

New York Metropolitan Transportation Council

A Coordinated Public Transit-Human Services Transportation Plan for the NYMTC Area

June 2009

Long Island
Volume II: Appendices



Contract No. 0000776



The preparation of this report has been financed in part through grant[s] from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the State Planning and Research Program, Section 505 [or Metropolitan Planning Program, Section 104(f)] of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation.

Table of Contents

Page

Volume I: Long Island Final Plan	
Chapter 1. Project Overview	1-1
Introduction	1-1
Plan Organization	1-1
SAFETEA-LU Planning Requirements	1-3
Plan Importance	1-9
Chapter 2. Project Methodology	2-1
Provider Workshops and Community Open Houses	2-1
Data Collection	2-4
Needs Assessment.....	2-5
Strategy Identification & Prioritization and Final Plan	2-5
Chapter 3. Overview of Long Island	3-1
Introduction	3-1
Profile of Long Island.....	3-1
General Profile of Nassau County	3-6
General Profile of Suffolk County	3-13
Chapter 4. Public Transit Services, Taxis and Community Transportation Services	4-1
Introduction	4-1
Regional Providers	4-1
Medicaid Non-Emergency Medical Transportation (NEMT)	4-10
Long Island Public Transportation: County Perspective	4-11
Chapter 5. Demographic Profile	5-1
Long Island	5-1
Nassau County	5-6
Suffolk County	5-19
Chapter 6. Major Destinations and Activity Centers	6-1
Introduction	6-1
Nassau County	6-1
Suffolk County	6-7
Chapter 7. Unmet Needs and Service Redundancies	7-1
Introduction	7-1
Service Gaps and Unmet Needs by County	7-1
Service Redundancies by County	7-24
Barriers to Coordination Opportunities	7-27
Opportunities for Coordination and Addressing Unmet Needs.....	7-27
Chapter 8. Identification of Strategies	8-1
Introduction	8-1
Summary of Unmet Needs	8-1
Summary of Potential Human Service Transportation Plan Strategies	8-4
Chapter 9. Implementation Priorities for Long Island	9-1
Introduction	9-1
Implementation of High Priority Strategies	9-2

Table of Contents

Page

Volume II: Long Island Appendices	
Appendix A: Stakeholder / Public Involvement <i>(Includes all documents used for stakeholder / general public outreach effort associated with the development of this plan)</i>	
Appendix B: Annotated Literature Review	
Appendix C: Summary of Stakeholder Interviews <i>(Also includes the Interview Guide)</i>	
Appendix D: Survey Instrument and List of Organizations Contacted & Respondents	
Appendix E: Survey Report	
Appendix F: Detailed Description of Inventoried Community Transportation Programs/Services	
Appendix G: List of Major Destinations and Activity Centers	
Appendix H: Bibliography of Best Practices	

APPENDIX A

STAKEHOLDER / PUBLIC INVOLVEMENT

Appendix A: Stakeholder / Public Involvement

(includes all documents used for stakeholder /general public outreach effort associated with the development of this plan)

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination
Long Island Stakeholder Advisory Committee Meeting
June 25, 2008
Meeting Notes

Introduction

Nancy O'Connell, NYMTC Project Manager for the Coordinated Public Transit-Human Services Transportation Plan, welcomed everyone to the meeting and asked that each participant introduce themselves and their agency. She then provided a brief introduction to the study, as well as an in-depth explanation of the FTA funding opportunities available to transportation providers in the NYMTC region, and described how those grant programs related to the current study.

Ms. O'Connell introduced Patti Monahan of TranSystems, who will be leading the effort to develop the Nassau and Suffolk County portions of the coordinated plan as part of the Nelson\Nygaard consultant team. Urbitran Associates will also be part of the consultant team for Long Island. Ms. O'Connell also explained the need for input from the Stakeholder Advisory Committee (SAC). She reminded the participants that the meeting was just one of many public outreach efforts, which will also include focus groups and community meetings. A description of NYMTC and its duties was also provided to the SAC.

Cliff Hymowitz of the Long Island Concerned Citizens for Public Transportation made an audio recording of the meeting.

Kevin Wolford of NYMTC stated that more town representation was needed on the committee and noted that participation would be very important, especially for those applying for FTA 5310 grants. Mr. Wolford asked that the SAC provide recommendations and/ or referrals for participation.

There was a brief discussion about meeting notification and location, and concern was expressed that a broad range of participants would not attend due to travel time and inconvenience. Participants also asked that more information be provided on meeting

invitations, as there was some initial confusion about the purpose of the SAC meeting. After a short conversation, the general consensus of participants was that Hauppauge was indeed the most central location for a meeting and that a webinar-type module would be investigated for those wishing to attend future meetings remotely.

Project Overview

Ms. Monahan gave a presentation on the project's goals, work plan, and schedule. The purpose of the project is to comply with new federal planning requirements for projects that are supported by three funding programs administered by Federal Transit Administration (FTA): the Section 5310 (capital funding for transportation for older adults and persons with disabilities), Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) programs. The target populations of these three funding programs, and the coordinated plan, are older adults, persons with disabilities, and persons with low income. Development of the coordinated plan, building on NYMTC's Interim Coordinated Public Transit - Human Services Transportation Plan, will ensure that funding to the NYMTC region from the three programs (about \$13 million annually) continues without interruption. For more information on the three grant programs, please see the attached summary.

Project results will include, for each county:

- A comprehensive inventory of community transportation services (defined as any public or private transportation services that can be used by the three target populations)
- Identification of unmet needs and overlapping services
- Prioritized strategies for addressing needs

Future projects funded with Section 5310, JARC, and New Freedom grants must be derived from the coordinated plan; project applications will be evaluated in the context of the coordinated plan. The goal of the coordinated plan is that funded projects will lead to better coordination among services, maximum use of available funding, and expanded services.

Ms. Monahan provided an explanation of the how the current study is different from the recently completed Access to Transportation on Long Island Study. The previous project resulted in a policy document to provide guidance to public sector decision makers on the appropriate level of transportation access that should be provided to individuals whose mobility needs cannot be addressed by fixed route services. While there is overlap between the three target populations for the coordinated plan and the focus of the access study, the coordinated plan will be used to evaluate projects that

are seeking Section 5310, JARC, and New Freedom funding. The coordinated plan will draw on data and findings from the access study, updated as necessary.

As an example, Ms. Monahan reviewed a brief summary of community transportation providers identified as part of the access study, which will be the starting point for the inventory to be developed as part of the coordinated plan. Ms. O’Connell cited the arrangement between Southampton and East Hampton to share buses for trips to Stony Brook University Medical Center as an exemplary case of coordination.

The role of the SAC was also outlined and includes:

- Project team guidance
- Assistance with contacts, workshops, and focus groups
- Review of deliverables
- Providing reality checks on findings
- Prioritizing strategies
- Endorsing the final plan

The timeline for work plan elements was also discussed and is as follows:

- September: Next SAC meeting, to discuss the inventory of services and assessment of needs
- October: first of two public / stakeholder workshops, to present the inventory and needs information and obtain feedback (one workshop will be held in each county in this round)
- November: Focus groups with each of the target populations (three focus groups in each county)
- December: Report of activities and a list of strategies to be reviewed and prioritized by the SAC
- February: SAC meeting to review draft coordinated plan
- March: Second round of public / stakeholder workshops to be held, to obtain feedback of the draft plan (one workshop will be held in each county)
- April: Final SAC meeting, to review the final coordinated plan, including comments from the workshops

Next Steps

Ms. Monahan, Ms. O’Connell, and Mr. Wolford jointly inquired of the SAC as to whether the team had made the right outreach efforts, or whether there were other stakeholders that should be brought to the table. An initial public transit provider list was distributed to the SAC and they were asked to provide feedback on the list, as well as to fill in any missing contact information.

Stakeholder interviews and the transportation provider survey are the next large efforts to be undertaken and will begin shortly. Four stakeholder interviews will be conducted in each of the two Long Island counties: Nassau and Suffolk. A large survey effort of transportation providers and stakeholders will also be undertaken to identify available services and unmet needs.

Questions, Answers, and Comments

Holly Rhodes-Teague asked whether all of the people who were on the last Long Island study SAC were invited to participate in this study. Mr. Wolford replied that many were, but that some were not as relevant to this study and Ms. Monahan explained that the SAC is going to be a little smaller for this study.

Ms. Rhodes-Teague asked whether the Department of Labor or the Department of Social Services were invited and Mr. Wolford replied that the Departments of Social Services for both Nassau and Suffolk counties were invited to participate. Ms. Monahan informed the SAC that we received only one response, and that that person was unable to participate due to time constraints.

William Stoner from AARP asked about how the inventory of services would be conducted; whether it would be a full inventory of all agencies with vans and their utilization. Ms. Monahan said that that was exactly what we would be doing.

Mr. Stoner also asked whether all of the FTA funds administered by NYMTC were being fully utilized. Ms. O’Connell responded that all of the New Freedom funds were, but that JARC funds were not, primarily due to the 50/50 match requirement for operating assistance.

Pamela Giacoia from the Town of Southampton inquired whether New Freedom funds could be used to pay for mobility aides. Ms. O’Connell and Mr. Hymowitz responded that they could. Mr. Hymowitz gave an example of how New Freedom funds can be used.

Mr. Hymowitz noted that he is representing Brookhaven as the Mobility Specialist.

Mr. Hymowitz would like to be kept informed of the Suffolk County comprehensive bus study analysis as he feels it is relevant to the current study.

John Murray from the Suffolk County Public Works/ Transportation Division noted that Brookhaven town is doing a full study and that transportation is a large component of the study. Mr. Hymowitz said the study is the “2030 Comprehensive Plan.”

Mr. Stoner noted that a lot of work that the AARP has done has captured mobility concerns in general like walking, driving, and transit, and that they have a chart of different concerns, prioritized by stakeholders. AARP collected a lot of useful information through work with NYMTC. Mr. Stoner can provide this information to Ms. Monahan.

Joanne Massimo from the Suffolk County United Veterans said that Ed Hernandez from the Department of Social Services conducts a monthly meeting with all of the homeless services providers and that they have a lot of 5310 vehicles.

Tom Neely from the Town of Southampton said that the Transportation Office does not actually control the vehicles in the town, the Social Services office does. The town had to coordinate among themselves before they could approach other towns. They will do a case history to see what has been working, and what has not.

Ms. Rhodes-Teague said that in the Town of Southold, senior nutrition sites were losing clients because of the high cost of gas. Residents were not willing to drive to the sites, so the town began using buses to pick people up. She also reviewed the transit provider list and said that Bruce Blower’s office is not a direct provider of transit service.

Mr. Stoner said that transportation on Sundays for people to get to work is an unmet need.

Meeting Attendees

No.	Name	Organization
1	Nancy O'Connell	NYMTC
2	Kevin Wolford	Nassau-Suffolk Transportation Coordinating Committee
3	Sherry Southe	Nassau-Suffolk Transportation Coordinating Committee
4	Patricia Monahan	TranSystems
5	Caroline Ferris	TranSystems
6	Chris Henry	Urbitran
7	John C. Murray	Suffolk County Public Works/ Transportation Div.
8	Cliff Hymowitz	Long Island Concerned Citizens for Public Transportation
9	Joanne Massimo	Suffolk County United Veterans
10	Rebecca Miller	Town of North Hempstead
11	Shannon Kaplan	Town of North Hempstead
12	Tom Neely	Town of Southampton
13	Pamela Giacoia	Town of Southampton
14	William Stoner	AARP
15	Holly Rhodes-Teague	Suffolk County Office for Aging

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

**Long Island Stakeholder Advisory Committee (SAC) Meeting #2
October 3, 2008**

**State Office Building
250 Veterans Memorial Highway
Hauppauge, NY**

Meeting Notes

Introduction

Nancy O'Connell, NYMTC Project Manager for the Coordinated Public Transit-Human Services Transportation Plan, welcomed everyone to the meeting and asked that each participant introduce themselves and their agency. She then provided a brief introduction to the study to new participants. Several attendees participated by telephone.

Ms. O'Connell introduced Patti Monahan of TranSystems, who is leading the effort to develop the Nassau and Suffolk County portions of the coordinated plan as part of the Nelson\Nygaard consultant team. Urbitran Associates is also part of the consultant team for Long Island. Ms. O'Connell also explained the need for input from the Stakeholder Advisory Committee (SAC), reminding participants that grant money is available for the Job Access and Reverse Commute (JARC) and New Freedom program(s) and noting that solicitations for new grant requests will begin in January 2009. Inclusion and participation in this plan is critical for identifying funding criteria/eligibility for your area.

Project Summary

Ms. Monahan provided a quick recap of the study overview and purpose for the benefit of new SAC participants, underscoring the importance of comprehensive information and participation among providers in order to maximize the region's eligibility for federal funding sources. The three primary funding programs administered by the Federal Transit Administration (FTA) are: Section 5310 (capital funding for vehicle purchases for transportation for older adults and persons with disabilities), Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) programs.

The target populations of these three funding programs, and the coordinated plan, are older adults, persons with disabilities, and persons with low income. Development of the coordinated plan, building on NYMTC's Interim Coordinated Public Transit - Human Services Transportation Plan, will ensure that funding to the NYMTC region from the three programs (about \$13 million annually) continues without interruption.

Ms. Monahan followed with an update on study progress since the first SAC meeting in June 2008. The status of the work plan since June is as follows:

- Demographic data has been assembled, both at a general level and also focusing on the three target populations
- Stakeholder interviews were conducted in Nassau and Suffolk Counties
- The transportation provider survey instrument was distributed electronically. The response rate from providers stands at about 28 % (23% for the NYMTC region as a whole).
- A broad look at mobility needs was developed, based on what was learned through the surveys
 - Additional work is required to identify needs, including through stakeholder workshops
- Draft report chapters are available in the Long Island subregion folder on the Nelson\Nygaard FTP site: <ftp://NYMTC:Nymtc@ftp.nelsonnygaard.com>

Following the project status update, Ms. Monahan provided summaries of information gleaned through a few key tasks, including demographics and the service provider inventory.

Demographic Data

Nassau County:

- More densely populated than Suffolk County
- Population has declined (by slightly less than 1%) since last Census
- Slightly higher percentage of residents are senior citizens (compared to national average)
- Slightly lower percentage of residents with disabilities
- Fourteen percent of households are considered low income, with income of less than \$25,000 per year

Suffolk County:

- Slightly higher total population than Nassau County but lower population density
- Growing population
- Median age of residents follows national average
- Lower percentage of senior citizens than national average
 - Significant differences between towns in percentage of seniors, with 23% in Southold and 29% in Shelter Island
- Fifteen percent of residents have disabilities
- Relatively high median household income, similar to Nassau
 - Fifteen percent of households earning less than \$25,000 per year

Public and Community Transportation Inventory

Transit providers in Nassau and Suffolk Counties include the Long Island Rail Road (LIRR), MTA Long Island Bus, and municipal providers including City of Glen Cove, City of Long Beach, Suffolk County Transit (SCT), Huntington Area Rapid Transit (HART), and the Village of Patchogue. Ms. Monahan noted that additional follow-up is required to complete the inventory of providers, particularly including Medicaid transportation and taxi operators. She distributed copies of tables showing community transportation providers in each county, and requested assistance from SAC members in identifying services that may not have been reflected in the survey responses.

Thus far, 16 community transportation providers have been identified in Nassau County, most of which serve one community or part of the county. The majority of the providers are non-profit human service agencies; two public transit operators provide ADA paratransit service. Service is typically available to persons with disabilities and/or older adults. Most providers operate service during weekday business hours to specific client groups (and often for specific trip purposes).

Thirty community transportation providers have been identified in Suffolk County, five of which are county-wide providers. Most providers are either non-profit human service agencies (16) or municipal departments (9); two public transit operators provide ADA paratransit service, and three medical facilities provide transportation for patients. Most services are available on weekdays during business hours; HART, SCAT and several human service agencies operate Saturday service. Persons with disabilities or

persons with disabilities and older adults are the most common customer groups. A number of providers offer service for a fairly wide range of trip purposes.

SAC participants were asked to review the inventory list and provide any corrections or additions which we may have missed.

Few examples of existing coordinated were reported, but one such example is the partnership between Southampton and East Hampton to provide transportation for residents of both towns to Stony Brook Hospital. The Suffolk County Department of Social Services and Department of Labor coordinate internally, and among transit providers, HART and SCT coordinate certain paratransit activities.

Ms. Monahan explained next that work has begun on a needs assessment for the two counties. Early indications are that geographic coverage of transit services is good, but trip frequency and hours of service may pose limitations to mobility. Few demand response services cross town lines, thus restricting longer trips and inter-town travel for many residents. Similarly, fixed route transit trips often require multiple transfers. Certain trip types remain difficult to serve, including some employment trips, transportation for parents to both employment and daycare sites, etc.

Next Steps

Ms. Monahan summarized the next steps in the study process as follows:

- Update and augment information collected to date on service providers
- Assemble information on populations, services, and travel patterns (i.e., compare demographic information with locations of trip generators)
- Identify both gaps in service and examples of service duplication
- Stakeholder and public workshops and focus groups will be held in late October and early November, respectively, to present information collected to date, solicit feedback
- Strategies for coordination will be developed subsequent to the workshops and focus groups

The provider and public planning workshops are scheduled for October 29, from 9:30-1:00 at the North County Complex in Smithtown, in Suffolk County, and from 2:30 – 6:30 at the Theodore Roosevelt Executive and Legislative Building in Nassau County. The first part of each workshop (9:30 – 11:00 in Suffolk County and 2:30 – 4:00 in Nassau County) will be a discussion among transportation providers and other stakeholders of transportation services and needs. The second part of each workshop (11:30 – 1:00 in Suffolk County and 5:00 – 6:30 in Nassau County) will be a general

public session conducted in an open house format, so that participants can review findings of the planning process to date and provide input and feedback.

Ms. O’Connell requested that SAC members help distribute flyers for the public sessions of the workshops to their constituents. A formal invitation to the provider/stakeholder sessions will also be sent to the SAC mailing list and to providers who received the transportation survey.

Mr. John Murray added that on October 15 and 16 Suffolk County Transit will be holding public workshops to get feedback from customers.

Ms. Monahan added that the workshops will also be advertised through PSAs and press releases.

Questions, Answers, and Comments

Ms. Monahan mentioned the upcoming focus groups again, noting that three focus groups would be held in each county: one for each target population (seniors, low income, disabled). SAC members were also asked to provide names of potential participants (goal of 8-10 for each group). She asked SAC members to be prepared to help identify potential focus group participants – older adults, persons with disabilities, and persons with low incomes who could share their thoughts on transportation needs, issues and solutions.

Mr. Kevin Wolford commented that one meeting for each group in each county may limit participation given the travel required for many residents to a central location.

Ms. Monahan replied that the study budget and work scope limit the focus group process.

Ms. Holly Rhodes-Teague suggested calling individual town or county departments to get suggestions for focus group participants. Divisions of Senior Citizen Affairs, Departments of Social Services, and Departments of Labor may be able to help with recommendations.

Ms. Rhodes-Teague also asked if study results would be shared with local elected officials in order to advance the recommendations and gain local support.

Ms. O’Connell replied that the study is managed by NYMTC and that the counties are represented in NYMTC’s Program, Finance, and Administrative Committee (PFAC). Nonetheless, report copies can be sent to the towns (or notice of the availability of the reports).

Mr. William Stoner recommended that examples of projects that would be eligible for funding also be provided to legislators to show how grants and federal funding programs can help local programs. Ms. Rhodes-Teague suggested that an executive summary of the plan would also be helpful.

Mr. Tom Neely noted that draft reports for the study did not reflect detail on all towns and villages. Ms. Monahan replied that the towns with the highest population densities were highlighted, but given the range in total population, it may be valuable to display all town information.

Mr. Robert Quinn suggested that a central point of contact for all transit information would be valuable to residents.

Ms. O'Connell suggested that mobility manager positions (which are eligible for funding with only a 20% local match) could help provide this service.

Ms. Monahan added that websites such as Trips123.com may also be an option, along with Google Transit.

Mr. Wolford mentioned that New York State is preparing for implementation of its 511 phone service to provide transit and travel information for the entire state. Mr. Wolford said he would try to get more information on the NYS 511 program.

Mr. Henry noted that coordination strategies will include these types of information programs as well as initiatives between operators (joint purchasing, vehicle sharing, trip coordination, etc.). The goal was to provide a wide range of strategies.

Ms. Monahan concluded the meeting by requesting that SAC members provide any comments on draft reports via e-mail, marking up hard copies, or commenting directly in the documents (Ms. Monahan can provide Word versions of the draft chapters to anyone who would like to comment in that manner).

Meeting Attendees

No.	Name	Organization
1	Nancy O'Connell	NYMTC
2	Kevin Wolford	Nassau-Suffolk Transportation Coordinating Committee
3	Sherry Southe	Nassau-Suffolk Transportation Coordinating Committee
4	Patricia Monahan	TranSystems
5	Caroline Ferris (by phone)	TranSystems
6	Chris Henry	Urbitran
7	John C. Murray (by phone)	Suffolk County Public Works/ Transportation Div.
8	Elizabeth Fiordalisi	Community Programs Center of LI / Day Haven
9	Joanne Massimo	Suffolk County United Veterans
10	Tom Neely	Town of Southampton
11	Robert Quinn	Family Residences and Essential Enterprises, Inc.
12	William Stoner	AARP
13	Lori Brennan	Family Service League, Inc.
14	Irene Abruzzo, for Shirley Chefetz (by phone)	Nassau County Department of Senior Citizen Affairs
15	Therese Aprile Brzezinski (by phone)	LI Center for Independent Living
16	Holly Rhodes-Teague	Suffolk County Office for Aging

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

**Long Island Stakeholder Advisory Committee (SAC) Meeting #3
February 23, 2009**

**New York State Office Building
250 Veterans Memorial Highway
Hauppauge, NY**

Meeting Notes

Introduction

Nancy O'Connell, NYMTC Project Manager for the Coordinated Public Transit-Human Services Transportation Plan, welcomed everyone to the meeting and asked that each participant introduce themselves and their agency. Several attendees participated by telephone.

Nancy stated that the JARC, New Freedom and Section 5310 programs would all be affected by the development of this new plan

- Applications for JARC and New Freedom funding are due on March 27th
- Applications for Section 5310 funding are due May 1st

Patti Monahan, who is leading the effort to develop the Nassau and Suffolk County portions of the coordinated plan as part of the Nelson\Nygaard consultant team went through a PowerPoint presentation explaining where the study process is today:

- Since the SAC last met on October 3, 2008, workshops for transportation providers/stakeholders and the general public were held in each county (four workshops total were conducted in late October) and focus group meetings with older adults, persons with disabilities, and persons with low income were held in each county (six focus groups total were conducted in November)
- The consultant team assembled addresses of key destinations and mapped them (Draft Chapter 6 of the coordinated plan for Long Island) and assessed unmet needs, service gaps, and overlaps (Draft Chapter 7 of the coordinated plan)
- Identified unmet needs for the three target populations were reviewed:
 - Infrastructure improvements
 - Bus stop and rail station accessibility and amenities
 - Pedestrian-friendly pathways and intersections
 - Solutions to fixed route service gaps
 - Alternatives for evening, weekend hours
 - Access to bus stops

- Reverse commute options
 - Accessible taxi service
 - Intercommunity demand response service
 - More affordable transportation services
 - More convenient, accessible information about transportation services
 - Higher level of assistance for some riders

The 15 potential strategies that were developed for Nassau and Suffolk Counties by the consultant team, based on analysis of data collected and input from provider/stakeholder and public workshops and focus group meetings, were also reviewed in detail. Potential strategies included the following:

- Mobility Managers to provide information, outreach and trip planning
- Training and support for Mobility Managers
- Coordinated municipal demand response service
- Travel voucher program
- Taxi subsidy program
- Accessible taxi program
- Volunteer driver program
- Job access strategies—specialized transportation services to create direct links to employment
 - Fixed route service area, service hour extensions
 - Shuttles to employment sites
 - Ridesharing, vanpools
- Reverse commute strategies, similar to job access strategies
- Centralized transportation resource directory
- Online trip planning
- Improved access to fixed route bus stops
- Accessibility improvements at non-key rail stations
- Section 5310 vehicle purchase program
- Paratransit feeder service to fixed routes
- Real-time transit information

(A table containing a brief description of the strategies is attached.)

Comments that were raised on the various strategies include the following:

- Mobility Managers
 - The possibility of using Section 5310 funds for mobility managers (which is an eligible use of 5310 funds according to federal regulations) was raised; however, NYSDOT allows 5310 funds to be used for vehicle purchases only, due to funding limitations
 - An alternate proposal was that priority for Section 5310 funds be given to agencies that show they are better able to coordinate the use of the vehicle with other agencies
- The travel voucher program can be seen as a “gap filler” when other options (i.e., fixed route service, other demand response services, etc.) are not available
- The taxi subsidy program is similar to the voucher program and has the added benefit of likely increasing the demand for accessible taxicabs
 - The licensing of taxicabs in the various municipalities needs to be addressed
- The accessible taxi program complements the taxi subsidy program
 - The possibility of using Section 5310 funding for this should be explored
- One resource that should be mentioned for the volunteer driver programs is the Beverly Foundation
- A good example of a specific issue brought up regarding the reverse commute strategies is the inability for home health care aides to get to jobs on the North Shore of Nassau County
 - These issues also exist in parts of Suffolk County
- A mobility manager might be able to put together the proposal for a “centralized resource directory”
 - The Suffolk County Community Council could be a possible lead agency for this strategy
- Online trip planning on Long Island needs improvement in general
- One stakeholder wants the differences between 511 New York and Trips 1-2-3 to be better delineated
 - 511 seems to be more comprehensive, and currently includes information about the transportation services provided by some human service agencies on Long Island
- Improve Access to Fixed Route Bus Stops
 - Bus stops themselves also need more amenities (i.e., lighting, trash cans, schedule information, etc.)
 - Bus stop improvements are likely 80% reimbursable from the Federal government as they are seen as a capital improvement
 - Municipal traffic safety departments could also be lead agencies for this strategy
 - Crosswalks and pedestrian island refuges should also be considered for this strategy

- Improve accessibility at non-key rail stations on the LIRR
 - One question is exactly how the \$26 million paid by Suffolk County to the MTA for station maintenance is spent
- Whenever Section 5310 funds are spent, the first priority will always be to be certain that the needs of the target population are being met before the vehicle is used for any other purpose
- Demand responsive feeder services to fixed route services may be especially useful in areas more than ¾ of a mile from the fixed route service
- Real-Time Transit Information at Bus Stops
 - Major transfer points should likely get priority
 - The possibility of utilizing New York State “Bond Act” funds for this should be investigated
- One stakeholder asked how long the approval process for the New Freedom and JARC funds would be
 - NYSDOT hopes to have all approvals by mid-September (they must go through the conformity process to be certain there are no negative air quality impacts)
 - Participants should plan on a January 2010 service start
 - Small non-profits and other local groups must contract through the NYSDOT, and it takes 3 months to finalize contracts with NYSDOT
 - Technically, there is no “range” for the amount that can be requested
 - The evaluation criteria are clearly spelled out
- In the future, the plan currently being developed will be considered the “active” plan
- One stakeholder noted that “Bicycle Amenities at Transit Connections” should definitely be considered a strategy worthy of JARC funding
 - This might be a “Velib”-style system, as in Paris, France

Will Rodman of Nelson\Nygaard, overall Project Manager for the development of the coordinated plans for Long Island, New York City, and Rockland, Putnam, and Westchester Counties, then explained the “voting” process to determine priorities among the potential transportation strategies.

The coordinated public transit – human services transportation plan for Long Island will include the strategies, together with the information compiled about the transportation needs of the target populations; priorities among the strategies will be used to guide future funding decisions for the JARC, New Freedom and 5310 programs. *(Note that it is a federal requirement for the coordinated plans to include the establishment of priorities among strategies to address unmet needs. Applications for funding from the JARC, New Freedom, or Section 5310 programs must reference the page of the plan that includes the strategy or need that the application is intended to address. However, future applications to the JARC and New Freedom programs will be evaluated on the merit of the project, and not specifically whether it is identified as a high, medium or low priority among the strategies listed in the coordinated plan.)*

Criteria that were used to guide the voting at the meeting included the strategies' ability to address a documented need, implementation feasibility, and coordination potential. A complete list of the prioritization criteria is attached.

Will also mentioned that it is important to note that the JARC and New Freedom programs be viewed as "seed money" and not as sustainable funding sources. Nancy O'Connell stated that it is a good practice for applicants to request two years' worth of funding as opposed to only one.

SAC members who were present at the meeting were each given eight sticky dots to use however they wished to indicate their priorities among the strategies, with the only limit being that no more than three dots could be applied to any one strategy. Committee members who were on the phone were polled for their votes, which were added to the others.

The preliminary prioritization of strategies to address unmet transportation needs of older adults, persons with disabilities, and persons with low income in Nassau and Suffolk Counties, based on voting by the committee members who attended the meeting, provided their votes by phone on 2/23/09, or were on the phone for the meeting but provided their votes later, is as follows:

High Priority Strategies (more than 7 votes each)

- Mobility Management and Mobility Manager Support
- Centralized Transportation Resource Directory
- Bus Stop Accessibility and Other Improvements
- Section 5310 Capital Assistance Program
- Accessibility Improvements at Non-Key Rail Stations
- Job Access Strategies

Medium Priority Strategies (4 to 6 votes each)

- Paratransit Feeder Service to Fixed Route Stations and Stops
- Accessible Taxi Program
- Publicize Existing Online Trip Planning Services
- Coordinated Municipal Demand Response Services

Lower Priority Strategies (3 or fewer votes each)

- Bicycle Amenities at Transit Facilities and on Vehicles
- Travel Voucher Program
- Taxi Subsidy Program
- Reverse Commute Strategies

- Real-time Transit Information
- Volunteer Driver/Escort Programs

Following the voting, Patti explained that drafts of Chapters 1-5 of the Long Island plan were posted previously on the Nelson\Nygaard ftp site. Comments that were received on the draft chapters have been incorporated. Draft Chapters 6 and 7 were posted shortly before the meeting, and can be found at <ftp://NYMTC:NYMTC@ftp.nelsonnygaard.com>, in the Long Island folder. Comments on the draft chapters are welcome. Drafts of Chapters 8 and 9 will be posted on the site next.

A draft plan will be assembled in April. Stakeholder/public meetings to present the draft plan will be held in conjunction with NYMTC public meetings on the Regional Transportation Plan in May. More details on those meetings will follow at a later date.

Meeting Attendees

No.	Name	Organization
1	Nancy O'Connell	NYMTC
2	Sherry Southe	Nassau-Suffolk Transportation Coordinating Committee
3	Will Rodman	Nelson\Nygaard
4	Patricia Monahan	TranSystems
5	Caroline Ferris (by phone)	TranSystems
6	Will Calves	AECOM Transportation
7	John C. Murray (by phone)	Suffolk County Public Works/ Transportation Div.
8	Tom Neely	Town of Southampton
9	Alice Stanek	Maryhaven Transportation
10	Therese Aprile Brzezinski	LI Center for Independent Living
11	Tom Bodnar	LI Center for Independent Living
12	Webster Morris	Developmental Disabilities Institute
13	Cliff Hymowitz	Town of Brookhaven
14	Glynis Berry	studio ab architects
15	Lori Brennan (on phone)	Family Service League, Inc.
16	Shirley Chefetz and Irene Abruzzo, (by phone)	Nassau County Department of Senior Citizen Affairs
17	MaryBeth Esposito	John T. Mather Memorial Hospital
18	Gladys Morien (on phone)	Independent Group Home Living Program

Summary of Long Island Provider Workshop and Open House Findings: October 29, 2008

Issue Categories	Nassau County	Suffolk County
Existing Service	<p>North/south travel options are limited Able-Ride fare (\$3.50) is expensive for some Taxi services are expensive</p>	<p>SCT, SCAT hours are not long enough to accommodate evening hour, weekend work trips (more important than early morning hours) Transfers bus to bus can be difficult – very short or very long time in between connections Taxi services are expensive SCAT service is booked well in advance</p>
Coordination	<p>Several providers serve clients of other agencies, under contract Nassau County Dept. of Senior Citizen Affairs publishes a resource directory for seniors Some providers operate service for clients of other agencies</p>	<p>Non-profit providers are unable to add new services (for another entity) unless costs are fully covered SCT buses serve LIRR stations – useful for riders Some providers operate service for clients of other agencies</p>
Needs	<p>Transportation option for home care workers to reach clients' homes in northern part of county Higher level of assistance (door-to-door, escorts) Accessible intersections, but stops Pedestrian-friendly intersections, paths to/from bus stops Real-time bus arrival information Options for travel in Oyster Bay, Manhasset (N. Hempstead)</p>	<p>All providers attending workshop have enough vehicles to meet their needs Most organizations feel the needs of their clients are being met More accessible bus stops Options for work trips in the evening, on weekends (general public riders and UCP supported employment program)</p>
Opportunities	<p>Many providers serve persons with disabilities and/or older adults Specific reverse commute need identified – JARC funding available</p>	<p>Many providers serve persons with disabilities and/or older adults</p>
Challenges	<p>Older adults, persons with disabilities have difficulty reaching bus stops Finding, retaining volunteer drivers Liability concerns, insurance requirements for volunteer drivers (may be a perceived barrier) Local match for federal funds is difficult to obtain</p>	<p>Impact of fuel costs last year on providers 5310 requirement to serve a certain number of trips every 6 months (depending on size of vehicle) Walking distance to/from bus stops can be long East End is not densely developed – longer trips, less frequent bus service</p>

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

Suffolk County – Provider Workshop

**October 29, 2008
9:30 a.m. to 11 a.m.**

**Legislative Chamber, W.H. Rogers Building
725 Veterans Memorial Highway
Smithtown, NY 11787**

Meeting Notes

Nancy O’Connell thanked the participants for attending the meeting and provided a summary of the project. She also gave a brief overview of the federal funding programs that are covered under the coordinated plan, as well as examples of projects on Long Island that were federally funded during the last grant cycle. Ms. O’Connell explained how participation in the development of the coordinated plan can lead to informal coordination among providers, through idea and information sharing.

Patricia Monahan described elements required under the coordinated plan, including a community transportation services inventory, identification of unmet needs, and a list of prioritized strategies to meet those needs. She also presented and explained a series of demographic, public transit, and trip generator maps, and invited participants to download detailed information and draft plan chapters from the ftp site. An explanation of data collection methodology and the online survey was also provided, and Ms. Monahan encouraged feedback and commentary on the information presented, and also asked for assistance in recruiting focus group participants.

Ms. O’Connell and Ms. Monahan emphasized that many different projects can be funded under the federal programs, especially New Freedom, including volunteer driver programs, subsidized taxi service, and mobility managers

Comments and questions from workshop participants are noted below.

- Mr. Murray felt that there is a public misconception that some public transit services do not run as frequently or serve as many people as they do. In particular, the S92 now operates every 20 minutes in the weekday AM peak period and every 30 minutes in the weekday PM peak period; running from the North Fork to the South Fork through Riverhead. This service also operates on Saturdays.
 - Riders on this route are mainly from Riverhead and Flanders
 - Route heavily used for journey-to-work trips
 - Not really a “low frequency” bus route
 - Mr. Murray also noted that Suffolk County Transit currently operates 51 routes

- One provider recently needed to cut back the length of trips (i.e., reduce the service area) due to higher gas prices, but now meeting the “minimum number of trips” requirements mandated by the funding agencies has become an issue
- Most providers felt that they were meeting all the transportation needs of their client
- Three providers (UCP of Greater Suffolk, Inc., St. Charles Hospital, and IGHL) participating in the meeting were recipients of Sec. 5310 funds, and all believed that they were able to get the vehicles they needed to provide service
- In general, all the participants felt that their vehicles were utilized to capacity
- Request was made of providers to “get the word out” so that there are more applications in this round of funding
- Some providers feel fuel costs are an issue
- Some drivers prefer to drive for school bus operators as then they don’t have to work for all twelve months of the year
- In terms of sharing and coordinating services, one provider stated that the added “incremental costs” of filling whatever excess capacity there is (e.g., scheduling software, etc.) is likely “not worth it” because they carry people at a financial loss to begin with
- A county-wide provider stated that he is generally aware of other providers and can “steer people to them”
 - Again, however, feels that arrangements for providing extra service (i.e., coordinating with other providers) isn’t worth the added cost
 - Compensation received won’t cover the cost of providing additional service
- IGHL has rarely been unable to provide requested transportation service. In those instances, IGHL has been able to coordinate with Maryhaven’s transportation service
- The participants are generally aware of all the other human service transportation providers and would probably not benefit from a directory of services
- The Family Service League owns 46 agency-wide vehicles, but only five vehicles are used for participants in day treatment programs

Meeting Attendees

No.	Name	Organization
1	Karen Gramarossa	UCP of Greater Suffolk, Inc.
2	John C. Murray	Suffolk County Public Works/ Transportation Division
3	Robert Dubester	Independent Group Home Living (IGHL)
4	Lori Brenna	Family Service League
5	Deborah Lane	St. Charles Hospital
6	Nancy O’Connell	NYMTC
7	Patricia Monahan	TranSystems
8	Caroline Ferris	TranSystems
9	Will Calves	Urbitran

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

Suffolk County – Community Open House

**October 29, 2008
11:30 a.m. to 1 p.m.**

**Legislative Chamber, W.H. Rogers Building
725 Veterans Memorial Highway
Smithtown, NY 11787**

Meeting Notes

Nancy O’Connell thanked the participants for attending the meeting and provided a summary of the project. She also gave a brief overview of the federal funding programs that are covered under the coordinated plan, as well as examples of projects on Long Island that were federally funded during the last grant cycle, including a mobility manager position in Brookhaven and a college ferry service to Staten Island.

