



OLDER ADULT
TRANSPORTATION
PROGRAM

IMPACT REPORT 2025



WHY THE WORK MATTERS

Think about the last time you felt stuck at home.

It's rarely a choice; the helplessness it brings can be overwhelming & depressing.

So many of our older adults experience exactly this, whether we realize it or not:

A medical condition preventing someone from taking public transit

The retiree who just lives too far from the closest subway or bus stop

Someone who can get to the subway...but can't navigate the stairs

A widower whose spouse was "the social one," who now finds themselves alone most of the time, with no one close to reach out to

The grandmother whose fixed income could mean that taking a trip to see her grandchildren is a financial decision she has to weigh first

Since 1981, the JCCGCI has built a suite of services aimed at empowering older adults to age in place gracefully in their homes while maintaining their community connections.

Our Transportation Program cornerstones this mission by enabling our elders (of all races and religions, and including many Holocaust survivors) to continue accessing and addressing their essential medical, social, and financial needs **easily and at no cost**, in the face of all the challenges aging can bring.

People stay **safe, connected, healthy, & independent** because of the work we do.



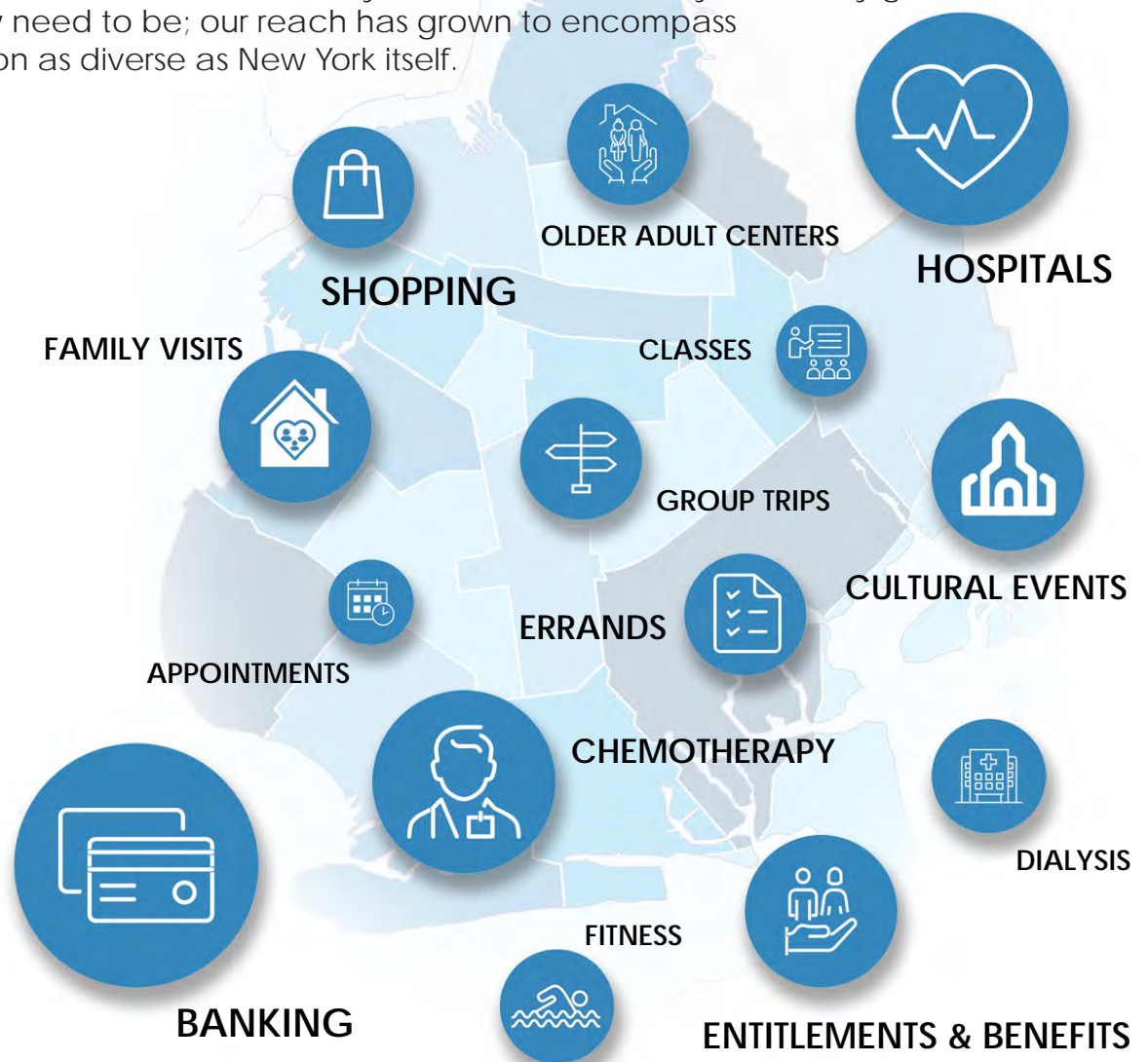


WHO WE HELP

Our priority population is Brooklyn residents age 60 and older, regardless of race / religion, and including many Holocaust survivors. We've also recently expanded to begin serving people under 60 who have qualifying disabilities (under funding sources that allow this target population).

The primary focus continues to be access to medical appointments and critical (often life-sustaining) health care. We also support our clients in accessing Older Adult Centers, shopping, educational opportunities, and essential appointments and services. Day programs and housing developments across the borough rely on us to coordinate and execute daily group trips for their clients and residents. Our record and volume have led to our current chapter of growth, which involves expanding this group trip capability into Staten Island.

