

## Mobility Management Services

 **CALL (516) 869-6311**

- Town's transportation options
- Connecting to accessible transportation
- Train / bus schedules
- Driving courses
- Bring mobility presentations to your social groups

## What Your Neighbors are Saying about the PI Transportation Service

**Thanks to the Town of North Hempstead for coming up with the taxi service program. It's a smart, humane idea...**

– JS of Great Neck

**Thanks for the taxi service. I enjoy it very much and would like it to continue.**

– LL of New Hyde Park

# Judi Bosworth

Town Supervisor



Town of North Hempstead

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Receiver of Taxes

Town Supervisor Judi Bosworth, the Town Board, and the Department of Services for the Aging present:

Town of North Hempstead  
**Project Independence**

## Reasons to Try Project Independence Taxi

- You will remain independent
- You can have side effects from medicine
- You can't drive due to the weather
- You have difficulty with night driving
- You can avoid difficult parking lots
- You want FREE food shopping transportation twice a week
- You want a discounted taxi for medical, dental, and vision appointments

*Project Independence transportation services are funded in part by a grant from the New York Metropolitan Transportation Council (NYMTC) via the New York State Department of Transportation and the Federal Transit Administration.*

The Project Independence Taxi Service operates without regard to race, color, national origin, religion, gender, sexual orientation, marital status, age or disability, and in accordance with applicable law. Any person who believes they have been unlawfully discriminated against while using the Project Independence Taxi Service may file a written complaint within 180 days to: The Department of Services for the Aging, Attention: EEO and ADA Officer, 1601 Marcus Avenue, New Hyde Park, New York 11040.

## Transportation Program



### For Town Residents

- Age 60 and over
- Age 21+ who have a disability

MESSAGE  
FROM  
**TOWN  
SUPERVISOR  
JUDI  
BOSWORTH**



Dear Friends and Neighbors:

The Town of North Hempstead and your local licensed taxi companies are proud to offer transportation services for non-emergency medical visits and food shopping to senior residents 60+, and disabled residents 21+ who qualify.

For a taxi ride to your doctor, dentist or treatment center, you will pay only a flat \$5 each way, the Town pays the balance including the tip. The food shopping service is free.

This brochure is intended to answer questions about the Town's transportation services. If you need more information, or wish to schedule your ride, please call (516) 869-6311.

Warmest Regards,

**Judi Bosworth**  
Town Supervisor

## Medical Transportation Q & A

### When is the service available?

This service is available on weekdays, except major holidays. Trips must be scheduled at least one day in advance, before 5 p.m. The best time to ride is between 10 a.m. and 4 p.m. when taxis are less busy.

### What service areas are covered?

The service covers the Town of North Hempstead. Beyond the Town service includes: The campus of LIJ, Nassau University Medical Center, MSK Nassau, St. Francis DeMatteis Center and destinations in Garden City.

### Will the cabs take my wheelchair or walker?

Yes, as long you are able to transfer to a car seat, and the device can fold easily and go into the trunk.

### Can my aide come too? Yes, at no charge.

### How do I schedule my rides?

Call (516) 869-6311 at least one day in advance to book a ride Monday – Friday from 7:30 a.m. to 4:45 p.m. The Call Center is closed on all major holidays.

### What will the ride cost?

Currently you pay a flat \$5 cash each way, to the driver. Currently tipping is covered by the Town.\*

### What about my return trip?

You will be given the taxi company's phone number to call for the return. After the appointment call the taxi and say you are with "Project Independence" for the \$5 return.

**If unable to connect with taxi for return, call the Town's Call Center at or (516) 869-6311 for assistance.**

## Food Shopping Q & A

### When is the service available?

Free food shopping trips are available two days a week, between 10 a.m. and 2 p.m. Rides must be scheduled at least the day before, prior to 5 p.m.

### Will the cabs take my wheelchair or walker?

Yes as long you can transfer to the car seat, and the wheel chair or walker can fold easily and go into the trunk of a car.

### Can my aide come too? Yes, at no charge.

### How do I schedule my rides?

Just call (516) 869-6311 at least one day in advance to book a ride: Monday – Friday from 7:30 a.m. to 4:45 p.m. The call center is closed on all major holidays.

### What about my return trip?

You can now preschedule your return pick up when you book. Otherwise, when ready, call the taxi and say you are with "Project Independence" so your return ride will be free as well.

### Is there a limit to the number of grocery bags?

Limit is three bags per rider. No heavy cases that you cannot carry inside yourself. Right now you will be riding alone or with your party.

### What about tipping?

The ride is free to you. Currently tipping is covered by the Town.\*

\*Updated Aug 1, 2021,  
valid thru Oct 31, 2021