Patricia Monahan gave an overview of what would be included in the coordinated plan and a summary of where target populations are located. She also presented and explained a series of demographic, public transit, and trip generator maps, and asked participants for input on important trip generators in the area.

Comments and questions from open house participants are noted below.

- One participant asked if the turnout at the Open House would impact the distribution of funds by the government – the answer was “no”
- One person stated that “certain populations are always ignored” – the poor, disabled, teens, and single parents, in particular
- The previous hearings at night (for the Suffolk Transit project) were not well attended because by having meetings at night you preclude those who depend on Suffolk Transit from getting there (due to the short span of service)
- The SCAT service has some capacity issues
 - There are also some reliability/on-time performance issues with SCAT
 - One rider stated that SCAT purposefully constrains capacity by saving 200 trips in reserve for late “next day” reservations
- SCAT is frequently “booked solid” and trip denials occur often
 - SCAT telephone hold times are way too long and you can “lose your slot” in that time
 - There should be a way to automate the SCAT reservation procedure using either computers or the telephone so that you don’t have to wait to talk to a person
- SCAT drivers are over-scheduled and it creates a tense, unsafe situation

- SCAT's shorter span of service is an issue in helping people get to and/or keep jobs
 - United Cerebral Palsy (UCP) clients have had to turn down jobs because they were unable to use public transit service to access job sites
 - Some people lost jobs due to unreliable or unavailable service
 - UCP relies on public transportation; they cannot provide private transportation services to all 140 of their program participants, as each person has a different origin and destination
 - Many UCP participants work in the retail sector
- All these shopping centers are major employers as well as major generators:
 - Smith Haven Mall
 - South Shore Mall
 - Tanger Outlets (both the one in Riverhead and the new one in Deer Park)
 - Walt Whitman Mall
 - Bridgehampton Commons
- The S92 has a lot of "pass bys" due to overcrowding, especially during the summer months
- Suffolk County Community College campuses are also important trip generators
- The bus stops themselves need better signage and enforcement so that drivers don't block them
- All these hospitals are important: Mather, SUNY Stony Brook, St. Charles, Northport VA Hospital, and South Side
- Along State Route 112 a new bus stop is needed near an apartment complex
 - There is a bus stop in one direction of travel but not in the other
- Communication between drivers on the various bus routes is sometimes lacking
 - Inter-County drivers work well with each other – the S54, S56, and S59 are "good bus routes"
 - The Coram Bus Service (i.e., CBS Lines) drivers – especially on the S58 – are "not as good"
- Later evening bus service (into the late night period) is the most needed "unmet need", followed immediately by Sunday bus service
- Tactile strips at bus stops might be a good idea
- Fare integration amongst the various transit operators in Suffolk County is needed, as are new fare instruments/fare media
- All of the participants would like to receive printed copies of the Powerpoint presentation that was given

At the close of the meeting, Ms. Monahan spoke to the attendees about participating and/ or inviting others to participate in the upcoming focus groups. She provided contact information to those that requested it.

Meeting Attendees

No.	Name	Organization
1	John J. Dowd	
2	Donovan Holmes	
3	Barbara O'Grady	
4	Gerard Limone	UCP Suffolk
5	Sarah Knapp	
6	Robin Cassidy	
7	Susan	
8	Debra Coleman	
9	Eileen Grennan	The Community Programs Center
10	Nancy O'Connell	NYMTC
11	Patricia Monahan	TranSystems
12	Caroline Ferris	TranSystems
13	Will Calves	Urbitran

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

Nassau County – Provider Workshop

October 29, 2008

2:30 p.m. to 4 p.m.

**Executive and Legislative Building, Room 136
1550 Franklin Avenue
Mineola, NY 11501**

Meeting Notes

Nancy O’Connell thanked the participants for attending the meeting and provided a summary of the project and explained why the consultant team was conducting six different workshops. She gave a brief overview of the federal funding programs that are covered under the coordinated plan, as well as examples of projects on Long Island that were federally funded during the last grant cycle, including the installation of tactile strips at non-key LIRR stations.

Patricia Monahan described elements required under the coordinated plan, including a community transportation services inventory, identification of unmet needs, and a list of prioritized strategies to meet those needs. She also presented and explained a series of demographic, public transit, and trip generator maps, and invited participants to download detailed information and draft plan chapters from the ftp site. An explanation of data collection methodology and the online survey was also provided, and Ms. Monahan encouraged feedback and commentary on the information presented.

Ms. Monahan briefly discussed the results of the needs analysis; that there are important trip destinations throughout Long Island but that most bus routes are east-west in nature.

Comments and questions from workshop participants are noted below.

- The inventory of providers should maybe include a list of church/synagogue-based volunteer driver programs
 - These programs, which use a volunteer driver and their own private vehicle, are becoming less viable due to insurance/liability concerns
- Senior centers also provide some transportation and should be certain to be included in the inventory
 - Nassau County has a handbook which may have more recent/accurate information
- The perception of a need for north-south trips is accurate

- Difficult for home health aides/personal care attendants (i.e., PCA's) in the southern part of Nassau to get to their clients' homes in the northern part of Nassau
- The need for service into Suffolk is really to the VA Hospital in Northport
- Able-Ride has some issues, namely:
 - The \$3.00 one-way fare is pricey for some people, and
 - Curb-to-curb service is not enough for many disabled people; they really need door-to-door (or even in-the-door-to-in-the-door) service
 - Dialysis patients must have service that is much more reliable than Able-Ride can provide – one participant said that the dialysis centers should be providing their own transportation services
- Seniors in the Town of Oyster Bay are “trapped” with almost no north-south service
- In terms of major destinations, the majority of FISH clientele need medical trips in the Rockville Centre area as well as local trips in the Merrick, Seaford, and South Shore areas
 - FISH services people who are in their 90s, who live alone, and who need help getting to medical appointments. While they have friends, neighbors, and relatives who can run errands for them, such as shopping, they need a lot of assistance getting to and from medical appointments.
 - FISH is down to 60 to 65 drivers and telephone operators (from 150 a decade ago) because the volunteer liability/insurance immunity issue makes people want to drive less for them
- Can there be some type of voucher program for taxicab companies?
 - One hindrance is that taxicab companies are not always willing to participate
 - It is possible that a taxicab subsidy program (i.e., vouchers, with the cab company being made whole by the funding agency) would qualify under the New Freedom program
 - Nassau County has tried a voucher program before with small-scale success. It's difficult working with private companies when so little money is involved.
 - Ms. Monahan explained how taxi voucher programs have worked in other areas and Ms. Ramirez noted the fact that in-kind donations can be used as the local match for federal funding for these programs.
- It should be possible to allow retirees to be reimbursed for taking someone a longer distance (e.g., to Long Island Jewish or North Shore University) for medical appointments
- Another issue with Able-Ride is the length of time needed for an advance reservation
 - Ms. Monahan advised the participants that ADA service is not supposed to deny trips and reservations must be taken up to close of business on the day before the desired trip
 - Another Able-Ride issue is that punitive measures may be imposed in response to late cancellations
- There are entities that already provide travel training services
 - “Some old folks just can't get up bus stairs, and no amount of travel training will help!”
 - Some seniors cannot wait for a bus as long as is required by general public fixed-route service
 - Some people cannot get from their door to the curb to wait for the bus

- Some people lack the emotional capacity to navigate a public transit system, regardless of the amount of travel training they are given
- Better crosswalks and timed pedestrian signals are needed throughout Nassau
- More benches and better lighting at bus stops are needed
 - Nassau County has been very good about adding seating at bus shelters
- Need a better way to get to LI Jewish and North Shore University Health Systems
 - Fewer transfers would be a “better way”
 - Pointed out that MTA LI Bus already serves these facilities and that it can’t possibly provide one-seat rides to everyone
- The key to getting more volunteer driver services is solving the insurance issue
- Haven’t heard any real issues regarding recruiting non-volunteer drivers
- Top destinations include:
 - Rockville Center
 - Winthrop Hospital
 - Old County Road, Plainville
 - Massapequa
 - Seaford
- There is a need for bus service to North Shore Health Systems
 - Ms. Herrera pointed out that there is already frequent, all day service to this location
- Be certain the inventory includes other organizations that help certain specific client groups – such as the Association for Children with Down Syndrome (ACDS), AHRC, UCP, et cetera

At the close of the meeting, Ms. Monahan spoke to the attendees about participating and/ or inviting others to participate in the upcoming focus groups. She provided contact information to those that requested it.

Meeting Attendees

No.	Name	Organization
1	Ramona Stewart	FISH of Wantagh, Inc.
2	Sally Lubell	FISH of Wantagh, Inc.
3	Ron Tauss	FISH of Wantagh, Inc.
4	Shirley Chefetz	Nassau County Dept. of Senior Citizen Affairs
5	Millicent Herrera	MTA Long Island Bus
6	Therese Brzezinski	L.I. Center for Independent Living, Inc.
7	Thomas Bodnar	L.I. Center for Independent Living, Inc.
8	Denise Ramirez	Nassau County Dept. of Planning
9	Nancy O’Connell	NYMTC
10	Patricia Monahan	TranSystems
11	Caroline Ferris	TranSystems
12	Will Calves	Urbitran

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

Nassau County –Community Open House

**October 29, 2008
5 p.m. to 6:30 p.m.**

**Executive and Legislative Building, Room 136
1550 Franklin Avenue
Mineola, NY 11501**

Meeting Notes

Nancy O’Connell thanked the participants for attending the meeting and provided a summary of the project. She also gave a brief overview of the federal funding programs that are covered under the coordinated plan and SAFETEA-LU, as well as examples of projects on Long Island that were federally funded during the last grant cycle, including a mobility manager position in Brookhaven and a college ferry service to Staten Island.

Patricia Monahan gave an overview of what would be included in the coordinated plan and a summary of where target populations are located, including a discussion of target population density. She also presented and explained a series of demographic, public transit, and trip generator maps, and asked participants for input on important trip generators in the area. Ms. Monahan invited participants to download draft documents from the project ftp site.

Later in the meeting, Ms. Monahan discussed the inventory of community transportation services that was conducted, and once again asked participants for their input.

Comments and questions from open house participants are noted below.

- Churches, synagogues, and other “faith based” locations should be added to the list of important destinations, especially on weekends
 - These should also be added to the provider inventory given the volunteer driver programs
 - The insurance issue is important for the volunteer driver programs
- The Northport VA Hospital (in Suffolk County) is an important destination
- Sidewalks are needed at many locations throughout Nassau County
 - At many of the county’s key destinations, the bus deposits passengers where there are no sidewalks and people are forced to navigate through large parking lots to get to building entrances
- Tactile edge warning strips may not be a good idea at bus stops as they connote “Danger” to the visually impaired; a curb painted in a high-contrast color would be better

- Audible tones and accessible pedestrian signals are also needed
- DPW would be the responsible Nassau agency
- Audible information at bus stops is also needed, perhaps a button that passengers can push for relevant information
- “Equal Access” to all that persons without disabilities can do is important to persons with disabilities
 - “If people don’t drive they can’t get anywhere on Long Island.”
 - It is difficult to schedule the use of the few accessible taxicabs that do exist
 - The town of Oyster Bay is particularly difficult to get to
- It is difficult for the caregiver population to get anywhere north of the Jericho Turnpike
 - The personal care attendants are not qualified to use Able-Ride on their own and so can’t get to the residents
- Travel eastbound into Suffolk County in the AM peak period is congested
- Transportation/mobility is key to allowing “aging in place”
- Seniors (especially in North Hempstead) do not have access to the trip types they need. Senior centers are only able to provide weekly shopping trips and trips to and from senior centers.
- A difficult issue for many is level of assistance provided by drivers many people need assistance to the door, not just to the curb
 - Able-Ride vehicles need to be low floors too
 - MTA LI Bus should get its low floors ASAP
 - Perhaps use sedans instead of typical Able-Ride vehicles for wheelchair passengers who can transfer from the wheelchair to the seat
- MTA LI Bus needs earlier service – perhaps even 24/7
 - This would eliminate personal care attendant (PCA) “overnights”, which actually would end up saving some money
- Another possibility is to use “subscription vans” to bring PCA’s from Queens out to Nassau
- Some of the home health care agencies operating in Nassau County include:
 - Allen Home Health Care
 - JANUS
 - Long Island Care and Home
- Hempstead Turnpike is very dangerous – it needs to be made safer and we need to plan ahead for infrastructure improvements
- Legible signage – even on the outside of buildings – is needed for the visually impaired
- A centralized single-point source of transit information is needed
 - Systems can also use a GPS-based real time information system to get info to passengers, especially the visually impaired, if paired with annunciator systems
 - GPS-enabled PDAs can let riders know where the closest bus stop is and when the next bus will get there
 - Any web-based info will need to meet the new Federal “Section 508” standards

Meeting Attendees

No.	Name	Organization
1	Vivian Delens	AARP
2	Henry Goessmann	Hicksville Gardens Civic Association
3	Mike Godino	American Council of the Blind of New York
4	Paula Uhl	Town of North Hempstead
5	Joel Ziev	Partners for Access
6	Adele	AARP
7	Rita Nolan	Nassau County Dept. of Social Services
8	Nancy O'Connell	NYMTC
9	Patricia Monahan	TranSystems
10	Caroline Ferris	TranSystems
11	Will Calves	Urbitran

NYMTC Coordinated Public Transit-Human Services Transportation Plan: Connecting Communities through Coordination

Draft Final Coordinated Plan for Long Island—Public Meeting

May 14, 2009

3:00 – 5:00 p.m.

**H.L. Dennison Building
100 Veterans Memorial Highway
Hauppauge, NY**

Meeting Notes

Nancy O’Connell, NYMTC Project Manager for the Coordinated Public Transit-Human Services Transportation Plan, welcomed everyone to the meeting, and introduced Sherry Southe, who is now the Section 5310 coordinator for the Nassau-Suffolk Transportation Coordinating Committee. Ms. O’Connell then gave a summary of this planning effort. Development of a coordinated public transit—human services transportation plan for the NYMTC region is a requirement established by the Safe, Accountable, Efficient Transportation Equity Act—A Legacy for Users (SAFETEA-LU), and is necessary for the NYMTC region to continue to receive funds from three federal transportation grant programs. These include:

- Section 5310 – Capital funding for transportation that serves older adults and persons with disabilities (administered statewide by NYSDOT)
- Section 5316 – Job Access and Reverse Commute (JARC) program, which supports transportation to jobs, training, and related activities for eligible persons with low income
- Section 5317 – New Freedom program, which funds new services for persons with disabilities that go beyond the requirements of the Americans with Disabilities Act (ADA)

Three sub-regional plans have been developed; they cover New York City, Nassau and Suffolk Counties; and Westchester, Rockland, and Putnam Counties. Each plan includes a inventory of community transportation services, an assessment of the transportation needs of the three target populations (older adults, persons with disabilities, and persons with low income), strategies that could be employed to address those needs, and a prioritization of those potential strategies.

The needs and strategies included in each sub-region’s plan will be used to guide future funding decisions for Section 5310, JARC, and New Freedom programs by NYSDOT and NYMTC.

The planning process has included opportunities for comment on draft sections of the plan by stakeholders and members of the public. The official comment period on the draft final coordinated plan for Long Island will close on June 3, 2009. Ms. O’Connell noted that printed and CD copies of the draft plan, Executive Summary, and a separate chapter pertaining to

regional needs and strategies could be found on the table near the door, and urged those at the meeting to provide input during the meeting or by sending comments by e-mail, mail, or fax to her at NYMTC before the end of June 3.

Patti Monahan, who is leading the effort to develop the Nassau and Suffolk County portions of the coordinated plan as part of the Nelson\Nygaard consultant team, then went through a PowerPoint presentation that summarized the steps leading to the development of the draft final coordinated plan for Long Island. She provided a brief overview of key demographic characteristics of the Long Island sub-region and the public and private transportation services that are currently available to members of the target populations. She summarized the unmet transportation needs of members of older adults, persons with disabilities, and persons with low income on Long Island. Service gaps, overlaps, and unmet needs were identified by comparing the locations of these target groups to the addresses of key destinations and activity centers and the service areas and other characteristics of existing transportation services, and incorporating comments from the project's Stakeholder Advisory Committee (SAC) for Long Island and participants in focus group meetings and stakeholder/public workshops.

Following the identification of unmet needs, the consultant team developed a list of transportation and coordination strategies that would address the needs of the target populations in each sub-region and that would be eligible for funding from one or more of the three grant programs. Members of the SAC reviewed and refined the list of potential strategies for Long Island in February 2009, and ranked the resulting list of strategies into high, medium, and low priorities for the sub-region.

Ms. Monahan pointed out that the prioritization process is one of the federal requirements for the local coordinated plans, and does not mean that only high priority projects will be funded by NYMTC and NYSDOT. In the future applications for funding from the Section 5310, JARC, or New Freedom programs, projects must either address a need identified in the plan or fit within the strategies that have been identified; inclusion on the list of high priority strategies is not a prerequisite for funding. Ms. O'Connell noted that applicants for Section 5310, JARC, or New Freedom funding must reference in their applications to NYSDOT or NYMTC the page of the plan that contains the need or strategy that their project addresses.

High priority strategies for Long Island, in descending order, include the following:

- Mobility Management – Information, Outreach, and Trip Planning, plus Mobility Manager Training and Support
- Centralized Transportation Resource Directory
- Vehicle Replacements
- Improved Access to Fixed Route Bus Stops
- Accessibility Improvements at Non-Key Rail Stations
- Job Access Strategies

- Transit Service Expansions and Improvements (especially those that support job access opportunities)

After reviewing a list of the medium and lower priority strategies, Ms. Monahan described the high priority strategies in more detail. During the discussion, Ms. O'Connell asked that each participant introduce themselves and say a few words about their involvement with human services transportation. The meeting then turned to questions and comments from participants.

Nearly all attendees represented organizations that have received Section 5310 funding in the past. Comments and questions pertained more to current coordination efforts and future solicitations for Section 5310, JARC, and New Freedom grant applications than to the draft coordinated plan.

Alice Stanek reported that as of December 2008, funding arrangements in Suffolk County have changed so that Office of Mental Health clients who used to travel with Maryhaven Transportation Services are now being transported by taxi. She also noted that UCP of Suffolk and Jefferson's Ferry retirement community use Maryhaven Transportation as a source of vehicle fueling and maintenance services. Ms. Stanek commented that Maryhaven provides service to bus stops during the day for individuals who are going to work, but that demand is not great enough to sustain service in the evenings or on weekends. Ms. Monahan suggested that if a JARC or New Freedom grant were used to provide additional services, more individuals would be able to take jobs that required work during evening and weekend hours. Ms. Stanek also commented that the draft plan provided a very detailed description of Long Island.

Rob Quinn indicated that Community and Family Residences (CFR) provides Commercial Driver's License (CDL) training and training in CPR, First Aid, and defensive driving for other providers.

Ms. O'Connell and Ms. Monahan noted that many of the activities in which the Section 5310 recipients are now engaged, or would like to initiate in the future, would be eligible projects for JARC or New Freedom funding. This might include helping people find transportation (part of mobility management), joint training, travel training, employment transportation, or coordinating services or functions among several transportation providers.

Mr. Quinn asked if any funding is available for alternative fuel vehicles. At present, no such vehicles can be obtained through New York's Section 5310 program, but purchase of vehicles, including those that use alternative fuels, would be eligible JARC and New Freedom projects. Meeting participants discussed the Section 5310 vehicles and process for selecting them. Mr. Quinn also inquired about the eligibility for funding of a shuttle for CFR employees. A shuttle service would be eligible for JARC or New Freedom funding if it were designed to serve persons with low income or persons with disabilities, respectively.

At the conclusion of the meeting, Ms. O'Connell noted that the final coordinated plans will be posted on the NYMTC website, and encouraged everyone to sign up to receive NYMTC Notes,

the bi-weekly NYMTC newsletter, by e-mail for notice of the final plan posting and other information. Ms. O'Connell also indicated that the next solicitation for JARC and New Freedom projects will most likely begin in January 2010 with grant workshops; grant applications will probably be due in March 2010.

The meeting adjourned at approximately 4:30 p.m.

Meeting Attendees

No.	Name	Organization
1	Nancy O'Connell	NYMTC
2	Lisa Daglian	NYMTC
3	Sherry Southe	Nassau-Suffolk Transportation Coordinating Committee
4	Patricia Monahan	TranSystems
5	Donna Gackenheimer	UCP of Suffolk
6	Bob Dubester	Independent Group Home Living
7	Rob Quinn	Community and Family Residences, Inc.
8	Alice Stanek	Maryhaven Transportation
9	Lanny Wexler	NYSDOT

Public Comments Received on Draft Final Plan - May-June 2009

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Entire Document Where mentioned throughout the documents, MTA Metro-North Railroad (or MNR) and MTA Long Island Rail Road (or LIRR) are the appropriate names.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Report has been updated accordingly.</p>
<p>Entire Document As you know, there are important issues and concerns that were raised in the focus groups, public workshops and SAC meetings that are not addressed in this plan. For example, improvements are needed on the Access-A-Ride system, there needs to be an increase in accessible taxis, and there should be a prompt repair of subway elevators and escalators.</p> <p>In the plan there should be information and/or best practices about what is being done in other major cities about these issues.</p> <p>For example, there could be information about two major cities that have good paratransit systems or have component parts that are working well.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>A description of best practices is now included in Appendix H.</p>
<p>Entire Document The draft should be read by one or two additional planners who grew up in New York City, in order to provide accurate information about NYC.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report was read by several additional planners, including at least one long-time New York resident.</p>
<p>Entire Document The draft should be read by an experienced professional editor.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report has been read and edited again since the draft was released.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Entire Document Please have the consultant remove Nassau County Planning Commission from the entire document, our department should be referred to as Nassau County Planning Department.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>All references in the report have been updated accordingly.</p>
<p>Entire Document There's a lot of typos, extra commas, etc, throughout the document, too many to list but they should go through the document carefully and do final edits.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>The report has been read and edited again since the draft was released.</p>
<p>Entire Document Delete bullet with references to paratransit as adequate or appropriate for "occasional" travel. This is the opinion of consumer groups present at the meeting. Many Access-A-Ride customer use the service regularly. Ridership growth and customer satisfaction survey show that both frequent and occasional riders are satisfied with the service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services. Where these opinions are discussed, the text has been revised to explicitly state that these are opinions and perceptions.</p>
<p>Entire Document The consultant team manager in each region should review the report to ensure that all references to the New Freedom program reflect the FTA Notice published in the Federal Register regarding the expanded definition of project eligibility.</p>	<p>Statement at LHV Public Meeting Nancy O'Connell, NYMTC Project Manager May 13, 2009</p>	<p>Introductory chapters where background information on the New Freedom program is documented have been updated to reflect the April 29 Federal Register Notice.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary Page ES-6, Paragraph 2, please add this sentence.</p> <p>“AAR also provides service within a ¾ mile corridor of NYC Transit bus routes that extend to nearby Nassau and Westchester counties.” You noted this in the Regional Needs and Strategies Report, but not in the summary of ADA Paratransit service.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Page ES-6 has been updated accordingly.</p>
<p>Executive Summary On the Executive Summary section, page ES-3, under the section Coordination Efforts in the NYMTC Region, they have the wrong title for our Interim Plan, it should be the: Interim Coordinated Public Transit- Human Service Transportation Plan</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>On page ES-3, the full title of the Interim Plan was corrected.</p>
<p>Executive Summary Page ES--4, 5th line "development" should read develop.</p>	<p>Received by email: Patty Chemka June 5, 2009</p>	<p>Page ES-6 has been updated accordingly.</p>
<p>Executive Summary P6 (Existing services, unmet needs....), bullet 1, revise to read:</p> <p>Public Transportation Service – New York City’s public transit network consists of rail, subway, bus and ferry services. The MTA operates extensive subway and bus service in all five boroughs that operates 24 hours a day, 7 days a week. MTA Metro-North Railroad and MTA Long Island Rail Road operations include more limited rail service within the City, as does the Port Authority of NY and NJ (PATH service). These three rail services as well as public transit services, including MTA Long Island Bus, Westchester Bee line and New Jersey Transit, provide transportation between the NYC and suburban communities.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-6 was revised to reflect this comment and reads verbatim to suggested text.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary P6 bullet 2, line 2, edit by changing “New York City Transit” to “MTA New York City Transit”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 3, line 2 was revised accordingly.</p>
<p>Executive Summary P6 bullet 5, Add the following: “NYC 311 offers an accessible taxi dispatch service. Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 2 has been revised to reflect this comment and now reads: “NYC 311 is currently offering accessible taxi dispatch service through a pilot program.”</p> <p>P ES-6, bullet 5 has been revised to reflect this comment and now reads: “Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>
<p>Executive Summary P6-7, Figure ES1, Revise to include Access-A-Ride in the Public Transportation portion of the table; this is a public transportation, not a community transportation service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. Access-A-Ride does not qualify as public transportation because while it is an obligation of public transit, it is not available to the general public.</p> <p>In the Coordinated Plan community transportation services are defined as transportation services available to one or more of the target population groups. Based on this definition AAR is categorized as community transportation service.</p>
<p>Executive Summary P6-7, Figure ES1, Public Transit Geographic Coverage entry change to read: “Buses are 100% accessible, rail services have limited accessible infrastructure” but meet ADA requirements.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations and because this information is detailed in Chapter 4, Figure ES1 has been revised to read: “Available; Buses 100% accessibility; Accessible infrastructure on rail system limited”</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary p7 (Unmet Needs...), bullet 2: Delete: "In addition, the infrastructure and services are not reliable and are frequently unavailable." These are assertions by those present at the meeting and not backed up by data.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-7, bullet 2, has been revised to read: "In addition, consumers reported that the infrastructure and services are not reliable and are frequently unavailable (i.e., elevators and escalators)."</p>
<p>Executive Summary bullet 8, same page: "While AAR provides broad coverage and is adequate for occasional travel, consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation." The opinion of consumer groups of the service should not be addressed in the document – statements regarding service gaps are more appropriate. Access-A-Ride is available 24/7 and for any trip purpose. The service does cover a vast geographical area; however, each customer request is for a specific purpose. Customers may schedule subscription trips in order to ensure a routine schedule.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services. The sentence has been revised to read: "AAR provides broad coverage and is adequate for many travel needs. However, members of consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation."</p>
<p>Executive Summary P9 Figure ES2: Public Transit Geographic Coverage entry: Change to read: "Rail service on LIRR is oriented to and from NYC, and is also available for local trips between stations. Local and express buses are available in both Nassau and Suffolk counties, operated by MTA LI Bus and Suffolk County Transit. In addition, Huntington and Long Beach operate their own local bus services."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations, and because Long Island's Chapter 4 delves into great detail about transit coverage, this table entry has been revised to read: "Limited coverage - Rail service on LIRR is primarily oriented to and from NYC Local and express buses are available in both Nassau and Suffolk counties"</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary P9 Figure ES2: ADA Paratransit Geographic Coverage entry: Able-Ride and SCAT, the paratransit services operated by MTA LI Bus and Suffolk County Transit both provide paratransit services exceeding the geographic requirements of the ADA, providing services that may extend past rather than limit service to the corridor covered by bus routes.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-10 Figure ES-2 was revised to reflect this comment and now reads: “Available in areas served by fixed route bus; Extends beyond fixed-route corridors in some areas”</p>
<p>Executive Summary p10, Long Island, 2nd bullet add the words “some” and “may” as follows: “...For some members of the target populations, however, high fares (even with senior and disabled discounts), distance to/from stations and the lack of accessible infrastructure may limit the usefulness of the services.” NYCT currently lists 67 ADA-compliant Key stations and 16 Non-Key stations as accessible for a total of 83 accessible stations; LIRR has 95 wheelchair-accessible stations; MNR has 64 wheelchair-accessible stations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P. ES-10 2nd bullet was updated as follows: “The rail network is a critical transportation resource on Long Island. For some members of the target populations, however, high fares (even with discounts for older adults and persons with disabilities), distance to/from stations, and the lack of accessible infrastructure in some locations may limit the usefulness of the services.”</p>
<p>Executive Summary p10, Long Island, 5th bullet, Change the first work from “many” to “some” and delete reference to paratransit service fares as unaffordable. The fare of \$3.50 is extremely reasonable, especially in light of the length of trips provided, which can be from within Suffolk county to locations within Queens. There will always be people who will complain about any fare, but curb-to-curb service for this fare is extremely cost effective for the customer. Bullet should read: “Some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P. ES-10 5th bullet was updated to read: “According to comments made by participants in focus group meetings and public workshops, some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road and some of the paratransit services, including Able-Ride.”</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary p 14 & p16 - Strategy: "Transit Service Expansion and Improvements" This strategy is appropriate for new community or private services wishing to supplement Public Transit services. Expansion of services by MTA and NYC Transit is not feasible. Change strategy to "Develop services to supplement transit services."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Executive Summary p15 - Strategy: Taxi/Community Car Subsidy Programs: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-15 has been changed to reflect this comment.</p>
<p>Executive Summary p17, chart, row 1: MTA Long Island Bus should be removed from this list. Accessibility improvements at bus stops are the responsibility of Nassau County.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-17, Figure ES-5 was updated to reflect this comment.</p>
<p>Executive Summary, ES-11 Comment notes that that individuals from the Office on Aging should comment, if need, on the summary description of LHV complementary paratransit services.</p>	<p>Received by Facsimile Virginia Johnson, Westchester Department of Transportation June 3</p>	<p>No action required; no subsequent comment from that office was received.</p>
<p>Executive Summary, ES-13 Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile Virginia Johnson, Westchester Department of Transportation June 3</p>	<p>Comment noted.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary, ES-18</p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>ES-18 was revised in the Lower Hudson Valley section to reflect this comment.</p> <p>The ES explicitly states that these lead agencies are only suggestions, and the other two subregions mostly included generic language in addition to some specific suggestions.</p>
<p>Executive Summary – 6/18 Version p. ES-11`</p> <p>In the first paragraph regarding Existing Transportation Services, use a lower case c in line 2 following “In Westchester and Rockland Counties...”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>No change made. Sentence refers to specific counties and proper grammar dictates capitalization. Additionally, a style guide developed for use in all three regions stipulates capitalization in this context.</p>
<p>Executive Summary – 6/18 Version p. ES-11</p> <p>First bullet, fifth line: add “fixed route bus” in describing the Bee-Line</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Requested edit made.</p>
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Changes made.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Commenter requests clarification on the last bullet point regarding “non-ADA” paratransit services.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Amplification to this bullet point has been added.</p>
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Under Regional Needs, commenter requests that the current line reading “...limited service hours for feeder bus services at outlying rail stations.....” be reworded as follows: “...limited feeder bus services at outlying rail stations.....”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted.</p>
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter requests that strategies not addressed/included in a region not be labeled “N/A” and suggests an entry as “Not Ranked.”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted. The text above this table notes that not all strategies were ranked or discussed in the prioritization exercise. “N/A” notation left as is.</p>
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Change made.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter notes that there is a missing high priority strategy for the LHV in ES-5.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Commenter is correct – there is a missing entry in the table on a high priority LHV strategy. Comment addressed with inclusion of the missing strategy in the Executive Summary.</p>
<p>Regional Needs and Strategies</p> <p>On the regional breaks / cross county lines of service to also highlight the lack of service from SI to NJ. I remember discussing it at one meeting - in Sept? The MTA very reluctantly started a limited bus route over the Bayonne Bridge which needs expansion. There is also a study just getting under way for a light rail on SI's West Shore and old North Shore rail line that would run to NJ.</p> <p>There is a huge lack of public options on SI and any highlighting of the need to expand rail service in any public report would be helpful.</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>There is also a lack of service from Staten Island to New Jersey. The MTA did start a limited bus route over the Bayonne Bridge, and there is a study just getting under way for a light rail on Staten Island's West Shore and old North Shore rail line that would run to New Jersey.</p>
<p>Regional Needs and Coordination Strategies</p> <p>p1, Summary of Key Findings, first paragraph: no mention of interoperability between NYC Transit and LI Bus. Change 2nd and 3rd sentences to read: "Connections between operators such as Westchester County Bee-Line and MTA Long Island Bus with New York City Transit do exist. Significantly, the introduction of MetroCard transfers between MTA NYC Transit and the suburban bus companies has substantially improved travel between the systems."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-1 has been updated accordingly and reads verbatim to suggested text.</p>
<p>Regional Needs and Coordination Strategies</p> <p>p1, Summary of Key Findings, second paragraph: delete Ravitch Commission section. This plan is not relevant in this document.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-1 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Regional Needs and Coordination Strategies p3, Accessibility: Delete: "Seven stations on the LIRR Babylon branch are not fully accessible." There is no particular reason to highlight these stations. The point has been made that not all stations are accessible. Key stations were identified based on a number of factors and with community input and both LIRR and MNR have made all key stations accessible.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-3 has been updated accordingly.</p>
<p>Regional Needs and Coordination Strategies p3, Accessibility: Add sentence after sentence about complaints of maintenance issues with elevators and other impediments to accessibility as station: Although elevators and escalators do breakdown and escalators must also be taken out of service at times for maintenance and repairs, the MTA agencies inspect virtually all elevators and escalators daily and make repairs on its elevators and escalators as quickly as possible. MTA posts elevator and escalator status to its website and telephone hotline, both available at all times, and are posted on the MTA's website, www.mta.info.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-3 has been updated to include this sentence, which reads verbatim to suggested text.</p>
<p>Regional Needs and Coordination Strategies p4: First paragraph re: Putnam County: Delete reference to specific New Freedom funding application because it is only a proposed project and it has not been approved through a formal evaluation process. Change to "Putnam County has identified a need for improved access to bus stops because of a lack of sidewalks in the vicinity of senior housing. Residents who atPART services. Sidewalks in these areas would facilitate local travel and would also address part of the service gap....."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>There is no longer a reference to Putnam County's project on R-4.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Regional Needs and Coordination Strategies P4. Long Island, 2nd paragraph: Suggestion that connecting residential areas in Queens with major medical facilities in Nassau County, “specifically the Long Island Jewish Hospital” should be deleted. LIJ Medical Center is accessible by an NYC Transit bus line (Q46) and through bus connections between LIRR stations and LI Bus routes on the Hempstead, Port Jefferson, and Port Washington branches. In addition, this is one of the locations for paratransit transfers making it a one-vehicle paratransit trip for New York City paratransit users.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page R-4 has been updated.</p>
<p>Regional Needs and Coordination Strategies P5, first paragraph, 4th sentence, it’s MTA LI Bus, not MTA Bus – change to “MTA Long Island Bus operates several routes into western Suffolk.....”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-5 has been updated accordingly.</p>
New York City Subregion		
<p>Chapter 4 New fares effective June 28,2009 - full list on MTA website For example Pay-per-ride Metrocard will be \$2.25 Access--A-Ride = \$2.25 (MTA did NOT double the fare for Access-A-Ride)</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The entire report was updated with the new fares for all MTA services.</p>
<p>Chapter 4 On figure 4-26 Overview of transportation providers in Queens, the fleet size is incorrect. It should read 8 vehicles. It is correct on Figure 4-28.</p>	<p>Received by email: Chris Amendola, HANAC East-West Connection 13-May-09</p>	<p>Figure 4-26 has been updated accordingly.</p>
<p>Chapter 4 Page 4-5, last 2 sentences on the page should be combined or re-written, as is...they don’t read smooth.</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 4-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-6, 4 th line, “years of older or who”....should be “years or older who”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-6, 2 nd paragraph, last sentence, replace the “comma” after Metro cards with “or”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-6, footnote sentence 14, is the parenthesis behind “stations” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-13, “St George’s Terminal”, line 1, place “is” between the words <i>terminal</i> and <i>the</i> . Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
Chapter 4 Page 4-13, Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
Chapter 4 Page 4-14, make sure designation points text is clear on the map.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted.
Chapter 4 Page 4-15, next to last sentence on page, does not read clear...perhaps “neither” after disabilities...a comma after <i>dogs</i> , and “to” after <i>or</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-15 has been updated accordingly.
Chapter 4 Page 4-16, 3 rd para, 4 th line, place the word “a” between before <i>customized</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-16 has been updated accordingly.
Chapter 4 Page 4-17, 3 rd para, 2 nd and 3 rd lines, “233 St Stations” should be “233 St Station” and there is a comma and a period after “5 lines”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-17 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-19, “Transfer Hubs – The Bronx”, last sentence, “White Plains Road” is correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-19 has been updated accordingly.
Chapter 4 Page 4-20, 2 nd para, last line, add “which” after <i>network</i> , or add a comma and change <i>provides</i> to “providing”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
Chapter 4 Page 4-20, 4 th para, 4 th line, place “as” after <i>such</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
Chapter 4 Page 4-23, Re-write the 2 nd sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
Chapter 4 Page 4-26, 2 nd para, last line, change to “operate directly between Queens and Manhattan only”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
Chapter 4 Page 4-26, 3 rd para, last line, place “which” after <i>stations</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
Chapter 4 Page 4-30, 4 th para, last line, Is “110 ten daily trips” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. This information is correct according to our sources.
Chapter 4 Page 4-31, proofread the first 3 paragraphs.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-31 has been updated accordingly.
Chapter 4 Page 4-32, 2 nd para, last sentence, replace <i>forecast</i> with “forecasted”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-32, “Medicaid Transportation”, second sentence, place a comma after “low incomes”,	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-32, change to “target populations of persons”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-32, Last para, place a period after (DSS) and delete “and”, then begin next sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-34, 4 th Para, 6 th line, change to “during that time, including” or “during that time which include”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
Chapter 4 Page 4-34, “Coordination Efforts in New York City”, second sentence, re-write the sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
Chapter 4 Page 4-34, 3 rd sentence, replace <i>facilities with</i> “facilitates”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
Chapter 4 Page 4-34, 4 th line, replace <i>City’s</i> with “City”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region</p> <p>Chapter 8 Identification of Strategies, summary of Unmet Needs. I disagree with the second sentence.</p> <p>AAR does meet most of the requirements of its registrants who have a need for strict time requirements. Of the 18,200 average weekday riders, 25.8% (4,700) are subscription customers who use AAR for work, school and recurring medical trips. These customers have reserved trips with prescheduled drop off times to ensure that they arrive at their destination on time for their appointment. AAR also permits advance reservation customers to request a specific appointment (drop off) time or pick up time when requesting a trip. About 94% of trips are completed timely.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Comment noted. The sentence was re-written and now reads: “Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. “</p>
<p>Chapter 8 There was documentation on the lack of accessible subway entrances (83 of 460?) in the body of the report.</p> <p>Am I missing its appearance as a high priority on the lists? Did we think that the MTA had this in their capital plans?</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>Comment noted. During the strategy prioritization process, this was not ranked as a “high” priority. It is still part of the “Accessibility Improvements at Non-Key Rail Stations” strategy.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region</p> <p>Chapter 8, NYC p1, Limited travel options, 2nd paragraph: Rephrase to read “Flexibility is also a concern. While AAR offers broad service coverage and is adequate for trips planned at least a day in advance, it is not always able to meet same-day trip requests. Since it is a shared-ride service it is not as flexible and trips are not as quick as customers would sometimes like. Also, for some customers, a higher level of service is required. If customers require a personal care assistant (PCA), that individual may accompany the customer without paying a fare. Some customers need additional assistance but don’t use the services of a PCA. These individuals may be better served by a community service provider.”</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Sentence on 8-1 has been revised to read:</p> <p>“Flexibility is also a concern. Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. AAR also cannot provide the higher level of assistance required for clients who are frail or have severe physical disabilities.”</p>
<p>Chapter 8, NYC p2, Lack of Accessible Infrastructure, first paragraph, 1st sentence: delete the word “only.”</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Page 8-2 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region</p> <p>Chapter 8, NYC p2, Lack of Accessible Infrastructure, first paragraph: revise 2nd sentence and add additional detail as follows: “Escalators do not provide ADA-compliant accessibility for vertical movement between levels in a stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.”. In 2008, NYC Transit elevators were in working order and available to customers more than 95.5% of the time. Despite daily inspections and efforts to keep both escalators and elevators operational, escalators, in particular present a significant maintenance challenge.</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Paragraph on 8-2 was revised to read:</p> <p>“Escalators do not provide ADA-compliant accessibility for vertical movement between levels in stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.” However, the elevators and escalators frequently face reliability and operational issues.”</p> <p>A footnote was also added to reference a May 19, 2008 New York Times article about elevator break-outages.</p>
<p>Chapter 8, NYC p3, Strategy Overview, 4th row: delete the strategy for accessibility improvements at non-key stations. Accessibility improvements beyond those in key stations are made as stations are renovated.</p> <p>Typically, the total cost of a subway elevator, at \$3 million, is beyond scope of New Freedom funding.</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Comment noted.</p> <p>This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC p3, 5th row: Delete this strategy: NYC Transit has tactile and Braille signage throughout the system. All accessible stations and newly renovated stations have tactile-Braille signage that is located on the left side of the station booth and on the platform columns nearest the stairs as well as on other columns throughout the station. Because NYC Transit stations do not have a “standard” layout it is difficult to install signage in consistent locations within stations, however, NYC Transit has worked with representatives of the visually impaired community to identify reasonable locations for mounting tactile signage. Service announcements made over station public address systems.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC p4, first row, Improve access to bus stops: delete MTA/NYCT as possible lead agency. NYC DOT is responsible for bus stops within NYC.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC P4, 2nd row, Accessible Information Systems: Delete this strategy. NYC Transit updates its on-line elevator/escalator status page 3 times a day and is working on system enhancements that will provide 24/7 updates as well as reasons for equipment outages, and expected duration of outages. Customers can call the elevator/escalator hot line for this information. In addition, a system is under development to allow customers to subscribe to an e-mail notification system for elevator/escalator e-mail notifications for stations the customer would identify. Making announcements in stations would be confusing since there are so many stations with similar names on different lines, and there are so many elevators and escalators within individual stations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC p4, row 3, Strategy, Taxi/Community Car Subsidy Car Program: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>
<p>Chapter 8, NYC p.5, Row 3, Job Access Strategies: Delete MTA/NYCT as Possible Lead Agency. This may be an appropriate activity for community organizations of NYC DOT, but it is not consistent with the mission of the MTA.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region Chapter 8, NYC P5, row 5, Transit Service Expansion and Improvements: Delete MTA/NYCT as Possible Lead Agency. Suggesting new community or private services to supplement public transit is fine, but not expansion of the transit system. Consider changing strategy to “Services to supplement transit services.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Chapter 8, NYC P11, delete MTA as possible lead agency for Mobility Manager. This is a more appropriate activity for community organizations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Part of the appeal of mobility managers is the flexibility of job descriptions as well as hosting agencies. Community organizations as well as government agencies can hire a mobility manager and create a network of mobility managers to work on issues of mobility from a variety of angles.</p>
<p>Chapter 8, NYC P12/p13 – The Mets play in Queens, not the Bronx (that’s the Yankees) and Mets/Willets Point Station is accessible on game days. Main St.-Flushing on the #7 is an accessible station.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Borough reference corrected on page 12. The old Mets/Willets Point Station was accessible, but focus group participants stated that the newly constructed one is not. The MTA website does not list it as an accessible station.</p>
<p>Chapter 8, NYC P14-15, Develop Accessible Wayfinding System: See earlier comment from p3, 5th row.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC P17, Fixed Route Bus Stops: Delete MTA/NYC Transit as possible lead organization. Bus stops within NYC are owned by and the responsibility of NYC DOT.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>
<p>Chapter 8, NYC P18, Accessible Information Systems: Delete this strategy, see explanation above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC P19-21, Taxi/Black Car Subsidy Program: Delete MTA/Access-A-Ride as possible lead agency for reasons outlined above. Additional comments: P 19, Application for NYC: last sentence suggests MTA or NYC might want to acquire vehicles and provide them to providers. It is not clear why MTA or NYC would provide private taxi or black car operators with vehicles. P20, the estimated cost of such a program in NYC is likely to be many times greater than suggested here, even if the lead agency doesn't purchase vehicles for the service providers.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-19 through 8-21 have been updated accordingly. The MTA was deleted as a possible agency for acquiring vehicles on page 8-19.</p>
<p>Chapter 8, NYC P24-25, Travel Training Delete MTA as a possible lead agency. Travel training is provided by several agencies in NYC and NYC Transit has its own program. Additional travel training would be appropriately provided by various social service agencies and community organizations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>
<p>Chapter 8, NYC P30-31, Job Access Strategies: Delete MTA/New York City Transit as Possible Lead Organizations. See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-30 and 8-31 have been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC p. 8-30: Long Island Bus, not Long Island Rail Road, in "MTA-Long Island Railroad. LIRR has received JARC funds to increase transportation availability during peak hours to several of its stations."</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-30 has been updated.</p>
<p>Chapter 8, NYC p. 8-34: College of Staten Island: add community being served by the shuttle bus (employment/low income); also in Best Practices sections.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-34 has been updated accordingly and now reads: "Funds were approved to operate weekday service with 30 minute headways between the ferry terminal and the CIS campus, serving to increase employment options as a JARC route"</p>
<p>Chapter 8, NYC P34-35, Transit Service Expansion and Improvements: Delete MTA and NYCT as possible lead agencies or change strategy to "Develop Services to Supplement Public Transit Services". See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Chapter 8, NYC Accessible pedestrian signals were mentioned in the focus groups and meetings that I attended. How do they fit into the plan?</p>	<p>Comments at public meeting Michael Godino, Brooklyn Center for the Independence of the Disabled 12-May-09</p>	<p>Though not listed as a stand-alone strategy, the strategy "Improve Access to Fixed-Route Bus Stops" does include accessible pedestrian signals.</p>
<p>Chapter 8, NYC Page 8-4, "Strategy Overview", bottom block, replace <i>in</i> with "is".</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 8-4 has been updated accordingly.</p>
<p>Chapter 8, NYC Page 8-5, "Strategy Overview", top block, add "the" after <i>using</i>.</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 8-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 8, NYC Page 8-6, “Strategy Overview”, top block, replace <i>may</i> with “made”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-6 has been updated accordingly.
Chapter 8, NYC Page 8-10, rewrite 1 st bullet on the right, and 2 nd bullet on the left.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-10 has been updated accordingly.
Chapter 8, NYC Page 8-31, 1 st line, add “to” after <i>volunteer</i> ; rewrite second bullet, right side.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-31 has been updated accordingly.
Chapter 9, NYC p3, Medium Priority Strategies- remove NYCT and delete 1st sentence of last column in 1st row.	Received by email: Cathryn Flandina, MTA 5-May-09	Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. This strategy deals with improvements at non-key rail stations, which cannot be made without the involvement of MTA NYCT.
Chapter 9, NYC p4, Low, 1st row -delete 1st sentence of last column	Received by email: Cathryn Flandina, MTA 5-May-09	Page 9-4 has been updated accordingly.
Chapter 9 Priorities of NYC page 9-7 the third paragraph under the heading Taxi/Community Car Subsidy Program. Please add that AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of our initiative to accommodate every registrant request and not deny any trip request. In 2008 AAR authorized 108,021 taxi trips of which 68,459 were advance reservation. Also, in 2008 AAR authorized 254,695 voucher trips with our contracted car services with 230,840 advance reservation or subscription trips.	Received by email: Beverly Morris, NYCT 21-Apr-09	Sentence on page 9-7 now reads: “AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of their initiative to accommodate every registrant request and not deny any trip request.”

