

The Value of Suffolk Transit

Fixed Route Transit and Para Transit

Fixed Route Transit Service:

Transit provides transportation services throughout Suffolk County for over 2 million riders annually, seven days a week through a series of interconnecting routes. We accomplish this through the efficient utilization of 135 Drivers and 78 Transit vehicles.

Para Transit Service (S.C.A.T.):

Para Transit provides pre-arranged transportation service to over 640,000 of its most vulnerable residents annually, throughout our county. We accomplish this through the efficient utilization of 350 Drivers and 195 Para Transit vehicles.

- **Ridership** has access to our Call Center, seven days a week, 365 days a year, to book their transportation needs as far as five-days in advance. The Call Center utilizes a very robust software system called, Trapeze. This state-of-the-art system applies algorithms to develop the most efficient routing possible. During the very early hours of the morning, prior to system start-up, the software performs an “Optimization” which takes all of the nearly 2,400 bookings, along with all the cancelations that have occurred and re-routes them to develop the most efficient routing possible, this process is done as close to the actual start-up as possible.
- **To-The-Door** service is available for those in need of that extra support. Whereas a Driver will accompany a Rider from their front door, to the para transit bus and upon return will accompany the rider from the bus to their front door – this service is available upon request. [This services has been suspended due to COVID, however will be reinstated when possible].
- **Subscription Service** is available to those Riders that will utilize the service for School and Work. This feature of service will pre-arrange bookings without the need for the Rider to call the Call Center.
- **Inter-Net Booking** -- para transit riders will soon have the ability to book their rides through their own computer or cell phone. This enhancement will help the ridership expedite the booking process, while reducing the number of telephone calls into the call center. Riders can take advantage of this enhancement twenty-four hours a day, seven-days a week and opens a new window of opportunity for para transit riders. It is anticipated that this service will become available during the second half of 2021.