

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

## Introduction

This section provides an overview of existing public transportation services and other available transportation services in the Lower Hudson Valley. Public transit services are essential for ensuring mobility for members of the three target populations – older adults, persons with disabilities and persons with low income.

For purposes of this study, public transportation is defined broadly to include rail, subway, bus, ferry, taxi, and livery services, as well as community transportation services available to specific segments of the population or for particular transportation purposes. JARC and New Freedom projects are also discussed as appropriate. These community transportation services largely consist of those operated by human service organizations and those available for Medicaid-funded transportation.

The chapter is organized by service type and then geographically, by county. Public transportation services are presented first. Regional transit services are described initially, followed by a description of public transit services in each of the three counties in the Lower Hudson Valley. Community transportation services are presented immediately following the public transportation section; an overview of these services, regionally and by county, is presented.

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

## Regional Providers

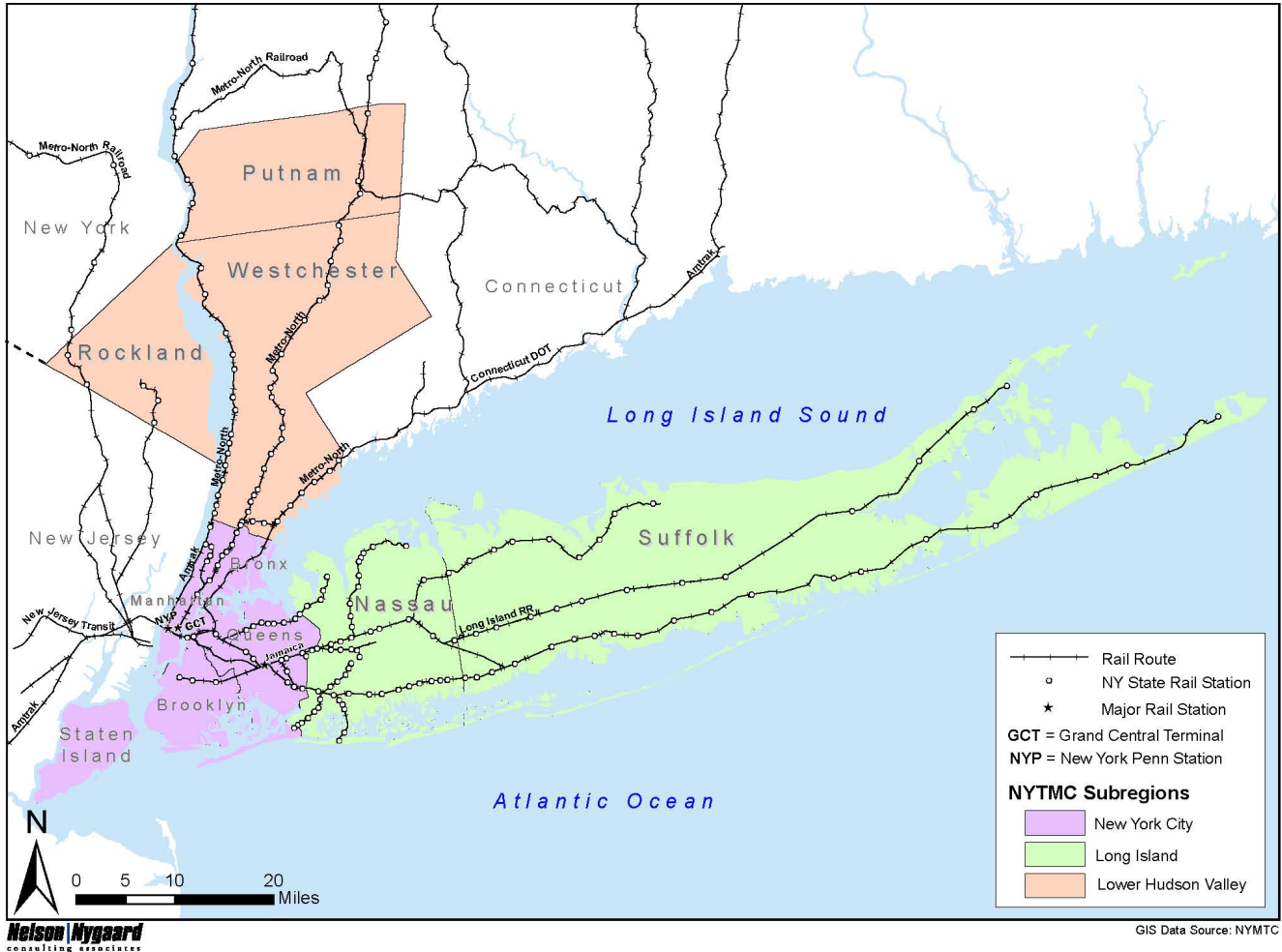
All counties in the NYMTC region are served, in some form, by the Metropolitan Transportation Authority (MTA), the only provider serving the entire NYMTC region. The MTA provides transit service through a number of subsidiary agencies including:

- 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 (LIRR). Though these railroads primarily provide links in and out of NYC from the more suburban areas of Long Island and the Lower Hudson Valley, they also allow for inter- and intra-regional connections.

### Metro-North

Metro-North provides rail service between New York City, the Lower Hudson Valley and southwestern Connecticut. The service 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. Two lines run west of the Hudson and platform at Penn Station or the Hoboken Terminal enabling connection to Port Authority Trans-Hudson (PATH) trains to Lower Manhattan.

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

## **Accessibility**

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>1</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 elevators and escalators both available.

## **Privately-Operated Regional Bus Services**

### **Private Regional Bus Services**

Regional bus services are operated by a number of private commuter buses (some services may be supported with public funds) providing commuter and intra-regional services. Many of these operators provide commuter service between outer counties and Manhattan such as:

- Monsey Trails: from Rockland County to Manhattan and Brooklyn;
- Coach USA-Short Line: between Rockland County and New York City;
- Coach USA Red and Tan (Rockland Coaches): links Rockland County with Westchester County and New York City;
- Leprechaun Connection: from Dutchess and Putnam counties to White Plains; and

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 provide wheelchair accessible vehicles on select trips. Many of these operators charge distance-based fares with discounts for multiple ride tickets. Some operators offer discounts for older adult and persons with disabilities.

## **Connections to the Region from Outlying Areas**

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

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 trains and the Port Authority Bus Terminal buses in Midtown Manhattan. The Port Authority Bus Terminal is fully accessible facilities with escalators and elevators.<sup>2</sup> PATH train and ferry operators also provide service between New Jersey and Manhattan.<sup>3</sup>

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<sup>1</sup> MTA website – accessibility section.

<sup>2</sup> APTA Website – transit services serving New York City.

<sup>3</sup> *ibid.*

Connecticut Transit (CT Transit) and Housatonic Area Regional Transit also provide connections between the Lower Hudson Valley and Connecticut.<sup>4</sup> These services, however, do not operate within New York City.

## Lower Hudson Valley

### Overview of Public Transit Service

For the purposes of this study, the Lower Hudson Valley has been defined as the counties of Westchester, Rockland, and Putnam. Fixed-route bus and rail services are available throughout the subregion, with Westchester having by far the highest level of service of the three counties. The region is served by three public transportation bus operations: the Bee-Line in Westchester County, Putnam Area Rapid Transit (PART) in Putnam County, and Transport of Rockland (TOR) in Rockland County. Each type of public transit available in the Lower Hudson Valley is described in more detail in the following sections.