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 9, NYC p13 “Essential” routes are not being eliminated.	Received by email: Cathryn Flandina, MTA 5-May-09	Page 9-13 has been updated accordingly.
Chapter 9, NYC Page 9-5, 4 th row, last column, place “is” after <i>manager</i> . 6 th row, 5 th column, replace <i>may</i> with “made”.	<i>Received by email:</i> <i>Alton Treadwell, NYCTCC</i> <i>1-June-09</i>	Page 9-5 has been updated accordingly.
Appendix G - NYC Transit Accessible Subway Stations. There are now 2 additional accessible subway stations since you printed out the information 50th Street - Rockefeller Ctr. B,D,F,V Chambers Street 1,2,3	Received by email: Linda Black, NYC Department for the Aging 19-May-09	Appendix G has been updated with these additional stations.
Long Island Subregion		
Chapter 4, Long Island Figure 4-7 and Page 4-23. FREE serves all of Nassau County, not just the communities that are listed. Figure 4-10. FREE serves all of Suffolk County, not just the communities that are listed.	Received by e-mail: Rob Quinn, FREE and CFR May 19, 2009	Requested changes have been made to Figures 4-7, 4-8,4-10, and 4-11, and page 4-23. Profiles of CFR and FREE in Appendix F have also been revised.
Chapter 4, Long Island Maps depicting the SCT bus system are outdated and do not reflect significant service modifications that were made over 5 years ago.	Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009	Map has been replaced.
Chapter 4, Long Island JARC funding narrative for Nassau County is included in the Suffolk County section of Chapter 4, but no such narrative is included for Suffolk use of JARC to expand service on route S27 and S33 in 2006/07.	Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009	Nassau County JARC description has been moved to Nassau County section of Chapter 4, and explanation of SCT JARC routes has been added in its place.

<p>Chapter 4, Long Island Service hours shown for SCAT in Table 4-5 are incorrect.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>Service hours have been corrected in Table 4-5 and elsewhere in the plan.</p>
<p>Chapter 7, Long Island Table 7-3 (p. 7-20) indicates SCAT advance notice (for reservations) should be shortened to one day. Clarification is needed here. SCAT accepts next-day reservations as a matter of fact and policy. If the comment is meant to express one day only and not more then it may be accepted as a valid comment but as it stands appears factually incorrect and should be removed.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>The comment noted in Figure 7-3 was made by a focus group participant. The table is meant to report on the comments of participants and not to evaluate their accuracy. Some comments may reflect perceptions of participants, rather than the actual characteristics of transportation services or information sources. A statement to that effect has been added to Chapter 7, and a footnote has been added to Figure 7-3 to indicate SCAT's actual advance notice policy.</p>
<p>Lower Hudson Valley Subregion</p>		
<p>Chapter 4 – LHV New Medicaid rates are now in effect. Please update Figure 4-8 (updated Westchester County Medicaid rate sheet provided at public meeting).</p>	<p>Statement at LHV Public Meeting Virginia Johnson, Westchester Department of Transportation May 13</p>	<p>Rates in effect for Medicaid for Westchester County have been updated.</p>
<p>Chapter 4 - LHV The plan would be well-served if specific references to rates and fares were not included, as this information would immediately date the plan – and the plan must service the region for years to come. The NYMTC Project Manager indicated that may not be practical; It was requested that all such references should contain a time reference in the exhibit title or citation.</p>	<p>Statement at LHV Public Meeting Virginia Johnson, Westchester Department of Transportation May 13</p>	<p>Table citations have been included in all rate/fare tables to indicate date.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region Chapter 8 – LHV The “best practices” associated with each proposed strategy was exceptionally valuable and will aid the Lower Hudson Valley in its implementation efforts. It is recommended that the plan include ideas on how potential project sponsors, or “champions” as referred to in the plan, could integrate or merge funding from multiple programs to support a plan strategy.</p>	<p>Statement at LHV Public Meeting Caryl Weinstein Westchester County Department of Senior Programs and Services</p>	<p>Integration of funding from multiple funding programs has been problematic in coordination efforts since the 1970s. Entire research projects, including a current TCRP project, are dedicated to this single task, thus comprehensive treatment of this comment are beyond the scope of this project. We have added language to Chapter 9, however, that suggest that responsibility for this task be assigned to the Mobility Manager. Additionally, we have included additional bibliographical resources in Appendix H that provides further guidance on “best practices” on this topic.</p>
<p>General Comment – LHV It was stated that there appears to be some repetition in the draft final report.</p>	<p>Statement at LHV Public Meeting Virginia Johnson, Westchester Department of Transportation May 13</p>	<p>The release schedule of individual chapters at different times throughout the study process required the consultant to include some summary information from prior documents in some chapters in order to add to reader clarity.</p> <p>By design, some chapters were meant to be stand-alone documents, read by various communities of interest who could not read the full report or even subregional documents. Thus, it is imperative that the summary information that begins some chapters remain for reader clarity.</p> <p>To the extent that there is repetition of inventory type data, such references have been removed (e.g., some duplicative references to Westchester County Office for the Disabled service.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region Chapter 8 – LHV</p> <p>The best practices were going to be very helpful and that any additional examples would be beneficial.</p>	<p>Statement at LHV Public Meeting</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>May 13</p>	<p>We have included additional bibliographical resources in an appendix that provides further guidance on “best practices” on this topic in Appendix H.</p>
<p>Appendix A – Lower Hudson Valley, p. A-3</p> <p>The sentence that reads: In 2007, Bee-Line operated 89 bus routes with 348 vehicles, and moved 30,875,894 passengers – edit to reflect 64 bus routes.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>Edit made to the report.</p>

APPENDIX B

ANNOTATED LITERATURE REVIEW

Appendix B. Annotated Literature Review

This document is a summary of recent publications relating to community transportation services in the NYMTC region. Documents are divided into those that are applicable region-wide and those that are specifically relevant to Long Island. Each document is accompanied by a brief description of its purpose and contents. Documents cover a range of topics, from targeted studies of demographics in the region to news articles about the paratransit user experience.

Major Themes

Several themes dominate the region-wide studies. Despite boasting the nation's largest transit system, the NYMTC region has major gaps of community transportation coverage in all three subregions included in this study. Coupled with concentrations of extreme poverty in some areas and low density development in others, many pockets of transit-dependent populations are left without adequate coverage. Several demographic studies in the three subregions concentrate on the geography of poverty or of senior citizens within the study areas. Others include population projections and speculate about the ramifications of these trends for transportation systems in the particular subregion.

Many studies focus on infrastructure issues such as sidewalk accessibility, street and pedestrian safety, subway and bus access and other elements of the built environment that physically inhibit accessibility.

Others address the issue of accessible transit and paratransit fleets, including the presence of accessible vehicles as well their accessible features, which in some cases are ineffective, out-of-date or poorly maintained. This is an especially studied issue in New York City, but is also highlighted in Long Island's Transportation Plan.

Several studies detail the financial difficulties of both public paratransit providers and their non-profit counterparts. These difficulties are variously attributed to governing structures of the public providers, insufficient support for non-profit providers and the level of political commitment to ensuring quality paratransit service.

Disability awareness training for drivers ranks as one of the most important desired changes in the various systems that serve the sub-regional target populations. Similarly, many studies also called for better customer service among drivers and transportation providers.

Finally, several studies stressed the importance of making information about available accessible transit services more available. In order for these transit systems to actually serve the needs of the target populations across the region, it is necessary to disseminate information effectively.

While many studies discuss improving linkages to regional transportation in the five counties outside of New York City, a thorough description of the restrictions placed on sub-regional services as they cross the city line is largely absent from the collected documents.

Several documents have been prepared by NYMTC in its role as the Metropolitan Planning Organization for the New York metropolitan region. Many of these contain goals, direction, and information about target markets and needed services that can be used by communities and transportation providers as they make transportation decisions. Other regional or local transportation studies offer similar assistance, as noted below.

Region-wide Documents

Page 3

- Area-wide Job Access-Reverse Commute Transportation Plan
- Environmental Justice Assessment Report – Draft
- Good to Go: Assessing the Transit Needs of New York Metro AARP
- Mobility for the Millennium : A Transportation Plan for the New York Region
- Regional Transportation Plan and Update
- Report on People First: Coordinated Care Listening Forums
- Unified Planning Work Program (2008-2009)

Long Island Documents

Page 8

- Access to Transportation on Long Island
- Joint Executive/Legislative Transportation Task Force for Suffolk County
- Long Island Bus Study: Final Report and “About the Study”

- Long Island Non-Motorized Transportation Study
- Long Island Transportation Plan 2000
- Nassau Hub Major Investment Study: Final Report
- Sustainable East End Development Strategies

Region-wide Studies and Documents

Area-wide Job Access and Reverse Commute (JARC) Transportation Plan 2003

The Area-Wide JARC plan for the New York Metropolitan Area was developed by NYMTC, with the most recent update in 2003. The plan provides an overview of the current relationship between jobs and housing locations, as well as trends that will impact this relationship over the next several years. Some of the key findings include the following:

- Development trends indicate that there is a geographic mismatch between areas of increased entry-level employment opportunity and where workers reside
- Both employers and workers in low-density areas with limited transportation options identified transportation as a leading cause of labor shortage
- Several groups of workers, including home health care workers, agricultural workers, and undocumented immigrants, have particular barriers to transportation because of work structure and varying trips in a single day
- Transportation issues are often coupled with other issues affecting job access, such as child care, language barrier, and the difficulty in learning about job opportunities in distant communities

The plan also includes recommended actions for traveler assistance and persons with disabilities, recommended additional research, and an evaluation of opportunities in priority employment markets. The plan recommends the following actions, to be provided by either existing or new organizations:

- Further development and promotion of the regional JARC information clearinghouse that was created under the 2001 JARC plan, especially in marketing to organizations not currently involved in JARC

- Continued updates on the labor market conditions for the Access-to-Jobs Working Group; special attention should be given to distributing local information to small geographic areas or job sectors with significant potential
- Increase efforts to establish transportation brokerage services through partnerships between transportation providers, transportation demand management (TDM) organizations and human service organizations
- Transportation resource training for employment specialists and human service employees
- Increase promotion of TDM services among small employers, low income workers, and individuals seeking employment
- Add criteria to the JARC grant proposal evaluation process that prioritizes project proposals that improve job access for persons with disabilities through actions such as training persons with disabilities to use public transportation to travel to work or training centers and providing a demand responsive program that increases transportation options for persons with disabilities

The additional research recommendations primarily revolve around childcare facilities and coordination of transportation services for low-income employees and include the following:

- Examine potential use of TANF and Welfare-to-Work funds to subsidize the cost of transportation for persons with low income, through subsidies for eligible clients
- Analyze the region's childcare network and their transportation services to identify effective service models
- Study the potential for increased coordination among public, private, and non-profit transportation providers serving low-income workers

These locations were selected based on criteria related to employment size, employment growth, trip potential and input from communities, various social, human service and employment agencies, and NYMTC. Table 1 identifies the highest ranking types of potential service enhancements for each of the five locations. Overall, the Job Access and Reverse Commute program is vital to providing adequate access to public transportation for low income individuals. The recommendations in the area-wide JARC plan are based on local information and knowledge of transportation gaps preventing low-income individuals from reaching job opportunities.

Environmental Justice Assessment

June 2005

NYMTC is required by federal mandate to consider environmental justice principles throughout its planning and decision making processes, including development of its Regional Transportation Plan, Unified Planning Work Program, and Transportation Improvement Program. NYMTC's approach to the planning process includes a multi-tiered method of public participation. These principles are also used to develop an improved regional transportation planning framework that enables member agencies to enhance the quality of transportation planning and their ability to meet transportation planning requirements and issues, including environmental justice.

Each NYMTC member county must demonstrate compliance with Title VI once every three years. The transit plans are scored on a point system which includes variables such as vehicle assignment and transit amenity distribution. NYMTC member agencies have their own strategies and degree of formality in dealing with environmental justice requirements. Overall, under a common framework, each agency accounts for the intent of the environmental justice guidelines according to their individual circumstances.

Metropolitan Transportation Authority (MTA)

The MTA uses the Title VI program and its own capital program to address environmental justice concerns. Under federal guidance, routes that have at least 1/3 of the population along the route categorized as a minority are designated as "minority routes." To identify minority routes, the MTA assesses a number of operating variables in terms of populations above and below the poverty level and minority and non-minority populations. The MTA conducts a strong public outreach effort as part of its Capital Plan. The MTA also follows the National Environmental Protection Act (NEPA) or the State Environmental Quality Review (SEQR) guidelines for environmental impact statements, which include an environmental justice assessment.

Nassau and Suffolk Counties

In order to identify communities of concern, both Nassau and Suffolk counties develop a set of base maps using census information. Bus route maps are then overlaid on the base maps to determine how many communities are served by transit. This process has identified a set of communities categorized as communities of concern in Nassau and Suffolk counties. Table 2

presents the communities in each county identified as communities of concern by the Environmental Justice Assessment Report.

Good to Go: Assessing the Transit Needs of New York Metro AARP September 2006

The AARP conducted a survey to assess senior mobility in the NYC metro area in the following counties: New York, Queens, Kings, Bronx, Rockland, Nassau, Suffolk, Westchester, Putnam, Orange and Richmond. The report discusses differences between demographic groups and areas of residence and their respective problems, but paints the picture that generally, seniors are satisfied with their levels of mobility.

<http://www.aarp.org/research>

Mobility for the Millennium : A Transportation Plan for the New York Region 1998

As the MPO, NYMTC is required by federal regulations to develop a long-range Regional Transportation Plan and update that Plan every three years. This report is the current update of this regional plan and acts in response to the current and future changes in the region's demographics, economy, and transportation needs by providing a relevant, informative, and long-range guide for the transportation planning process through the year 2020.

This document highlights the Regional Transportation Plan's future vision around nine regional goals for improving the transportation system as a whole within the framework of the following goals:

1. Infrastructure
2. Mobility
3. Land Use and Transportation
4. Safety
5. Airport Access
6. Freight Transportation
7. Quality of Life
8. Regional Planning and Decision Making
9. Financing the Future

Regional Transportation Plan

August 2005

NYMTC provides some guidance to towns and providers regarding adequate access through visions and goals in the Regional Transportation Plan. Vision 1 of the plan calls for using partnerships to balance resource needs and transportation service priorities. Improving regional quality of life through meeting the needs of the customers is a regional goal under Vision 1. The needs of transit-dependent residents are implicit in this regional goal.

Regional Transportation Plan Update (2010-2035)

Draft Overarching Issues and Trends Considered in the Plan

2008

This draft report of overarching issues or trends which will possibly impact transportation during 2010-2035, the period of the Plan are addressed. These overarching issues are generally grouped into broad categories such as Economic Innovation and Technological Change, Lifestyle and Workforce Change, Globalization and Security, Energy and Climate. In addition, Transportation Financing is also addressed in the draft report.

Report on People First: Coordinated Care Listening Forums

October 24, 2007

This report was sponsored by the Commissioners of NYS Department of Health, NYS Office of Mental Health, NYS Office of Mental Retardation and Developmental Disabilities, and NYS Office Alcoholism and Substance Abuse Services.

A gubernatorial initiative in New York established “People First Coordinated Care Listening Forums,” to be held in the spring and summer of 2007 across the state by the Commissioners of Health, Mental Health, Mental Retardation and Developmental Disabilities and Alcoholism and Substance Abuse Services. The report summarizes the issues and information presented by health care providers, individuals, caregivers and other interested citizens at the Forums and presents some of the next steps and recommendations that the Commissioners are taking to improve and coordinate treatment and support for people who have needs across the four systems.

Unified Planning Work Program (2008-2009)

2008

The Unified Planning Work Program is the New York Metropolitan Transportation Council's (NYMTC) approach to developing its work program under the requirements of *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: a Legacy for Users* (SAFETEA-LU), which is a Federal legislation which authorizes funding for transportation improvements across the nation. As a starting point, NYMTC compiles a multi-year planning prospectus every three years which is the foundation for meeting the mandate for SAFETEA-LU. This report focuses on NYMTC's mission, vision, regional plan, and shared goals for the Unified Planning Work Program. Accomplishments and highlighted planning projects from the 2008-2009 Work Program and planning accomplishments from the previous program years in the areas of finance, freight transportation, infrastructure, land use, mobility, program development and management, quality of life, regional decision making, and safety are included in this report.

Long Island Studies and Documents

Access to Transportation on Long Island

2007

In 2005, the New York Metropolitan Transportation Council (NYMTC), on behalf of its member agencies on Long Island, undertook the development of a definition of "adequate access to transportation" for Long Island to guide public policy decisions, and the formulation of guidelines to inform policy makers as they make decisions about transportation improvements in the future. The study noted that "Long Island residents need transportation options in order to go to work, school, shop or conduct other personal business, access services, take advantage of recreational opportunities, and participate in other community activities." However, "in today's climate of constrained public resources and numerous competing demands for transportation services, without coordination, it is unreasonable to expect that entities that fund and provide transportation facilities in Nassau and Suffolk counties will be able to address all mobility needs completely."

As part of the study effort, researchers conducted outreach to representatives of stakeholder groups and the public, designed to gather relevant and diverse input and provide various opportunities for broad participation. The efforts were summarized in the Public Involvement Report and included a series of issue group meetings and, separately, focus group meetings. Discussion topics with both issue and focus group participants included barriers that prevent travelers from making use of existing services, transportation service gaps and unmet needs, and

access to information about transportation options. Participants noted that lack of coordination between transportation providers was a major gap in service and that the current transportation system limits access to job opportunities, especially for immigrants and students.

A white paper summarizing key guidelines and suggesting roles for public entities and partner organizations from other sectors in the provision of transportation services was developed as part of the Access project. With specific relevance to coordination, some of the guidelines for policy makers offered in the Access to Transportation on Long Island White Paper include:

- Increase awareness of existing public transportation services among users and potential users and encourage use of existing public transportation service
- Similarly, establish or designate an entity to serve as a local clearinghouse for transportation information. Provide current information about municipal demand response services and human service transportation programs as well as fixed route services to the clearinghouse and promote the services and resources of the clearinghouse to human service agencies and advocacy organizations whose staff members advise individuals about transportation options that may be open to them.
- Increase coordination among existing public transportation services where possible to maximize their effectiveness- Planning, designing, funding, and delivering specialized transportation services in a coordinated manner can help remove duplication
- Use the new SAFETEA-LU coordinated public transit – human service transportation planning requirement as a way to identify partner organizations and coordination strategies for Long Island
- Encourage extensive participation in United We Ride/SAFETEA-LU planning sessions that are held in Nassau and Suffolk Counties
- Commit to follow through on initial coordination planning efforts by dedicating staff time and other resources to participation in ongoing coordination activities. Time and effort often need to be devoted to developing trust among partner agencies, conducting adequate planning to identify the most suitable coordination strategies, and establishing necessary support and resources.
- Through education and technical assistance, encourage municipalities to consider consolidating local demand response services into larger, sub-regional programs as coordination planning progresses

- Encourage the adoption of more uniform eligibility requirements and service policies (such as service hours, advance notice requirements, and fares) and provision of assistance to customers to make transfers between services

The Access to Transportation on Long Island Technical Report provided an in-depth examination of the transportation picture in Nassau and Suffolk counties. Review of existing demographic and socio-economic conditions revealed that higher concentrations of transit- supportive target markets (senior citizens, persons with disabilities, youth, households without automobiles, low-income households, and fast-growing minority groups) were typically located in Nassau County, particularly adjacent to New York City, and in western Suffolk County. In most cases, these areas also had access to an extensive public transportation system, consisting of both fixed route and demand responsive services, as well as other specialized transportation services, within a “walk accessible area,” defined as one-quarter mile around Nassau County bus routes and one-half mile around both Suffolk County bus routes and all railroad stations. □

However, in some areas where bus and rail service is provided, days and hours of service and frequency of service may be limited. Service in the evening hours and on weekends, in particular, is not available in all areas. Additionally, concentrations of individuals or households in target market groups were sometimes dispersed throughout Long Island or, in a number of communities, were found to be located outside the “walk accessible area.”

A number of public and private organizations in Nassau and Suffolk counties provide demand response transportation services for older adults, persons with disabilities, individuals with low incomes, and human service agency clients. As is often the case where multiple providers operate similar services for similar types of riders, services are fragmented, so that individuals may find it difficult to identify the services for which they may be eligible, and may not have access to transportation service for all the trips they need to make. There is also likely to be duplication in services and/or administrative functions among providers.

Planning, designing, funding, and delivering specialized transportation services in a coordinated manner can help to address such problems. Coordination efforts can involve any combination of the following types of organizations: public providers of fixed route transit and paratransit service, non-profit transportation providers, private transportation companies, public or non-profit human

service agencies, community-or faith-based organizations, local or regional planning agencies, and state departments of transportation.

Potential strategies for coordination offered by the Access to Transportation of Long Island Technical Report include:

- Use or subsidy of public transportation services by human service agencies for client travel
- Purchase of service by human service agencies from transportation providers for clients
- Cooperative grant applications, staff and driver training, maintenance and vehicle storage among transportation providers
- Coordinated procurement of items such as vehicles, insurance, maintenance, fuel, training, or hardware/software among transportation providers
- Vehicle sharing
- Coordinated procurement of contract transportation service providers
- Consolidation of programs, including the establishment of a paratransit brokerage or Mobility Manager
- Develop or encourage sub-regional demand response transportation programs
- Provision of local trips for ADA-eligible customers by municipal demand response providers as contractors to the fixed route bus operators
- Schedule connections to facilitate transfers between bus and rail services and between feeder services and bus/rail stops and stations to enhance the convenience of the transportation system

Joint Executive/Legislative Task Force on Transportation Issues in Suffolk County April 2000

The Joint Executive/Legislative Transportation Task Force was established in Suffolk County to investigate transportation needs of county residents and provide reasonable recommendations for transportation system improvements. The needs focused on transit (15 separate concerns), congestion management, social and health issues, special needs in the East End, land use, and financial resources.

Members of the task force were drawn from various agencies and organizations at the state, county and local level. The task force was given two goals for transportation in Suffolk County:

- Offer public transportation services within the financial limitations of the county government
- Employ technical solutions and traffic calming methods to enable people to make trips for work, shopping, and recreation while disrupting the community and environment as little as possible

The task force gathered information on various aspects of transportation in Suffolk County from many plans, reports, forecasts, and other research on transportation.¹ Funding sources at the federal, state and regional level were identified separately. The data from these sources were used to establish a clear overview of what transportation services were available in the county and to help the task force identify gaps and areas of need. The task force used this information to establish a set of priorities and final recommendations. The recommendations include:

- Suffolk County Transit improvement recommendations
 - Improve bus headways
 - Provide bus route extensions and new services
 - Consider increasing operating hours to earlier in the morning and later in the evening
 - Consider adding Sunday bus service
 - Provide parallel improvements to all paratransit services
- Secure local legislation enabling the county to handle the installation of bus shelters on local roads
- Develop a five-year plan using information from the Long Island Bus Study, including performance measures such as:
 - Accessibility
 - Impact on ridership
 - Cost effectiveness
 - Quality of life
 - Environmental impacts
- Encourage localities to push for better taxi services

¹ Transit information reviewed by the task force include the *Long Island Transportation Plan to Manage Congestion*, the *Long Island Bus Study*, the Dept of Public Works Capital Budget, the Town of Huntington Bus Service. Information was also gathered on social services, such as Medicaid, labor services, health services and disability services.

