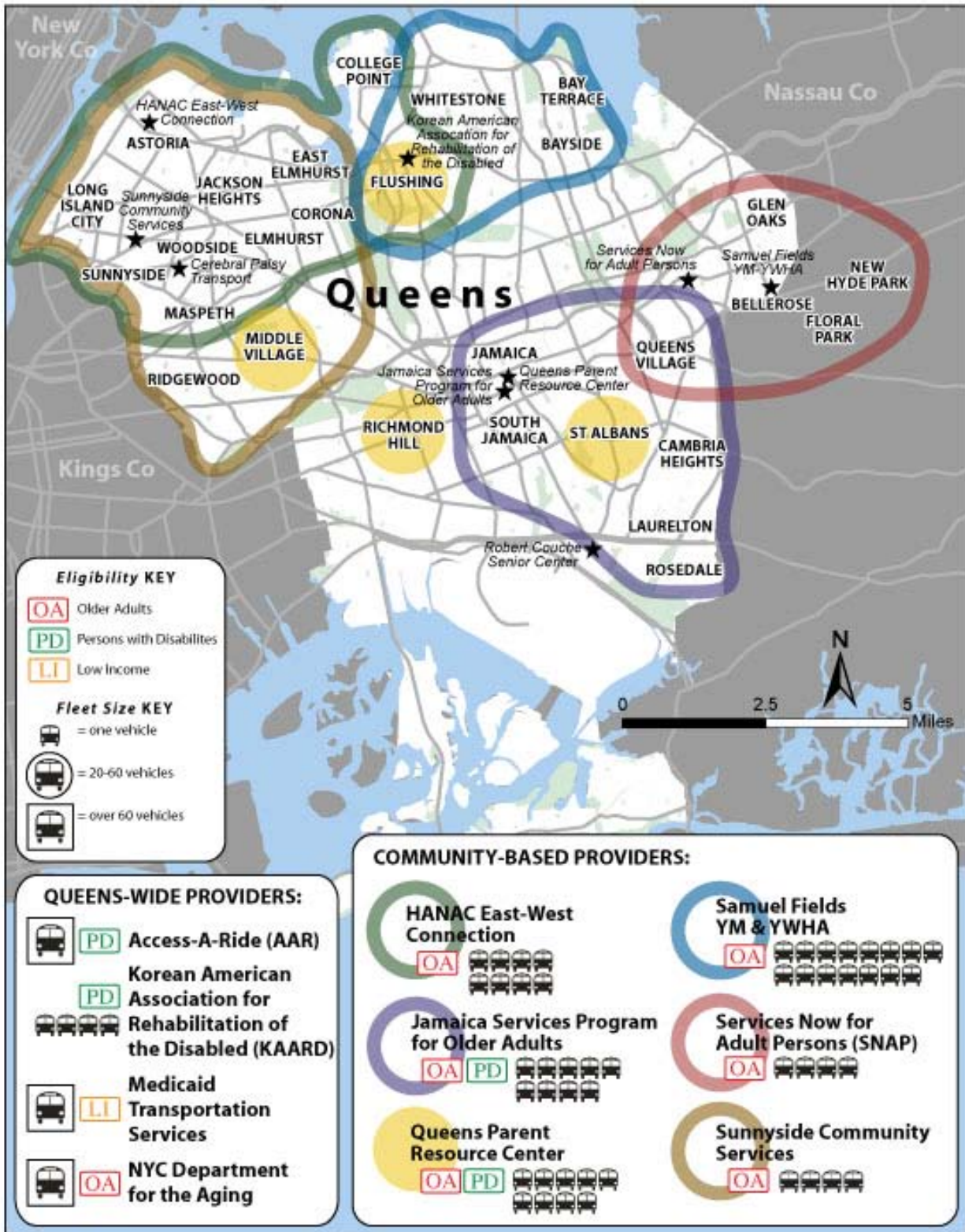
**Figure 4-27 Community Transportation Providers in Queens**

Organization	Primary Clientele	Service Type
Central Queens YM-YWHA*		
Cerebral Palsy Transport*	Persons with Disabilities	
Community Center of Rockaway Peninsula*		
Empower Institute for the Mentally Retarded*		
Haitian-Americans United for Progress*		
Hillside Hospital Division of LI Jewish Medical Center*		
Institute for Puerto Rican/Hispanic*		
Jamaica Hospital Nursing Home*		
Jewish Board of Family and Child Services*		
Margaret Community		
Polish Organization to Minister Our Own Community		
Promoting Specialized Care and Health*		
QSAC, Inc*		
Rochdale Senior Center	Older Adults	Agency programming
Senior Citizens Organization of Dorie Miller*	Older Adults	Agency programming
South Jamaica Service for Family & Child*		
Trinity Senior Services	Older Adults	Agency programming
Trump Pavilion for Nursing*		