### Commuter Rail

Metro-North Railroad (MNR) provides daily passenger rail service in the Lower Hudson Valley on both sides of the Hudson River, although it operates NJT south of Rockland County into and through New Jersey, terminating at Penn Station. Service operates primarily east of the Hudson River, on three lines:

- The Harlem Line operates between Grand Central Station in Manhattan and Wassaic Station in Dutchess County. This line runs through Westchester County and serves major employment areas in White Plains. Stations in the Lower Hudson Valley and in Westchester and Putnam counties (all in Westchester County unless otherwise indicated) include:
  - Mount Vernon West
  - Fleetwood
  - Bronxville
  - Tuckahoe
  - Crestwood
  - Scarsdale
  - Hartsdale
  - White Plains
  - North White Plains
  - Valhalla
  - Hawthorne
  - Pleasantville
  - Chappaqua
  - Mount Kisco
  - Bedford Hills
  - Katonah
  - Golden's Bridge
  - Purdy's
  - Croton Falls
  - Brewster (Putnam)
  - Southeast (Putnam)
  - Patterson (Putnam)

<sup>4</sup> APTA Website – Putnam and Westchester county transit operators.

Figure 4-2 MTA Metro-North Railroad Lines in the Lower Hudson Valley



- The New Haven Line operates between Grand Central Terminal and Union Station in New Haven, Connecticut. A portion of this route operates through Westchester County, including the following stations: Mount Vernon East, Pelham, New Rochelle, Larchmont, Mamaroneck, Harrison, Rye, and Port Chester.
- The Hudson Line operates between Grand Central Terminal and Poughkeepsie serving Westchester and Putnam counties, including the following stations: Yonkers, Glenwood, Greystone, Hastings-on-Hudson, Dobbs Ferry, Ardsley-on-Hudson, Irvington, Tarrytown, Philipse Manor, Scarborough, Ossining, Croton-Harmon, Cortlandt, Peekskill, and Harrison.

There are two lines west of the Hudson River, the Port Jervis and Pascack Valley Lines. Both of these lines provide service to Rockland County, operating from New Jersey Transit's hub in Hoboken, NJ, and connecting with service from Penn Station in Manhattan and at Secaucus Junction in New Jersey.

- The Pascack Valley Line serves stations at Pearl River, Nanuet, and Spring Valley (the end of line point).
- The Port Jervis Line serves stations at Suffern and Sloatsburg in Rockland County.

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, are also available for 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.

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

### **Privately Operated Water Transportation**

NY Waterway provides ferry service during AM/PM peak periods between the Haverstraw rail station and Grand Central Terminal in New York City.

## **Lower Hudson Valley Public Transportation: County Perspective**

The following sections describe the local public transportation services available in each Lower Hudson Valley county.

### **Public Transit Services in Westchester County**

#### **Bus Services**

Westchester County's Bee-Line System operates local, limited, and express bus, as well as commuter and office park shuttles (see Figure 4-3). Service is provided throughout Westchester County seven days a week. Service operates from 5:00 AM to 1:54 AM on weekdays, 5:30 AM to 1:30 AM on Saturday, and 5:30 AM to 12:44 AM on Sunday.

As of March 2, 2009, all buses on all routes of the Bee-Line System are accessible.

Cash and the MTA MetroCard are accepted media for all fares on the Bee-Line System. The regular adult single ride fare is \$2.25, with a discounted fare of \$1.10 available to older adults and persons with disabilities. Transfers to other Bee-Line routes or New York City transit buses or

Figure 4-3 Westchester County Bee-Line System Map



subways are free. The one exception to this fare policy is the system's BxM4C route, which provides express service to Manhattan. One-way fares on this route are \$5.00, with a \$2.50 discount fare available to older adults and persons with disabilities during off-peak hours.

## **Complementary Paratransit Services**

The Westchester County Office for the Disabled provides ADA complementary paratransit services countywide during core service hours extending from 6:00 AM to 7:00 PM daily, and on Saturdays from 8:00 AM to 7:00 PM. Beyond these core hours, the service constricts to  $\frac{3}{4}$  mile boundaries around each operating fixed-route in the Bee-Line system. Sunday service is limited to the  $\frac{3}{4}$  mile boundary for those Bee-Line routes that are operated on Sunday.

Fares for paratransit services are \$4.00. Some paratransit trips may involve a transfer to a Bee-Line fixed-route bus. When transferring from fixed-route to paratransit, the patron pays the \$1.00 discounted fixed-route fare and is given a free transfer for paratransit. When transferring from paratransit to fixed-route, the individual pays the \$4.00 fare and is given a free transfer to the fixed-route bus.

The Westchester County Office for the Disabled administers the ParaTransit program. Customers can make reservations with a centralized reservations center, operated between 9:00 AM and 5:00 PM. Same day requests are accommodated on a space-available basis only; riders contact the vendor to make reservations for same day trips.

Service is provided to eligible individuals. Eligibility is determined after applicant submittal of a standard application form, with a physician's certification, in tandem with an in-person interview. The Office for the Disabled will grant eligibility without the interview if an applicant is over 80 years of age. The system provides transportation to/from the in-person interview.

## **Public Transit Services in Putnam County**

### **Bus Services**

Putnam County Transit is the primary transit operator in Putnam County. The service is operated by Putnam County Department of Planning, Development & Public Transportation. Service is provided under contract by First Transit.

A total of four local routes are operated by Putnam Area Transit (a/k/a Putnam Area Rapid Transit, or PART) providing service from 5:30 AM to 9:00 PM on weekdays, and 8:00 AM to 6:00 PM on Saturdays (see Figure 4-3). PART buses are ADA accessible. Fares are \$2.25 for a one-way trip, with a \$1.00 one-way fare for older adults and persons with disabilities. Students and children under thirteen also pay a \$1.00 fare for one-way trips; infants are free. Transfers are \$0.75 for the general public with a discount transfer fee of \$0.25 cents for older adults and persons with disabilities.

Fixed-route service in Putnam County is built upon a transfer point at Putnam Plaza. Routes do serve many of the important generators in the county, however, like many small systems, transfers may be required at Putnam Plaza. There is less service in the western portions of the county. In addition to the fixed-route and the paratransit service, Putnam Transit operates a trolley service in the Village of Cold Spring. The trolley operates from Memorial Day to mid-December three days a week (Friday, Saturday, and Sunday) and holidays. Hours of operation are from 11:00 AM to 6:45 PM. The fare for the trolley is \$0.10 per one-way trip.