- Maximize use of storage and maintenance facilities to improve route service and structure
- Continue improvements to dispatching, scheduling, and training for SCT and SCAT
- Develop public outreach on transit use, including consideration of marketing to reach potential bus users
- Consider establishing a bus operations and maintenance inspection program at the county level
- Consider revising MTA distribution of taxes and surcharges to gain more income for county service improvements; impact on MTA service needs to be reviewed
- Promote Long Island Railroad expansion to all portions of Suffolk County
- Monitor new method of state financing for transit operations to determine whether it is more beneficial than the previous method
- Maintain pressure on the state to increase public transportation operations funding while searching for additional funding sources at the local level
- Create a committee to coordinate and deliver medical services and job opportunities for all

Long Island Bus Study

2000

The Long Island Bus Study (LIBS) was conducted in 2000 in order to identify strategies and innovations that would bolster bus service delivery on Long Island. The goals of the enhanced service were to increase mobility in the region, ease congestion, and improve air quality. The study included an intense review of previous studies and various sources of data. Information from those studies and a series of surveys resulted in a clear long-term vision for Long Island bus service. The vision statement articulates that bus service on Long Island will:

- Focus on customers
- Add service to previously un-served areas, primarily commuters and students traveling within Long Island, but also from Long Island to New York City
- Provide a mixture of fixed route, fixed schedule and others services to expand Nassau operations and complete the planned basic service for Suffolk County
- Strive to find dedicated funding from local and state sources
- Establish inter-county service protocols with a goal of coordination
- Improve communication between the state and bus service providers

The LIBS also provides a set of recommended service changes. These changes are intended to:

- Close gaps in the system by adding connections between two locations that either requires two or more buses to make the trip or no service is available
- Enhance the network through implementation of new service types in areas underserved or not currently served, such as a limited/express bus service along commuter routes
- Increase level of service via increasing frequency and expanding hours of operation
- Integrate fare structures by honoring transfers across providers, adopting a pricing scheme that accounts for the variety of trips available, implementing peak pricing, and using seamless fare payment

A set of service changes to meet these service standards are proposed in the study. The LIBS also provides a detailed list of proposed alternative network strategies and operating plans to deal with the other recommended service changes. Similar to the area-wide JARC plan, the Long Island Bus Study has provided a good deal of information on service gaps in Nassau and Suffolk counties. These service gaps were identified using information from stakeholders on such transportation- related issues as connectivity, level of service, and coordination between providers.

Long Island Non-Motorized Transportation Study (LINMTS)

2005

The goal of the LINMTS project, sponsored by NYSDOT and NYMTC, was the development of a plan to guide improvements to non-motorized transportation facilities on Long Island that would make walking, bicycling, and traveling by other non-motorized means safer, more convenient and more attractive. The project featured extensive data collection, an online survey that was completed by nearly 800 respondents, and consultation with communities and a technical advisory committee. The plan includes not only prioritized bicycle network improvements and pilot projects, but suggested policies and standards related to non-motorized travel.

As discussed in the Long Island Non-Motorized Transportation Study White Paper: Bicycle and Pedestrian Policy, Final Draft, NYSDOT Region 10 adopted a regional bicycle and pedestrian policy to implement the LINMTS Bicycle and Pedestrian Transportation Plan, and to comply with policy guidelines and program guidance on the topic established by the Federal Highway

Administration (FHWA), the American Association of State Highway and Transportation Officials (AASHTO), and NYSDOT.

The policy calls for the integration of the needs of non-motorized travelers (including cyclists, pedestrians, and persons with disabilities) in all planning, programming, project development, construction, maintenance, and operations activities in Region 10. The policy states that bicycle and pedestrian facilities shall be provided as part of construction, reconstruction, and maintenance projects unless one or more of three conditions are met. The conditions include a legal prohibition on the use of a roadway by cyclists or pedestrians, disproportionate cost of providing facilities in relation to their anticipated use, and an absence of need.

Long Island Transportation Plan

2000

The purpose of the Long Island Transportation Plan (LITP) is to “identify and evaluate all reasonable strategies for dealing with the identified transportation needs, including low-cost options, and combinations of strategies.” After reviewing transportation models, maps, and related documents, the study team released a “preliminary preferred alternative” in May 2002. The preferred alternative included the Long Island Rapid Commute transit system consisting of 91 routes and 1,270 vehicles, transit priority lanes along the Long Island Expressway and other major roads, and proposals for new stations. There were several committees and subcommittees assigned to look at different aspects of the transportation system for the major impact study (MIS). The committees/subcommittees developed a set of programs and recommended transit improvements that were then sorted by rank of importance. Three program solutions rated by the Special Travel Needs Subcommittee that are relevant to transportation coordination are:

- Improvements to the paratransit scheduling system as part of a strategy to increase capacity to meet demand
- Establishing programs that facilitate use of public transportation by seniors
- Enhancing transit infrastructure by adding wheelchair lifts, in-vehicle wheelchair tie-downs, and more kneeling buses.

The Public Committee on Transportation Mobility provided recommended improvements. These are organized by mode rather than by ranked importance.

- General mass transit: increase frequency and improve travel times to be more competitive with automobiles
- Long Island Railroad: add more intra-island services; coordinate rail schedules with bus schedules; improve bus connections at the stations
- Long Island Bus: increase and improve the information available to riders; post schedules and maps at stops; provide towns and neighborhoods with local bus route information

The Transit, Ridesharing, and Commute Options Subcommittee also identified and ranked solutions that are related to this study, including:

- Coordination of bus and rail schedules where appropriate
- Create an expanded network of shuttle buses that serve the train
- Establish a regional information system for passengers that includes all modes
- Use paratransit services in areas too low in density to support regular bus service
- Extend the span of service, such as including later nights and weekends
- Reduce multiple commute trips by placing daycare facilities and other services at transit hubs or work locations
- Encourage employers to allow flexible work hours, enabling transit riders to meet train and bus schedules
- Coordinate with major employers to develop subscription bus service

Nassau Hub Major Investment Study – Nassau County Planning Commission 2006

The Nassau County Hub Major Investment Study (MIS) was conducted as part of a planning process aimed at improving the economic vitality of the commercial heart of Nassau County while protecting the suburban quality of life in other areas. The MIS focused on transportation in the Hub area and identified several transportation problems and needs:

- Road and highway congestion
- Connectivity between six Long Island Rail Road (LIRR) and Hub activity centers
- Other incomplete transportation connections between activity centers
- Insufficient north to south transit options

Additionally, the study identified a set of measures to define “successful transit. These measures include:

- Transit ridership, which is influenced by service area population, level of service and land use
- Accessibility to transit, including service frequency and accessibility to stops, stations and vehicles
- Coordination with land use, including density and transit oriented development policies
- Promotion of economic development

Sustainable East End Development Strategies (SEEDS)

2005

The SEEDS project was undertaken by NYMTC and the five towns and nine villages on the eastern end of Long Island to define and evaluate alternative future land use and transportation strategies for the East End that could help to achieve a balance between economic growth and the preservation of the area’s natural resources and quality of life for its residents.

As part of the SEEDS study, public workshops were conducted in May 2005. Participants reviewed computer models that simulated different future land use and transportation scenarios for the East End. In general, workshop participants were in favor of land use and transportation policies that would concentrate both development and transit improvements around hamlet centers.

Other possible future scenarios on which individuals representing Southampton, Southold, Shelter Island, East Hampton, and Riverhead in both morning and afternoon workshop sessions reached consensus included the following:

- Increased transit service and connectivity without additional infrastructure
- An organized system of transit hubs, including a variety of amenities
- A maximum 30-minute wait time for rail-based transit systems and a maximum 15-minute wait for all bus services
- Suffolk County Transit service improvements including increased frequency and route extensions

- Inter-hamlet shuttle services with flexible routes and flexible pick-up and drop-off locations

Workshop participants made several comments regarding the potential inter-hamlet shuttle services. It was felt that such shuttles should connect to medical facilities, doctors' offices, and post offices; focus on moving the labor force; use green technology and green energy; and receive priority treatment to bypass traffic congestion.

APPENDIX C

SUMMARY OF STAKEHOLDER INTERVIEWS

Appendix C. Summary of Stakeholder Interviews

(Also includes the Interview Guide)

Long Island Stakeholder Interview Summaries

Much information about current transportation services, unmet transportation needs, and other mobility issues faced by the older adults, persons with disabilities, and individuals with low income was collected throughout the course of the Access to Transportation on Long Island project:

- A large, diverse Stakeholder Advisory Committee provided input and feedback
- Three “issue group” meetings – one for each target population –were held to discuss transportation needs and issues
- Five focus groups, one for each target population plus sessions for students and recent immigrants, were conducted to learn more about the experiences of individuals with limited mobility options in more detail
- Interviews were conducted with nine stakeholders, representing a range of organizations and agencies on Long Island

For the stakeholder interviews conducted as part of Connecting Communities through Coordination, our intent was to focus on organizations and individuals from whom we had not heard in the previous study, and/or who could tell us about transportation programs and services of which we were not aware or give us “big picture” comments about the transportation issues faced by the target populations and how coordination might address them.

Our initial stakeholder list included the following:

Nassau County

- Nassau County Department of Social Services
- Nassau County Department of Senior Citizen Affairs
- Nassau County Department of Mental Health, Retardation, and Developmental Disabilities
- Nassau County Human Rights Commission, Job Development Center or The Workforce Partnership
- Coordinating Agency for Spanish-Americans

Suffolk County

- Suffolk County Office for the Aging
- Suffolk County Department of Social Services
- Suffolk County Department of Labor
- Long Island Developmental Disabilities Services Office
- Town of Southampton

We were unable to make contact with some of these organizations after repeated attempts. Six interviews were ultimately conducted: two organizations in Nassau County and three organizations (four interviews) in Suffolk County. The completed interviews are summarized below.

Overview of Key Points Raised in Interviews

Issues that were raised throughout the stakeholder interviews are listed below. Summaries of the individual interviews follow.

- Options for employment, social, and recreational trips for individuals who use Medicaid transportation to get to medical appointments are lacking
- The fixed route system has several characteristics that lessen its usefulness for the target populations:
 - Routes generally run east-west, while employees often need to travel north-south
 - Lack of evening and weekend service in some areas makes workers in service industries unable to use the system to get to and from their jobs
 - More direct routes and better scheduling of routes to coincide with normal working hours would help employees use public transit to travel to work
 - Travel times to and from jobs in Suffolk County can be excessive
 - Routes operate on main roads, so walking distances to origins and destinations can be lengthy
 - Limited routes and schedules in the eastern end of Suffolk County contribute to crowded buses and multiple, time-consuming transfers
 - High cost
- Job seekers and workers with low income who have children have the added time, expense and logistical issues associated with child care transportation
- Employer-sponsored carpools, vehicle ownership programs, and joint purchases of vehicles by groups of employees for ridesharing seem to be effective ways of meeting employment transportation needs
- While there were obstacles to overcome, the Towns of Southampton and East Hampton in Suffolk County were able to implement a shared transportation service to Stony Brook University Medical Center. This approach would be applicable to other Suffolk County towns.
- The organizations interviewed to date are amenable to or interested in coordinating with their counterparts in other agencies, but transportation services and programs are not coordinated at present

Nassau County

Interview: Dr. James Dolan

Nassau County Department of Mental Health, Retardation, and Developmental Disabilities
Tuesday, July 15

Interview Summary and Key Points:

- The department contracts with We Transport, a private bus operator, to provide client transportation
- Clients are picked up from various locations (home) and taken to mental health day programs at centers in Hicksville, Uniondale, Glen Oaks, etc.
- Clients able to use traditional public transit are provided half-price Metrocards
- All transportation is funded through Medicaid
- There are some geographic gaps in service (northeastern Nassau)
- Lack of evening/weekend transportation can lead to social isolation

Department Transportation Services

The Nassau County Department of Mental Health, Retardation, and Developmental Disabilities provides transportation for clients primarily through a contract agreement with a private bus operator, We Transport. Daily ridership averages around 400 trips per day, transporting clients from pickup points (such as their homes) to mental health day programs, and back home again. Services are operated during business hours on weekdays only.

All services are funded through Medicaid, thus social and recreational trips are not provided; medical trips are the target service for the department. The operator (We Transport) bills the county for the use of the vehicles, typically on a per-day lease rate. In turn, the county bills Medicaid for each trip provided and this offsets the cost of the transportation contract with We Transport. Only trips made to Medicaid-reimbursable programs are provided.

Other Transportation Services

In addition to the primary transportation provided with the contract operator, the department also purchases half-price Metrocards for use on the Nassau County local bus service (MTA-Long Island Bus). These Metrocards are distributed to clients who are able to use traditional public transit through the various day programs. The county has a contract with the MTA for the purchase of these Metrocards.

Some clients also use Medicaid taxi services (non-emergency medical transportation) for trips to doctors' offices or other Medicaid-reimbursable programs/destinations when the contract bus service cannot accommodate them.

Needs

While the service area is considered all of Nassau County, service is organized around clusters of client locations and thus de facto 'routes' are common in operational planning. As a result, locations north of Jericho Turnpike, i.e., the northeastern portion of Nassau County, can be difficult to serve and are not cost-effective if a sufficient critical mass of clients does not exist. Facilities where day programs are held are located in several areas including Hicksville, Uniondale, and Glen Oaks.

We Transport's operations do get stretched when geographic dispersion of clients requires additional vehicles or trips, or lengthy trip times for shared rides. In these instances, an alternative service is needed, perhaps Medicaid NEMT services.

Furthermore, employment trips represent a shortfall that the county recognizes. This is due primarily to the reliance on Medicaid funding, which does not cover work-related transportation. At the same time, traditional public transportation can be limited in some respects and may not address the needs of all clients depending on their location and commuting patterns.

Coordination Activities

The department does not actively coordinate with other agencies or organizations to provide transportation. However, given rising costs and the concern about mobility in later hours and for employment trips, the possibility of coordination is attractive. Some limitations in the operating contract with We Transport might prohibit mixing populations or other changes, but these wouldn't necessarily be insurmountable when the time comes to renew the contract.

Interview: **Ms. Ellen Garrison**
Town of Oyster Bay - Workforce Partnership
Thursday, July 17, 2008

Interview Summary and Key Points:

- The Town of Oyster Bay does not actively provide transportation through the Workforce Partnership
- Information and assistance concerning public transportation are provided to clients
- Affiliated with NY State Department of Labor and the Nassau County Department of Social Services
- Focus on Oyster Bay, North Hempstead, Glen Cove, and Hicksville
- Access to employment in area is difficult due to cost of commuting, often infrequent bus service, and travel time/logistics involved for clients with child daycare needs
- Shift work at manufacturing jobs can be difficult to access via public transit

Transportation Services

The Workforce Partnership is not involved in the provision of transportation. Clients of the program are provided with public transportation schedules and maps and limited assistance on finding transportation solutions when private automobiles are not available.

The organization focuses primarily on providing training and services to those seeking employment; clients receiving unemployment benefits are required to visit the career centers on a regular basis.

Needs

The Workforce Partnership recognizes the difficulty many clients have in accessing employment when transportation options are limited. This is particularly true for residents with lower income and those relying on public assistance. Adults with children are faced with additional transportation expense and logistical constraints when they must not only find access to employment, but also to child care, which can require multiple transit trips and considerably more travel time.

When bus service is infrequent, the amount of time required for job-seekers to plan appointments and visit career centers can be inordinately long. Furthermore, those employees who wish to work in second and third shift manufacturing or service jobs are often faced with constrained operating hours of transit systems. More frequent and additional evening services would provide a great benefit to those who have limited flexibility in where they find employment and the hours required for those jobs. Ms. Garrison notes as well that employers are seldom willing to adjust shift start and end times to accommodate workers who rely on fixed transit schedules.

Access to employment sites can also be difficult when public transit serves the entry point to office complexes or industrial parks but the walk to specific employers can still be up to three-quarters of a mile for some workers. One such example is a Sears Repair Center in Melville, NY, which has recently hired several hundred employees but is situated almost a mile from the nearest bus stop.

At some employment sites, small groups of workers have been known to pool funds and purchase a van for their own ridesharing efforts. This appears to happen more often among immigrant groups commuting from New York City but is not formally documented.

Coordination Activities

The Workforce Partnership does not coordinate directly with other agencies or organizations concerning public transportation, nor is it interesting in becoming involved in the provision of transportation. However, the partnership does work closely with the New York State Department of Labor, the Nassau County Department of Social Services, and the Town of Oyster Bay concerning job access and providing assistance to those who need it. Ms. Garrison indicates strong support from local and regional elected officials for this effort, and a general willingness to coordinate functions as appropriate with other agencies or organizations.

Suffolk County

Interview: Ed Hernandez
Deputy Commissioner
Suffolk County Department of Social Services
July 11, 2008

Ed Hernandez is the Deputy Commissioner of the Suffolk County Department of Social Services (DSS).

Interview Summary and Key Points:

- DSS does not directly operate transportation service
- DSS is not involved with any formal transportation coordination activities
- Recommendation for stakeholder interview: Kimberly Staab

Agency Services

The Department of Social Services (DSS) administers and provides benefits for the following programs in Suffolk County, NY: Child Neglect and Abuse Hotline, emergency housing, home heating assistance, child support enforcement, family and children's services, Medicaid, foster care and adoption, Temporary Assistance for Needy Families (TANF, which is referred to by DSS as Temporary Assistance, or TA), and Food Stamp Benefits (FS). Along with its three administrative locations, DSS has five service centers throughout Suffolk County.

Agency Transportation Services

DSS does not directly operate any transportation services. The majority of its transportation service is provided through the Medicaid program. Requests for Medicaid transportation are made by clients through the Medicaid Transportation Unit. Once a request for Medicaid-related transportation is received, someone in the Medicaid Transportation Unit verifies trip eligibility, and then calls a local taxi cab company to transport the client.

TA/ FS clients are responsible for arranging their own transportation to the DSS service centers. Once there, they may request public transportation tokens for their return trip. Most DSS clients do not use public transportation to get to the DSS service centers. Instead, they "find a way," whether by personal vehicle, a ride, or by walking. Mr. Hernandez does not know how DSS clients get to employment or employment related activities, but tokens may also be requested for trips relating to employment requirements.

DSS does not currently coordinate with any public transportation providers, although each service center has Long Island Railroad (LIRR) and local bus schedules available. Some DSS clients use the paper schedules provided in the centers, while others get information on their own.

Other Transportation Services

Homeless shelters in Suffolk County are operated under contract to DSS. Many of the shelters have their own vans and use the vans to transport clients to various activities. The shelters are responsible for

oversight of the vehicles and some shelters employ full time drivers. Shelter vans provide transportation for residents requiring access to the DSS service centers.

Many years ago there was a Shelter Provider Association that met to discuss the needs of shelter residents; this has since been disbanded.

Coordination Activities

DSS informally coordinates employment related transportation with the Suffolk County Department of Labor (DOL). If coordination of services is appropriate, then a case worker at DSS will contact his or her counterpart at DOL to discuss options.

Mr. Hernandez is not aware of any other coordination activities.

Needs

Many of the bus routes are limited to major roads. In certain areas, one needs to walk more than a mile to find a bus stop.

Bus routes covering the East End can also be over crowded.

Other

Mr. Hernandez is not aware of any trip generators in the area, only the five DSS service centers.

Recommendations for other stakeholder interviews:

Kimberly Staab, Employment Unit of the DSS
631-854-9843

Interview: Kimberly Staab
Assistant to the Commissioner
Suffolk County Department of Social Services
July 11, 2008

Kimberly Staab is the Assistant to the Commissioner of the Suffolk County Department of Social Services (DSS).

Interview Summary and Key Points:

- DSS and DOL work together to provide transportation benefits to their clients
- Personal vehicle programs, like Project JUMPSTART, work well for low income workers in Suffolk County, NY
- More night and weekend service is necessary to serve service industry workers

Agency Services

The Department of Social Services (DSS) administers and provides benefits for the following programs in Suffolk County, NY: Child Neglect and Abuse Hotline, emergency housing, home heating assistance, child support enforcement, family and children’s services, Medicaid, foster care and adoption, Temporary Assistance (TA), and Food Stamp Benefits (FS). Along with its three administrative locations, DSS has five service centers throughout Suffolk County.

Agency Transportation Services

DSS does not directly operate transportation services, but provides transportation assistance through bus tokens disbursed at DSS service centers, benefit programs, and informal coordination with the Suffolk County Department of Labor (DOL).

Tokens for public transportation are available for assigned work activities, other than daily employment. Additionally, DSS clients that are complying with job search requirements can apply for the following transportation reimbursements:

- \$0.30 per mile for use of a personal vehicle
- Train fare (must be pre-approved)
- Cost of transporting children of Suffolk Works Employment Program (SWEP) participants to child care

Temporary Assistance (TA) and Safety Net Family Assistance clients may apply for a once per calendar year transportation benefit of up to \$100. The benefit is intended to assist newly employed individuals who are waiting for their first paycheck. Certain requirements must be met to be eligible for this benefit.

SWEP participants are eligible for a benefit of up to \$2,500 total/ \$2,000 per calendar year for car insurance or car repairs to participate in a SWEP activity or employment. Certain requirements must be met to be eligible for this benefit.

Other Transportation Services

Recipients of TA and Safety Net Family Assistance who do not have an automobile or access to public transportation and who are participating in DOL activities can apply for the Employment Shuttle Program. Educational Assistance Corporation (EAC), a private non-profit, administers the Employment Shuttle Program under contract to DSS. Benefit recipients can use the shuttle to travel to and from employment activities and to transport their children to childcare. Weekend transportation is provided, when necessary. The program currently operates two vans, serving approximately 30 clients. Because the program and its funding source are limited, participants are encouraged to use the service to supplement public transportation, rather than as their primary mode of travel.

EAC also administers the Project JUMPSTART program, which is funded by a Wheels for Work grant from the New York State Office of Temporary and Disability Assistance. Project JUMPSTART provides low income, working individuals from Nassau and Suffolk counties with automobiles to assist in employment-related transportation. Certain eligibility requirements must be met. Currently, Project JUMPSTART provides up to two automobiles per month.

Coordination Activities

Coordination primarily occurs on an administrative level, between DSS, DOL, and EAC. DSS clients are referred to the DOL Employability Unit to assess whether or not an individual can work. Once the Employability Unit clears an individual, they are referred to a DOL caseworker for further assessment, an Employment Plan, and training. DSS examiners are responsible for approving all employment-related transportation expenses and reimbursements.

DSS does not currently coordinate with public transportation providers.

Needs

Low-income workers have a lot of trouble getting their children to and from childcare, and this is a barrier to employment.

On the eastern part of the island, it can take numerous bus transfers to get to your destination.

Buses generally run in an east to west configuration and many workers need to travel north to south, or vice versa.

Many DSS clients work in the service industry and cannot use public transportation because of the lack of evening and weekend service.

Other

Ms. Staab would like to see more personal vehicle programs, like Project JUMPSTART, although she is aware that these programs are very costly.

Recommendations for other stakeholder interviews:

None

Interview: **Robert Dow**
Commissioner
Suffolk County Department of Labor
July 17, 2008

Mr. Dow requested that we send a list of questions that he and his staff could review and respond to. Information provided by Peter Crisano is summarized below.

Interview: Peter Crisano
Director of Administration
Suffolk County Department of Labor
August 6, 2008

Peter Crisano is the Director of Administration for the Suffolk County Department of Labor (DOL).

Interview Summary and Key Points:

- Many low-income workers use public transportation, but their commute times are excessive and route schedules are inconvenient
- Workers from other areas of New York travel to Suffolk County employment destinations, such as industrial parks.
- The best solution to the problems faced by low income workers is to develop multi-use communities where affordable housing, industry, and services are created in a planned community setting, eliminating the need for long, expensive, daily commuting.

Agency Services

The Suffolk County Department of Labor (DOL) operates a variety of employment and training programs for residents of Suffolk County. The agency also provides employment arbitration and mediation services, and collects, analyzes, and disseminates labor market information. The Department is broken into nine divisions.

Agency Transportation Services

DOL does not directly operate transportation services and does not provide any formal transportation assistance. However, clients who are participating in on-site agency services, such as job search or retraining, are eligible to receive bus tokens, which are kept on site at the Hauppauge office.

The DOL operates the SWEP program, under contract to DSS, but any transportation assistance provided as part of the SWEP program is provided through DSS, with no involvement from DOL, other than confirmation of program compliance. (See the summary of the interview with Kimberly Staab of DSS for a description of the transportation component of the SWEP program.)

Other Transportation Services

Low-income workers commute to and around Suffolk County using the public bus system or carpools. Workers are normally traveling to industrial parks, where low-wage jobs are found in abundance. It is a fairly common practice for Suffolk County employers to provide carpools for workers, especially those traveling to Suffolk County from the city.

Coordination Activities

All DSS clients are referred to DOL, and must participate in employment activities, in order to receive their benefit.

DOL does not currently coordinate with public transportation providers.

Needs

Commute times via public transportation are excessive. Many DOL clients have to take several buses to complete their commute, and connections are not timely. In addition, because of the way in which routes are scheduled, many workers cannot get to and from their destination at an appropriate time: some arrive an hour early and some have to leave work an hour early. More direct routes and better scheduling of routes to coincide with normal working hours would help.

Transportation needs should always be a component of workforce housing development. Creating clusters of low income housing in areas where the land is relatively inexpensive often results in isolating the workers from the centers of commerce.

Other

With regard to low-income workers in Suffolk County, there are three major issues that need to be addressed: affordable housing; affordable, high quality childcare; and public transportation. These challenges have been the same for the past thirty years and there has been little progress made in meeting them. There is always vocal support for solving problems, but that support needs to be backed-up by a consolidated, regional plan and money.

Mr. Crisano believes the best solution to the problems faced by low income workers is to develop multi-use communities where affordable housing, industry, and services are created in a planned community setting, eliminating the need for long, expensive, daily commuting.

Recommendations for other stakeholder interviews:

None.

Interview: Thomas F. Neely
Director of Public Transportation & Traffic Safety
Southampton Town
July 29, 2008

Interview Summary and Key Points:

- The towns of Southampton and East Hampton are successfully operating a coordinated non-emergency medical transportation service to Stony Brook University Medical Center
- The informal coordination agreement between Southampton and East Hampton is applicable to other Long Island communities

Town of Southampton

Five towns make up the “East End” of Long Island, in Suffolk County, New York: East Hampton, Riverhead, Shelter Island, Southampton, and Southold. The Town of Southampton is the largest and most populated of the five East End towns, with more than 58,000 residents spread over 140 square miles.

Agency Transportation Services

The Town of Southampton uses a fleet of two Chevy Uplanders, three Jeep Grand Cherokees, one van, two Ford Taurus sedans, nine 14 passenger buses, and 14 20 passenger buses to operate its paratransit service, available to seniors and persons with disabilities, and sometimes youth or special program participants.

A summer beach shuttle also runs from Bridgehampton High School to area beaches, in season. Service is provided on 15 minute headways by two buses, and the fare to ride is \$2.

Other Transportation Services

The Town of Southampton does not operate year-round general public transportation, but residents have access to services from Suffolk County Transit (bus), Long Island Railroad (train), and Suffolk County Accessible Transportation (ADA Paratransit).

The towns of Southampton and East Hampton jointly operate a shuttle to Stony Brook University Medical Center in Stony Brook, New York, two days a week. The Departments of Human Services for both towns act as transportation brokers and schedule trips.

Coordination Activities

According to their web site, the Peconic Community Council (PCC) is “a coalition of organizations and individuals dedicated to the promotion and preservation of the highest level of health and human services for all people in Eastern Suffolk County, of Long Island New York.” The PCC assists its short and long term planning by conducting community assessments and compiling demographic data. A few years ago, Peconic Connections, a citizens advocacy group affiliated with PCC, developed the idea of a shared transportation service for East End residents. Service to Stony Brook University Medical Center would be provided, based on pre-scheduled appointments. At that time, East Hampton was already providing some transportation service to Stony Brook, but Southampton was not. In the beginning, it was thought that Peconic Connections would serve as the transportation broker between the two towns.

As the idea developed, the towns decided that their Departments of Human Services were equipped to broker trips among themselves. The Town Boards in each town approved a resolution allowing for an “open agreement” to provide transportation service for residents traveling to Stony Brook; there is no exchange of money between the two towns. Rather, each town provides service to residents of both towns on a specific day and covers the cost of that service. On service days, customers are picked up at the both the Southampton Senior Center and the East Hampton Senior Center, and transported to Stony Brook. Residents from either town can utilize the service both days. The plan was casual by design, as neither town wanted to be bogged down with administrative details.

The towns also consulted specific departments at Stony Brook to determine which patients they would best be able to serve.

Currently, residents of each town reserve trips through the Transportation Office of their respective Human Services Department. Southampton uses a 14 passenger shuttle bus to provide service, and East Hampton usually uses a similar style vehicle. Customers are picked up at the senior centers in their town. There is no fare for service.

Challenges Faced

- The towns had never cooperated in such an informal manner before; the concept was really new
- It was difficult to maintain momentum for a new idea, especially since the towns needed cooperation from the staff at Stony Brook
- The Town Boards were concerned that consolidation would lead to job loss among current transportation staff

Benefits of Coordination

- Southampton is now able to provide non-emergency medical transportation services to its residents
- East Hampton improved efficiency of service and freed up a town vehicle that would have otherwise been used to provide a second day of service to Stony Brook

Other

Mr. Neely believes that this type of coordination could be applicable in other Long Island communities. The first step would be to review the geography of Long Island and the major medical destinations of residents in each town. Especially in the East End, residents are usually traveling west through neighboring communities to access medical care.

- Smithtown uses Stony Brook University Medical Center for its emergency care, with ambulances driving through Brookhaven on the way. The two towns have a formal agreement regarding emergency vehicles; that could be expanded, either formally or informally, to include a coordinated, non-emergency medical transportation service.

Mr. Neely provided the following documents:

- *Shared Intermunicipal Human Service Transit Concept – DRAFT 4/18/07*
- *Eleven East End municipalities sign agreement to explore regional transportation link initiatives*
- *Memorandum of Understanding Among the Five East End Towns and Supporting Villages to Further the Process of Addressing Regional Land Use and Transportation Issues*

Recommendations for other stakeholder interviews:

William Jones, Director, Department of Human Services

Pam Giacoia, Director of Senior Services, Department of Human Services

Stakeholder Interview Guide

Interview objectives:

- Assess level of existing coordination – determine what is working and what is not
- Collect information on service gaps, needs and redundancies
- Identify existing service providers, including service directories and inventories

Please Record:

Interviewer/Team Name: _____

Interviewee: _____

Agency/Organization: _____

Date: _____

Summary of organization's programs and services; populations served

Organization's role in providing transportation services

- Does your organization currently operate, purchase, or fund transportation services for older adults / persons with disabilities / persons with low income? If so, please explain.

Existing inventories of service

- Do you currently have an inventory or existing community transportation resources and programs that fund or provide transportation services?
- If yes, how was the inventory prepared? What format is it in? Can we get a copy?
- If no - do you know if any other organization or agency has prepared an inventory of available transportation services? How do you know what services are available?

Transportation issues and needs of low-income persons / older adults / persons with disabilities?

- How are members of this group commuting to work (i.e. bus, carpool, train, walk, etc.) and reaching other destinations?
- What are the major origins and destinations for this group?
- What transportation services are currently serving this population, and how well are they functioning?
- What challenges does the current transportation system create? What and where are the gaps?
- How are low-income and transit dependent persons accessing information about the transportation system? What are the challenges in access information and what is missing?
- What new services are currently needed to adequately serve low-income and transit dependent persons?

- What new services will be needed in the future?

Potential for coordination

- How would you characterize the interest/momentum for coordination? What is the primary source of this interest/momentum?
- Would you say there is sustained support for coordination from elected officials, agency administrators and other community leaders? Why or why not?
- What is your vision for coordination? How do you think it could help transportation in the NYC region? What are some of the projects you would like to see happen?

APPENDIX D

SURVEY INSTRUMENT AND LIST OF ORGANIZATIONS CONTACTED & RESPONDENTS

Appendix D: Survey Instrument and List of Organizations Contacted & Respondents

Connecting Communities Through Coordination

Developing a Coordinated Public Transit –
Human Services Transportation Plan for the NYMTC Region
(New York City, Long Island, Lower Hudson Valley)



Connecting Communities through Coordination



**Developing a Coordinated Public Transit -
Human Services Transportation Plan**
for the NYMTC Region (New York City, Long Island, Lower Hudson Valley)



Sponsored by:
New York Metropolitan Transportation Council

In association with:
Nelson Nygaard Consulting Associates
JAC Planning
RLS & Associates
TranSystems Corporation
Urbitran Associates

The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2009. SAFETEA-LU requires the establishment of a locally developed, coordinated public transit – human services transportation plan (HSTP) in order for the NYMTC Region to access three specific funding programs: Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, the New York Metropolitan Transportation Council (NYMTC) is embarking on a thorough planning process to identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to the region’s older adults, persons with disabilities, and individuals with lower incomes. A summary of the project is attached to this e-mail.

As part of this planning process, NYMTC must develop an inventory of transportation services available to the elderly, persons with disabilities, and low-income individuals. We are asking your assistance in completing this survey so that the inventory is comprehensive and complete.

The survey is organized into sections, as follows:

- Part I: Identity of Respondent
- Part II: About Your Organization
- Part III: About Your Transportation Services
- Part IV: Assessment of Needs/Coordination

If your organization is not involved in the provision or purchase of transportation services, we would still like your opinions on the status of coordination in the region. The survey will automatically skip Part III and take you directly to opinion questions in Part IV

Questions on the survey marked with an (*) must be completed. A status bar will keep you apprised of your status in completing the survey. If necessary, you can complete the survey in two or more sessions, but you must do so on the same computer.

In order to meet the overall coordination study schedule, we ask that you complete the survey by **July 25, 2008**.

If you have any questions regarding this survey, please contact Todd Lenz via email at tlenz@rlsandassoc.com, or via telephone at (937) 299-5007.

PART I: IDENTIFICATION OF RESPONDENT

This section identifies the respondent organization and provides contact information.

Identification of Organization:

1. Name of Organization: _____
2. Organization Director/CEO (Name/Title): _____
3. E-mail Address of Individual Listed in Q2: _____
4. Street or Mailing Address: _____
5. City: _____
6. State: _____
7. Zip: _____
8. Telephone _____

- 9. Fax: _____
 - 10. Name of Individual Responding to Survey: _____
 - 11. E-mail address of Respondent: _____
 - 12. Title of Respondent: _____
 - 13. Agency Website: _____
-

PART II: ABOUT YOUR ORGANIZATION

The first set of questions has to do with the general characteristics of your organization and the general nature of the mission of the agency.

1. Please check the box that best describes your organization. (Check only one)

- | | |
|--|---|
| <input type="checkbox"/> Public Sponsored Transit Agency | <input type="checkbox"/> Red Cross |
| <input type="checkbox"/> Social Service Agency – Public | <input type="checkbox"/> Private School |
| <input type="checkbox"/> Social Service Agency – Nonprofit | <input type="checkbox"/> Neighborhood Center |
| <input type="checkbox"/> Medical Center/Health Clinic | <input type="checkbox"/> Taxi/Wheelchair/Stretcher |
| <input type="checkbox"/> Nursing Facility/Long-Term Care | <input type="checkbox"/> Information/Referral |
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Shelter/Transitional Housing |
| <input type="checkbox"/> County/Municipal Office on Aging | <input type="checkbox"/> Job Developer |
| <input type="checkbox"/> Nonprofit Senior Center | <input type="checkbox"/> One Stop Agency |
| <input type="checkbox"/> Faith Based Organization | <input type="checkbox"/> Other (specify): _____ |
| <input type="checkbox"/> YMCA/YWCA | |

2. What are the major functions/services of your organization? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Job Placement |
| <input type="checkbox"/> Health Care | <input type="checkbox"/> Residential Facility Services |
| <input type="checkbox"/> Social Services | <input type="checkbox"/> Income Assistance |
| <input type="checkbox"/> Nutrition | <input type="checkbox"/> Screening |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Information/Referral |
| <input type="checkbox"/> Day Treatment | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Job Training | <input type="checkbox"/> Homemaker/Chore |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Rehabilitation Services | <input type="checkbox"/> Other (specify): _____ |
| <input type="checkbox"/> Diagnosis/Evaluation | |

3. Under what legal authority does your organization operate?

- Local government department or unit (city or county)
- Private nonprofit organization
- Transportation authority
- Private, for-profit
- Other (Specify): _____

4. Is your organization engaged in the direct operation and/or the purchase of transit services for the general public or the direct operation/purchase of transportation services for human service agency clients? (Check one.)

- Yes No

 **If the answer to Question 4 was “No,” please go to Part IV, Question 1.**

All others continue below.

PART III. TRANSPORTATION SERVICES PROVIDED

Service Providers or Purchasers Only. In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

1. Which mode of transit service delivery best describes your transportation program? (Check all that apply)

- We operate fixed route (fixed path, fixed schedule, with designated stops) service.
- We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.
- We operate demand response service using paid drivers.
- We operated demand response service using non-transportation staff as drivers.
- We operate demand response service using volunteer drivers.
- We operate express or commuter services.
- We coordinate a volunteer service (volunteers use their own vehicles).
- We provide subsidies/reimbursements to customers who arrange their own transportation.
- Other (Specify): _____

Note:

Definition - Fixed route. Transit service that operates over specified paths according to an established schedule. Passengers board or are discharged only at designated stops along the route. This is typical urban bus service.

