

## 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

### TOWN BOARD

<b>Robert Troiano, Jr.</b> Council Member, District 1	<b>Edward Scott</b> Council Member, District 2
<b>Dennis J. Walsh</b> Council Member, District 3	<b>Christine Liu</b> Council Member, District 4
<b>David A. Adhami</b> Council Member, District 5	<b>Mariann Dalimonte</b> Council Member, District 6
<b>Ragini Srivastava</b> Town Clerk	<b>Mary Jo Collins</b> Receiver of Taxes

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 for senior residents 60+, and disabled residents 21+ who qualify.

This is a wonderful service for our residents! We offer free taxi rides for food shopping. There are also deeply discounted rates for taxi rides to your doctor, dentist, or treatment center. 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 4 p.m.
- Best time to ride is 10 a.m. - 2 p.m. when taxis are less busy.
- Expect lengthy delays during rush hour (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, Memorial Sloan Kettering-Nassau, St. Francis De Matteis Center and destinations in Garden City.

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

- Yes, as long you can transfer into the taxi independently, and your wheelchair or walker can easily be folded to go into the trunk.
- 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 of your medical appointment before the 4 p.m. deadline.
- The 311 Call Center is open 7 days a week and closes on all major holidays.
- To book your ride(s) please call the 311 Call Center between the hours of 8 a.m. and 4 p.m.

### What about my return trip?

- You will be given the taxi company's phone number to call for your return trip home or you can preschedule your return trip when you book your ride.
- If calling the taxi company for your return trip home, for the discounted rate, make sure to say you are with "Project Independence".

### What will the ride cost?\*

- Your rate will be deeply discounted each way.
- Tipping is recommended and most appreciated.

## 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 4 p.m.

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

- Yes, as long you can transfer into the taxi independently, and your wheelchair or walker can easily be folded to go into the trunk.
- 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, before the 4 p.m. deadline to go food shopping.
- The 311 Call Center is open 7 days a week and closes on all major holidays.
- To book your ride(s) please call the 311 Call Center between the hours of 8 a.m. and 4 p.m.

### What about my return trip?

- You will be given the taxi company's phone number to call for your return trip home or you can preschedule your return trip when you book your ride.
- If calling the taxi company for your return trip home, make sure to say you are with "Project Independence" so you are not charged.

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

- Limit is 3 bags per rider.
- Make sure your grocery bags are light enough to carry yourself.

### What about tipping?

- Though your food shopping rides are free, tipping your driver is recommended and most appreciated.

- **Best time to ride is 10 a.m. – 2 p.m.**
- **For a next day ride, please call 311 before the 4 p.m. deadline.**
- **If you are unable to connect with your taxi company for your return ride, please call the 311 Call Center for assistance – make sure to dial (516) 869-6311.**