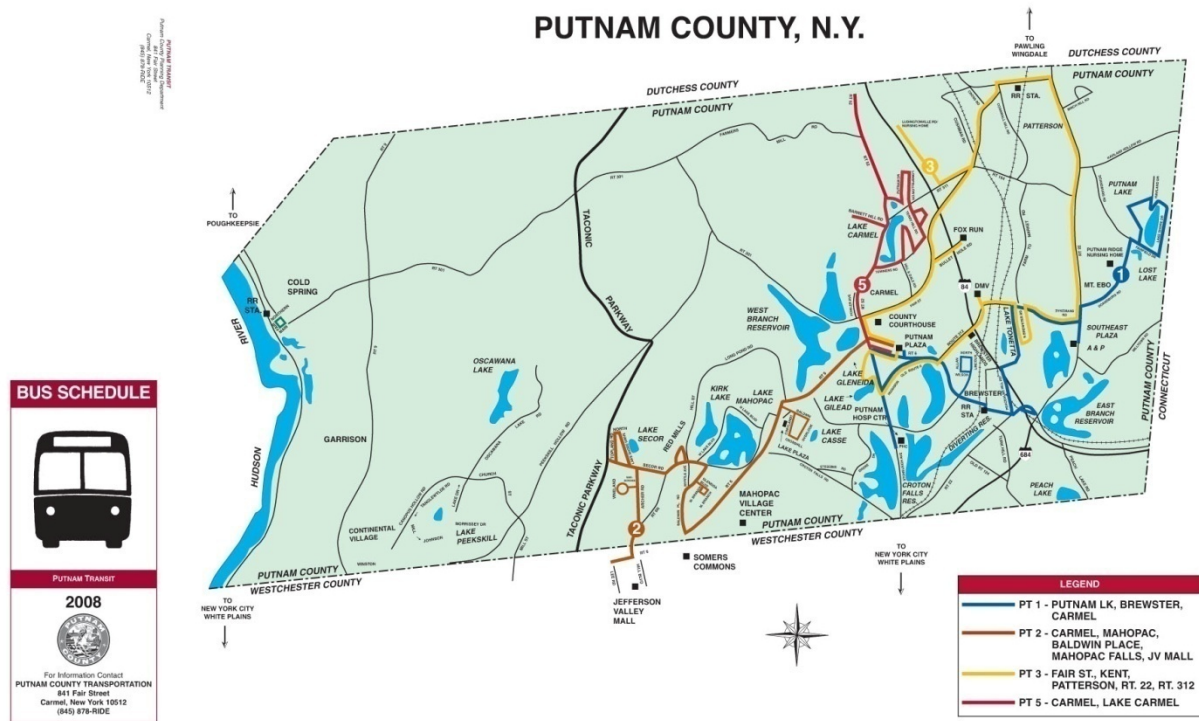


## Complementary Paratransit Services

Putnam Area Transit provides complementary ADA paratransit services within 3/4 mile of any PART fixed-route and operates during the same days and hours as the fixed-route service.

Putnam Transit is the only complementary paratransit in the Lower Hudson Valley that advertises its service as origin-to-destination service. Paratransit fares are \$3.00 per one-way trip, with service restricted to eligible individuals. The County uses a standard eligibility process that is best described as customer “self-certification with professional verification.”

**Figure 4-4 Putnam County Transportation System Map**



Putnam Transit currently schedules paratransit trips “manually.” The Department of Planning/Development & Public Transportation is researching software to use in the future for scheduling trips. Putnam Transit advertises their service through brochures distributed throughout the community, on the county website, and through the local newspaper. Information is also available in Spanish.

Travel training is organized through Putnam Autism Resource Center (PARC) to help their clients who live in group homes utilize the bus system.

Consumers can provide feedback on the type of service they receive and problems with Putnam Transit by either completing one of the comment cards available on the vehicles, or by calling the dispatcher to express any concerns or comments that they have.

## Public Transit Services in Rockland County

### Bus Services

Transport of Rockland (TOR) provides transit service in Rockland County with 11 routes, including the Tappan ZEEExpress service, connecting the county with service to the Tarrytown train station and the City of White Plains in Westchester County, with further rail connections to New York City. TOR is a fixed-route system that operates sixty (60) ADA accessible buses. Service operates from 5:06 AM to 2:14 AM on weekdays, 6:05 AM to 1:36 AM on Saturdays, and 7:00 AM to 1:45 AM on Sundays.

TOR operates seven (7) fixed routes, three (3) Loop Routes, and a Ferry Express Route. The Tappan ZEEExpress (TZx) operates Monday through Saturday across the Tappan Zee Bridge over the Hudson River. The following table describes the TOR route coverage.

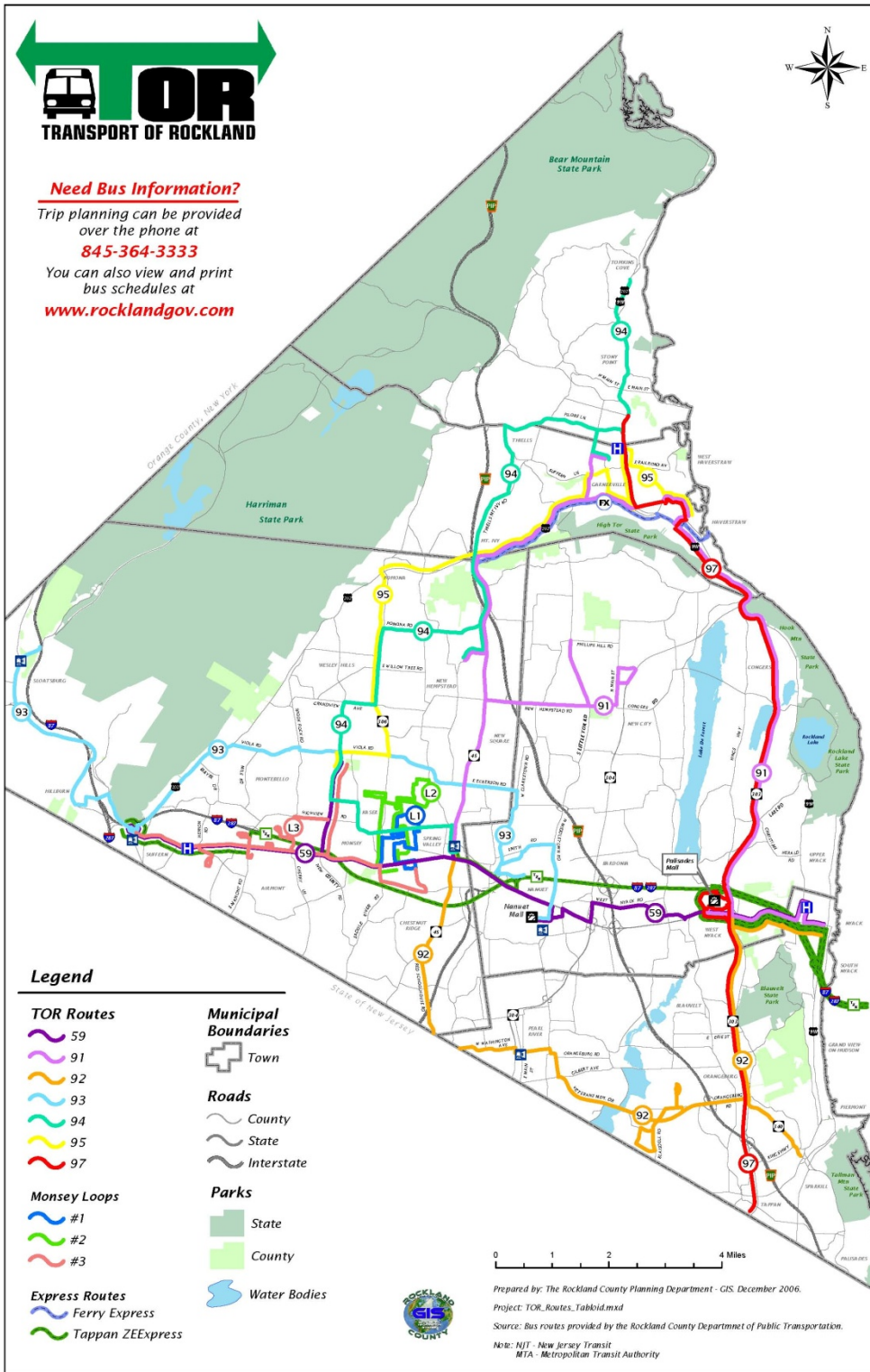
**Figure 4-5 Transport of Rockland Route Coverage**