Definition - Demand Response. Transit service characterized by flexible routing and schedules that reflect customer requests. Subscription services, which may operate over the same route and pick up the same customers everyday, are considered demand response.

Definition - express or commuter service. Fixed route services (see above) that is characterized by limited stops, services provided primarily during peak periods, with customer travel oriented in one direction.

2. What population does your system serve? (Check all that apply)

- We serve the general public.
- We serve the elderly.
- We serve persons with disabilities, regardless of age.
- We serve low income persons.
- Other (please specify):

3. Does your organization impose eligibility requirements on those persons who are provided transportation? (Check one only)

- Yes No

If "Yes," please specify.

4. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply)

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.
- Other (specify): _____

5. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

Vehicle Type	Total Number	No. Wheelchair Accessible
Sedans		
Station wagons		
Minivans		
Standard 15-passenger vans		
Converted 15-passenger vans (e.g., raised roof, wheelchair lift)		
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)		
Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)		
School bus (yellow school bus seating between 25 and 60 students)		
Medium or heavy duty transit bus		
Over-the-road coach		
Other (Describe):		

6. Are the vehicles equipped with two-way radio communications or do the drivers carry any type of communication device? (Check one.)

- Yes No

If "Yes," what type of communications device/system is used? (Check all that apply.)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe):

7. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Sun	Mon	Tues	Wed	Thu	Fri	Sat
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

Is there other information regarding your hours and days of operation that would be useful in understanding your service (please specify)?

8. If you operate demand response transportation services, how do customers/clients access the service? (check one only)

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (e.g., by telephone, facsimile, internet, or arrangement through a third party, etc.)
- Not applicable – customers do not have to make a reservation to access our transportation services.
- Other (describe):

9. If advance reservations are required, how much advance notice must be provided? (check one only)

- We use a real-time reservation policy.
- Customers/clients must call for a reservation the day before travel.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (please specify):

10. Does your transportation program accommodate same day service requests on a space available basis? (check one only)

- Yes No

If another same day policy is in effect, please specify.

11. Does your transportation program permit will call return trip reservations? (check one only)

- Yes No

If another will/call policy is in effect, please specify.

Note:

Definition: will call. A return trip reservation where the customer does not specify a specific pick-up time but is obligated to call the transit provider when ready for transport

12. Must individuals be certified or prequalified in order to access your transit services? (check one only)

- Yes No

If "Yes," what are eligibility/qualification standards?

13. Does your transportation provide service in New York City? (check one only)

- Yes, our service area includes all or part of the five boroughs.
 No, our service area is elsewhere in the NYMTC region (Long Island or the Lower Hudson Valley).

You will have opportunity to refine your service area in the next series of questions, including defining service areas that include New York City and adjacent areas. If you serve any of the five boroughs AND Long Island or the Lower Hudson Valley, select "Yes" above.

 **If the answer to Question 13 was "No," please go to Question 14.21.**

All others continue below.

14.1 Does your service area include the Bronx? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.4).

14.2 Does your transportation program serve all of the Bronx? (check one only)

- Yes
- No

If "No," above, please indicate which neighborhoods/communities your transportation program serves in the Bronx.


14.3 If "No" above, please indicate which neighborhoods/communities your transportation program serves in the Bronx. (check all that apply)

- | | | |
|---------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Baychester | <input type="checkbox"/> Highbridge | <input type="checkbox"/> Riverdale |
| <input type="checkbox"/> Bedford Park | <input type="checkbox"/> Hunts Point | <input type="checkbox"/> Soundview |
| <input type="checkbox"/> City Island | <input type="checkbox"/> Kingsbridge | <input type="checkbox"/> Throgs Neck |
| <input type="checkbox"/> Concourse | <input type="checkbox"/> Melrose | <input type="checkbox"/> Tremont |
| <input type="checkbox"/> Co-op City | <input type="checkbox"/> Morrisania | <input type="checkbox"/> West Farms |
| <input type="checkbox"/> Country Club | <input type="checkbox"/> Morris Park | <input type="checkbox"/> Westchester |
| <input type="checkbox"/> Eastchester | <input type="checkbox"/> Mott Haven | <input type="checkbox"/> Williamsbridge |
| <input type="checkbox"/> Fordham | <input type="checkbox"/> Parkchester | <input type="checkbox"/> Woodlawn |

Add anything else that will assist in understanding your service area in the Bronx.

14.4 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.4 was "No," please go to Question 15.**

All others continue below.

14.5 Does your service area include Brooklyn? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.8).

14.6 Does your transportation program serve all of Brooklyn? (check one only)

- Yes
- No


14.7 If No above, please indicate which neighborhoods/communities your transportation program serves in Brooklyn. (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Bay Ridge | <input type="checkbox"/> Cypress Hills | <input type="checkbox"/> Ocean Hill-Brownsville |
| <input type="checkbox"/> Bedford Stuyvesant | <input type="checkbox"/> DUMBO | <input type="checkbox"/> Park Slope |
| <input type="checkbox"/> Bensonhurst | <input type="checkbox"/> East Flatbush | <input type="checkbox"/> Prospect Heights |
| <input type="checkbox"/> Borough Park | <input type="checkbox"/> East New York | <input type="checkbox"/> Red Hook |
| <input type="checkbox"/> Brighton Beach | <input type="checkbox"/> Flatbush | <input type="checkbox"/> Sheepshead Bay |
| <input type="checkbox"/> Brooklyn Heights | <input type="checkbox"/> Flatland | <input type="checkbox"/> Spring Creek |
| <input type="checkbox"/> Bushwick | <input type="checkbox"/> Fort Green | <input type="checkbox"/> Sunset Park |
| <input type="checkbox"/> Canarsie | <input type="checkbox"/> Gravesend | <input type="checkbox"/> Williamsburg |
| <input type="checkbox"/> Carroll Gardens | <input type="checkbox"/> Green Point | <input type="checkbox"/> Windsor Terrace |
| <input type="checkbox"/> Coney Island | <input type="checkbox"/> Marine Park | |
| <input type="checkbox"/> Crown Heights | <input type="checkbox"/> Midwood | |

Add anything else that will assist in understanding your service area in Brooklyn.

14.8 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.8 was “No,” please go to Question 15.**

All others continue below.

14.9 You have indicated that your service area includes all or part of New York City. Does your service area include Manhattan? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.12).

14.10 Does your transportation program serve all of Manhattan? (check one only)

- Yes
- No


14.11 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Manhattan. (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Battery Park City | <input type="checkbox"/> Harlem | <input type="checkbox"/> Soho |
| <input type="checkbox"/> Chelsea | <input type="checkbox"/> Inwood | <input type="checkbox"/> Tribeca |
| <input type="checkbox"/> Chinatown | <input type="checkbox"/> Little Italy | <input type="checkbox"/> Upper East Side |
| <input type="checkbox"/> Clinton/Hell's Kitchen | <input type="checkbox"/> Lower East Side | <input type="checkbox"/> Upper West Side |
| <input type="checkbox"/> East Harlem | <input type="checkbox"/> Midtown East | <input type="checkbox"/> Washington Heights |
| <input type="checkbox"/> East Village | <input type="checkbox"/> Midtown West | <input type="checkbox"/> West Village |
| <input type="checkbox"/> Financial District | <input type="checkbox"/> Morningside Heights | <input type="checkbox"/> Yorkville |
| <input type="checkbox"/> Gramercy | <input type="checkbox"/> Murray Hill | |
| <input type="checkbox"/> Greenwich Village | <input type="checkbox"/> Roosevelt Island | |

Add anything else that will assist in understanding your service area in Manhattan.

14.12 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.12 was "No," please go to Question 15.**

All others continue below.

14.13 You have indicated that your service area includes all or part of New York City. Does your service area include Queens? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.16).

14.14 Does your service area include Queens? (check one only)

- Yes
- No


14.15 If “No” above, please indicate which neighborhoods/communities your transportation program serves in Queens. (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Arverne | <input type="checkbox"/> Hollis | <input type="checkbox"/> Queens Village |
| <input type="checkbox"/> Astoria | <input type="checkbox"/> Howard Beach | <input type="checkbox"/> Rego Park |
| <input type="checkbox"/> College Point | <input type="checkbox"/> Jackson Heights | <input type="checkbox"/> Richmond Hill |
| <input type="checkbox"/> Corona | <input type="checkbox"/> Jamaica | <input type="checkbox"/> Ridgewood |
| <input type="checkbox"/> Douglaston | <input type="checkbox"/> Jamaica Estates | <input type="checkbox"/> Rockaway Park |
| <input type="checkbox"/> East Elmhurst | <input type="checkbox"/> Kew Gardens | <input type="checkbox"/> Rosedale |
| <input type="checkbox"/> Elmhurst | <input type="checkbox"/> Kew Gardens Hills | <input type="checkbox"/> South Jamaica |
| <input type="checkbox"/> Far Rockaway | <input type="checkbox"/> Little Neck | <input type="checkbox"/> Sunnyside |
| <input type="checkbox"/> Flushing | <input type="checkbox"/> Long Island City | <input type="checkbox"/> Woodhaven |
| <input type="checkbox"/> Forest Hills | <input type="checkbox"/> Maspeth | <input type="checkbox"/> Woodside |
| <input type="checkbox"/> Fresh Meadows | <input type="checkbox"/> Middle Village | |
| <input type="checkbox"/> Glendale | <input type="checkbox"/> Ozone Park | |

Add anything else that will assist in understanding your service area in Queens.

14.16 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.16 was “No,” please go to Question 15.**

All others continue below.

14.17 Does your service area include Staten Island? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.20).

14.18 Does your transportation program serve all of Staten Island? (check one only)

- Yes
- No


14.19 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Staten Island. (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Arden Heights | <input type="checkbox"/> Great Kills | <input type="checkbox"/> Rosebank |
| <input type="checkbox"/> Bay Terrace | <input type="checkbox"/> Heartland Village | <input type="checkbox"/> Rossville |
| <input type="checkbox"/> Bulls Head | <input type="checkbox"/> Howland Hook | <input type="checkbox"/> Stapleton |
| <input type="checkbox"/> Charleston | <input type="checkbox"/> Mariners Harbor | <input type="checkbox"/> St. George |
| <input type="checkbox"/> Castleton Corners | <input type="checkbox"/> New Brighton | <input type="checkbox"/> Todt Hill |
| <input type="checkbox"/> Chelsea | <input type="checkbox"/> New Dorp Beach | <input type="checkbox"/> Tompkinville |
| <input type="checkbox"/> Dongan Hills | <input type="checkbox"/> Port Ivory | <input type="checkbox"/> Tottenville |
| <input type="checkbox"/> Eltingville | <input type="checkbox"/> Port Richmond | <input type="checkbox"/> West New Brighton |
| <input type="checkbox"/> Fox Hills | <input type="checkbox"/> Richmondtown | <input type="checkbox"/> Westerleigh |

Add anything else that will assist in understanding your service area in Staten Island.

14.20 Do you serve other areas (Long Island or the Lower Hudson Valley) in the NYMTC region? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.20 was "No," please go to Question 15.**

All others continue below.

14.21 You have indicated that your service area includes areas outside of New York City. Does your service area include Nassau County? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.24).

14.22 Does your transportation program serve all of Nassau County? (check one only)

- Yes
- No


14.23 If "No" above, please indicate the cities/towns your transportation program serves in Nassau County. (check all that apply)

- Glen Cove
- Hempstead
- Long Beach
- North Hempstead
- Oyster Bay

Add anything else that will assist in understanding your service area in Nassau County.

14.24 Do you serve other areas of Long Island (Suffolk County) or the Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.24 was "No," please go to Question 15.**

All others continue below.

14.25 Does your service area include Suffolk County? (check one only)

- Yes.
- No, we serve other areas in the Lower Hudson Valley (skip to Question 4.28)

14.26 Does your transportation program serve all of Suffolk County? (check one only)

- Yes
- No


14.27 If "No" above, please indicate the cities/towns your transportation program serves in Suffolk County. (check all that apply)

- | | | |
|---------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Babylon | <input type="checkbox"/> Huntington | <input type="checkbox"/> Shelter Island |
| <input type="checkbox"/> Brookhaven | <input type="checkbox"/> Islip | <input type="checkbox"/> Smithtown |
| <input type="checkbox"/> East Hampton | <input type="checkbox"/> Riverhead | <input type="checkbox"/> Southampton |
| <input type="checkbox"/> Southold | | |

Add anything else that will assist in understanding your service area in Suffolk County.

14.28 Do you serve other areas in the Lower Hudson Valley (Westchester, Putnam, or Rockland Counties)? (check one only)

- Yes, we serve other areas.
 No, we have completely defined our service area.

 **If the answer to Question 14.28 was "No," please go to Question 15.**

All others continue below.

14.29 Does your service area include Westchester County? (check one only)

- Yes.
 No, we serve other areas in the Lower Hudson Valley (skip to question 14.32).

14.30 Does your transportation program serve all of Westchester County? (check one only)

- Yes No

14.31 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)

- | | | |
|---------------------------------------|---|--------------------------------------|
| <input type="checkbox"/> Mount Vernon | <input type="checkbox"/> Harrison | <input type="checkbox"/> Pelham |
| <input type="checkbox"/> New Rochelle | <input type="checkbox"/> Lewisboro | <input type="checkbox"/> Pound Ridge |
| <input type="checkbox"/> Peekskill | <input type="checkbox"/> Marnaroneck | <input type="checkbox"/> Rye |
| <input type="checkbox"/> White Plains | <input type="checkbox"/> Mount Kisco | <input type="checkbox"/> Rye Brook |
| <input type="checkbox"/> Yonkers | <input type="checkbox"/> Mount Pleasant | <input type="checkbox"/> Scarsdale |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> New Castle | <input type="checkbox"/> Somers |
| <input type="checkbox"/> Cortlandt | <input type="checkbox"/> North Castle | <input type="checkbox"/> Yorktown |
| <input type="checkbox"/> Eastchester | <input type="checkbox"/> North Salem | |
| <input type="checkbox"/> Greensburgh | <input type="checkbox"/> Ossining | |

Add anything else that will assist in understanding your service area in Westchester County.

14.32 Do you serve other areas in the Lower Hudson Valley (Putnam, or Rockland Counties)? (check one only)

- Yes, we serve other areas.
 No, we have completely defined our service area.

 **If the answer to Question 14.32 was "No," please go to Question 15.**

All others continue below.

14.33 Does your service area include Putnam County? (check one only)

- Yes.
 No, we serve other areas in the Lower Hudson Valley (skip to Question 14.36)

14.34 Does your transportation program serve all of Putnam County? (check one only)

- Yes No


14.35 If "No" above, please indicate the cities/towns your transportation program serves in Putnam County. (check all that apply)

- | | | |
|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Carmel | <input type="checkbox"/> Patterson | <input type="checkbox"/> Putnam Valley |
| <input type="checkbox"/> Kent | <input type="checkbox"/> Philipstown | <input type="checkbox"/> Southeast |

Add anything else that will assist in understanding your service area in Putnam County.

14.36 Do you serve other areas in the Lower Hudson Valley (Rockland County)? (check one only)

- Yes, we serve Rockland County.
- No, we have completely defined our service area.

 **If the answer to Question 14.36 was “No,” please go to Question 15.**

All others continue below.

14.37 Does your transportation program serve all of Rockland County? (check one only)

- Yes
- No

14.38 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)

- Clarkstown
- Haverstraw
- Orangetown
- Ramapo
- Stony Point

Add anything else that will assist in understanding your service area in Putnam County.

15. In the previous question, you defined the areas within the NYMTC study area where your system provides service. Does your transportation program transport customers to areas outside this service area?

16. What are the five (5) most frequent customer destinations that your organization provides transport to?

Destination Name	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

17. For the most recent fiscal year, how many passenger trips were made on your system?

Note:

Definition: Unlinked passenger trip. The number of passengers who board transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.)

18. What is the time period for these ridership counts/estimates?

Beginning: _____ Ending: _____

19. How many annual vehicle miles of service were provided for the fiscal year noted above?

20. How many annual vehicle hours of service were provided for the fiscal year noted above?

21. Please indicate the number of full-time, part-time, and volunteer personnel used in your transportation program.

Position Title	No. of Positions		
	Full-Time	Part-Time	Volunteers
Managers			
Assistant Managers			
Other Supervisory Personnel			
Eligibility Determination Specialists			
Reservationists			
Schedulers			
Dispatchers			
Drivers			
Mechanics			
Other:			
Other:			
Other:			

22. Where are your vehicles garaged?

Garage/Overnight Location	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

23. Who maintains your vehicles (list facility or name of vendor)?

Maintenance Facility/Vendors	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

24. Does your organization charge a fare or fee for providing transportation services? (choose one only)

Yes No

If "Yes," what is the fare or fee?

25. Does your organization accept any donations from seniors to offset the cost of providing transportation services? (choose one only)

Yes No

If "Yes," what is the suggested amount?

26. What were your transportation operating revenues during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Operating Revenues – List Individually	
a) Fares and Donations	
b) Local Government Funding (City, town, village)	
c) County Government Funding	
d) State Government (NYSDOT) Funding	
e) Other State Government Funding	
f) Federal Transit Administration (FTA) Grants	
g) Title III-B (Older Americans Act)	
h) Medicaid	
i) Veterans Administration	
j) Other Federal (Specify):	
k) Other Federal (Specify):	
l) United Way	
m) Other (Specify):	
n) Other (Specify):	
Total Transportation Revenues	

27. Did your program receive any capital revenues during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Capital Revenues – List Individually	
a) Local Government Funding (City, town, village)	
b) County Government Funding	
c) State Government (NYSDOT) Funding	
d) Other State Funding	
e) Federal Transit Administration (FTA) Capital Grants	
f) Other Federal	
g) Other Federal	
h) Other (specify): _____	
i) Other (specify): _____	
Total Transportation Revenues	

28. What were your total transportation operating expenses during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Operating Expenses	
a) Transportation Operations (administration, operations, and maintenance)	
b) Transportation Capital	
Total Transportation Expenditure	

PART IV: ASSESSMENT OF NEEDS AND CURRENT COORDINATION STATUS

1. Have you received transportation requests that your agency has been unable to accommodate?

Yes No

If "Yes," please describe?

2. If you had additional resources, what type of service expansion would most benefit your customers? (check all that apply)

- Provide more frequent service to keep up with demand.
- Provide service beyond our current service area to new areas/destinations.
- Provide service during hours and days our service does not currently operate.
- Provide service for other passengers/client types we do not presently serve.
- Other (please specify):

If you checked yes in Question 2 to any of the first four answers above, please specify:

What service would be added to keep up with demand?

What service area would you expand to? What new areas or destinations would be served?

What hours/days of service would you extend/begin operation?

What new customers/client groups would you serve?

3. Does your agency currently provide transportation service to another organization under contract or other informal arrangement?

- Yes No

If "Yes," please describe?

4. Does your agency currently purchase transportation service from another organization under contract or other informal arrangement?

Yes No

If "Yes," please describe?

5. Are your transportation services coordinated in any way with the transportation services of other agencies?

Yes No

If "Yes," please describe?

6. If yes to Question 5, what type of coordination arrangements are in effect?

- Information and referral
- Joint procurement
- Joint training
- Joint dispatch
- Shared use of vehicles
- Shared maintenance
- Trip sharing
- Service consolidation
- Joint grant applications
- Other (please specify):

7. Would your organization be interested in providing transportation service, or more transportation services, under contract to another agency?

Yes No Not Sure

8. If your organization currently operates vehicles, would you be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs?

- Yes No Not Sure

9. What issues, if any, have your coordination efforts encountered (check all that apply)?

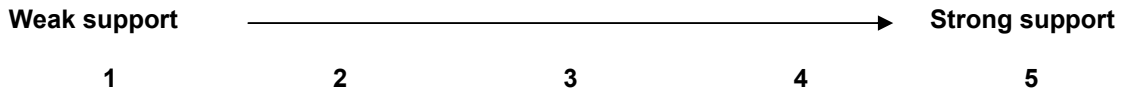
- I do not know – our organization has not participated in coordination efforts
 - Statutory barriers to pooling funds
 - Restrictions placed on the use of vehicles
 - Liability/insurance concerns
 - Turf issues among providers
 - Billing/accounting issues
 - Unique characteristics of client populations
 - Other (Define):
-

10. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area? (check only one)

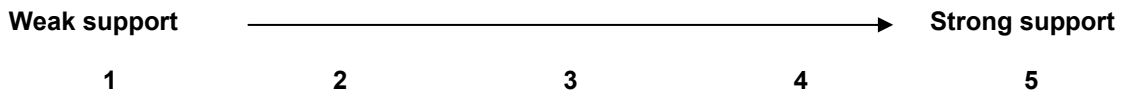
- Statutory barriers to pooling funds
 - Restrictions placed on the use of vehicles
 - Liability/insurance concerns
 - Turf issues among providers
 - Funding
 - Unique client characteristics/inability to mix clients on-board vehicles
 - Other (Define):
-

11. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?

12. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?



13. On a scale of one to five, with five being the strongest support, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organization worked together to better coordinate the delivery of transportation services?



14. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the space below.

Please return this survey to:

Todd Lenz, Information Specialist
RLS & Associates, Inc.
3131 South Dixie Highway, Suite 545
Dayton, OH 45439

Thank you for taking time to complete this survey. If you have any questions on this project, please contact:

Ms. Nancy O'Connell, NYMTC Project Manager
199 Water Street, 22nd Floor
New York, New York 10038
Voice: (212) 383-2529

nloconnell@dot.state.ny.us

List Of Surveyed Organizations

Transportation Provider	Community	County
Barry and Florence Greenberg JCC	Oceanside, Town of Hempstead	Nassau
City of Glen Cove	Glen Cove	Nassau
City of Long Beach	Long Beach	Nassau
EAC, Inc.	Hempstead	Nassau
Five Towns Community Center	Lawrence, Town of Hempstead	Nassau
Franklin Hospital	Valley Stream, Town of Hempstead	Nassau
JCC of the Greater Five Towns	Cedarhurst, Town of Hempstead	Nassau
Jones Manor on the Sound	Bayville, Town of Oyster Bay	Nassau
Long Beach Medical Center	City of Long Beach	Nassau
Long Island Center for Independent Living	Levittown, Town of Hempstead	Nassau
MTA Long Island Bus	Garden City, Towns of Hempstead and North Hempstead	Nassau
Saint Brigid Outreach	Westbury, Town of North Hempstead	Nassau
St. John's United Methodist Church	Valley Stream, Town of Hempstead	Nassau
The Rehabilitation Institute, Inc.	Westbury, Town of North Hempstead	Nassau
Town of Hempstead, Department of Senior Enrichment	Hempstead	Nassau
Town of North Hempstead Community Services	North Hempstead	Nassau
Town of Oyster Bay, Oyster Bay Senior Community Service Center	Town of Oyster Bay	Nassau
Jewish Association for Services for the Aged	Based in NYC; program locations throughout Long Island	Nassau and Suffolk Counties
Active Retirement Community, Inc.	South Setauket, Town of Brookhaven	Suffolk
Clubhouse of Suffolk, Inc.	Ronkonkoma, Town of Islip	Suffolk
Community Programs Center of Long Island	Port Jefferson, Town of Brookhaven	Suffolk
Developmental Disabilities Institute, Inc.	Smithtown	Suffolk
Disabled Veterans Transportation Network	Babylon	Suffolk
Family Residences and Essential Enterprises, Inc./Community and Family Residences, Inc./Rides Unlimited	Islandia, Town of Islip	Suffolk
Family Service League, Inc.	Huntington	Suffolk
Federation of Organizations NYS Mentally Disabled	West Babylon, Town of Babylon	Suffolk
Gurwin Jewish Geriatric Center	Commack, Town of Huntington	Suffolk
Independent Group Home Living	Manorville, Town of Brookhaven	Suffolk
Island Nursing and Rehabilitation Center	Holtsville, Town of Islip	Suffolk

John T. Mather Memorial Hospital	Port Jefferson, Town of Brookhaven	Suffolk
Little Flower Children's Service of NY	Wading River, Town of Riverhead	Suffolk
Maryhaven Transportation Services, Inc.	Port Jefferson Station, Town of Brookhaven	Suffolk
Mercy Haven, Inc.	Islip Terrace, Town of Islip	Suffolk
NYSARC, Inc.	Bohemia, Town of Islip	Suffolk
Peconic Bay Medical Center	Town of Riverhead	Suffolk
Siena Village	Smithtown	Suffolk
St. Charles Hospital and Rehabilitation Center	Port Jefferson, Town of Brookhaven	Suffolk
Suffolk County Department of Public Works, Transportation Division	Yaphank, Town of Brookhaven	Suffolk
Suffolk County United Veterans	Patchogue, Town of Brookhaven	Suffolk
Suffolk Y Jewish Community Center	Commack, Town of Huntington	Suffolk
Town of Babylon Senior Community Service Center	Town of Babylon	Suffolk
Town of Brookhaven	Brookhaven	Suffolk
Town of East Hampton	East Hampton	Suffolk
Town of Huntington	Huntington	Suffolk
Town of Huntington, Senior Citizen Division	Huntington	Suffolk
Town of Islip Disabled Services	Town of Islip	Suffolk
Town of Islip Human Services Administration	Town of Islip	Suffolk
Town of Islip Senior Citizens Services	Town of Islip	Suffolk
Town of Riverhead, Senior Citizen Division	Riverhead	Suffolk
Town of Shelter Island, Department of Human Services	Shelter Island	Suffolk
Town of Smithtown, Senior Citizen Division	Smithtown	Suffolk
Town of Southampton Transportation Department	Southampton	Suffolk
Town of Southampton, Senior Citizen Division	Southampton	Suffolk
Town of Southold, Senior Transportation Program	Southold	Suffolk
UCP of Greater Suffolk	Hauppauge, Town of Islip	Suffolk

APPENDIX E

SURVEY REPORT

Appendix E: Survey Report

1: Introduction

1.1 Survey Methodology

This task report summarizes work conducted under Task 3.2, “Survey of Providers.” To accomplish this subtask, the consultant team followed a series of sequential steps, as follow:

- Design Instrument;
- Upload Survey to Website;
- Develop Mailing list;
- Develop and Mail Survey Letter;
- Survey Distribution;
- Track Responses and Conduct Follow-Up Telephone Calls; and
- Tabulate and breakdown responses, by region.

Design of Survey Instrument

The first step involved the drafting of the survey instrument. As noted in the scope of work and consistent with the constrained timeframe for the accomplishment of this task, the consultant team built the survey instrument on a successful survey developed and used by the team in the conduct of the Chicago RTA coordination plan. Major points of departure was the enhancement of the NYMTC survey to collect detailed information on neighborhoods served in New York City and cities/towns in Long Island and Lower Hudson Valley.

A draft of the survey instrument was submitted to NYMTC for review and approval. Additionally, NYMTC was consulted and provided assistance in the definition of neighborhoods for each of the five boroughs.

The survey was designed to capture information on:

- The scope of services provided by the organization;
- Details on the service area for the transportation program;
- Information on rider eligibility and eligibility criteria;
- Information on transportation expenses and revenues; and
- Subjective opinions on coordination, mobility barriers, and unmet needs.

Even if the organization proved not to be a provider of specialized transportation services, the survey was designed for that respondent to skip detailed questions about their transportation program and offer opinions on coordination and needs.

The survey was designed to be administered either as a web-based survey or via traditional mail out/mail-in methods. Thus, individuals who may be uncomfortable submitting an on-line survey had the option of completing a paper copy of the survey and returning it via mail to the consulting team.

Upload Survey to Website

Once the survey was approved by NYMTC, the survey was upload to a commercial web survey website. The online version was tested thoroughly internally by various members of the consultant team. The on-line version was designed to be completed in a single session or, at the respondent's choice, through multiple online sessions.

Survey Letter and Invitation to Respond

Based on discussion with NYMTC staff and after soliciting advised from the Regional Advisory Committee, it was determined that the letter announcing the survey would be communicated to prospective respondents under NYMTC signature. The consultant drafted the transmittal letter and submitted the letter for review and revision to the NYMTC Project Manager. Once approved, both paper and electronic copies of the letter were developed.

Compilation of Draft Mailing Lists

Concurrent with the survey design and communication protocols, consultant team leaders in each of the three study regions (New York City, Long Island, and the Lower Hudson Valley) developed the initial list of survey providers. These lists were drawn from a variety of sources, including but not necessarily limited to:

- Existing NYMTC mailing lists;
- Previous plans and studies concerning specialized and human services transportation;
- Review of all current transit plans and studies of relevance (summarized in another task);
- Input from the Stakeholder Advisory Committees formed in each of the three study regions;
- The results of interviews conducted with key stakeholders during the months of June and July.
- Lists of previous grantees under the Section 5310 (Elderly and Persons with Disabilities Program) and Section 5316 (Job Access and Reverse Commute)

programs supplied by NYMTC and the New York State Department of Transportation; and

- Other community and human resources directories.

Where necessary, the consultant team attempted to obtain and validate an correct e-mail address. To this end, each regional team made telephone calls to mailing list entries to identify the correct respondent name, e-mail address, etc.

It was not possible to obtain valid e-mail addresses in all cases. Where e-mail was not available, a current facsimile number and/or mailing address were obtained.

Survey Distribution

With all previous steps in place, each regional consultant team electronically distributed via e-mail the survey letter complete with links to the on-line survey. This letter was sent on July 7, 2008. A response was requested by July 25, 2008. When a valid email address could not be obtained, a paper of the survey was sent via regular mail or, when available, via facsimile. A total of 326 survey invitations were transmitted to identified providers throughout the NYMTC region (Exhibit 1).

**Exhibit 1.
Survey Distribution Lists**

Distribution	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Electronic Surveys	100	71	65	236
Faxed or Mailed Surveys	64	15	11	90
Total Survey Invitations	164	86	76	326

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

In addition to these procedures, NYMTC posted the link to the survey webpage on its own webpage and advertised the availability of the study on the site. Additionally, NYMTC publicized the survey in its periodic electronic publication, NYMTC Notes, widely distributed to a large constituency in the region.

Survey Follow-Up

During the period of response, the consultant team issued a series of two follow-up letters to those organizations who had yet to respond to the survey invitation.

Although initially set for July 25, 2008, the consultant team accepted surveys through August 15, 2008.

Survey Tabulation

Following the close of the survey response period, the consultant team assigned to this task downloaded responses and created a Microsoft Access database of all survey responses. From this database, the data were split into three datasets (one for each region) and distributed to the respective team leaders.

1.2 Survey Response

Given the short duration of the response period and the length of the survey instrument, the study team set a goal of 20.0 percent for the response rate to this survey.

A total of 81 completed surveys were submitted. One survey was submitted by a Metropolitan Planning Organization outside the study area while four other surveys were duplicate submissions. Thus, a total of 76 completed, usable surveys were submitted.

This response rate goal was exceeded in each individual region and for the region as a whole. A response rate of 23.6 percent for the region was achieved (Exhibit 2).

**Exhibit 2.
Survey Response Rates**

Surveys	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Total Surveys Distributed	164	86	76	326
Completed Surveys	34	24	18	76
Response Rate	20.73%	27.91%	23.68%	23.31%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

1.3 Survey Results

Detailed discussion of survey results will be reported in the individual regional reports being prepared as part of this project. In the next chapter, a summary of regional results is provided.

Chapter 2: Survey Results Summary

2.1 About the Respondent Organization

Type of Organization

This question asked the respondent to select the response that best described the nature of their organization. It is clear that the nonprofit sector is important component in terms of organizations that provide specialized transportation services to the study’s target population (low income, the elderly, and persons with disabilities). More than 35 percent of all respondents classified themselves as a provider of social services in the nonprofit sector (Exhibit 3).

**Exhibit 3.
Organization Type**

Organization Type	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Adult Day Care	4	2		6	7.89%
County/Municipal Office on Aging		1		1	1.32%
Faith Based Organization	1			1	1.32%
Medical Center/Health Clinic	2	3	1	6	7.89%
Neighborhood Center	2			2	2.63%
Nonprofit Senior Center	4			4	5.26%
Nursing Home/Long-Term Care Facility		1	1	2	2.63%
Private School			1	1	1.32%
Publicly Sponsored Transit Agency		4	1	5	6.58%
Shelter/Transitional Housing Agency		1		1	1.32%
Social Service Agency – Nonprofit	13	6	8	27	35.53%
Social Service Agency – Public			1	1	1.32%
Taxi/Wheelchair/Stretcher Service			1	1	1.32%
Other (please specify)	6	5	4	15	19.74%
No Response	2	1		3	3.95%
Total	34	24	18	76	100.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Major Functions/Services of the Organization

The survey provided 18 functional categories representing major programs or services of the organization. The most frequently cited organizational function was “social services” followed by “transportation” (Exhibit 4).

**Exhibit 4.
Major Functions/Services of the Organization
(Multiple Answers Permitted)**

Functions/Services	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent Organizations
Transportation	20	17	7	44	57.9%
Health Care	13	12	7	32	42.1%
Social Services	26	9	11	46	60.5%
Nutrition	16	9	1	26	34.2%
Counseling	15	11	9	35	46.1%
Day Treatment	9	7	9	25	32.9%
Job Training	10	7	4	21	27.6%
Employment	7	3	3	13	17.1%
Rehabilitation Services	10	7	9	26	34.2%
Diagnosis/Evaluation	6	7	6	19	25.0%
Job Placement	11	5	3	19	25.0%
Residential Facility Services	9	8	6	23	30.3%
Income Assistance	3	2		5	6.6%
Screening	8	2	4	14	18.4%
Information/Referral	13	9	5	27	35.5%
Recreation/Social	16	10	5	31	40.8%
Homemaker/Chore	3	3		6	7.9%
Housing	12	6	3	21	27.6%
Other (specify):	6	4	5	15	19.7%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Organizational Status

Respondents were asked to indicate the legal status of the agency (e.g., local government, private nonprofit, private for-profit, etc.). Overwhelmingly, and consistent with the responses to the first question, the vast majority of respondents were private nonprofit corporations (Exhibit 5).

Transportation Service Provider

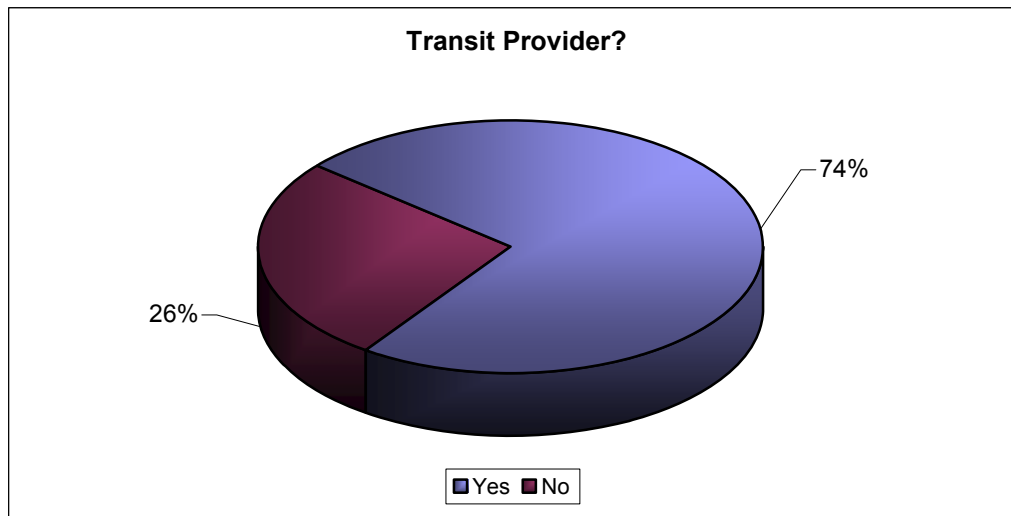
Respondents were requested to indicate whether the organization was engaged in the direct operation and/or the purchase of transit for the general public or the direct operation/purchase of transportation services for human service agency clients. As the survey mailing list was designed to capture transportation service providers, it is not surprising that more than 76 percent of respondents indicated they provided general public or human service agency transportation service (Exhibit 6).

