

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

Jennifer DeSena

Town Supervisor



Town of North Hempstead

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Town Supervisor Jennifer DeSena, 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 JENNIFER DESENA



Dear Friends and Neighbors:

The Town of North Hempstead is proud to partner with your local licensed taxi companies to offer free rides for food shopping and discounted rides for medical visits. These rides are available to senior residents 60+, and to disabled residents 21+ who qualify.

This is a wonderful service for our residents! In addition to free taxi rides for food shopping, for a taxi ride to your doctor, dentist, or treatment center, you will pay \$5 each way for fares under \$20 and \$10 each way for fares \$20 and over. The Town will pay the remaining balance, excluding the tip (which is recommended and appreciated!).

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

Warmest Regards,

Jennifer DeSena
Town Supervisor

Medical Transportation Q & A

When is the service available?

- On weekdays, except major holidays
- Must be scheduled at least one day in advance, before 5 p.m.
- Best time to ride is 10 a.m. - 2 p.m. when taxis are less busy
- Expect delays during rush hours (up to 10 a.m., after 4 p.m.)

What service areas are covered?

- The service covers medical destinations in the Town of North Hempstead
- Beyond the Town includes: The campus of LIJ, NUMC, MSK Nassau, St. Francis De Matteis Center and destinations in Garden City

Will the taxi take my wheelchair or walker?

- Yes, as long as you are able to transfer to a regular car seat, and the device can fold easily and go into the trunk of the car
- Drivers do not physically assist

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

How do I schedule my rides?

- Please 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?*

- \$5 each way for fares under \$20, or, \$10 each way for fares \$20 and over
- Tipping is recommended and most appreciated

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 same discounted fare on the return ride.

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 taxi take my wheelchair or walker?

- Yes as long as you can transfer to the car seat, and the wheelchair 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?

- Please 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 3 bags per rider.
- No heavy items that you cannot carry inside yourself.

What about tipping?

- Tipping is recommended and most appreciated.

- Best time to ride is 10 a.m. to 2 p.m. when taxis are less busy
- Call at least one day in advance
- For next day ride, please call well before the 5 p.m. cut off time
- If unable to connect with taxi for return, call the Town's Call Center (516) 869-6311 for assistance
- Mask must be worn at all times*

*Program details subject to change