Route	Description	Days of Operation
Tappan ZEEExpress	TZx buses connect White Plains and Tarrytown train station, Nyack, Palisades Center Mall, Spring Valley Transportation Center and Suffern.	Monday – Saturday
TOR #59	Connects Nyack, Palisades Center Mall, Nanuet Mall, Spring Valley Transportation Center, Rockland Community College, Monsey and Suffern	Daily
TOR #91	Connects Nyack, Palisades Center Mall, Haverstraw, Helen Hayes Hospital, Pomona, New City and Spring Valley Transportation Center	Daily
TOR #92	Connects Nyack, Palisades Center Mall, Orangeburg, Sparkill, STAC, Rockland Industrial Park, Pearl River and Spring Valley Transportation Center	Daily
TOR #93	Connects the Nanuet Mall, Spring Valley Marketplace, Rockland Community College, Suffern and Sloatsburg	Daily
TOR #94	Connects the Spring Valley Transportation Center, Monsey, Rockland Community College. Pomona, Helen Hayes Hospital and Tomkins Cove	Monday - Saturday
TOR #95	Connects Rockland Community College, Pomona and Haverstraw	Monday – Friday
TOR #97	Connects Stony Point, Haverstraw, Palisades Center Mall, Orangeburg and Tappan	Monday – Friday
TOR LOOPS #1 #2 #3	Travel on roads in the town of Ramapo	Daily
TOR Ferry Express	Connects Mt. Ivy, Garnerville and Haverstraw via Route 202	Daily

Source: TOR timetables and schedules.

A system map is included in Figure 4-6.

Figure 4-6 Transport of Rockland System Map



Adult fares are \$1.50 for a one-way trip. A super-saver ticket (strip of 20 tickets) is available for to any patron with advance purchase \$9.00. The fare for older adults and persons with disabilities is \$0.40. Transfers are \$0.30 while transfer fees for older adults and persons with disabilities is \$0.15. This fare structure is effective May 1, 2009.

In addition to TOR, there are other smaller public operations in the County.

The Spring Valley Jitney Bus provides service throughout the Village of Spring Valley. The hours of operation are Monday through Friday, 6:30 AM to 7:00 PM; and Saturday, 8:30 AM to 5:00 PM. The Jitney operates two fixed routes that arrive at several locations throughout the Village every 30 minutes. The adult fare is \$1.50, and \$0.40 for older adults and persons with disabilities.

The Town of Clarkstown operates a bus transportation system called MiniTrans. MiniTrans has five routes that operate only within the Clarkstown town limits. However, it connects easily with the Tappan ZEEexpress and TOR. The hours of operation are Monday through Friday, 6:55 AM to 8:05 PM; and Saturdays, 9:00 AM to 7:10 PM. Fares for this service are \$1.50, \$0.30 for transfers, and a discounted fare for older adults and persons with disabilities of \$0.40.

### **Complementary Paratransit Services**

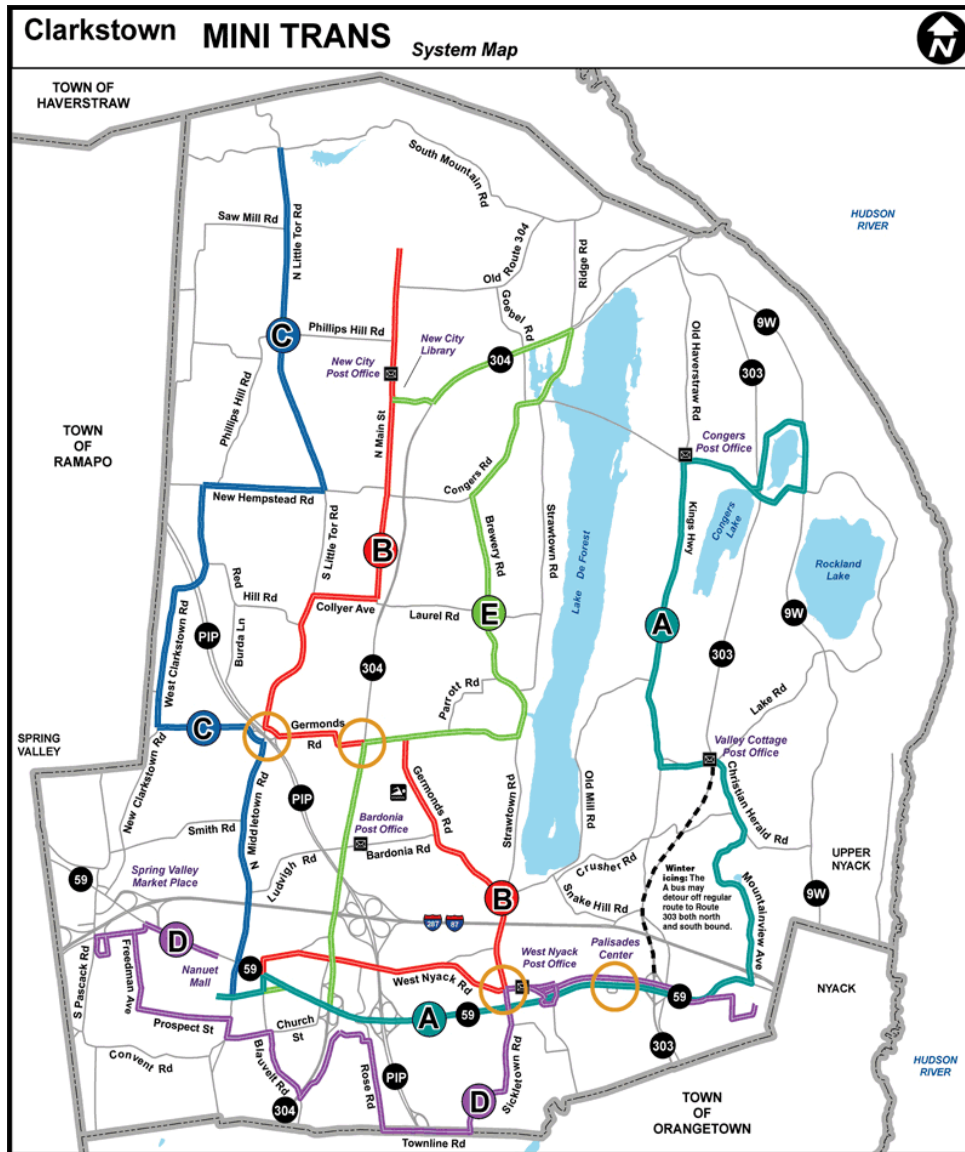
In addition to fixed-route service, Rockland County operates T.R.I.P.S., a shared-ride demand-response system providing curb-to-curb to service eligible persons with disabilities and older adults over 60 years of age. Because it operates countywide, T.R.I.P.S. serves as the ADA complementary paratransit service for the Spring Valley Jitney Service and the Town of Clarkstown MiniTrans services.

T.R.I.P.S. operates on weekdays from 7:00 AM to 7:00 PM, and Saturdays from 8:00 AM to 5:00 PM. T.R.I.P.S. is available to the general public, although it is designed to serve the physically or mentally challenged, or older adults over 60 who find it difficult to use fixed-route service.