**Exhibit 5.
Organization Legal Status**

Organization Legal Status	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Local government department or unit		4	2	6	7.89%
Other	2	1	1	4	5.26%
Private nonprofit organization	28	17	15	60	78.95%
Private, for-profit	2			2	2.63%
Transportation authority		1		1	1.32%
No response	2	1		3	3.95%
Total	34	24	18	76	100.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Exhibit 6.
Transit Service Provider?**



Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

2.2 Transportation Services Provided

The next section of the survey asked specific questions about the transportation services provided by the organization.

Modes of Service

Those organizations that responded “yes” to the previous question were requested to indicate all the modes of service that are provided by the organization. As is commonly

the case, there are respondents who indicated “fixed route” may be referring to regularly scheduled subscription demand response services.

**Exhibit 7.
Modes of Services Provided
(Multiple Answers Permitted)**

Mode	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent of Provider Organizations
We operate fixed route (fixed path, fixed schedule, with designated stops) service.	8	9	1	18	32.14%
We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.	2	3	3	8	14.29%
We operate demand response service using paid drivers.	12	15	6	33	58.93%
We operated demand response service using non-transportation staff as drivers.	2	2	1	5	8.93%
We operate demand response service using volunteer drivers.		2		2	3.57%
We operate express or commuter services.					0.00%
We operate coordinate a volunteer service (volunteers use their own vehicles).			1	1	1.79%
We provide subsidies/reimbursements to customers who arrange their own transportation.	2		1	3	5.36%
Other					0.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Populations Served

Virtually all of the respondents indicated that they served one or more of the target populations groups. More than half of all transit service providers indicated that they serve both the elderly and persons with disabilities. About a fourth of all respondents that provide transit service indicated that they serve persons with low incomes.

**Exhibit 8.
Populations Served
(Multiple Answers Permitted)**

Population Served	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
We serve the general public.		4	1	5	8.93%
We serve the elderly.	16	11	6	33	58.93%
We serve persons with disabilities, regardless of age.	8	14	7	29	51.79%
We serve low income persons.	3	4	5	12	21.43%
We serve clients who participate in our programs/services who do not fall into the above categories.	3	4	6	13	23.21%
Other		4	1	5	8.93%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Vehicle Fleets

Forty-six of 56 respondents that indicated they operated or purchased client or general public transit services reported information on their vehicle fleets. The total number of vehicles reported was 1,172 vehicles. This translates to an average fleet size of 25.5 vehicles per responding organization. Seven organizations reported fleets in excess of 100 vehicles.

This question also asked about the accessibility of the fleet to persons with disabilities. Overall, it was reported that 54.1 percent of all vehicles used were accessible.

**Exhibit 9.
Fleet Size and Accessibility**

Fleet	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Vehicles Owned	298	547	327	1,172
Total Accessible	210	321	103	634
Accessibility Ratio	70.47%	58.68%	31.50%	54.10%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Advance Reservation Requirements – Demand Response Mode

For those organizations that provided service in demand response mode, the organization’s advance reservation policies were asked as part of the survey. We found a wide range of policies in effect ranging from real-time or same day reservations honored to organizations that had not set policy but requested (not required) clients to give as much advance notice as possible in booking trips with the organization.

**Exhibit 10.
Advance Reservation Requirements**

Advance Reservation Requirement	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Must call for reservation 1 week before travel.	1		1	2
Must call for reservation 2 days before travel.	1		1	2
Must call for reservation 24 hours before travel.	3	1		4
Must call for reservation 3 days before travel.	1			1
Must call for reservation 5 days before travel.	1	1		2
Must call for reservation day before travel.	2	2	1	5
We use a real-time reservation policy.		1		1
Other	8	9	6	23
Total Response	17	14	9	40

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Eligibility Requirements

More than eighty percent of all respondents that provided or purchased transportation on behalf of their consumers indicated that there were eligibility requirements in place that must be met in order to access transportation services. The range of requirements varied; in some cases, documentation of age was required and persons over a certain age were deemed eligible. In other cases, a formal eligibility determination was made by a third party and only individuals determined eligible would be transported by the organization. In yet other cases, an in-house eligibility determination was made by non-transportation program staff. Finally, several respondents reported that they only transport persons who were deemed eligible for the organization’s services.

**Exhibit 11.
Eligibility Requirements for Transportation**

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Respondents That Impose Eligibility Requirements for Transportation Services	19	16	9	44
Total Number of Organizations That Provide or Purchase Transportation	22	20	14	56
Percent	86.36%	80.00%	64.29%	78.57%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Service Characteristics of Respondents

The next series of questions on the service asked questions about the characteristics of the transportation service (ridership, units of service operated, and number of employees).

One observation made on the employment numbers is the relatively low utilization of volunteers in all three regions.

**Exhibit 12.
Service Characteristic**

Service Characteristic	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Ridership¹	1,110,361	3,966,422	807,951	5,884,734
Units of Service				
Annual Vehicle Miles	2,349,994	8,176,887	6,789,957	17,316,838
Annual Vehicle Hours	243,554	810,111	217,212	1,270,877
No. Employees				
Full Time	193	851	606	1,650
Part Time	52	102	18	172
Volunteers	2	1	1	4
Total Employees	247	954	625	1,826

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

¹ Data for MTA Long Island was omitted from the reported ridership as the organization included fixed route ridership in the totals.

Fare, Donations, Expenses, and Revenues

Some transit providers, particularly those serving the general public charge a fare for the service. Respondents were asked to indicate if they charge a fare or fee for services. Similarly, some organizations permit, and in some cases required, to permit customers to make a voluntary donation to offset the cost of providing transportation service.

**Exhibit 13.
Fares and Donations**

Response	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Fare for Service					
Yes.	17	10	8	35	68.6%
No	2	9	5	16	31.4%
Opportunity to Make a Donation					
Yes	8	17	12	37	74.0%
No	9	3	1	13	26.0%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Expenses and Revenues

The final set of questions in this section asked information on the amounts and sources of transportation revenues as well as total transit operating and capital expenses.

Total operating expenses were reported from among respondents to be just over \$42.6 million (N=32). Reported capital expense were reported to be just under \$1.1 million.

Revenues used to support capital and operating expenses are derived from a variety of Federal, state, and local sources, including fares. Fewer agencies reported the detailed breakdown of revenues, so revenues do not equal expenses in the following exhibit. The role of local government and Medicaid, the single largest funder of human services transportation in the U.S. can be seen in the total amounts.

Capital expenses are funded from equally diverse revenues (Exhibit 4).

Exhibit 14.
Expenses and Revenues

Expenses and Revenues	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Operating Expenses				
Capital Expenses	228,675	485,101	362,338	1,076,114
Operating Expenses	23,214,870	14,267,336	5,161,494	42,643,700
Total Expenses	\$23,443,545	\$14,752,437	\$5,523,832	\$43,719,814
Operating Revenues				
Fares	273,963	679,097	279,344	553,378
Local Government	1,556,209	3,742,435	25,780	1,582,060
County Government	-	1,169,922	938,622	938,693
NYSDOT	7,200,000	1,134,478	691,581	7,891,652
Other State	20,000	-	518,730	538,801
FTA	-	-	51,700	51,771
Title III-B	94,235	-	42,225	136,531
Medicaid	6,866,705	4,656,028	1,166,554	8,033,330
Veteran's Administration	-	-	-	71
Other Federal	-	-	-	71
Other Federal	-	-	-	71
United Way	-	-	-	71
Other Non-Federal	4,066,352	440,813	129,021	4,195,444
Other Non-Federal	145,543	1,898,329	1,974	147,588
Total Operating Revenues	\$20,223,007	\$13,721,102	\$3,845,531	\$24,069,532
Capital Revenues				
Local Government	0	51,749	71	51,820
County Government	0	30,000	13,671	43,671
NYSDOT	0	85,037	13,671	98,708
Other State	0	8,000	71	8,071
FTA	0	175,115	108,871	283,986
Other Federal	0	0	163,812	163,812
Other Federal	0	0	71	71
Other Non-Federal	228,785	70,051	256,585	555,421
Other Non-Federal	0	0	71	71
Total	\$228,785	\$392,557	\$556,326	\$1,205,631.

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

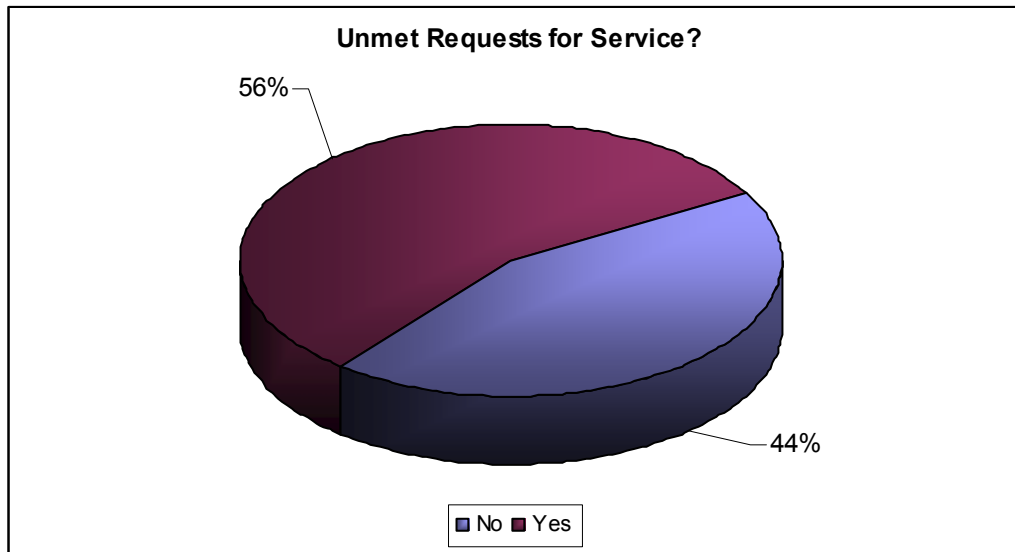
2.3 Assessment of Need and Subjective Assessments of Coordination

The next section of the survey asked questions about needs and solicited the respondent's subjective opinions about coordination of transportation services.

Unmet Requests for Service

More than half of those organizations responding (N=61) indicated that the organization had received transportation requests that your agency has been unable to accommodate.

Exhibit 15.
Unmet Requests for Service



Potential Expansion That Would Be Most Beneficial to Customer

Respondents were asked if additional resources were made available for their transportation programs, what type of service expansion would most benefit their customers. Four choices were provided along with an opportunity to provide additional comments (Exhibit 16).

**Exhibit 16.
Most Beneficial Type of Service Expansion
(Multiple Answers Permitted)**

Types of Expansion	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Provide more frequent service to keep up with demand.	12	11	5	28
Provide service beyond our current service area to new areas/destinations.	4	10	7	21
Provide service during hours and days our service does not currently operate.	5	9	4	18
Provide service for other passengers/client types we do not presently serve.	2	4	5	11

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Regional variations were noted in this question. Whereas New York City respondents indicated they would provide more frequent service, respondents in the Lower Hudson Valley indicated that expansion of current services areas would be most beneficial. Respondents in Long Island generally voiced equal concern for enhancements in frequency, service area, and expansion of the days/hours of service.

Provision of Service Under Contract

Only 16 of the respondents to this survey indicated that that they provided service to a another organization either through formal contractual means or through informal arrangements. Seven of these respondents were in New York City while the remaining nine responses were from Long Island or the Lower Hudson Valley.

Purchase of Service Under Contract

Results were almost identical for this question to the previous question. A total of 17 agencies reported that they purchase service on behalf of their customers from a third party. About half (N=8) were from New York City.

**Exhibit 17.
Provision/Purchase of Service**

Purchase/Provide Service	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Provide Service Under Contract to Other Organizations	7	4	5	16
Purchasing Service Under Contract from Other Organizations	8	5	4	17

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Coordination of Services

Respondents were asked if their services were coordinated in any way with other organizations that provide transportation services. Approximately the same number of respondents to the previous questions indicated that some coordination of service occurs (N=16). The level of coordination, however, as indicated by the number of affirmative responses, was higher on Long Island than other regions. Only two respondents in the Lower Hudson Valley indicated they coordinated services with other organizations.

A second part to this question asked the type or level of coordination that the organization was engaged in, ranging from simple information/referral activities to joint dispatching and sharing of vehicles. The level of coordination was generally modest, with those reporting indicating that information and referral was the most common coordination technique (Exhibit 18).

Exhibit 18. Coordination of Service

Coordination Strategies	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
No. Organizations Indicating They Coordinate Service	6	8	2	16
Type of Coordination				
Information and referral	3	5	1	9
Joint procurement	1	1		2
Joint training	2	1		3
Joint dispatch	1			1
Shared use of vehicles	2	1	1	4
Shared maintenance	1	1		2
Trip sharing	1			1
Service consolidation			1	1
Joint grant applications				

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Organizational Interest in Expanding Coordination

Two questions on the survey were posed regarding potential interest in expanding their level of coordination of transportation services. In the first questions, agencies were asked if there would be interested in providing transportation service, or more transportation services, under contract to another agency. The second question was posed to those organizations that operate vehicles and asked if they would be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs.

Only seven responding agencies (N=65), or about 10 percent, responded that they would have interest in providing service to other organizations under contract.² A slightly more favorable response was provided to the second question, with 10

organizations, or about 16 percent (N=62) indicating they would be willing to purchase transportation service from another organization.

Under either category, favorable responses to these questions was low.

² The total number of responses to this question exceeds the current number of organizations that indicated that they presently provide or purchase service. Since this section of the survey was open for response by all participants, some answers to this question were provided by organizations that do not presently provide transportation services.

**Exhibit 19.
Organizational Interest in Expanding Coordination**

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Interest in Providing Service Under Contract to Other Organizations				
Yes	3	3	1	7
No	15	9	10	34
Not Sure	9	10	5	24
Interest in Purchasing Service Under Contract from Other Organizations				
Yes	2	5	3	10
No	15	10	7	32
Not Sure	8	7	5	20

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Coordination Issues

Respondents were asked to select from a series of options what coordination issues they have encountered in their own previous efforts to effect higher levels of service coordination.

Respondents indicated that the unique nature of client populations represented the most significant issue facing coordination efforts.

Restrictions on the use of vehicles and associated vehicle liability/insurance issues were the second most frequent responses of those organizations that identified a coordination issue. This is a common finding in coordination studies, despite the fact that substantial research has been undertaken on this topic, including recent work on vehicle restrictions done on behalf of the Federal Coordinating Council on Access and Mobility (CCAM).

**Exhibit 20.
Coordination Issues
(Answers Permitted)**

Obstacles Encountered	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
I do not know - our organization has not participated in coordination efforts	15	7	7	29
Statutory barriers to pooling funds		1	2	3
Restrictions placed on the use of vehicles	5	3	3	11
Liability/insurance concerns	4	4	3	11
Turf issues among providers		2	1	3
Billing/accounting issues	1	4	3	8
Unique characteristics of client populations	7	8	4	19
Other		3	1	4

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Perceived Barriers to Mobility

The NYMTC region was consistent with similar survey that pose this question, with the most frequently cited barrier to mobility being the identification of funding to support transportation services for the low income, elderly, and persons with disabilities.

The lack of public transportation service in the service area was seen as a barrier to mobility, with virtually all respondents citing this factor coming from Long Island or the Lower Hudson Valley.

Most of the “other” type response related to unique client characteristics, a finding brought out in the previous question (Exhibit 21).

**Exhibit 21.
Perceived Barriers to Greater Mobility**

Mobility Barrier	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Lack of public transportation service in our area.	1	7	3	11	20.4%
The cost of transportation services.	4	2	3	9	16.7%
The hours and days of existing services do not meet our needs.			2	2	3.7%
Eligibility restrictions imposed by various human service agencies.	1		1	2	3.7%
Funding to support transportation.	11	3	4	18	33.3%
Lack of private sector transportation services in our area.					0.0%
Turf/jurisdictional issues among communities in the service area.					0.0%
Other	4	7	1	12	22.2%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Support for Coordination Among Elected Officials and Other Community Leaders

The final two series of questions on the survey asked respondents to rank, on a one to five scale, some subjective assessments about the perceptions of local elected officials, agency administrators, and other community leaders regarding coordination. These questions were drawn directly from the CCAM's assessment tools.

In the first question, respondents were asked if there was sustained support from community leaders regarding coordination planning activities.

The second question asked if members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of transportation services.

The majority opinion, regardless of region, was either strongly disagree, disagree, or unsure with respect to whether community leaders supported sustained efforts to plan for the coordination of transportation services (Exhibit 22).

Opinions were much more favorable with regard to the second question regarding community leader perceptions about the benefits of coordination (Exhibit 23).

Exhibit 22. Is There Sustained Support Among Community Leaders for Coordination Planning?

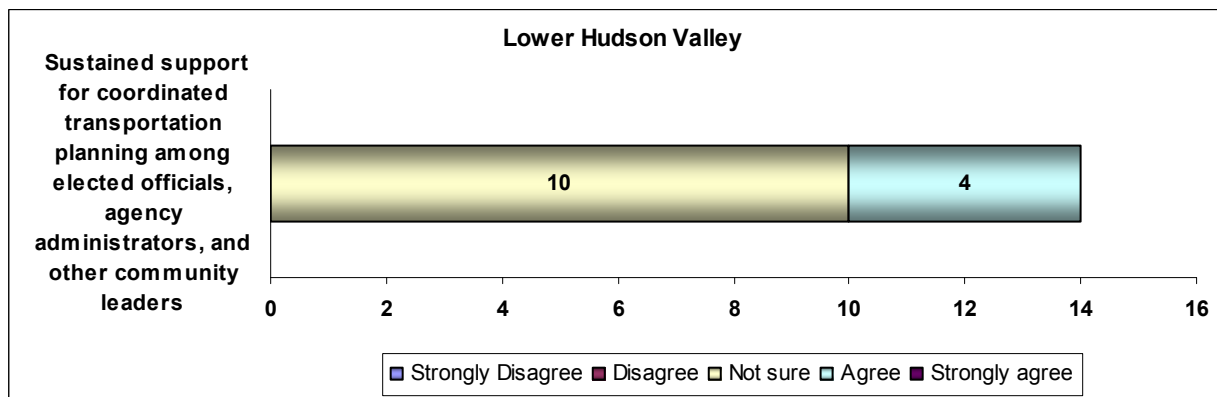
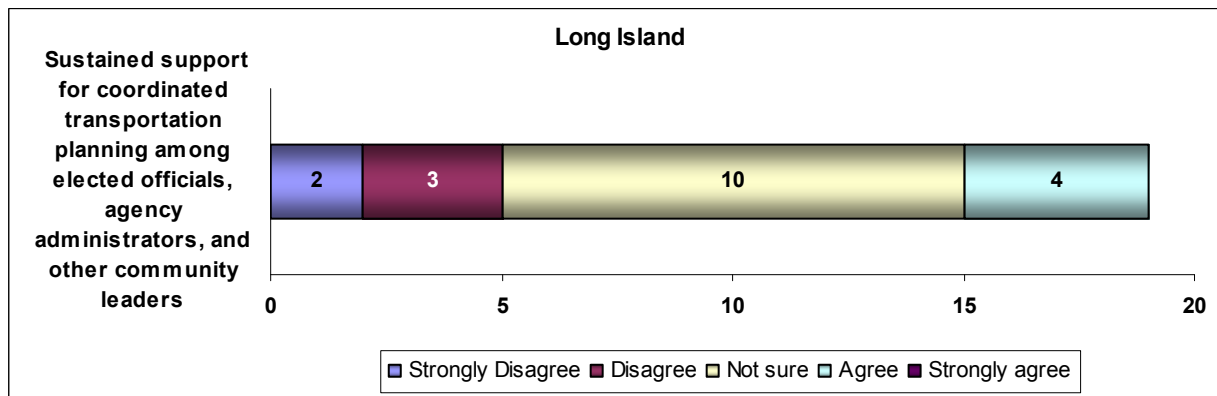
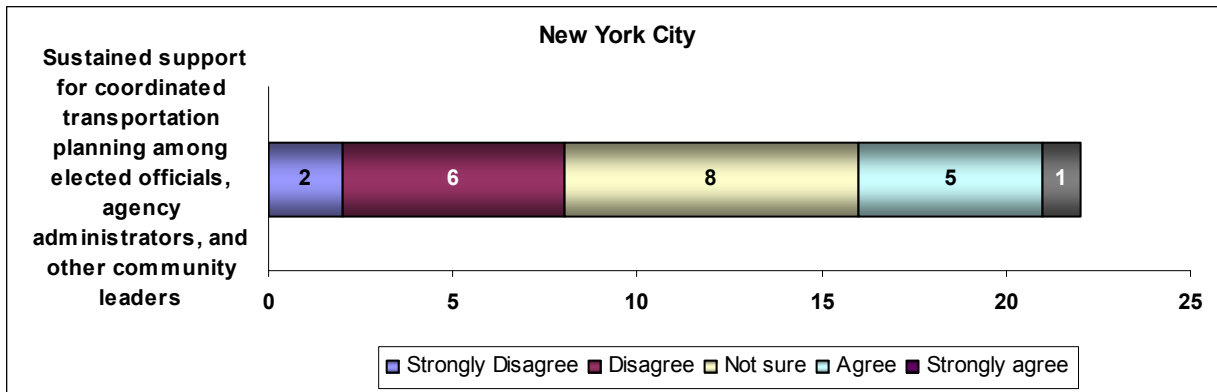
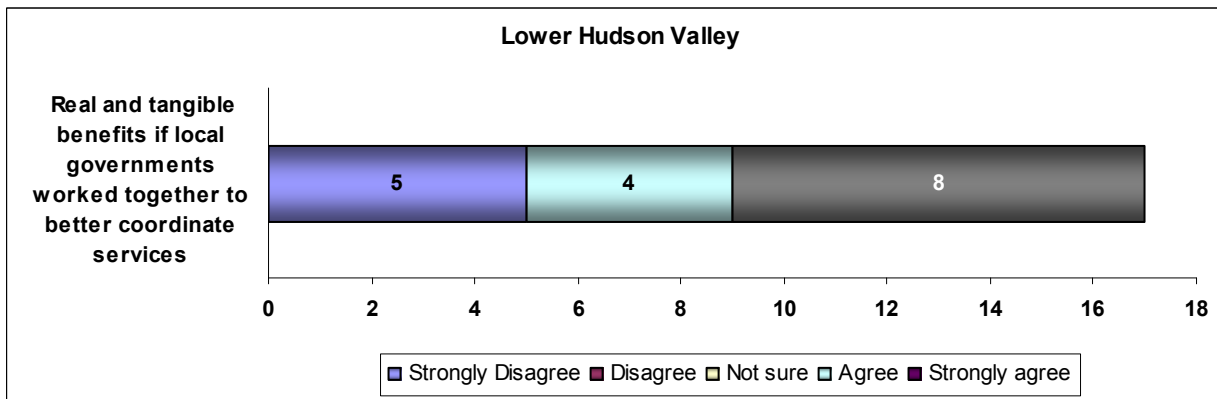
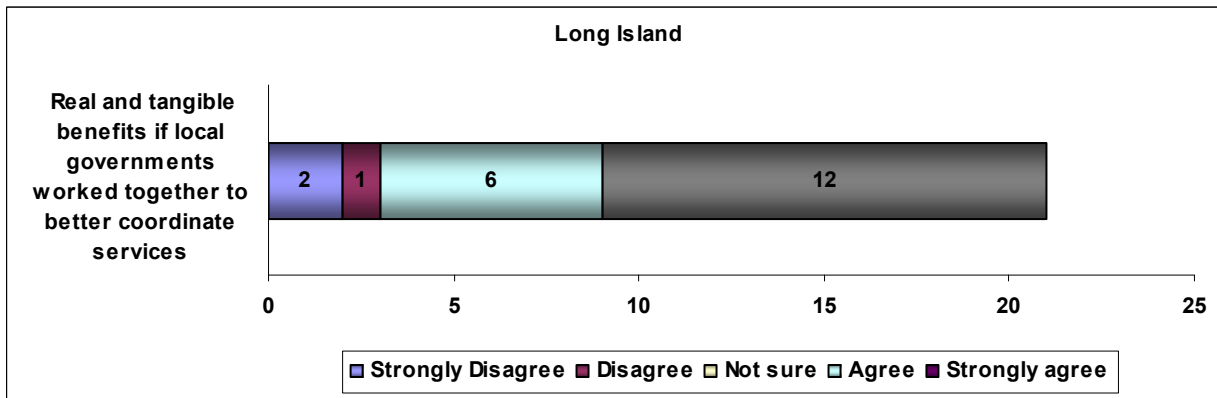
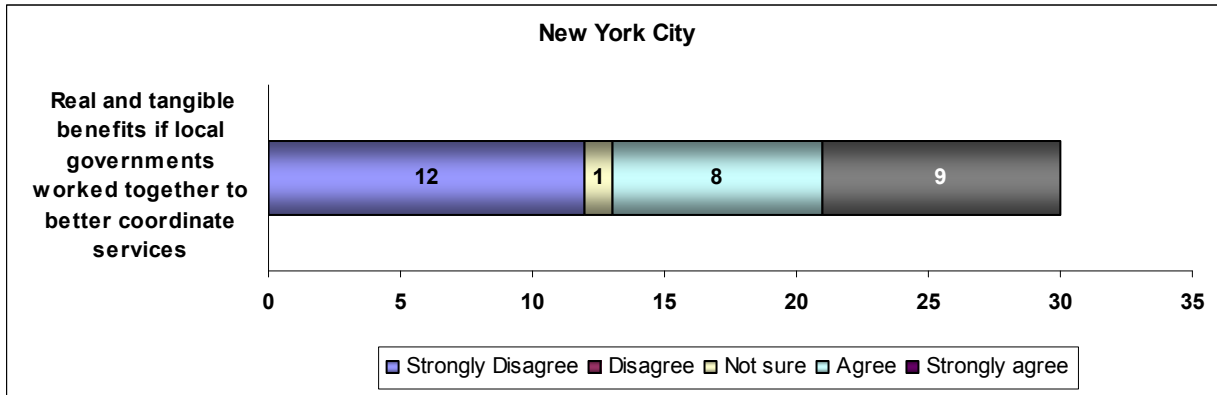


Exhibit 23.
Members of the Governing Board Perceive Real and Tangible Benefits from the Coordination of Transportation Services?



APPENDIX F

DETAILED DESCRIPTION OF INVENTORIED COMMUNITY TRANSPORTATION PROGRAMS/SERVICES

Appendix F. Detailed Description of Inventoried Community Transportation Programs/Services

Community Transportation Service Providers Serving both Nassau and Suffolk Counties

Community and Family Residences, Inc.

Family Residences and Essential Enterprises, Inc.

Jewish Association for Services for the Aged

Little Flower Children and Family Services of New York

St. Charles Hospital

Community and Family Residences

Rob Quinn, Transportation Director

191 Sweet Hollow Road

Old Bethpage, NY 11804

631-234-7966

rquinn@familyres.org

Organizational Profile

Community and Family Residences (CFR) is a private nonprofit organization providing transportation services under contract to other local human service agencies.

Transportation Profile

Community and Family Residences provide and purchases fixed schedule service for its clients. Service is restricted to clients who participate in programs/services provided by organizations that contract with CFR to provide transportation services. Contracting agencies include: Adults and Children with Learning and Developmental Disabilities, Family Residences and Essential Enterprises, Long Island Developmental Disabilities Services Office, Center for Developmental

Disabilities, Mill Neck Services for the Deaf, Lifespire, Queens Cerebral Palsy, and TRI. Passengers must be persons 21 years of age and older and diagnosed with a developmental disability.

Service is provided curb to curb and CFR provides personal care attendants to passengers who require assistance. Transportation is available from 6 AM until 6 PM Monday through Friday. To schedule a ride a client must call five days before the day of service.

The fleet consists of 113 vehicles. Twenty seven of the vehicles are standard 15-passenger vans; an additional 44 are medium duty body-on-chassis vehicles with a seating capacity exceeding 22 passengers, and 42 are yellow school busses seating between 25 and 60 students. Ten of the body-on-chassis vehicles are accessible, and 35 of the school busses are accessible. The vehicles are garaged at two sites and maintained in house.

Service is provided in parts of Brooklyn (Bedford-Stuyvesant, Bushwick and Ocean Hill-Brownsville), 14 neighborhoods in Queens; the City of Glen Cove and throughout Nassau and Suffolk Counties. During calendar year 2007, 618,000 trips were provided using 150,000 vehicle hours and driving 2,800,000 miles. The transportation program employs over 200 people, including 110 drivers (90 full time) and 100 van monitors.

A fee of \$14.81 per trip is charged.

Existing Coordination

Fixed schedule service is also provided under contract to eight local human service agencies. There are currently coordination arrangements regarding the provision of Information and Referral services as well as vehicle maintenance for other agencies.

CFR has received referrals to programs outside of the service area that they are not able to accommodate. If additional resources were available they would like to expand service beyond the current service area, specifically to areas closest to their bus hub in Islandia. They would also like to extend service to seniors. They would be willing to provide more service under contract to other agencies.

Unmet Needs

CFR identified four issues affecting coordination. They are: restrictions placed on the use of vehicles, liability insurance concerns, turf issues among providers and the unique characteristics of client populations. The last concern, along with the inability to mix clients on-board vehicles, is seen as the greatest obstacle to coordination. It is felt that the consolidation of transportation providers is the enhancement that is most needed to improve the coordination of public and human service transit in the service area.

Family Residences and Essential Enterprises, Inc. (FREE)

Rob Quinn, Transportation Director
191 Sweet Hollow Road
Old Bethpage, NY 11804
631-234-0199
rquinn@familyres.org

Organizational Profile

Family Residences and Essential Enterprises is a private, non-profit human services agency. It provides transportation, health care, counseling, day treatment, job training, employment, rehabilitation services, diagnosis/evaluation, job placement, residential facility, screening, information and referral, recreation/social and housing services.

Transportation Program Profile

A range of transportation services is provided. It includes operating fixed schedule service, providing fixed schedule service under contract to Community and Family Residences; operating a demand response service using paid drivers and operating a demand response service using volunteer drivers. Persons with disabilities, regardless of age, are provided with door-to-door service. Drivers may assist passengers with an unlimited number of bags and personal care attendants are provided to passengers requiring assistance. Customers must be diagnosed with a mental or physical disability and fall under the auspices of the FREE organization. Service is available seven days a week, from 7 AM until 7 PM.

The vehicle fleet consists of 118 vehicles of varying sizes, from sedans to light duty body-on-chassis vehicles. Of the 118 vehicles, 15 are accessible. Three of the fifteen are converted 15-passenger vans and the other 12 are the light duty body-on-chassis vehicles. Seventy four of the vehicles are 8 to 12 passenger vans. The vehicles are garaged at the agency residences and day programs; and are maintained by Community and Family Residences in Islandia.

Service is provided throughout Nassau and Suffolk Counties.

For the year ended 12/31/2007, over 2,000,000 trips were provided, 1,800,000 vehicle miles traveled and 392,000 vehicle hours of service consumed. The transportation program has 300 to 400 driver, 64 supervisory personnel, 40 assistant managers and 20 managers.

Existing Coordination

In addition to the contract with Community and Family Residences, information and referral services are coordinated with other agencies.

Unmet Needs

Issues that have been encountered in coordination efforts are restrictions on the use of vehicles, liability/insurance concerns and the unique characteristics of the client populations. The greatest obstacle seen is the inability to mix clients on-board vehicles due to their unique characteristics. The consolidation of transportation providers is seen as the enhancement most needed to improve coordination of public transit and human service transportation.

Little Flower Children and Family Services of New York

Joseph Cannizzaro, director, Facilities and Transportation
2450 North Wading River Rd, Wading River, NY 11792
631-929-6200
www.littleflowerny.org

Organizational Profile

Little Flower Children and Family Services of New York is a private non-profit Adult Day Care organization providing housing, health care, social services, nutrition, counseling and treatment for older adults and persons with disabilities.

Transportation Program Profile

Little Flower Children and Family Services of New York provides curb-to-curb transportation services at all hours without advance reservation or certification requirements. Same day requests are accommodated as space permits.

The service area includes all of New York City, Long Island, and Westchester and Putnam counties. Among the most frequent destinations are various courts in New York City. Service is available 24 hours a day, seven days a week.

Drivers are permitted to assist passengers with a limited number of packages, and personal care attendants are provided for those who require such services. No fares or donations are accepted.

Service is provided by four full-time drivers and a part-time manager and dispatcher, using one accessible 15-passenger van and 13 small vehicles. All are garaged on-site and maintained by three auto dealerships in Riverhead.

About 1,000 passenger trips were provided in the last fiscal year at a total operating cost of \$412,302. They also purchase additional transportation from private vendors.

Existing Coordination

Little Flower Children and Family Services of New York is not currently involved in any coordination efforts. They are open to potential coordination efforts if issues of control and accountability are resolved.

Unmet Needs

Given additional resources, more frequent service would be provided to Brooklyn, Queens and Long Island. Evening and weekend service would be provided primarily for the foster care program.

Community Transportation Service Providers Profiles of Transportation Survey Respondents: Nassau County

JCC of the Greater Five Towns

City of Long Beach

MTA Long Island Bus

Jewish Community Center (JCC) of the Greater Five Towns

Rina Shkolnik, Executive Director

207 Grove Avenue

Cedarhurst, NY 11516

516-569-6733

Rina.shkolnik@fivetownsjcc.org

Organizational Profile

The JCC of the Greater Five Towns is a private, non-profit social service agency. The major services provided are social services, counseling, information and referral, and recreation/social.

Transportation Program Profile

JCC provides fixed scheduled service. The service is provided within the Five Town community including the Hewlett, Woodmere, Cedarhurst, Lawrence and Inwood sections of the Town of Hempstead. Also served are the areas surrounding the Five Town area, including areas of Lynbrook, Valley Stream, East Rockaway and parts of Far Rockaway. Service is provided to and from JCC programs, and to outings and trips into New York City and eastern Long Island.

The service is door-to-door and the drivers are permitted to assist passengers with an unlimited number of packages. The population served by the transportation program is elderly and persons with disabilities of any age. Passengers must be members of the JCC. Transportation is available six days per week, Sunday through Friday from 9 AM until 5 PM.

The JCC owns and operates a fleet of six vehicles. Four of the vehicles are standard 15 passenger vans. Two of the vehicles are medium duty Body-on-Chassis vehicles with a seating capacity of over 22 passengers. The vehicles are garaged at the JCC parking lot and maintained by two outside vendors, First Line Service and Busami Repairs.

During 2007, 1500 vehicle of hours of service were provided. There is no fee charged for transportation service, with one exception. One program requires that a transportation fee be billed. A charge of \$15 per day is charged.

The transportation component is comprised of one full time manager, one part-time Assistant Manager, four full time and two part-time drivers.

Existing Coordination

The JCC has not participated in coordination efforts. They indicate that there is sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders (4 out of a scale of 5). They also indicated that the board believes there to be real benefits in the coordination of transportation services (3 out of a scale of 5).

Unmet Needs

The JCC has received requests for service that it has been unable to meet (but did not provide more information in its survey response). If additional sources of funds were available JCC would obtain additional vehicles and staff to meet the needs of its members.

City of Long Beach

Brendan Costello
1 West Chester Street
Long Beach, NY 11561
516-431-1000

Organizational Profile

The City of Long Beach is one of the two cities in Nassau County.

Transportation Program Profile

The City of Long Beach operates general public fixed-route service and ADA complementary paratransit (curb-to-curb demand response) service within the City of Long Beach and to Point Lookout.

Those unable to utilize fixed-route due to a disability are eligible for curb-to-curb, demand response, paratransit service. Use of the paratransit service requires that reservations are made one day prior to travel, although same-day service requests are accommodated on a space-available basis. Will-call return trips are not allowed. Drivers are permitted to assist passengers with a limited number of packages. In addition, passengers are permitted to travel with their own personal care attendants or escorts.

Transportation service (fixed-route and paratransit) is administered by a combination of full- and part-time staff. There is one full-time manager, three full-time dispatchers, ten full-time drivers, 15 part-time drivers, four full-time mechanics, and two part-time mechanics.

The City's paratransit transportation fleet is made up of one minivan, and three standard 15-passenger vans, all of which are accessible and equipped with two-way radios requiring and FCC license.

During the period between January 1, 2007 and December 31, 2007, the city of Long Beach ran 54,290 vehicle miles and 9,543 vehicle hours of service, providing 49,700 passenger trips.