Source: New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan

\* 5310 Recipient

Figure 4-28 Queens Community Transportation Services



**Figure 4-29 Non-Emergency Medical Transportation Providers in Queens**

Name of Licensee	Alternative Name of Licensee
ABA Transport Corp.	
Affordable Senior Care, Inc.	ASC Transportation
Ambulette Principals Inc.	New York City Ambulette
Apollo NY City Ambulette, Inc.	
Apple Transportation of NY, Inc.	
Atlas Ambulette Inc.	
Banner International Corp.	
Basit n Tariq Ambulette Service Ltd.	
Bridge Transportation Service Inc.	
Century Ambulance Services Inc.	
Dolphin Medical Transportation Inc.	
Ema's Ambulette Inc.	
Every Boro Ambulette Service Inc.	
Exclusive Ambulette Service Inc	
First Response Incorporated	
Flushing Medical Ambulette Inc.	
Grand Ambulette Service Inc.	
J.P. Ambulette Corp.	
Klav-Transit LLC	
Lakeville Ambulette Transportation LLC	
Lauren Ambulette Transportation Inc.	
Leon's Ambulette Inc.	
Mega Line Inc.	
Model Handicap Transportation Services Inc.	
North Shore Ambulette and Oxygen Services Inc.	
One World Ambulette Inc.	
Orion Transportation Inc.	
Reliance Ambulette Inc.	
S.M. Transportation Ltd.	
Sabe Ambulette Services Inc.	Mobility Transportation
Temana Associates Inc.	
United Ambulette Inc.	
Universal Ambulette Services Inc.	
Upward Mobility Limo Inc.	
Vega Transportation Co. Inc.	
Vital Transit, Inc.	

Source: New York Ambulette Coalition

## **Community Transportation Services in Staten Island (Richmond County)**

Staten Island covers a relatively large geographic area but has a smaller population as compared with other parts of NYC. The borough also has a comparatively less dense network of public transportation services and there are pockets of the Island that are relatively isolated. Despite these characteristics, however, there are a few community transportation providers operating in Staten Island. Project research estimates that there are approximately 12 community transportation providers (see Figures 4-30 through 4-33). More detailed information on the transportation providers listed in Figure 4-30 is also included in Appendix F.

Outside of the following primary operators, community transportation services are limited and mainly consist of organizations operating one or two vehicles.

- The Staten Island Aid for Retarded Children and Community Resources and the Community Agency for Senior Citizens, are the largest with a fleet of 16 and 15 vehicles respectively. These two providers are largely targeted towards specific populations and operate on weekdays between 8:30 AM and 4:00 PM.
- The Jewish Community Center of Staten Island also operates a fairly large transportation program in Staten Island, with ten vehicles. They also provide weekday services between 8:00 AM and 4:00 PM.
- Staten Island Community Services (SICS) is a network of six Friendship Centers in the Great Kills area operating four buses on fixed-routes. SICS uses the buses to bring older adults to its centers for activities and meals.

There are ten Medicaid licensed ambulette providers in Staten Island (see Figure 4-33). These service providers are available to Medicaid eligible individuals traveling to/from medical appointments.

### **Coordination Efforts in Staten Island**

The community transportation providers serving older adults are members of the Staten Island Inter-Agency Council for Aging (IAC). Members of the IAC work together and share information about various aspects of service provision, including discussions about the challenges facing the population and borough. Outside of this organization, coordination is limited, and several agencies, however, expressed a frustration with their inability to meet the increasing demand for transportation services with diminishing funding.

**Figure 4-30 Overview of Community Transportation Providers in Staten Island**

Service	Service Area	Service Hours	Eligible Riders	Eligible Trip Purposes	Fleet Size
<b>Staten Island</b>					
College of Staten Island‡	Staten Island	M-F 7 am – 11 pm	General public – but focus on low income	Travel to/from College of Staten Island	2
Community Agency for Senior Citizens (CASC) Staten Island †	Staten Island	M-F 8:30 am – 4pm	Older adults aged 65+	Various	16 (615 one-way trips)
CYO Senior Guild Lunch†	Northern Staten Island	M-F 7 am – 3 pm	Older Adults	Social Services	142 one-way trips
Jewish Community Center of Staten Island * †	Staten Island	M-F 8 am – 4 pm	Older adults aged 60+	All	11 (269 one-way trips)
Staten Island Aid for Retarded Children/Community Resources	Staten Island		Persons with developmental disabilities	Various	16
Staten Island Center for Independent Living	Staten Island	N/A	Persons with disabilities	Agency programming and quality of life trips	N/A
Staten Island Community Services – Friendship Clubs†	Central and southern Staten Island	M-F 7:30 am – 3:30 pm	Older Adults	Social Services	898 one-way trips/week
Staten Island University Hospital*	Staten Island	M-F 8 am – 5 pm	Older adults and persons with disabilities who do not have Medicaid	Medical appointments at the hospital	6

Source: NelsonNygaard Provider Survey

\* 5310 Recipient † DFTA Funded ‡ Funded with FTA Section 5316 JARC grants

**Figure 4-31 Community Transportation Providers in Staten Island**

Organization	Primary Clientele	Service Type
Catholic Youth Organization Senior Guild Lunch	Older adults	Agency programming
Staten Island Friendship Club	Older adults	Agency programming
Bayley Seton Hospital*	Older adults, Persons with disabilities, Persons with low income	Medical appointments and services
Project Hospitality*	Persons with mental illness, persons with low income and immigrants	Various

Source: New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan

\* 5310 Recipient

**Figure 4-32 Staten Island Community Transportation Services**



**Figure 4-33 Staten Island Non-Emergency Medical Transportation Providers**

Name of Licensee	Alternative Name of Licensee
Abel Ambulette & Medical Transportation Service Corporation	Perfect Choice Ambulette
ACT Ambulette Inc.	All County Transportation
Arg Medical Transportation Inc.	Community Ambulette Services
Arm Transportation LLC	
Assist Ambulance Service Company*	
Black Sea Transportation, Inc.	
Esther Transportation Inc.	
Global Line Transportation, Inc.	
Richmond County Ambulance Service*	
Sovereign Transportation Inc.	Patriot Transportation

Source: New York Ambulette Coalition

\* Treffeisen, Alan. *New York City's Access-A-Ride Program: Costs and Funding Sources*, The City of New York Independent Budget Office, February 6, 2002.