The ADA fare is \$3.00 each way. Reservations for the service are based on a “next day” basis with reservations taken up to 14 days in advance of the trip. Same day service requests may be accommodated on a space available basis.

T.R.I.P.S. operates with a fleet of 25 light duty accessible vehicles.

Figure 4-7 Town of Clarkston MiniTrans System Map



## Taxis, Limousines, Car Services, and Ambulette Services

There are many taxicab, limousine, and car/ambulette services operated by private, for-private companies located throughout the Lower Hudson Valley, with most of the services concentrated in Westchester County. Airport transportation is a business focus for many of the companies. A number of companies provide non-emergency medical transportation (ambulette) type services. Identified firms, by location and type of service offered, are documented in Figure 4-8.

**Figure 4-8 Taxis, Limousines, Car Services, and Ambulettes**

Name of Company	Location	Type of service
Break to the Border	Yonkers	Limo and Taxi
Katonah Taxi	Bedford and Katonah	Taxi
Paisanos Transportation	Yonkers	Taxi, Ambulette, School Bus
Mt Kisco Taxi	Mt Kisco and Bedford	Taxi
Croton Taxi and Airport Service	Bedford Area	Shuttle and Taxi
Bayview Airport Shuttle	Larchmont	Taxi and Shuttle
L & J Limousine	Elmsford	Limousine
On Time Transport Inc.	White Plains	Airport Taxi
Premier Ambulette Transportation	New Rochelle	Ambulette
Express City Taxi	New Rochelle	Taxi
Rye Limo and Express Airport Service	Rye	Limo and Taxi
Franks Taxi	Bedford Hills	Taxi
Everetts Livery Service Pound Ridge	Pound Ridge	Livery
Ernie's Taxi	Mount Kisco	Taxi
Sams Taxi	Katonah	Taxi
Broadway Taxi	White Plains	Taxi
Empire Taxi	White Plains	Taxi
Interstate Taxi	White Plains	Taxi
Madison Cab Corp	White Plains	Taxi
Splendid Taxi Corp	White Plains	Taxi
Superstar Taxi	White Plains	Taxi
Un & Usa Taxi Service	White Plains	Taxi
United Taxi Company	White Plains	Taxi
White Plains Taxi Corp	White Plains	Taxi
West Side Taxi	Hartsdale	Taxi
BC Taxi	Elmsford	Taxi
Knapp and McCarthy Taxi of Dobbs Ferry Sleepy Hollow	Elmsford	Taxi
Taxi and Airport Service Rye	Rye	Taxi
Silver Rush	Rye	Taxi
Harrison Taxi Service	Harrison	Taxi
County Taxi and Airport Service	Rye	Taxi
Mt Pleasant Taxi	Hawthorn	Taxi

<b>Name of Company</b>	<b>Location</b>	<b>Type of service</b>
Harbor Taxi	Mamaroneck, NY	Taxi
P C Taxi	Port Chester, NY	Taxi
Mamaroneck Taxi	Mamaroneck, NY	Taxi
Luso American Taxi	Port Chester, NY	Taxi
Village Taxi	Port Chester, NY	Taxi
Annie's Taxi	Tarrytown, NY	Taxi
Tarrytown Taxi	Tarrytown, NY	Taxi
Chatsworth Taxi	Larchmont , NY	Taxi
All County Transportation Service	Yonkers, NY	Taxi
Union Taxi Service	New Rochelle	Taxi
Cross County Car Service	Yonkers	Taxi, Limo
Green World Taxi	Pelham	Taxi
Five Star Taxi	Mount Vernon	Taxi
Reliable Taxi Inc	Mount Vernon	Taxi
Five Star Taxi Corp	Mount Vernon	Taxi
New Line Progressive Taxi	Mount Vernon	Taxi
Jay And A Taxi	Ossining	Taxi
Camps Taxi	Ossining	Taxi
A Taxi	Ossining	Taxi
Ossining Taxi	Ossining	Taxi
Access Ambulance Company	Briarcliff Manor	Ambulance
Empress Ambulance	Yonkers	Ambulance
Harrison Volunteer Ambulance Corps	Harrison	Ambulette
Irvington Volunteer Ambulance Corps	Irvington	Ambulance
Tarrytown Volunteer Ambulance Corp Inc	Tarrytown	Ambulance
A-1 Ambulance Service	Bedford Hills	Ambulance
Metro North Ambulance	Mount Vernon	Ambulance
Ossining Volunteer Ambulance Corp	Ossining	Ambulance
Lewisboro Volunteer Ambulance Corps	Waccauc	Ambulance
North Salem Ambulance Corp General Business	North Salem	Ambulance
Pound Ridge Lions Ambulance Corp Emergency	Hawthorn	Ambulance
North Salem Volunteer Ambulance Corps Emergency	North Salem	Ambulance
Premier Ambulette Transportation	New Rochelle	Ambulance

<b>Name of Company</b>	<b>Location</b>	<b>Type of service</b>
Transcare Ny	White Plains, NY	Ambulance
Community Medical Transportation Inc	West Harrison, NY	Ambulance
Larchmont Vac Non Emergency	Larchmont, NY	Ambulance
Transcare Ny	New Rochelle, NY	Ambulance
Brown Bunch Transportation	New Rochelle, NY	Ambulance
Apollo Transportation	Yonkers, NY	Ambulance
Lovedale Ambulette Transportation	New Rochelle, NY	Ambulance
Lake Avenue Medical Transportation	Yonkers, NY	Ambulance
Empress Ambulance	Yonkers, NY	Ambulance
Transcare NY	New Rochelle, NY	Ambulance
Mayor Transportation	New Rochelle, NY	Ambulance
Care Well Ambulette Inc	New Rochelle, NY	Ambulance
First Quality Medi Trans	Mount Vernon, NY	Ambulance
Avet Ambulette Service	Yonkers, NY	Ambulance
Action Ambulette	Yonkers, NY	Ambulance
D & L Ambulette Inc.	Yonkers, NY	Ambulance

Source: Compiled by RLS & Associates, Inc., May 2009.

A key development in this industry occurred in January 2001, when the Westchester Taxicab and Limousine Commission (WCTLC), the first such commission established outside New York City in the United States, entered into a reciprocity agreement with the New York City Taxi and Limousine Commission (NYC TLC). This agreement allows for licensing and operating reciprocity between Westchester County and New York City regarding inter-municipal transportation. Vehicles licensed by the NYC TLC with a valid Tier I permit and operated by a driver with a current valid operator’s license issued by the NYC TLC may discharge passengers within Westchester County on trips originating outside Westchester County, and may accept passengers by pre-arrangement from points within Westchester County for destinations outside Westchester County. Vehicles licensed by the WCTLC holding a valid permit to engage in intra-county transportation and operated by a driver with a current valid operator’s license issued by the WCTLC may discharge passengers within the City of New York on trips originating outside the City, and may accept passengers by pre-arrangement from points within the City of New York for destinations outside the City of New York.

## **Medicaid Transportation**

Under Title XIX, Medicaid recipients are covered for certain medical services, including travel to and from medical appointments and services, with prior authorization. Eligibility for Medicaid is income based; thus the services span the target populations of persons with low income as well as older adults and persons with disabilities who also have low income. Without question, Medicaid is the single largest Federal funding source for human service transportation.



Medicaid transportation services in New York State are administered by the NYS Department of Health and, in the Lower Hudson Valley, by the respective county Departments of Social Services (DSS).