Total paratransit operating expenses for the same fiscal year were \$344,389. Revenues were a combination of fares and donations, and funding from the City of Long Beach, Nassau County, and the New York Department of Transportation.

Unmet Needs

- More frequent service to keep up with demand
- Expanded days and hours of service, especially evening service
- Additional vehicles

Metropolitan Transportation Authority (MTA) Long Island Bus

Joseph J. Smith
700 Commercial Avenue
Garden City, NY 11530
516-542-0100

Organizational Profile

MTA Long Island Bus is a publicly sponsored transit agency that provides fixed-route bus service throughout Nassau County and into western Suffolk County, with several routes traveling into New York City to connect with both MTA bus and MTA New York City Transit bus and subway services in Queens. Able-Ride is MTA Long Island Bus' curb-to-curb ADA paratransit service for persons with disabilities.

Transportation Program Profile

Able-Ride provides curb-to-curb paratransit service in Nassau County, for any trip purpose. Countywide service is operated Monday through Friday, from 7 AM to 11 pm; Saturday from 8 AM to 9 PM; and Sunday from 9 AM to 6:30 PM. At other times, Able-Ride provides paratransit trips that originate within $\frac{3}{4}$ mile of fixed-route service that is also operating at that time.

Riders must be certified prior to using the Able-Ride service. To be eligible, a customer must be unable to utilize fixed-route service for some or all of their trips.

The one-way fare for service is \$3.50 for customers and \$3.50 for traveling companions. Passengers are permitted to travel with their own personal care attendants, free of charge. Operators are not permitted to enter buildings to assist customers or to help passengers with

packages. Additionally, passengers are not allowed to make multiple trips to load or unload packages.

Trip reservations are required to use Able-Ride service. Reservations may be made up to seven days in advance of the day of travel. In addition, if customers travel to and from the same location more than twice a week, subscription trip service is available, allowing users to make regular trips without having to call to make a reservation for each individual trip.

As of 2006, Able-Ride had 86 vehicles available for the provision of demand response service. All vehicles are equipped with two-way mobile radios and garaged at one of three locations throughout Huntington Station.

During the 20006 fiscal year, Able-Ride provided 352,589 passenger trips during 216,932 vehicle hours of service. Annual vehicle service miles for the same period were 3,307,849. Total operating expenses were \$11,935,388.

Existing Coordination

Able-Ride currently coordinates with MTA Long Island Bus' fixed-route service and the Long Island Rail Road by scheduling service to allow intermodal connections to be made. In addition, customer transfers between Able-Ride and HART are coordinated by the two transit providers.

Unmet Needs

Able-Ride has received requests for transportation that it has been unable to accommodate. Additional resources would allow Able-Ride to provide:

- More frequent service to keep up with demand
- Service beyond their current service area, especially to Hicksville, Hempstead, Freeport, Farmingdale, Far Rockaway, Great Neck, and Baldwin
- Additional hours and days of service, especially early morning and late evening weekday and weekend service to accommodate entry-level workers and service wage earners such as hospital shift and retail employees

Community Transportation Service Providers – Suffolk County

The Community Programs Center of Long Island

Developmental Disabilities Institute

Family Service League, Inc.

Town of Huntington

Independent Group Home Living Program, Inc.

Town of Islip Department of Human Services—Senior Citizen Division

Maryhaven Center of Hope

John T. Mather Memorial Hospital

Town of Riverhead Senior Citizens Services

Suffolk County United Veterans

United Cerebral Palsy of Greater Suffolk, Inc.

Suffolk County Department of Public Works, Transportation Division

The Community Programs Center of Long Island

Elizabeth Geary, Director of CPC

2210 Smithtown Avenue

Ronkonkoma, NY 11779

631-585-2020

egearycpc@aol.com

Organizational Overview

The CPC is a private, non-profit organization providing Social Model Adult Day Care Services. In addition to the adult day care services, CPC also provides transportation, social services, nutrition, information and referral, and recreation/social services.

Transportation Program Profile

Transportation service is a fixed schedule, door-to-door service. Participants are transported according to a fixed schedule and any additional times or days are accommodated when possible. All passengers are persons who are enrolled in the social model adult day care services offered by the CPC. The passengers are older adults, persons with disabilities of any age who need adult day care services, and/or individuals with low income. Service is provided five days a week, Monday through Friday, from 7:30 AM until 6:00 PM.

Service is provided, depending upon the day of the week, to the towns of Babylon, Brookhaven, Islip, and Smithtown (Suffolk County). To provide the service, CPC owns and operates two standard 15-passenger vans.

A fee of \$12.50 per ride is charged for a trip within a 15 mile radius.

Existing Coordination

CPC currently has coordination agreements with other agencies for joint procurement, joint training, shared use of vehicles and shared maintenance. They are not sure if they would be willing to provide transportation service for another organization, and they are not sure if they would purchase transportation service from another agency. It is felt that the unique characteristics of the client populations are a key issue in coordination efforts.

Unmet Needs

The greatest obstacle seen is that there is no escorted transportation available. More vehicles with the flexibility to meet individual needs are seen as an enhancement needed to improve transportation coordination.

Developmental Disabilities Institute

Peter Pierri
99 Hollywood Drive
Smithtown, NY 11787
631-360-4729
ppierri@ddiinfo.org

Organizational Profile

DDI is a private, non-profit social service agency providing transportation, health care, day treatment, job training, diagnosis/evaluation, job placement and residential facility services.

Transportation Program Profile

The transportation program is a curb-to-curb, demand response program. It serves persons with disabilities regardless of age. Service is provided five days a week, Monday through Friday, from 7 AM until 5 PM. Clients are required to make advance reservations by filling out a Transportation Request Form.

Service is provided using 32 vehicles. Three of the vehicles are sedans, 25 are standard 15-passenger vans, and four are light-duty, body-on-chassis vehicles. None of the vehicles are accessible.

The Transportation Program is staffed by 49 full time employees, including 45 drivers.

Existing Instances of Coordination

DDI is not currently involved with any coordination arrangements with other agencies. The issue that has been encountered in coordination efforts is concern about liability/insurance.

Family Service League, Inc.

Reinhardt van Dyke
790 Park Avenue
Huntington, NY 11743
631-427-3700
rvandyke@fsl-li.org

Organizational Profile

Family Service League, Inc. is a private, non-profit social service agency providing transportation, social services, nutrition, counseling, day treatment, job training, employment, rehabilitation, diagnosis/ evaluation, job placement, income assistance, screening, information/ referral, recreational/ social, and homemaker/ chores services to older and mentally ill adults in Suffolk County.

Transportation Program Profile

The Family Service League provides fixed-route and demand response service to individuals who are participants in the organization's PROS day treatment program for individuals who have severe and persistent mental illness and/or are elderly. Service is available Monday through Friday, from 7:30 AM to 5 PM in the towns of Babylon, Huntington, Islip, and Smithtown, although some trips terminate in other areas such as Kings Park or Bay Shore.

Demand response service is provided on a door-to-door basis and drivers are permitted to assist passengers with a limited number of packages. There is no fare for service.

There is no eligibility requirement specific to transportation services, but service is limited to participants of the PROS program, and there is a screening and approval process before enrollment in that program.

Trip scheduling for demand response is done on a real-time basis, so same-day requests can be accommodated. Will-call return trips, however, are not permitted. When certain trip requests cannot be accommodated, Family Service League uses TLC Transportation to provide transportation for program participants.

The transportation staff of the Family Service League is made up of eight full-time employees: one manager, one assistant manager, one eligibility determination specialist; and five drivers. The fleet consists of two minivans and two standard 15-passenger vans, all of which are accessible, equipped with cellular phones, and garaged on-site. Vehicle maintenance is completed at Roadway Tire in Hauppauge.

The Family Service League provided 15,600 passenger trips between January 1, 2007 and December 31, 2007. Vehicles were in service for 1,560 hours and traveled 120,000 miles. Total transportation expenditures for that year were \$106,000.

Existing Coordination

The Family Service League currently coordinates with other agencies by providing information and referral services.

Unmet Needs

- More frequent service
- Provision of service beyond the current service area, especially to Ronkonkoma and eastern Suffolk County
- Additional days and hours of service

Town of Huntington - Huntington Area Rapid Transit (HART)

Frank P. Petrone
144 East Second Street
Huntington Station, NY 11746
631-427-8287
FPetrone@town.huntington.ny.us

Organizational Profile

Huntington Area Rapid Transit (HART) is a publicly sponsored transit agency that is a department of the Town of Huntington in Suffolk County.

Transportation Program Profile

HART operates fixed route and demand response service throughout the Town of Huntington, in western Suffolk County.

HART provides curb-to-curb demand response service within the Town of Huntington, Monday through Friday from 7 AM to 7 PM and Saturday from 9 AM to 7 PM. Drivers are permitted to assist passengers with a limited number of packages and passengers are permitted to travel with personal care attendants or escorts. In addition, origin to destination service can be provided on request, based on need.

Enrollment is required before service may be provided. Applications are available in person, by voice phone, TDD, fax, and mail. Eligibility for HART paratransit service is based on need. Eligible passengers are those that:

- Have a permanent or temporary disability or impairment related condition that prevents him or her from being able to use fixed-route buses
- Transportation disadvantaged adults, age 60 and older, who are residents of the Town of Huntington

Persons who possess a valid “ADA Paratransit Eligibility Card” issued by another transit agency may utilize HART service for up to 21 days within a one-year period, without enrollment.

The one-way fare is \$1.25 for enrolled customers and \$1.25 for traveling companions. Personal care attendants ride for free.

Requests for trips must be made in advance and can be reserved up to 14 days prior to travel. One day prior to travel is the cut-off for trip reservations and same day requests and will-call return trips are not permitted.

Transportation service is provided with six light-duty buses, all of which are accessible and equipped with two-way mobile radios. The fleet is garaged and maintained in-house at the HART facility.

During the most recent fiscal year, HART provided 21,809 passenger trips with 8,979 vehicle revenue hours and 100,698 vehicle miles of service. Total operating expenses were \$1,096,359, two percent of which came from fares.

Existing Coordination

HART currently participates in reciprocal transfer agreements with Suffolk County Transit and MTA Long Island Bus for fixed-route service. These agreements allow the transit agencies to accept one another’s paper transfers. HART also coordinates paratransit transfers with Suffolk County Accessible Transportation (SCAT) and Able-Ride. HART also provides information and referral services to customers.

Unmet Needs

To date, HART has not received any requests for service that it has been unable to accommodate. However, were additional resources made available, HART would expand days and hours of service.

Independent Group Home Living Project

Robert Dubester, Senior Director of Operations
26 North Bernstein Blvd.
Manorville, NY 11949
631-878-9270

The Independent Group Home Living Project is a private nonprofit social service agency providing health care, social services, nutrition, rehabilitation, counseling and treatment, job training and housing for prequalified eligible clients with mental retardation or a developmental disability, as well as the required transportation to meet these needs.

Description of Transportation Services

The agency provides directly operated paratransit shuttle service in all of Suffolk County, using nine 15-passenger vans and 24 light-duty buses (of which 14 are accessible). A total of 252,984 passenger trips were provided in fiscal year 2008. Door-to-door service is available and personal care attendants are provided for passengers who require them. Service is offered Monday through Saturday, 7:00 AM to 6:00 PM.

The Independent Group Home Living Project employs 49 full-time employees to operate the service, including two managers, two dispatchers, three mechanics, 28 drivers and 14 aides. They provided 1,152,000 vehicle miles of service and 60,000 vehicle hours of service in fiscal year 2008. The organization's most recent annual transportation budget is \$2.7 million.

The most frequent destinations are various rehabilitation centers in the area, including the Kuhn Center Day Hab, Manorville; Southampton Y.G. Day Hab, Southampton; West Main Day Hab, Riverhead; Quogue Day Hab, Quogue; Pine Street Opts Day Hab, East Moriches.

Most of the agency's \$2,464,000 transportation operating budget is funded through Medicaid.

Unmet Needs

The Independent Group Home Living Project has unspecified unmet transportation needs.

Interest in Coordination

The Independent Group Home Living Project is interested in service coordination and is in frequent coordination with other non-profit organizations to identify opportunities, mainly limited to information sharing and referrals. The agency would be interested in purchasing transportation services but not in providing service under contract to other agencies.

The agency has found it difficult to coordinate services with other agencies due to poor timing, differing coverage areas and vehicle locations. Other issues include billing/accounting and the unique characteristics/needs of client populations (inability to mix client groups on vehicles).

There is some political and community support for coordinated transportation planning.

Town of Islip, Department of Human Services, Senior Citizen Division

Emily Chappell, director, Senior Citizen Division
401 Main Street, Islip, NY 11751
631-224-5346
hssc@townofislip-ny.gov

Organizational Profile

The Town of Islip Department of Human Services, Senior Citizen Division is a municipal office on aging that provides a variety of programs and services for the town's older adults, including transportation, nutrition, counseling, information and referral, recreation and social activities, and homemaker/chore assistance.

Transportation Program Profile

The Division provides transportation services on weekdays between 8:00 AM and 3:00 PM. Older adults over age 60 and persons with disabilities of any age are able to use the services.

The Division provides transportation within the town of Islip, as well as to their clients' HMOs in Smithtown and Brookhaven. There is no fare for transportation, but a donation of \$2 per round-trip is suggested.

Clients must make reservations two weeks in advance, although will call return reservations are accommodated. Same-day emergency requests are honored if space is available. Service is provided from curb to curb, although the Division offers escorts for passengers who need assistance, and drivers are able to help with a limited number of packages.

Service is operated by one full-time manager and both paid and volunteer drivers, using two-way radios and variety of vehicles, including a minivan, sedan, 13 15-passenger vans and two minibuses. Vehicles are garaged and maintained at the town's maintenance garage.

The Division provided 3,576 passenger trips in 2007.

Existing Coordination

The Division is not currently involved in any coordination efforts.

Unmet Needs

The Division is unable to accommodate requests it has received for extended hours for medical transportation. Given additional resources, the Division would like to extend hours slightly while providing more trips. The minimum age would be lowered to 50 in order to serve more individuals without driver licenses.

Maryhaven Center of Hope

Alice Stanek, Director of Transportation
51 Terryville Rd, Port Jefferson Station NY 11776
631-474-4100
www.maryhaven.org

Organizational Profile

Maryhaven Center of Hope is a nonprofit adult day care organization focusing on rehabilitation, education and training for persons with developmental disabilities. Other functions include transportation, health care, counseling, treatment, residential services and recreational/social opportunities.

Transportation Program Profile

Maryhaven Center of Hope provides curb-to-curb transportation services for its clients in portions of Babylon, Brookhaven, Islip, Riverhead and Smithtown. Personal care attendants are provided for those with such needs. Additionally, contract transportation is provided for mentally ill individuals who are clients of seven other agencies.

Service is provided on weekdays from 5:30 AM to 9:30 PM and on Saturdays from 8:00 AM to 5:00 PM, with additional service provided for special programs and community outings. Among the top five destinations are the organization's three facilities, an outpatient mental health clinic, and a job training center.

Staff includes full-time managers, supervisors and dispatchers, as well as a mix of full- and part-time, drivers, mechanics and bus aides.

Two-thirds of the organization's 71 vehicles are minibuses, with the rest consisting of school buses and 15-passenger vans. Several buses are accessible. Vehicles are maintained on site and at several local auto dealerships. In 2007 they provided 1,317,232 vehicle miles over 81,000 vehicle hours, for 317,943 passenger trips, at an operating cost of \$5,334,631.

No fares or donations are accepted, but passengers must be clients of one of the organization's programs. Medicaid trips are reimbursed at the Medicaid rate, with the remainder of operating and capital costs coming from county and state government and other sources.

Existing Coordination

Aside from providing contracted transportation services, there is no coordination of transportation services. Accounting issues, unique client characteristics, destinations and scheduling are viewed as barriers to coordination efforts.

Unmet Needs

Maryhaven Center of Hope is unable to accommodate requests it has received for transportation for passengers traveling with an oxygen tank.

They would like to extend the service area to cover the entire towns they currently serve.

John T. Mather Memorial Hospital

Kenneth Roberts, President
75 North Country Road
Port Jefferson, NY 11777
631-476-2723

Organizational Profile

The John T. Mather Memorial Hospital is a private non-profit health care provider.

Transportation Program Profile

The hospital provides curb-to-curb demand response service to persons with disabilities, regardless of age. To eligible for service a person must be a patient in the hospital's Partial Hospitalization Psychiatric Programs, between the ages of 2 and 17, or an adult with a primary psychiatric diagnosis and acute psychiatric symptoms. Service is available in Suffolk County in the towns of Brookhaven, Islip, Riverhead and Smithtown.

The service operates five days per week, Monday through Friday, from 7:30 AM until 9:30 PM. Service is provided using two 12-passenger accessible vans. There are five full time staff (one Manager, two Assistant Managers and two drivers) and one part-time (driver) used to provide transportation.

Existing Coordination

Mather Hospital recently participated in a meeting of local providers to identify opportunities to coordinate. Those opportunities will be further explored as appropriate. Mather Hospital would not be interested providing service under contract to another agency, nor would they be willing to consider purchasing service from another organization. The hospital believes that there is support for coordinated transportation planning and they and their governing board perceive that there are tangible benefits to coordinated transportation planning.

Unmet Needs

Mather Hospital has received requests for transportation service that they have been unable to accommodate. If additional resources were available, Mather Hospital would provide service beyond the current service area.

Town of Riverhead Senior Citizens Services

Judy Doll, Director
200 Howell Avenue
Riverhead, NY 11901
631-722-4444
doll@riverheadli.com

Organizational Profile

Riverhead Senior Citizens Services (RSCS) is a department of the Town of Riverhead. It provides services to elderly citizens of the town. Services provided, in addition to transportation, are nutrition and recreation/social services.

Transportation Program Profile

RSCS provides demand response transportation service to elderly residents of the Town of Riverhead. To be eligible for service an elderly person must be unable to drive themselves, and/or not have access to a vehicle for their use. Service provided is curb-to-curb, with door-to-door assistance available if necessary. Drivers are permitted to assist passengers in and out of the vehicle, and to assist with a limited number of packages. Service is available five days per week, Monday through Friday, from 7:45 AM until 3:30 PM. Clients are asked to make reservations by calling in advance of the day of service, but same-day requests for pick-ups will be accommodated on a space and time available basis.

Service is provided to destinations within the Town of Riverhead (Suffolk County). Trips are provided to the Riverhead Senior Center, to grocery stores within the town, to medical appointments within the town and to banks within the town (as part of transportation to and from the senior center). For the fiscal year ending 3/31/2008, RCSC provided 17,000 trips using 12,000 vehicle hours. The fleet consists of eight vehicles--one station wagon; one minivan; one standard 15-passenger van; one light duty body-on-chassis vehicle, and four medium duty body-on-chassis vehicles. The vehicles are parked at the Senior Center each night and are maintained by the Riverhead Municipal Garage.

The transportation program is staffed by eight full-time and two part-time employees. This number includes five full-time drivers. The two part-time clerks coordinate routes and perform reservation and scheduling duties.

There is no fare charged for service, and donations are not accepted to help offset the cost of service. The transportation receives \$300,000 from the Town, and an additional \$11,000 from Suffolk County.

Existing Coordination

There are no existing instances of coordination involving RSCS.

Unmet Need

RSCS has received requests for service that it has been unable to accommodate. If additional resources were available RSCS would like to provide more frequent service to keep up with demand, provide service beyond the current service area, and provide service on days that they do not currently operate on. Specifically they would like to accommodate medical appointments outside of town limits, west to Stonybrook and east to Southampton. They would also like to provide service on the weekends to take people to church.

RSCS is not sure if they would be willing to provide transportation service under contract to another agency, and are unwilling to purchase transportation service from another organization.

It is believed that public transportation needs to expand into the various senior communities, and that the service should be more door-to-door to meet the needs of a less mobile population.

Suffolk County Department of Public Works/Transportation

Robert Shinnick, Director of Transportation Operations

335 Yaphank Avenue

Yaphank, NY 11980

631-852-4234

Robert.shinnick@co.suffolk.ny.us

Organizational Profile

The Suffolk County Department of Public Works/Transportation is a publicly sponsored transit agency. It is a department within the Suffolk County government. There are two divisions within the organization, Suffolk County Transit (SCT) and Suffolk County Accessible Transit (SCAT). One of the major services provided by the department is public transportation services.

Transportation Program Profile

The Department of Public Works/transportation provides both fixed route and demand response service throughout Suffolk County with the exception of Islip. The fixed route service is provided through a purchase of service agreement and is called Suffolk County Transit (SCT). The demand response service is provided directly by the County and is called Suffolk County Accessible Transportation (SCAT). The service provided by SCAT is curb-to-curb service in most cases. It may, in some cases, be door-to-door.

Service is available six days per week, Monday through Saturday, from 6 AM until 7:30 PM. In order to ride on the demand response service a customer must call in to reserve a ride at least one day in advance. In order to be eligible to ride SCAT service a person must be eligible under the Americans with Disabilities Act (ADA), and the trip must meet the applicable requirements under ADA.

Service is provided using 73 vehicles owned by the county. All of the vehicles are converted 15 passenger vans with a raised roof and wheelchair lift.

Existing Coordination

Service is coordinated with Nassau County. There are no other instances of coordination efforts that SCT or SCAT are involved in.

Suffolk County United Veterans Project, Inc.

John Lynch
P.O. Box 598
Patchogue, NY 11772
631-924-8088
vetsplace@hotmail.com

Organizational Profile

Suffolk County United Veterans Project, Inc. (SCUVP) was founded in 1989 to administer to the needs of homeless veterans struggling with substance abuse and Post Traumatic Stress Disorder. SCUVP offers transportation, counseling, job training, information/ referral, recreation/ social, and housing services.

Transportation Program Profile

SCUVP operates curb-to-curb demand response service Monday through Friday from 8 AM to 6 PM and Saturday and Sunday from 9 AM to 5 PM. Service is provided in Brookhaven, Huntington, Riverhead, and Smithtown. There is no fare for service, but riders must be a participant in good standing in one of the three the SCUVP housing programs (emergency shelter, transitional housing, or permanent supportive housing).

Frequent client destinations include:

- Suffolk County Department of Social Services
- Northport Veterans Medical Center
- Bayshore Vets Counseling Center
- Stony Brook Medical Center
- Montrose Center
- Sloan Kettering Cancer Center
- Various bus stops in the Yaphank area

In rare instances, trips to the VA Medical Center in Brooklyn are also provided.

SCUVP transportation clients are required to make 24-hour advance reservations and will call return trips are allowed. In emergency situations, same day transportation service will be provided.

The transportation staff consists of one part-time manager, one part-time scheduler, and three part-time drivers. The fleet is made up of two standard 15-passenger vans and the drivers carry cellular phones for communication purposes. Vans are garaged in Yaphank and serviced at B&M Service Station in Ronkonkoma.

During the fiscal year ending March 31, 2008, clients made 900 trips during 5,000 vehicle hours of service. Annual vehicle miles of service were 27,000.

Total transportation revenues for the most recent fiscal year totaled \$43,000. Of that amount, Suffolk County provided \$30,000 in funding, a state funding source provided \$8,000, and a third, unspecified source provided \$5,000 in funding. Total transportation expenditures for the same year were \$40,000.

Existing Coordination

SCUVP's efforts at coordination have been challenged by billing and accounting issues.

Unmet Needs

SCUVP has not received any requests for transportation that they were unable to accommodate. However, if additional resources were available, the organization would provide service to clients that they are currently unable to serve, especially with trips to local medical and shopping areas.

United Cerebral Palsy of Greater Suffolk, Inc.

Stephen H. Friedman
250 Marcus Boulevard
Hauppauge, NY 11788
631-222-0111
sfriedman@ucp-suffolk.org

Organizational Profile

United Cerebral Palsy of Greater Suffolk, Inc. (UCP) is a non-profit rehabilitation agency for persons with disabilities, offering health care, social services, counseling, day treatment, job training, employment, rehabilitation, diagnosis/ evaluation, job placement, information/ referral, recreation/ social, housing, day habilitation, service coordination and transportation services to program participants, as well as operating residential facilities.

Transportation Program Profile

UCP operates door-to-door demand response service six days per week, and one Sunday per month. Service is provided Mondays and Wednesdays from 8:30 AM to 7 PM; Tuesdays, Thursdays, and Fridays from 8:30 AM to 5 PM; and Saturdays from 8:30 AM to 3:30 PM. Saturday service can also be adjusted to accommodate individual client schedules.

Any adult with a developmental or physical disability that attends UCP-Suffolk Day Services may utilize transportation services. Drivers are permitted to assist passengers with packages, and UCP provides personal care attendants or escorts to those passengers who require assistance.

UCP's transportation service is primarily used to provide day trips back and forth to local, western Suffolk County communities. The program serves Babylon, Brookhaven, Huntington, Islip, Riverhead, and Smithtown. The most frequent customer destinations are retail stores, volunteer sites, supermarkets, social establishments, and restaurants, all within western Suffolk County.

Reservations are not required to use UCP's transportation service. There is no fare to ride and donations are not accepted.

Transportation service is operated using five non-transportation, full-time staff as drivers and one full-time manager.

The fleet is comprised of four 12-passenger busses and one 40-passenger bus. Drivers carry cellular phones as a means of communication. All vehicles are garaged on-site at UCP in Hauppauge. Fleet maintenance is conducted at Roadway Wheel & Alignment, Abilities Unlimited, and Pineaire Trucking.

From April 1, 2007 to March 31, 2008, UCP provided 15,964 passenger trips during 2,270 vehicle hours of service and 228,274 vehicle miles.

Existing Coordination

When necessary due to vehicle breakdown or scheduled maintenance, UCP provides transportation services for the Community Programs Center of Long Island. UCP also purchases transportation from another organization to provide service to and from client residences.

Issues regarding the statutory barriers to pooling funds and the unique characteristics of client populations have presented barriers to UCP's ability to coordinate services with other transportation providers.

Unmet Needs

- More frequent service to keep up with demand
- Additional day trips into the community
- General availability of accessible transportation (vehicles, hours or service, reliability)

Suffolk County Department of Public Works/Transportation

Robert Shinnick, Director of Transportation Operations

335 Yaphank Avenue

Yaphank, NY 11980

631-852-4234

Robert.shinnick@co.suffolk.ny.us

Organizational Profile

The Suffolk County Department of Public Works/Transportation is a publicly sponsored transit agency. It is a department within the Suffolk County government. There are two divisions within the organization, Suffolk County Transit (SCT) and Suffolk County Accessible Transit (SCAT). One of the major services provided by the department is public transportation services.

Transportation Program Profile

The Department of Public Works/transportation provides both fixed route and demand response service throughout Suffolk County with the exception of Islip. The fixed route service is provided through a purchase of service agreement and is called Suffolk County Transit (SCT). The demand response service is provided directly by the County and is called Suffolk County Accessible Transportation (SCAT). The service provided by SCAT is curb-to-curb service in most cases. It may, in some cases, be door-to-door.

Service is available six days per week, Monday through Saturday, from 6 AM until 7:30 PM. In order to ride on the demand response service a customer must call in to reserve a ride at least one day in advance. In order to be eligible to ride SCAT service a person must be eligible under the Americans with Disabilities Act (ADA), and the trip must meet the applicable requirements under ADA.

Service is provided using 73 vehicles owned by the county. All of the vehicles are converted 15 passenger vans with a raised roof and wheelchair lift.

Existing Instances of Coordination

Service is coordinated with Nassau County. There are no other instances of coordination efforts that SCT or SCAT are involved in.

APPENDIX G

LIST OF MAJOR DESTINATIONS AND ACTIVITY CENTERS

Appendix G: List of Major Destinations and Activity Centers

Major Destinations and Activity Centers - Nassau County

Facility	Address	City	Org Type	Source	County
Adelphi University Main Campus	South Avenue between Nassau Blvd and Westminster Road	Garden City	edu	Adelphi University website	Nassau
Adult Day Care - The Friendship Circle	300 Forest Drive	East Hills	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Alzheimer's Day Care Program (Our Space) (Herricks)	999 Herricks Road	New Hyde Park	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Alzheimer's Senior Day Program (The Club)	1355 Noel Avenue	Hewlett	senior	Nassau County Office of Senior Citizen Affairs	Nassau
AZORS Social Adult Day Program (JASA- Jewish Assoc. for	455 Neptune Boulevard	Long Beach	senior	Long Island Provider List 7-21-08.xls	Nassau
Barry & Florence Freedberg, JCC	15 Neil Court	Oceanside	hhs	Long Island Provider List 7-21-08.xls	Nassau
Barry and Florence Friedberg South Shore YJCC Early Stage	15 Neil Court	Oceanside	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Briarcliffe College	1055 Stewart Avenue	Bethpage	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Briarcliffe School	10 Peninsula Boulevard	Lynbrook	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
City of Glen Cove	9 Glen Street	Glen Cove	public	http://www.glencove-li.com/index.asp?Type=B_BASIC&SEC={BA59ABB5-E6D7-435F-ABD1-867680D59C25}	Nassau
City of Long Beach	1 West Chester Street	Long Beach	public	http://www.longbeachny.org/index.asp?Type=DYNAFORM&SEC={3B977A1F-8F8B-454A-9E56-E6F7A6FAB4B2}	Nassau
Cold Spring Hills Center for Nursing and Rehabilitation Adult	378 Syosset-Woodbury Road	Woodbury	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Congregation Sons of Israel	111 Irving Place	Woodmere	hhs	Survey response	Nassau
Doubleday Babcock Senior Center Daybreak Program	45 East Main Street	Oyster Bay	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
E.O.C. Displaced Homemakers	134 Jackson St	Hempstead	emptrain	Nassau County Commission on Human Rights	Nassau
EAC, Inc.	50 Clinton Street	Hempstead	hhs	Long Island Provider List 7-21-08.xls	Nassau
Family Residences and Essential Enterprises, Inc.	191 Sweet Hollow Road	Old Bethpage	hhs	Survey response	Nassau
Farmingdale Adult Day Care Center	407 Main Street	Farmingdale	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Farmingdale State College	2350 Broadhollow Rd	Farmingdale	edu	New York State GIS Clearinghouse	Nassau
Five Towns Community Center	270 Lawrence Avenue	Lawrence	hhs	Long Island Provider List 7-21-08.xls	Nassau
Forest View Adult Day Care Center	457 Doughty Boulevard	Inwood	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Franklin Hospital Adult Day Health Care Program	900 Franklin Avenue	Franklin Square	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Franklin Hospital Medical Center	900 Franklin Ave.	Valley Stream	med	Long Island.com	Nassau
Franklin Square SCSC - Wesley United Methodist Church	619 Fenworth Boulevard	Franklin Square	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Freeport SCSC	66 Church Street	Freeport	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Garden City Dialysis Center	1100 Stewart Ave	Garden City	med	Dialysis Units listing (nephron.us)	Nassau
Glean Head Community Center (Oyster Bay Sr. Center	200 Glen Head Road	Glen Head	senior	google maps	Nassau
Glen Cove Hospital	101 St Andrews Lane	Glen Cove	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau
Glen Cove Senior Center/ Adult Day Care	130 Glen Street	Glen Cove	senior	Nassau County Office of Senior Citizen Affairs	Nassau

Major Destinations and Activity Centers - Nassau County

Facility	Address	City	Org Type	Source	County
Great Neck SCSC	80 Grace Avenue	Great Neck	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Green Acres Senior Center	400 Flower Road	Valley Stream	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Helen Keller Services for the Blind - Nassau Senior Center	1 Helen Keller Way	Hempstead	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Hempstead SCSC - United Methodist Church	40 Washington Street	Hempstead	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Hempstead Village Housing	110-130 Jerusalem Avenue	Hempstead	access	National Accessible Housing database	Nassau
Herricks SCSC at Herricks Community Center	999 Herricks Road	New Hyde Park	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Hispanic Brotherhood Senior Program	59 Clinton Avenue	Rockville	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Hofstra University	1000 Fulton Avenue	Hempstead	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Huntington AKC	267 West Merrick Road	Freeport	med	Dialysis Units listing (nephron.us)	Nassau
Huntington AKC	1 Locust Lane	Syosset	med	Dialysis Units listing (nephron.us)	Nassau
Inwood SCSC	270 Lawrence Avenue	Lawrence	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Island Medical Center	800 Front Street	Hempstead	med	Long Island.com	Nassau
JCC of the Greater Five Towns	207 Grove Avenue	Cedarhurst	hhs	Long Island Provider List 7-21-08.xls	Nassau
Jewel Quim Senior Center - Brookside School	1260 Meadowbrook Road	North Merrick	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Jewish Assoc. for Services for the Aged	158 3rd Street	Mineola	senior	Long Island Provider List 7-21-08.xls	Nassau
Jones Manor on the Sound	59 Bayville Avenue	Bayville	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Leadership Training Institute	137 Jackson St	Hempstead	emtrain	Nassau County Commission on Human Rights	Nassau
Levittown SCSC	152 Center Lane	Levittown	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Lillian M. Pierce Senior Center	1489 Old Northern Boulevard	Roslyn	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Long Beach Medical Center	455 East Bay Drive	Long Beach	med	Long Island.com	Nassau
Long Beach Senior Center (JASA- Jewish Assoc. for Svcs. for	570 Walnut Street	Long Beach	senior	Long Island Provider List 7-21-08.xls	Nassau
Long Island Alzheimer's Foundation	50 Channel Drive	Port	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Long Island Center for Independent Living	3601 Hempstead Turnpike	Levittown	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Long Island Jewish (LIJ) Medical Center	270-05 76th Avenue	New Hyde Park	med	Long Island.com	Nassau
Long Island Staff Development Consortium	75 East Walnut Street	Long Beach	emtrain	Suffolk County Department of Labor	Nassau
Long Island University	720 Northern Boulevard	Brookville	majtemp	Long Island Profile (Rauch Foundation)	Nassau
Long Island University - C.W. Post Campus	720 Northern Boulevard	Brookville	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Lynbrook Dialysis Center	147 Saranton Ave	Lynbrook	med	Dialysis Units listing (nephron.us)	Nassau
Magnolia Senior Center	650 Magnolia Boulevard	Long Beach	senior	http://www.longbeachny.org/index.asp?Type=B_BASIC&SEC={7F7B7CE9-7B0C-41CA-BEDE-6F29B464778C}	Nassau
Massapequa Park SCSC - Our Lady of Lourdes School	379 Linden Street	Massapequa	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Mercy Medical Center	1000 North Village Avenue	Rockville	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau

Major Destinations and Activity Centers - Nassau County

Facility	Address	City	Org Type	Source	County
Mercy Medical Center Day Program	1220 Front Street	Uniondale	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Merrick Senior Center	2550 Club House Road	Merrick	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Molloy College	1000 Hempstead Avenue	Rockville Centre	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Nassau County Department of Mental Health	60 Charles Lindbergh Blvd	Uniondale	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Nassau Community College	1 Education Drive	Garden City	majemp	Long Island Profile (Rauch Foundation)	Nassau
Nassau County Department of Social Services	60 Charles Lindbergh Blvd	Uniondale	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Nassau County Medical Center - Dialysis Unit	2201 Hempstead Turnpike	East Meadow	med	Dialysis Units listing (nephron.us)	Nassau
Nassau County Office for the Physically Challenged	60 Charles Lindbergh Blvd	Uniondale	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Nassau Extended Care Facility	One Greenwich Street	Hempstead	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Nassau University Medical Center	2201 Hempstead Turnpike	East Meadow	med	Long Island.com	Nassau
New Hyde Park - Dialysis Center	1574 Hillside Ave	New Hyde Park	med	Dialysis Units listing (nephron.us)	Nassau
New Island Hospital	4295 Hempstead Turnpike	Bethpage	med	Long Island.com	Nassau
New York Institute of Technology	1 Northern Boulevard	Old Westbury	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
North Shore University Hospital	300 Community Drive	Manhasset	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau
North Shore University Hospital	221 Jericho Turnpike	Syosset	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau
North Shore University Hospital	888 Old Country Road	Plainview	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau
North Shore University Hospital - Walbaum Dialysis Center	100 Community Drive	Great Neck	med	Dialysis Units listing (nephron.us)	Nassau
North Shore University Hospital (NSUH) Glen Cove	101 St. Andrews Lane	Glen Cove	med	Long Island.com	Nassau
North Shore University Hospital (NSUH) Manhasset	300 Community Drive	Manhasset	med	Long Island.com	Nassau
North Shore University Hospital (NSUH) Plainview	888 Old Country Road	Plainview	med	Long Island.com	Nassau
North Shore University Hospital (NSUH) Syosset	221 Jericho Turnpike	Syosset	med	Long Island.com	Nassau
Oceanside SCSC - St. Anthony's Catholic School	80 Anchor Avenue	Oceanside	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Oyster Bay SCSC	45 East Main Street	Oyster Bay	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Park Avenue Extended Care Center	425 National Boulevard	Long Beach	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Parker Jewish Institute for Health Care and Rehabilitation	1 Delaware Drive	Lake Success	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Picower Graduate School Of Molecular Medicine	350 Community Drive	Manhasset	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Port Washington Dialysis Center	50 Seaview Blvd	Port	med	Dialysis Units listing (nephron.us)	Nassau
Port Washington SCSC - St. Stephen's Church	9 Carleton Avenue	Port	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Price Parkway	150 Price Parkway	Farmingdale	majemp	high employment corridor- town of Babylon web site	Nassau
Project CARES (Adult Day Care)	1355 Noel Avenue	Hewlett	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Roosevelt Field Mall	630 Old Country Road	Garden City	majemp	google search: mails on Long Island	Nassau