Our continued work means that any number of our elderly can easily get to and from where they need to be; our reach has grown to encompass a population as diverse as New York itself.





HOW WE BECAME #1 IN BROOKLYN

For almost ten years, we've consistently held our position as **the largest standalone transportation provider in Brooklyn**. As one of the largest in NYC, we consistently and unflinchingly help New Yorkers get to critical medical services, shopping, Older Adult Centers, errands, family events, and social obligations.



Our commitment to excellence rests on three pillars:

RELATIONSHIPS

By keeping in contact & paying attention, we can identify & address overlooked needs.

Linking someone to a food pantry because they had no way to go shopping & were facing an empty kitchen.

Helping someone get the mental health support they needed when loneliness & isolation became overwhelming.

These are only two examples of how truly knowing people has actually enabled us to open doors for them to get the help that they simply would not have had.

ACCESSIBILITY

Our multilingual Call Center team means that callers can be assured of cultural competency, linguistic compatibility, & very often, connection through shared life experiences.

Languages include:

English

Spanish

Russian / Ukrainian

Polish

Haitian Creole

Hungarian

Urdu

Yiddish

& more

INFRASTRUCTURE

Internal fleet of wheelchair-accessible 16-28 passenger vehicles

Long-standing partnerships with over 10 car services, ambulette, ambulance, & bus companies so that our clients can feel more at home by getting prompt rides from the local companies they've known for years

Computer-Aided Dispatch Call Center with in-advance trip confirmation

Program-specific Information System with customized intake, operations, reconciliation, & reporting