Depending on their abilities and needs, Medicaid clients may be reimbursed for travel on one of three modes of Medicaid-sponsored transportation used for non-emergency medical transportation (NEMT). These modes include:

- Public transportation for persons who are ambulatory, 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.

Trips on public transportation are paid at the established fare rate. Rates for taxicab and ambulette services are established by county. Representative rates are documented in Figure 4-9.

**Figure 4-9 Sample of Current Medicaid Reimbursement Rates, Lower Hudson Valley**

Type of Service	County		
	Putnam	Rockland	Westchester
Ambulette, one-way (inside Common Medical Marker Area (CMMA))	\$30.00	\$20.00	\$31.50
Ambulette, evening, weekend, holiday	\$40.00		\$11.00
Ambulette, mileage rate	\$2.00	\$2.00	\$2.30
Ambulette, specific provider		\$25.00	
Ambulette, attendant	\$50.00		\$11.00
Ambulette, stretcher (inside CMMA)			\$76.00
<b>Taxicab/Livery/Van Rates</b>			
Taxicab/livery/van, per mile (inside CMMA)	\$2.00		\$2.30
Taxicab/livery/van, flat rate	\$30.00		
Taxicab/livery/van, base			\$7.20
Taxicab/livery/van, base (outside CMMA)			\$9.00
Taxicab/livery/van, flat rate (within large municipalities – Yonkers, White Plains, Mt. Vernon, New Rochelle, Ossining, and Mt. Kisco)			\$9.00
Taxicab/livery/van, additional recipients	\$15.00		
Taxicab/livery/van, attendant			\$6.00
Taxicab/livery/van, additional fee for longer trips			\$10.00
Taxicab/livery/van, zone	\$12.75		

Type of Service	County		
	Putnam	Rockland	Westchester
Taxicab/livery/van , group		\$11.00	
Taxicab/livery/van, group other		\$8.50	
Taxicab/livery/van, specific provider		\$7.00	

Source: Director of Medical Transportation Interview, August 15, 2008 and updated, May 2009.

## Agency Operated, Managed, and Funded Community Transportation Services

### Overview

Many human service agencies in Lower Hudson Valley provide transportation services for clients and/or other individuals. These services may be funded through a combination of resources, including government funding programs (Federal, state, and county), as well as private grants and user fees (fares). Federal grants include some resources specifically targeted for transportation (typically offered by the Federal Transit Administration, including the 5310, 5316 and 5317 programs); others are targeted towards specific populations but allow transportation as one of the uses (*i.e.*, Older Americans Act Title III-B). While some grants allow agencies to charge passengers fares, others do not. Many private foundations also provide funding for community transportation.

Human service agencies typically begin to provide transportation services after recognizing that clients cannot participate in agency programs due to a lack of transportation. Other services are developed for segments of the population with the highest need that are unable to use any public transportation services under any conditions. Many services, therefore, are targeted specifically for agency clients and are designed to transport clients between their homes and agency programs. Most human service transportation programs fall into at least one of three categories:

- Transportation to/from agency programming and services;
- Transportation to/from medical appointments and services (but not Medicaid-funded); and
- General purpose transportation, including “quality of life” trips for personal errands, shopping, and social/recreation events.

Human service transportation typically includes fixed-route, demand-response and shuttle services. Many agencies will operate more than one type of service depending on client needs, such as:

- Human service fixed-route transportation, similar to school bus type services. This usually entails a vehicle operating on a pre-scheduled route and time to pick up passengers and take them to a predetermined destination, such as a senior center or nutrition site. Fixed-route transportation usually is operated with a van or bus and may provide door-to-door service. This type of service differs from fixed-route public transportation in that the route path may vary daily depending upon client participation.
- Demand-response services, similar to complementary paratransit services. Service is based on individual trip requests and typically requires a passenger to make a trip request

at least 24 hours in advance. Service may be curb-to-curb, which means a passenger waits at the curb for the vehicle and is dropped off at the curb of their destination, or door-to-door, which typically involves passenger assistance, where the driver or other staff will help the passengers between the door of their trip origin to the door of their trip destination. Occasionally a transportation service may be door-through-door, whereby drivers (or staff) will escort a passenger from inside their residence and then through the door of their destination.

- Shuttle services typically operate between two pre-determined locations. Some shuttles travel back and forth between these destinations, such as a shuttle service that takes people from the end of a bus line to a senior center. Another typical use is for shopping shuttles scheduled for a particular day, time, and destination.

Federal grants available to fund community transportation services include three Federal Transit Administration (FTA) programs, Sections 5310, 5316 and 5317. Section 5310 funding helps agencies purchase vehicles; this program has been in place for several decades and many agencies in the NYMTC region take advantage of this resource. The 5316 (JARC) program provides capital, planning and operating funds to support the development and maintenance of transportation services designed to transport low income individuals to and from jobs and activities related to their employment, and to support reverse commute projects. Section 5317 New Freedom program funds are available for capital and operating expenses that support new public transportation services beyond those required by the ADA.

Approximately \$11 million was available for the project solicitation (2006 funds) that occurred between April 1, 2008 and May 16, 2008. Seven applications were received as part of this solicitation and all were recommended to be awarded grants. In the most recent round of JARC and New Freedom applications (2009), NYMTC received more applicants than there was funding available.

## **Lower Hudson Valley County Human Service Agencies**

Based on existing plans and studies, interviews with key stakeholders, and lists of previous Section 5310 providers from the New York State Department of Transportation, as well as other research, an inventory of human service transportation was prepared.

This list of providers was compiled and used as the basis for the administration of an online and mail survey in July 2008. Information in the next section is derived primarily from these survey results and a review of grant applications submitted under the Section 5310 program. Additionally, some third party research, particularly as it relates to services in Westchester County, was used to compile the inventory of providers.

Several agencies were identified that provided services, including transportation, spanning county borders. As anticipated, linkages between service organizations in the Bronx and Westchester County were noted, as well as services that spanned Westchester and Putnam counties. These organizations are predominantly in the non-profit sector (Figure 4-10).

## **Westchester County Human Service Agencies**

Despite being the largest county in the Lower Hudson Valley, a high level of coordination and cooperation between human service agencies and County's ADA complementary paratransit program was evident. A number of organizations responded to the survey indicating they did not

provide client transportation because they referred clients with such needs to the Westchester County Office for the Disabled. The ability of these organizations to work to meet client needs on the public system attests to the successful nature of this program. Other non-profit agencies providing service in Westchester County that responded to the survey tended to be organizations with a service area that encompassed multiple counties and/or regions.

Other organizations that provide services to the target populations primarily consist of a network of community transportation services operated by local municipalities. This network is extensive, with an estimated 28 communities providing some form of service. The mode of service varies and may include shopping shuttles, transportation to/from nutrition sites, taxi subsidy programs, or volunteer programs. Generally, these services, operated independently of one another, may be characterized by limited eligibility (60+), operation of a small number of vehicles (less than three), with either temporal (hours and days of service) or spatial (geographic area served) limitations.

A few communities have instituted taxi subsidy programs. While limited, these services generally permit older adults to access taxi services, often during non-peak hours, at discounted rates.

Finally, several communities utilize volunteers to meet the needs of the target populations (Figure 4-11).

## **Putnam County Human Service Agencies**

A number of non-profit corporations in Putnam County also provide client transportation. Universally, these organizations provide service only to clients participating in agency programs. There is some level of informal coordination occurring in the County, but no structured means to carry out these activities (Figure 4-12).