Major Destinations and Activity Centers - Nassau County

Facility	Address	City	Org Type	Source	County
Saint Brigid Outreach	50 Post Avenue	Westbury	hhs	Long Island Provider List 7-21-08.xls	Nassau
Schneider Children's Hospital	269-01 76th Avenue	New Hyde Park	med	Long Island.com	Nassau
Seaford SCSC - St. Michael and All Angels Church	2197 Jackson Avenue	Seaford	senior	Nassau County Office of Senior Citizen Affairs	Nassau
Senior Citizens of Westbury	360 Post Avenue	Westbury	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Sid Jacobson Jewish Community Center Friendship Circle	300 Forest Drive	East Hills	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
South Nassau Communities Hospital	1 Healthy Way	Oceanside	med	Dialysis Units listing (nephron.us)	Nassau
South Nassau Communities Hospital	2445 Oceanside Road	Oceanside	med	Long Island.com	Nassau
South Nassau Outpatient Dialysis Center	3618 Oceanside Road	Oceanside	med	Dialysis Units listing (nephron.us)	Nassau
South Shore Dialysis Center	160 North Franklin St	South Hempstead	med	Dialysis Units listing (nephron.us)	Nassau
South Shore Dialysis Center	250 Pettit Ave	Bellmore	med	Dialysis Units listing (nephron.us)	Nassau
St. Francis Hospital	100 Port Washington	Roslyn	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Nassau
SUNY College at Old Westbury	223 Store Hill Rd	Old Westbury	edu	New York State GIS Clearinghouse	Nassau
The Center for Rapid Recovery	321 Greenwich St	Hempstead	emptrain	Nassau County Commission on Human Rights	Nassau
The Greater Five Towns YM & YWHA	207 Grove Avenue	Cedarhurst	hhs	Long Island Provider List 7-21-08.xls	Nassau
The New Center Col For Holistic Hlth Ed & Res	6801 Jericho Turnpike	Syosset	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Nassau
Town of Hempstead	1 Washington Street	Hempstead	public	http://www.townofhempstead.org/content/home/contact.html	Nassau
Town of North Hempstead	220 Plandome Road	North	public	http://www.northhempstead.com/content/4145/default.aspx	Nassau
Town of North Hempstead, Community Services	1601 Marcus Ave.	New Hyde Park	public	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Town of Oyster Bay	Audrey Avenue	Oyster Bay	public	http://www.oysterbaytown.com/index.asp?type=B_BASIC&SEC={1D18823D-A0EF-4967-A94D-85135EFD80FF}	Nassau
Town of Oyster Bay, Community and Youth Services	977 Hicksville Road	Massapequa	public	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Nassau
Town of Oyster Bay, Oyster Bay Senior Community Service Center at the Doubleday Babcock Senior Center	45 East Main Street	Oyster Bay	senior	Long Island Provider List 7-21-08.xls	Nassau
TRI	123B Frost St.	Westbury	hhs	Survey response	Nassau
Uniondale-Hempstead Senior Center	840 Uniondale Avenue	Uniondale	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Village of Rockville Centre Care Club	50 South Park Avenue	Rockville	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau
Vocational Educational Services for Individuals with	50 Clinton St	Hempstead	emptrain	NYS Education Dept.	Nassau
Webb Institute - Naval Architecture and Marine Engineering	298 Crescent Beach Rd	Glen Cove	edu	Webb Institute / NYS GIS Clearinghouse	Nassau
West Nassau Dialysis Center	75 Rockaway Ave	Valley Stream	med	Dialysis Units listing (nephron.us)	Nassau
Winthrop Univ Hospital Dialysis Center - Glen Gariff Health	1 Glen Gariff Ln	Glen Cove	med	Dialysis Units listing (nephron.us)	Nassau
Winthrop Univ. Hosp At Sun Harbor	255 Warner Ave	Roslyn Heights	med	Dialysis Units listing (nephron.us)	Nassau
Winthrop University Hospital - Dialysis Center	200 Old Country Road	Mineola	med	Dialysis Units listing (nephron.us)	Nassau
Winthrop University Hospital - Dialysis Center	530 Hicksville Road	Bethpage	med	Dialysis Units listing (nephron.us)	Nassau

Major Destinations and Activity Centers - Nassau County

Facility	Address	City	Org Type	Source	County
Woodmere Dialysis LLC - Rehabilitation and Health Care	121 Franklin Place	Woodmere	med	Dialysis Units listing (nephron.us)	Nassau
Woods Edge Apartments	110 Jerusalem Avenue	Hempstead	access	National Accessible Housing database	Nassau
Yours, Mine and Ours Community Center Alzheimer's Day Care Center	1355 Noel Avenue	Hewlett	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Nassau

Key to Senior Activity Centers - Nassau County (Figure 6-1)

Map Label	Facility	Municipality
1	Adult Day Care - The Friendship Circle	East Hills
2	Alzheimer's Senior Day Program (The Club)	Hewlett
3	Alzheimer's Day Care Program (Our Space)	New Hyde Park
4	AZORS Social Adult Day Program (JASA- Jewish Association for Services for the Aged)	Long Beach
5	Franklin Square SCSC - Wesley United Methodist Church	Franklin Square
6	Freeport SCSC	Freeport
7	Glen Head Community Center (Oyster Bay Senior Center)	Glen Head
8	Glen Cove Senior Center/ Adult Day Care	Glen Cove
9	Great Neck SCSC	Great Neck
10	Helen Keller Services for the Blind - Nassau Senior Center	Hempstead
11	Hempstead SCSC - United Methodist Church	Hempstead
12	Herricks SCSC at Herricks Community Center	New Hyde Park
13	Hispanic Brotherhood Senior Program	Rockville Centre
14	Inwood SCSC	Lawrence
15	Jewel Quinn Senior Center - Brookside School	North Merrick
16	Jewish Assoc. for Services for the Aged	Mineola
17	Jones Manor on the Sound	Bayville
18	Levittown SCSC	Levittown
19	Lillian M. Pierce Senior Center	Roslyn
20	Long Beach Senior Center (JASA- Jewish Association for Services for the Aged)	Long Beach
21	Magnolia Senior Center	Long Beach
22	Massapequa Park SCSC - Our Lady of Lourdes School	Massapequa Park
23	Oceanside SCSC - St. Anthony's Catholic School	Oceanside
24	Oyster Bay SCSC	Oyster Bay
25	Port Washington SCSC - St. Stephen's Church	Port Washington
26	Project CARES (Adult Day Care)	Hewlett
27	Seaford SCSC - St. Michael and All Angels Church	Seaford
28	Town of Oyster Bay, Oyster Bay Senior Community Service Center)	Oyster Bay
29	Barry and Florence Friedberg South Shore YJCC Early Stage Program	Oceanside
30	Cold Spring Hills Center for Nursing and Rehabilitation Adult Day Health Center	Woodbury
31	Doubleday Babcock Senior Center Daybreak Program	Oyster Bay
32	Farmingdale Adult Day Care Center	Farmingdale
33	Forest View Adult Day Care Center	Inwood
34	Franklin Hospital Adult Day Health Care Program	Franklin Square
35	Green Acres Senior Center	Valley Stream
36	Long Island Alzheimer's Foundation	Port Washington
37	Mercy Medical Center Day Program	Uniondale
38	Merrick Senior Center	Merrick
39	Nassau Extended Care Facility	Hempstead
40	Park Avenue Extended Care Center	Long Beach
41	Parker Jewish Institute for Health Care and Rehabilitation Adult Day Health Care	Lake Success
42	Senior Citizens of Westbury	Westbury
43	Sid Jacobson Jewish Community Center Friendship Circle Program	East Hills
44	Uniondale-Hempstead Senior Center	Uniondale
45	Village of Rockville Centre Care Club	Rockville Centre
46	Yours, Mine and Ours Community Center Alzheimer's Day Care Center	Hewlett

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Adelphi University Hauppauge Center	55 Kennedy Drive	Hauppauge	edu	Adelphi University website	Suffolk
Adult Day Health Service	45 Rocky Point Road	Middle Island	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Suffolk
Avalon Gardens Rehab and Health Care Center	Route 25A	Smithtown	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Bellhaven Nursing Center & Adult Day Care Programs	110 Beaver Dam Road	Brookhaven	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Bellport Outlet Center	10 Farber Drive	Bellport	majemp	google search: mails on Long Island	Suffolk
Birchwood Assisted Living Social Day Care Center	423 Claypitts Road	East Northport	senior	Suffolk County Office for the Aging	Suffolk
Brentwood Center	16 Second Avenue	Brentwood	senior	http://www.islptown.org/index.php/senior-citizen-services	Suffolk
Briarcliffe School	10 Lake Street	Patchogue	edu	NYS GIS Clearinghouse - NYS Education Dept -	Suffolk
Bridgehampton Senior Center	585 Sag Harbor Turnpike	Southampton	senior	http://www.town.southampton.ny.us/listing.ih.html?cat=Human%20Services%20&id=21	Suffolk
Broadlawn Adult Day Health Center	399 County Line Road	Amityville	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Broadlawn Manor Adult Social Day Care Center	397 County Line Road	Amityville	senior	Suffolk County Office for the Aging	Suffolk
Brookhaven Memorial Hospital - Dialysis Satellite	109 West Main St	Patchogue	med	Dialysis Units listing (nephron.us)	Suffolk
Brookhaven Memorial Hospital Medical Center	101 Hospital Road	Patchogue	med	Long Island.com	Suffolk
Brookhaven National Laboratory	2 Center Street	Upton	majemp	Long Island Profile (Rauch Foundation)	Suffolk
Brunswick General Hospital	366 Broadway	Amityville	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Brunswick Hospital Center	80 Lounden Avenue	Amityville	med	Long Island.com	Suffolk
Building and Construction Trades Council of Nassau and Suffolk	150 Motor Parkway	Hauppauge	emptrain	Suffolk County Department of Labor	Suffolk
Carillon Adult Day Health Care	830 Park Avenue	Huntington	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Carillon Dialysis LLC	830 Park Ave	Huntington	med	Dialysis Units listing (nephron.us)	Suffolk
Centereach Adult Day Care Center- New Village Recreation Center	20 Wireless Road	Centereach	senior	Suffolk County Office for the Aging	Suffolk
Central Islip (Senior) Center	555 Clayton Street	Central Islip	senior	http://www.islptown.org/index.php/senior-citizen-services	Suffolk
Central Suffolk-AKC	5225 Nesconset Highway	Port Jefferson Station	med	Dialysis Units listing (nephron.us)	Suffolk
Central Suffolk Hospital	1300 Roanoke Avenue	Riverhead	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Clubhouse of Suffolk, Inc.	939 Johnson Avenue	Ronkonkoma	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Community & Family Residences, Inc.	108 Hoffman Lane	Islandia	hhs	Long Island Provider List 7-21-08.xls	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Community Programs Center of Long Island Frail Elderly Program & Specialized Alzheimer's Program	400 Sheep Pasture Road	Port Jefferson	senior	Suffolk County Office for the Aging	Suffolk
Community Programs Center of Long Island Frail Elderly Program & Specialized Alzheimer's Program	2210 Smithtown Avenue	Ronkonkoma	senior	Suffolk County Office for the Aging	Suffolk
Computer Associates International, Inc.	1 Computer Associates Place	Islandia	majemp	Long Island Profile (Rauch Foundation)	Suffolk
Department of Veterans Affairs Medical Center	79 Middleville Road	Northport	med	Long Island.com	Suffolk
Developmental Disabilities Institute	99 Hollywood Drive	Smithtown	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Displaced Homemaker Program	725 Veterans Memorial Hwy	Hauppauge	emptrain	Suffolk County Department of Labor	Suffolk
Dowling College	150 Idle Hour Blvd	Oakdale	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
East End Dialysis Management LLC	762 Harrison Ave	Riverhead	med	Dialysis Units listing (nephron.us)	Suffolk
Eastern Long Island Hospital	201 Manor Place	Greenport	med	Long Island.com	Suffolk
Economic Opportunity Council of Suffolk Inc.	475 E. Main St	Patchogue	emptrain	Suffolk County Department of Labor	Suffolk
Empire State Regional Council of Carpenters	270 Motor Parkway	Hauppauge	emptrain	Suffolk County Department of Labor	Suffolk
Estee Lauder	125 Pinelawn Road	Melville	majemp	Long Island Profile (Rauch Foundation)	Suffolk
Family Residences and Essential Enterprises, Inc.	108 Hoffman Lane	Islandia	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Family Residences and Essential Enterprises, Inc.	120 Plant Avenue	Hauppauge	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Suffolk
Family Service League, Inc.	790 Park Avenue	Huntington	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Five Towns College	305 North Service Road	Dix Hills	edu	NYS GIS Clearinghouse - NYS Education Dept -	Suffolk
Flanders/ Riverside Senior Center	655 Flanders Rd.	Southampton	senior	http://www.town.southampton.ny.us/listing.ihmi?cat=Human%20Services%20&id=21	Suffolk
FREE	28 RESEARCH WAY	E. Setauket	hhs	Survey response	Suffolk
FREE, Saddle Rock Ranch	41 Coram-Swezeytown Road	Middle Island	hhs	Survey response	Suffolk
Good Samaritan Hospital - Chronic Dialysis Center	929 Sunrise Highway	Bay Shore	med	Dialysis Units listing (nephron.us)	Suffolk
Good Samaritan Hospital - Street Dialysis Unit	185 South 10th St	Lindenhurst	med	Dialysis Units listing (nephron.us)	Suffolk
Good Samaritan Hospital Medical Center	1000 Montauk Highway	West Islip	med	Long Island.com	Suffolk
Good Samaritan Hospital Medical Center	1000 Montauk Highway	West Islip	majemp	Long Island Profile (Rauch Foundation)	Suffolk
Gurwin Jewish Geriatric Center/ Adult Day Program	68 Hauppauge Road	Commack	senior	Long Island Provider List 7-21-08.xls	Suffolk
Hampton Bays Senior Center	25 Ponquogue Avenue	Southampton	senior	http://www.town.southampton.ny.us/listing.ihmi?cat=Human%20Services%20&id=21	Suffolk
Hauppauge Industrial Park	180 Marcus Boulevard	Hauppauge	majemp	http://www.co.suffolk.ny.us/Home/departments/Housing/suffolkfactsandfigures/chart11.aspx	Suffolk
Hofstra University - J.W. Dye Jr. Center	131 Hoffman Lane	Central Islip	edu	NYS GIS Clearinghouse - NYS Education Dept -	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Human Resource Center Mattituck	750 Pacific Street	Mattituck	senior	http://southoldtown.northfork.net/human_resources_center.htm	Suffolk
Huntington AKC	1725 North Ocean Ave	Medford	med	Dialysis Units listing (nephron.us)	Suffolk
Huntington Artificial Kidney Center	256 Broadway	Huntington Sta	med	Dialysis Units listing (nephron.us)	Suffolk
Huntington Hills Adult Day Health Care Services	400 South Service Road	Melville	hhs	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Huntington Hills Center for Health and Rehabilitation Adult Day	400 South Service Road	Melville	senior	Nassau Co Dept of Senior Citizen Affairs Directory	Suffolk
Huntington Hospital	270 Park Avenue	Huntington	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Huntington Senior Center	423 Park Avenue	Huntington	senior	http://town.huntington.ny.us/department_details.cfm?D=67	Suffolk
Independent Group Home Living Program, Inc.	26 N. Bernstein Blvd	Manorville	hhs	Stakeholder Advisory Committee Invitation List. Date:	Suffolk
Island Drafting And Technical Institute	128 Broadway	Amityville	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Island Nursing & Rehab Center	5537 Expressway Drive N	Holtsville	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Jefferson's Ferry Active Retirement Community, Inc.	1 Jefferson Ferry Lane	South Setauket	senior	Long Island Provider List 7-21-08.xls	Suffolk
John J. Foley Skilled Nursing Facility Adult Day Health Care	14 Glover Drive	Yaphank	senior	Suffolk County Office for the Aging- Medical Model	Suffolk
John T. Mather Memorial Hospital	75 North Country Road	Port Jefferson	med	Long Island.com	Suffolk
Joint Apprenticeship & Training Committee for the Electrical Industry of Nassau & Suffolk Counties (AFL-CIO)	370 Motor Parkway	Hauppauge	emtrain	Suffolk County Department of Labor	Suffolk
Joyce Fitzpatrick Center	50 Irish Lane	East Islip	senior	http://www.isiptown.org/index.php/senior-citizen-	Suffolk
Katharine Gibbs School	320 South Service Road	Melville	edu	NYS GIS Clearinghouse - NYS Education Dept -	Suffolk
L.I. State Veterans Home Adult Day Care at SUNY Stony Brook	100 Patriots Drive	Stony Brook	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Lighthouse International	1731 North Ocean Avenue	Medford	hhs	Suffolk County Department of Labor	Suffolk
Little Flower Children and Family Services	2450 N. Wading River Road	Wading River	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Suffolk
Long Island Business Institute	6500 Jericho Turnpike	Commack	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Long Island Developmental Disabilities Office (LIDDSO)	45 Mall Drive	Commack	hhs	Survey response	Suffolk
Long Island Eye Surgery Center	601 Suffolk Avenue	Brentwood	hhs	Survey response	Suffolk
Long Island Federation of Labor AFL-CIO	370 Motor Parkway	Hauppauge	emtrain	Suffolk County Department of Labor	Suffolk
Long Island Mentoring Partnership	150 Motor Parkway	Hauppauge	hhs	Suffolk County Department of Labor	Suffolk
Long Island University - Brentwood Campus	Second Avenue	Brentwood	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Long Island University - Southampton Campus	239 Montauk Highway	Southampton	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Marcus Industrial Park	95 Marcus Boulevard	Deer Park	majemp	http://www.co.suffolk.ny.us/Home/departments/Housing/suffolkfactsandfigures/chart1.aspx	Suffolk
Maria Regina Adult Day Health Services	1725 Brentwood Road	Brentwood	senior	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Maryhaven Center of Hope	77 Route 112	Patchogue	hns	Survey response	Suffolk
Mastic Recreation Center	15 Herkimer Street	Mastic	senior	Suffolk County Office for the Aging	Suffolk
Medicaid & Temporary Assistance & Food Stamps	200 Wireless Blvd	Hauppauge	hns	Suffolk County Medicaid Services Division	Suffolk
Medicaid & Temporary Assistance & Food Stamps	893 E Main St	Riverhead	hns	Suffolk County Medicaid Services Division	Suffolk
Medicaid Nursing Home Care applications	3085 Veterans Memorial Hwy	Ronkonkoma	hns	Suffolk County Medicaid Services Division	Suffolk
Mercy Haven, Inc.	859 Connetquot Avenue	Islip Terrace	hns	Long Island Provider List PAM 7-21-08.xls	Suffolk
Motor Parkway	1150 Motor Parkway	Central Islip	majemp	Industrial corridor- Suffolk County web site	Suffolk
Mount Sinai Adult Day Center	739 Route 25A	Mt. Sinai	senior	Suffolk County Office for the Aging	Suffolk
Nesconset Nursing Center's Islip Adult Day Health Services Program	575 Clayton Street	Central Islip	hhs	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
Nesconset Nursing Center's Middle Island Adult Day Health Services	45 Rocky Point Road	Middle Island	hhs	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
New Horizons Business Center	6500 New Horizons Boulevard	Amityville	majemp	industrial park- Town of Babylon web site	Suffolk
New York Institute of Technology	300 Carleton Avenue	Central Islip	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
New York State Department of Labor	160 South Ocean Avenue	Patchogue	emptrain	Suffolk County Department of Labor	Suffolk
Newsday	235 Pineawn Road	Melville	majemp	Long Island Profile (Rauch Foundation)	Suffolk
North Amityville Senior Center	48-C Cedar Road	Amityville	senior	http://www.townofbabylon.com/guides.cfm#North%20Amityville%20Senior%20Center93	Suffolk
Oakdale Center	963 Montauk Highway	Oakdale	senior	http://www.isliptown.org/index.php/senior-citizen-services	Suffolk
Paradise Shops	100 Arrival Road	Ronkonkoma	majemp	google search: malls on Long Island	Suffolk
Peconic Bay Medical Center	1300 Roanoke Avenue	Riverhead	med	Long Island.com	Suffolk
Pilgrim Psychiatric Center	998 Crooked Hill Road	Brentwood	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Pilgrim Psychiatric Center	998 Crooked Hill Road	Brentwood	majemp	Long Island Profile (Rauch Foundation)	Suffolk
Pine Street Day Hab.	62 Pine Street	East Moriches	hns	Survey response	Suffolk
Polytechnic University	105 Maxess Rd	Melville	edu	Polytechnic University / NYS GIS Clearinghouse	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Quogue Day Hab	1-7 Midhampton Rd.	Quogue	hhs	PAMI: Survey response	Suffolk
Riverhead Landing Apartments	1145 Middle Rd.	Riverhead	access	National Accessible Housing database	Suffolk
Ronkonkoma Senior Center	299 Rosevale Avenue	Ronkonkoma	senior	http://www.islptown.org/index.php/senior-citizen-services	Suffolk
Rural Opportunities Inc.	540 East Main Street	Riverhead	emptrain	Suffolk County Department of Labor	Suffolk
Sagamore Children's Psych Center	197 Half Hollow Road	Huntington Station	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Saint Joseph's College	155 Roe Boulevard	Patchogue	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
School to Career Partnership	350 Martha Avenue	Belpoint	hhs	Suffolk County Department of Labor	Suffolk
Seminary Of The Immaculate Conception	440 West Neck Road	Huntington	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Shelter Island Senior Activity Center	38 North Ferry Road	Shelter Island	senior	http://www.shelterislandtown.us/	Suffolk
Shoreham Recreation Center	525 Route 25A	Shoreham	senior	Suffolk County Office for the Aging	Suffolk
Siena Village	2000 Bishops Road	Smithtown	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Skills/ Success	405 Locust Avenue	Bohemia	hhs	Survey response	Suffolk
Smith Haven Mall	313 Smith Haven Mall	Lake Grove	majemp	google search: mails on Long Island	Suffolk
Smithtown Senior Center at Suffolk YJ JCC (JASA- Jewish Assoc. for Svcs. for the Aged)	74 Hauppauge Road	Commack	hhs	Long Island Provider List 7-21-08.xls	Suffolk
Smithtown Senior Citizens Department	420 Middle Country Road	Smithtown	senior	http://www.smithtowninfo.com/SeniorCitizens/	Suffolk
South Oaks Mental Hospital	400 Sunrise Highway	Amityville	med	Long Island.com	Suffolk
Southampton Hospital	240 Meeting House Lane	Southampton	med	Long Island.com	Suffolk
Southampton Hospital Regional Dialysis Center	184 West Montauk Highway	Hampton Bays	med	Dialysis Units listing (nephron.us)	Suffolk
Southside Hospital	301 East Main Street	Bay Shore	med	Long Island.com	Suffolk
Spangle Drive Senior Center	438 Spangle Drive	North Babylon	senior	http://www.townofbabylon.com/guides.cfm#North%20Amityville%20Senior%20Center93	Suffolk
St Catherine of Siena Medical Center	50 Route 25A	Smithtown	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
St. Catherine of Siena Medical Center	50 Route 25A	Smithtown	med	Long Island.com	Suffolk
St. Charles Hospital	200 Belle Terre Road	Port Jefferson	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
St. Charles Hospital and Rehabilitation Center	200 Belle Terre Road	Port Jefferson	med	Long Island.com	Suffolk
St. Johnland Health Care Services	395 Sunken Meadow Road	Kings Park	hhs	Suffolk County Office for the Aging- Medical Model Adult Day services for functionally impaired, home-bound individuals	Suffolk
St. Johnland Social Adult Day Care Program	395 Sunken Meadow Road	Kings Park	senior	Suffolk County Office for the Aging	Suffolk
Stony Brook Kidney Center, DCI	26 Research Way	East Setauket	med	Dialysis Units listing (nephron.us)	Suffolk
Stony Brook Technology Centers	4 Technology Drive	East Setauket	majemp	Suffolk County web site	Suffolk
Stony Brook University (SUNY)	100 Nicolls Rd	Stony Brook	majemp	Long Island Profile (Rauch Foundation)	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Stony Brook University Hospital	Nicolls Road	Stony Brook	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Stony Brook Village Center	111 Main Street	Stony Brook	majemp	google search: mails on Long Island	Suffolk
Suffolk County Community College - Ammerman Campus	533 College Road	Selden	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Suffolk County Community College - Eastern Campus	121 Speonk-Riverhead Road	Riverhead	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Suffolk County Community College - Western Campus	Crooked Hill Road	Brentwood	edu	NYS GIS Clearinghouse - NYS Education Dept - "Colleges and Universities in NY"	Suffolk
Suffolk County Department of Community Development	100 Veterans Memorial Highway	Hauppauge	hhs	Suffolk County Department of Labor	Suffolk
Suffolk County Department of Economic Development	100 Veterans Memorial Highway	Hauppauge	emtrain	Suffolk County Department of Labor	Suffolk
Suffolk County Department of Labor and One-Stop Employment	725 Veterans Memorial	Hauppauge	emtrain	Suffolk County Department of Labor	Suffolk
Suffolk County Department of Social Services	3085 Veterans Memorial Highway	Hauppauge	public	Suffolk County Department of Labor	Suffolk
Suffolk County Office for the Aging	100 Veterans Memorial Highway	Hauppauge	public	Suffolk County Office for the Aging	Suffolk
Suffolk County Youth Bureau	100 Veterans Memorial Highway	Hauppauge	public	Suffolk County Department of Labor	Suffolk
Suffolk Kidney Center	30 Central Ave	Hauppauge	med	Dialysis Units listing (nephron.us)	Suffolk
Suffolk Works Employment Program	395 Oser Ave	Hauppauge	emtrain	Suffolk County Medicaid Services Division	Suffolk
SUNY Stony Brook	239 Montauk Highway	Southampton	edu	SUNY Stony Brook	Suffolk
Tanger Factory Outlet Center	200 Tanger Mall Drive	Riverhead	majemp	google search: mails on Long Island	Suffolk
Tanner Park Senior Center	2 Tanner Park	Coplaque	senior	http://www.townofbabylon.com/guides.cfm#North%20Armitville%20Senior%20Center93	Suffolk
Temporary Assistance & Food Stamps	95 Executive Dr	Edgewood	hhs	Suffolk County Medicaid Services Division	Suffolk
Temporary Assistance & Food Stamps	80 Middle Country Rd	Coram	hhs	Suffolk County Medicaid Services Division	Suffolk
Temporary Assistance & Food Stamps	1345 Straight Path	Wyandanch	hhs	Suffolk County Medicaid Services Division	Suffolk
The Community Programs Center of LI	2210 Smithtown Ave	Ronkonkoma	hhs	Stakeholder Advisory Committee Invitation List. Date: 7-11-08	Suffolk
Touro College - Jacob D. Fuchsberg Law Center	225 Eastview Dr	Central Islip	edu	Touro College / NYS GIS Clearinghouse	Suffolk
Touro College - School of Health Sciences	1700 Union Blvd	Bay Shore	edu	Touro College / NYS GIS Clearinghouse	Suffolk
Town of Babylon	200 East Sunrise Highway	Lindenhurst	public	http://www.townofbabylon.com/contact.cfm	Suffolk
Town of Brookhaven	1 Independence Hill	Farmingville	public	http://www.brookhaven.org/TownClerk/tabid/75/Default.aspx	Suffolk
Town of East Hampton	159 Pantigo Road	East Hampton	public	http://www.town.east-hampton.ny.us/	Suffolk
Town of East Hampton Intergenerational Day Care	328 Accabonac Highway	East Hampton	senior	Suffolk County Office for the Aging	Suffolk
Town of East Hampton/ Montauk Adult Day Care	240 Edgemere Road	Montauk	senior	Suffolk County Office for the Aging	Suffolk
Town of Huntington	100 Main Street	Huntington	public	http://town.huntington.ny.us/elected_official.cfm?ID=4	Suffolk
Town of Huntington Senior Day Care	423 Park Avenue	Huntington	senior	Suffolk County Office for the Aging	Suffolk
Town of Islip	655 Main Street	Islip	public	http://www.islip.town.org/index.php/contact-us	Suffolk

Major Destinations and Activity Centers - Suffolk County

Facility	Address	City	Org Type	Source	County
Town of Islip Senior Care Center	555 Clayton street	Central Islip	senior	Suffolk County Office for the Aging	Suffolk
Town of Riverhead	552 East Main Street	Riverhead	public	http://www.riverheadli.com/personnel.html	Suffolk
Town of Riverhead Senior Center	60 Shade Tree lane	Riverhead	senior	http://www.riverheadli.com/senior-programs.html	Suffolk
Town of Shelter Island	38 North Ferry Road	Shelter Island	public	http://www.shelterislandtown.us/	Suffolk
Town of Shelter Island Adult Day Care	46 South Ferry Road	Shelter Island	senior	Suffolk County Office for the Aging	Suffolk
Town of Smithtown	99 West Main Street	Smithtown	public	http://www.smithtowninfo.com/TownClerk'sOffice/	Suffolk
Town of Southampton	116 Hampton Road	Southampton	public	http://www.town.southampton.ny.us/index.ihtml	Suffolk
Town of Southampton Adult Day Care	25 Porquogue Avenue	Hampton Bays	senior	Suffolk County Office for the Aging	Suffolk
Town of Southold	53095 Route 25	Southold	public	http://southoldtown.northfork.net/	Suffolk
Town of Southold Senior Adult Day Care	750 Pacific Street	Mattituck	senior	Suffolk County Office for the Aging	Suffolk
United Cerebral Palsy of Greater Suffolk	250 Marcus Boulevard	Hauppauge	hhs	Suffolk County Department of Labor	Suffolk
University Hospital & Medical Center At Stony Brook	Nichols Road	East Setauket	med	Long Island.com	Suffolk
Urban League	219 Carlton Ave	Central Islip	emprain	Nassau County Commission on Human Rights	Suffolk
Veterans Affairs Med Center	79 Middleville Road	Northport	med	ESRI ArcGIS - ESRI Data (USA) - "Hospitals"	Suffolk
Vocational Educational Services for Individuals with Disabilities	East Main Street	Riverhead	emprain	Suffolk County Department of Labor	Suffolk
Walt Whitman Mall	160 Walt Whitman	Huntington Stati	majemp	google search: malls on Long Island	Suffolk
Waverly Shopping Center	1018 Waverly Avenue	Hollisville	majemp	google search: malls on Long Island	Suffolk
West Islip Center	90 Higbie Lane	West Islip	senior	http://www.islipatown.org/index.php/senior-citizen-	Suffolk
Westfield South Shore	1701 Sunrise Highway	Bay Shore	majemp	google search: malls on Long Island	Suffolk
Yaphank Adult Day Care	Mill Avenue	Yaphank	senior	Suffolk County Office for the Aging	Suffolk

Key to Senior Activity Centers -- Suffolk County (Figure 6-3)

Map Label	Facility	City
1	Avalon Gardens Rehab and Health Care Center	Smithtown
2	Bellhaven Nursing Center & Adult Day Care	Brookhaven
3	Birchwood Assisted Living Social Day Care	East Northport
4	Brentwood Center	Brentwood
5	Bridgehampton Senior Center	Southampton
6	Broadlawn Adult Day Health Center	Amityville
7	Broadlawn Manor Adult Social Day Care Center	Amityville
8	Carillon Adult Day Health Care	Huntington
9	Centereach Adult Day Care Center- New Village Recreation Center	Centereach
10	Central Islip (Senior) Center	Central Islip
11	Community Programs Center of Long Island	Ronkonkoma
12	Community Programs Center of Long Island	Port Jefferson
13	Flanders/ Riverside Senior Center	Southampton
14	Gurwin Jewish Geriatric Center/ Adult Day Program	Commack
15	Hampton Bays Senior Center	Southampton
16	Human Resource Center Mattituck	Mattituck
17	Huntington Senior Center	Huntington
18	Jefferson's Ferry Active Retirement Community	South Setauket
19	John J. Foley Skilled Nursing Facility Adult Day	Yaphank
20	Joyce Fitzpatrick Center	East Islip
21	L.I. State Veterans Home Adult Day Care at Stony Brook	Stony Brook
22	Maria Regina Adult Day Health Services	Brentwood
23	Mastic Recreation Center	Mastic
24	Mount Sinai Adult Day Center	Mt. Sinai
25	North Amityville Senior Center	Amityville
26	Oakdale Center	Oakdale
27	Ronkonkoma Senior Center	Ronkonkoma
28	Shelter Island Senior Activity Center	Shelter Island
29	Shoreham Recreation Center	Shoreham
30	Smithtown Senior Citizens Department	Smithtown
31	Spangle Drive Senior Center	North Babylon
32	St. Johnsland Social Adult Day Care Program	Kings Park
33	Tanner Park Senior Center	Copiague
34	Town of East Hampton Intergenerational Day Care	East Hampton
35	Town of East Hampton/ Montauk Adult Day Care	Montauk
36	Town of Huntington Senior Day Care	Huntington
37	Town of Islip Senior Care Center	Central Islip
38	Town of Riverhead Senior Center	Riverhead
39	Town of Shelter Island Adult Day Care	Shelter Island
40	Town of Southampton Adult Day Care	Hampton Bays
41	Town of Southold Senior Adult Day Care	Mattituck

Key to Senior Activity Centers -- Suffolk County (Figure 6-3)

Map Label	Facility	City
42	West Islip Center	West Islip
43	Yaphank Adult Day Care	Yaphank
44	Adult Day Health Service	Middle Island
45	Huntington Hills Center for Health and Rehabilitation Adult Day Health Care	Melville

Key to Medical Facilities, Suffolk County (Figure 6-3)

Map Label	Facility	City
1	Brookhaven Memorial Hospital - Dialysis	Patchogue
2	Brookhaven Memorial Hospital Medical Center	Patchogue
3	Brunswick General Hospital	Amityville
4	Brunswick Hospital Center	Amityville
5	Carillon Dialysis LLC	Huntington
6	Central Suffolk AKC	Port Jefferson S
7	Central Suffolk Hospital	Riverhead
8	Department of Veterans Affairs Medical	Northport
9	East End Dialysis Management LLC	Riverhead
10	Eastern Long Island Hospital	Greenport
11	Good Samaritan Hospital - Chronic Dialysis	Bay Shore
12	Good Samaritan Hospital - Street Dialysis	Lindenhurst
13	Good Samaritan Hospital Medical Center	West Islip
14	Huntington AKC	Medford
15	Huntington Artificial Kidney Center	Huntington Sta
16	Huntington Hospital	Huntington
17	John T. Mather Memorial Hospital	Port Jefferson
18	Peconic Bay Medical Center	Riverhead
19	Pilgrim Psychiatric Center	Brentwood
20	Sagamore Children's Psych Center	Huntington Stati
21	South Oaks Mental Hospital	Amityville
22	Southampton Hospital	Southampton
23	Southampton Hospital Regional Dialysis	Hampton Bays
24	Southside Hospital	Bay Shore
25	St. Catherine of Siena Medical Center	Smithtown
26	St. Charles Hospital	Port Jefferson
27	Stony Brook Kidney Center, DCI	East Setauket
28	Stony Brook University Hospital	Stony Brook
29	Suffolk Kidney Center	Hauppauge

APPENDIX H

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Appendix H. Bibliography of Best Practices

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