## **Rockland County Human Service Agencies**

Several agencies in Rockland County were identified as providing client transportation. Jawonio, which operates regionally, is the largest human service agency operating in the County. The Rockland County Meals on Wheels program is the largest organization operating wholly within the county. Again, many organizations cited the TOR and T.R.I.P.S. programs as doing a good job fulfilling needs (Figure 4-13).

**Figure 4-10 Overview of Community Transportation Providers – Regional Providers**

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
<b>Lower Hudson Valley Regional (and Other Service Areas)</b>						
Bedford Town and incorporated Village	Within town limits to senior centers; shopping trips departing from senior centers	Public agency (municipal government – recreation department)	10:00 AM – 3:00 PM, Monday – Friday	Older adults (50+)	Demand-response	1 vehicle
Briarcliff Manor	No limitation	Public agency (municipal government – recreation and parks department)	Daily	Older adults (65+)	Taxi subsidy; half fare discount	N/A
Briarcliff Manor	Shopping trips in local area	Public agency (municipal government – recreation and parks department)	9:00 AM – 2:00 PM, one day per week	Older adults	Demand-response	1 vehicle
CHOICE of New Rochelle	Westchester County (portions)	Private non-profit organization	Not reported	Clients participating in agency programs.	Demand-response	Not reported
City of New Rochelle	City of New Rochelle and adjacent areas for shopping	Public agency (municipal government – office on aging)	8:30 AM – 4:30 PM, Monday – Friday	Older adults	Demand-response	2 vehicles
City of Rye	Transport to senior centers within the City of Rye; shopping	Public agency (municipal government – senior center)	9:00 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	1 vehicle

<b>Service</b>	<b>Service Area</b>	<b>Organization Type</b>	<b>Service Hours</b>	<b>Eligible Riders</b>	<b>Mode of Service</b>	<b>Vehicle Fleet Size</b>
City of White Plains	Transport to senior centers within the city of White Plains, shopping	Public agency (municipal government – senior center)	8:00 AM – 4:00 PM, Monday – Friday; 9:00 AM – 12:00 PM for shopping	Older adults	Demand-response	2 vehicles
City of Yonkers	Transport to senior centers within the City of Yonkers; shopping trips within City	Public agency (municipal government – office on aging)	10:30 AM – 1:30 PM, Monday – Friday, Saturday; 8:30 AM – 10:30 AM for shopping trips	Older adults	Demand-response	10 vehicles
City of Peekskill	Transport to senior centers within the City of Peekskill; shopping within City and surrounding areas	Public agency (municipal government – parks and recreation department)	9:00 AM – 3:30 PM, Monday – Friday; 1:30 PM – 4:00 PM for shopping	Older adults	Demand-response	3 vehicles
Croton-on-Hudson	Shopping trips within local and adjoining areas	Public agency (municipal government – recreation department)	9:00 AM – 12:00 PM, two days per week	Older adults	Demand-response	1 vehicle
Croton-on-Hudson	Within village limits	Public agency (municipal government – recreation department)	One day per week	Older adults	Volunteers	N/A

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Dobbs Ferry and Ardsley villages cooperative program	Within village limits to senior centers, shopping	Public agency (municipal government – recreation department)	10:00 AM – 3:00 PM, Monday – Friday, two days per week for shopping	Older adults (50+)	Demand-response	1 vehicle
Clearview School Day Treatment Program	Westchester, Putnam, and Rockland counties (also serves NYC – the Bronx, Manhattan) and outside study area (Dutchess and Orange counties)	Private non-profit corporation	8:00 AM – 4:00 PM, Monday - Friday	Clients participating in agency programs.	Demand-response using agency paid drivers	1 sedan 1 station wagon 4 minivans
Family Services of Westchester and Putnam	Westchester and Putnam counties	Private non-profit organization	7:30 AM 0 5:30 PM, Monday - Friday	Older adults, persons with low income, persons with disabilities, and other clients participating in more than 50 agency programs	Demand-response as arranged by staff	16 vehicles
Harrison	Within town limits	Public agency (municipal government)	Daily	Older adults (65+)	Taxi subsidy (50% discount with fare cap)	N/A
Jawonio, Inc.	Rockland County (and portions of Westchester County (Mount Vernon, Peekskill, Yonkers, and Ossining)	Private non-profit corporation	24 hours/7 days per week	Persons with disabilities regardless of age	Demand-response using agency staff	119 vehicles

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Mamaroneck Town and Larchmont Village	Within town and village limits to senior centers	Public agency (municipal government – department of community services)	10:30 AM – 4:30 PM, Monday – Friday	Older adults	Demand-response	1 vehicle
Mamaroneck Village	Village limits and surrounding local areas to senior centers	Public agency (municipal government – department of community services)	9:00 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	1 vehicle
Mamaroneck Village	No limitation	Public agency (municipal government – department of community services)	Daily	Older adults	Taxi subsidy; 50% fare discount	N/A
Mt. Kisco	Within village limits to senior centers, shopping	Public agency (municipal government – department of senior citizen programs)	9:00 AM – 3:00 PM, Monday – Friday; 12:00 PM – 3:00 PM for shopping	Older adults	Demand-response	1 vehicle
Mt. Kisco	Within village limits and adjacent areas	Public agency (municipal government – department of senior citizen programs)	N/S	Older adults	Volunteers provided by FISH	N/A



Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Ossining Town and Village	Within town and village limits to senior centers, shopping	Public agency (municipal government – senior services department)	9:00 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	3 vehicles
Ossining Town and Village	No limitation	Public agency (municipal government – senior services department)	Daily	Older adults (65+)	Taxi subsidy; half fare discount	N/A
Pleasantville	Within village limits to senior centers, shopping	Public agency (municipal government – department of senior programs)	10:00 AM – 3:00 PM, Monday - Friday	Older adults	Demand-response	1 vehicle
Pleasantville	No limitation	Public agency (municipal government – department of senior programs)	Daily	Older adults	Taxi subsidy; discount on individual trips (limited number of tickets sold per month)	N/A
Pleasantville	Within village limits	Public agency (municipal government – department of senior programs)	Daytime operating hours	Older adults – medical trip purposes	Volunteers	N/A
Pelham	No limitation	Public agency (municipal government)	Daily, 10:00 AM – 2:00 PM	Older adults	Taxi subsidy; Taxi subsidy; discount on individual trips (limited number of tickets sold per month)	N/A

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Peekskill	No limitation	Public agency (municipal government – parks and recreation department)	Daily	Older adults	Taxi subsidy; \$2.00 discount	N/A
Riverdale Mental Health Association	Westchester County (Yonkers, Cortlandt, Eastchester, Pelham, and Scarsdale), the Bronx, and portions of Manhattan (East Harlem, Harlem, Inwood, Morningside Heights, Upper West Side, and Washington Heights)	Private non-profit organization	Not reported	Populations with behavioral, psychological and social difficulties that may include older adults, persons with low income, and persons with disabilities	Subsidies/ reimbursements to customers who arrange their own transportation	None
Renaissance Project	Westchester, Putnam, and Rockland counties	Private non-profit organization	24 hours/7 days per week	Clients participating in agency programs.	Demand-response using paid staff and other non-staff drivers	3 standard vans 2 Light duty BOC

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Richmond of New York	Portions of Westchester and Putnam counties (South of 287: Yonkers, Bronxville, Eastchester, New Rochelle – to 272 Bedford Rd, Mount Kisco,  North of 287: Upper Westchester, Lower Putnam, Brewster, Yorktown, Mount Kisco, Ossining, & Peekskill to 272 Bedford Rd Mount Kisco	Private non-profit organization	7:00 AM – 6:00 PM, Monday – Friday 10:00 AM – 8:00 PM, Saturday - Sunday	Clients participating in agency programs	Demand-response using paid staff	10 vehicles
Rye Brook	Village limits and surrounding local areas to senior centers; shopping	Public agency (municipal government – senior citizens programs)	9:00 AM – 3:00 PM, two – three days per week; shopping two days per week	Older adults	Demand-response	1 vehicle
Scarsdale	Within village limits	Public agency (municipal government – recreation office)	10:00 AM - 2:00 PM	Older adults	Taxi subsidy; free to consumer	N/A
Somers and North Salem	Within village limits and adjacent areas	Public agency (municipal government – senior center)	One day per month	Any resident who does not travel or without means of transportation	Volunteers provided by FISH	N/A

<b>Service</b>	<b>Service Area</b>	<b>Organization Type</b>	<b>Service Hours</b>	<b>Eligible Riders</b>	<b>Mode of Service</b>	<b>Vehicle Fleet Size</b>
Sound Shore Medical Center of Westchester	Westchester County and the Bronx	Private non-profit organization	7:30 AM – 3:30 PM, Monday - Friday	Older adults, with Medicaid or private pay insurance	Contract/ purchase fixed-route service	6 ambulettes
Tarrytown	Village limits and surrounding local areas to senior centers	Public agency (municipal government)	9:00 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	1 vehicle

Source: Nelson\Nygaard Provider Survey, July 2008.

**Figure 4-9 Overview of Community Transportation Providers – Westchester County**

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
<b>Westchester County</b>						
Town of Eastchester	Transport to senior centers, shopping within Town of Eastchester limits	Public agency (municipal government – department of senior programs)	10:00 AM – 3:30 PM, Monday – Friday	Older adults	Demand-response	1 vehicle
Town of Greenburgh	Within incorporated areas of town to senior centers, shopping	Public agency (municipal government – community center)	9:00 AM – 3:00 PM, Monday - Friday	Older adults	Demand-response	2 vehicles
Town of Cortlandt	Within town limits to senior centers, shopping	Public agency (municipal government – office of aging)	9:30 AM – 3:00 PM, four days a week	Older adults	Demand-response	4 vehicles
Town of Mt. Pleasant	Within town limits to senior centers, shopping	Public agency (municipal government – office of older adults)	10:00 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	3 vehicles
Town of North Castle	Within town limits to senior centers, shopping	Public agency (municipal government – department of senior citizens)	8:00 AM – 3:00 PM, three days per week	Older adults	Demand-response	1 vehicle
Town of North Salem	Within town limits to senior centers, shopping	Public agency (municipal government – office of senior citizen programs)	9:00 AM – 4:00 PM, three days per week; 9:00 AM – 12:00 PM for shopping	Older adults	Demand-response	2 vehicles

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Town of Somers	Within town limits; shopping within town limits and surrounding areas	Public agency (municipal government – senior center)	8:30 AM – 4:00 PM, Monday – Friday	Older adults	Demand-response	1 vehicle
Town of Yorktown	Within town limits to senior centers, shopping	Public agency (municipal government – recreation department)	8:30 AM – 3:00 PM, Monday – Friday	Older adults	Demand-response	5 vehicles
Town of Greenburgh	Greenburgh town and incorporated areas of Ardsley, Irvington, Dobbs Ferry, Hastings, Elmsford and Tarrytown to senior centers, shopping	Public agency (municipal government – office for the aging)	8:30 AM – 4:30 PM, Monday – Friday; 12:00 Pm – 5:00PM for shopping	Older adults	Demand-response	3 vehicles
Town of Lewisboro	Within town limits and surrounding areas for shopping	Public agency (municipal government – recreation department)	10:30 AM – 4:30 PM, three days per week	Older adults	Demand-response	1 vehicle
Tuckahoe	No limitation	Public agency (municipal government)	10:00 AM – 3:00 PM daily, anytime on weekends	Older adults and/or persons with disabilities	Taxi subsidy; one-third regular price	N/A
Westchester County Office for the Disabled	Westchester County	Public agency (county government)	6:00 AM – 11:00 PM, Monday – Saturday 8:00 AM – 8:00 PM, Sunday	Persons with disabilities	Demand-response	60 vehicles

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
Village of Pound Ridge	Shopping trips within local area	Public agency (municipal government – recreation and parks department)	10:00 AM – 3:00 PM, two days per week	Any resident of the village	Demand-response	1 vehicle
Village of Scarsdale	Shopping trips within the village	Public agency (municipal government – recreation office)	9:00 AM – 11:00 AM, two days per week (except summer)	Older adults	Demand-response	1 vehicle

Source: Nelson\Nygaard Provider Survey, July 2008 and “A Typology of Senior Transportation Services in Westchester County,” prepared by Wei Li, City College of New York, for the Westchester Department of Transportation, November 2006..

**Figure 4-10 Overview of Community Transportation Providers – Putnam County**

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
<b>Putnam County</b>						
Putnam County Office for the Aging	Putnam County	County government	Not reported	Older adults age 60 years or greater	Demand-response service using paid drivers	12
Putnam ARC	Putnam County	Private non-profit organization	Not reported	Persons with disabilities	Not reported	
Putnam County Transportation (PART) Paratransit	Putnam County (ADA service area)	County government	5:30 AM - 9:00 PM, Monday – Friday 8:00 AM - 6:00 PM, Saturdays	Persons with disabilities	Demand-response using paid drivers	
Taconic Development Center	Putnam County (and other counties outside the NYMTC region)	State government	24 hours/7 days per week	Clients residing in agency operated group homes (8 in Putnam County)	Demand-response service using paid drivers	16
United Cerebral Palsy Association of Putnam and Southern Dutchess Counties, Inc.	Putnam County (and some portions of Westchester County - Cortlandt, Pound Ridge, and Yorktown)	Private non-profit organization	5:30 AM – 8:00 PM, Monday – Friday 7:00 AM – 8:00 PM, Saturday 8:00 AM – 8:00 PM, Sunday	Persons with disabilities who may be older adults and/or persons with low income	Demand-response service using paid drivers.	53 vehicles

Source: Nelson\Nygaard Provider Survey, July 2008.



**Figure 4-11 Overview of Community Transportation Providers – Rockland County**

Service	Service Area	Organization Type	Service Hours	Eligible Riders	Mode of Service	Vehicle Fleet Size
<b>Lower Hudson Valley Regional (and Other Service Areas)</b>						
Meals on Wheels Programs & Services of Rockland, Inc.	Rockland County	Private non-profit organization	8:30 AM – 5:00 PM, Monday - Friday	Clients participating in agency programs who must be 60 years of age or older or have a disability	Demand-response service using paid drivers	12 vehicles
Rockland Opportunity Development Association Inc.	Rockland County	Private non-profit organization	Not reported	Not reported	Not reported	
Rockland County Office for the Aging	Rockland County	County government	Not reported	Clients participating in agency programs who must be 60 years of age or older making trips for medical purposes	Taxi voucher program	None for client transportation
T.R.I.P.S.	Rockland County	County government	7:00 AM - 7:00 PM, Monday – Friday 8:00 AM - 5:00 PM, Saturday	Certified persons with disabilities and older adults	Demand-response service using paid drivers	25

Source: Nelson\Nygaard Provider Survey, July 2008.