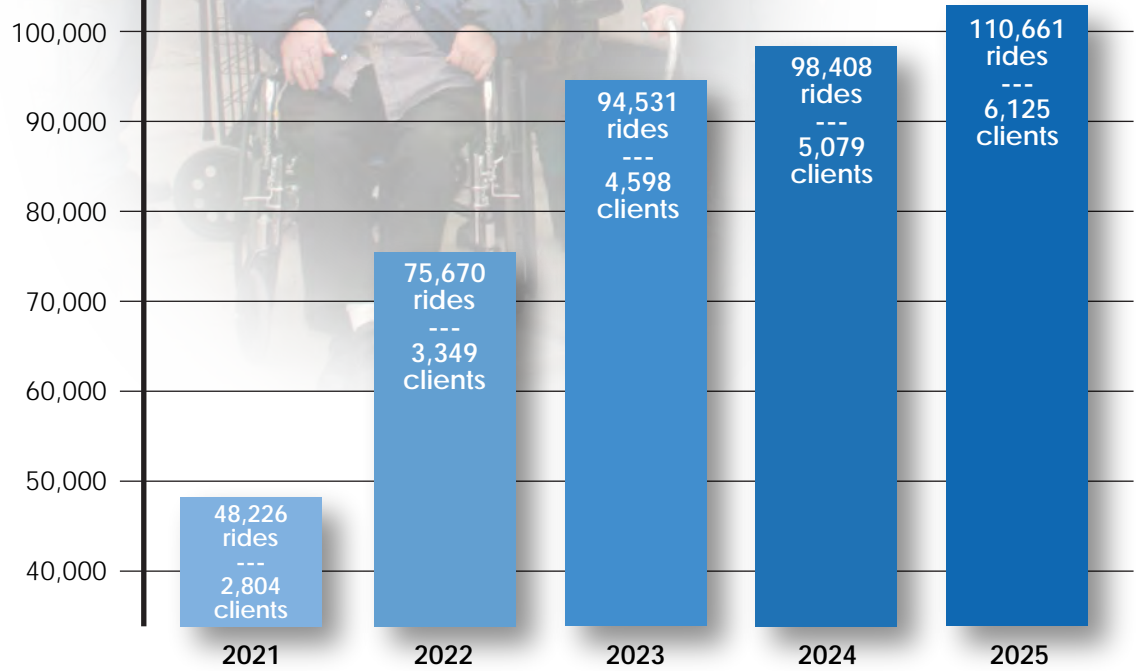
Multilingual outreach materials





BY THE NUMBERS

NUMBER OF ONE-WAY TRIPS



Our continued growth highlights both the increasing demand for accessible transportation and the effectiveness of our service model in meeting the needs of our community





WHAT SETS US APART?

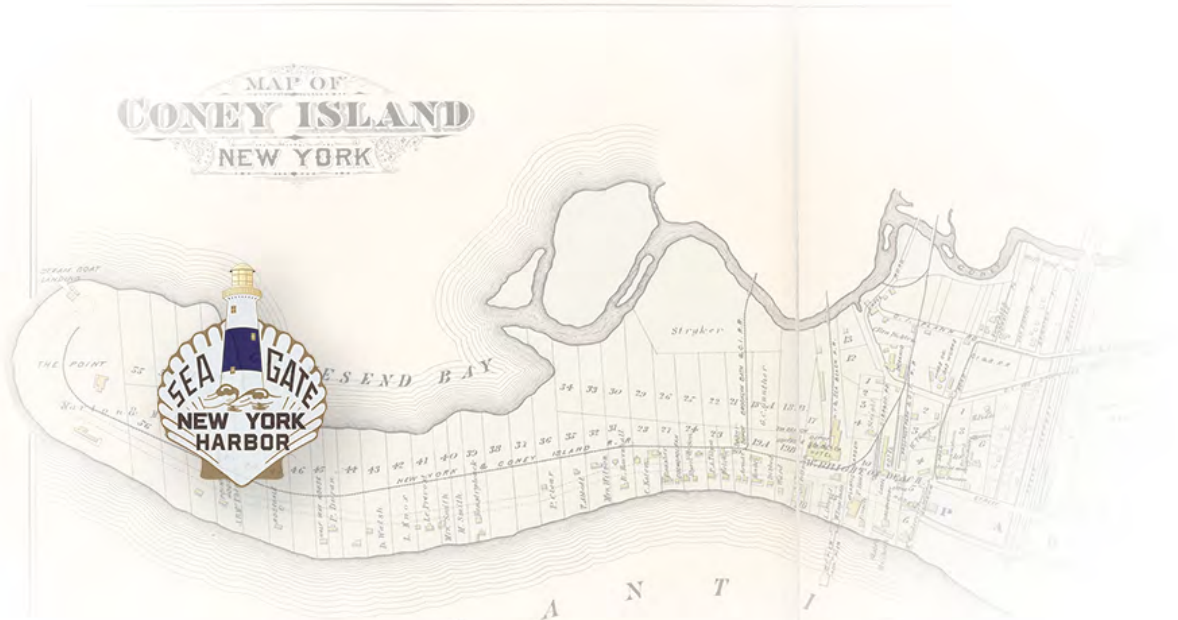
	MASS TRANSIT	ACCESS- A-RIDE	JCCGCI
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Always free of charge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other riders consistently report that the service is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can just get the ride I need without being driven around because we have to pick up other people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can wait for my pick-up where I'm most comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I always know my fellow riders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can book my rides outside of a certain "scheduling window"	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can avoid getting penalized if I'm not able to make a ride or if I need to cancel suddenly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can skip a medical assessment or proof of disability to "be eligible"	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>





SPOTLIGHT: SEA GATE SHUTTLE



Since 2011, our free Southern Brooklyn Community Shuttle Bus has been providing a route from Sea Gate in Coney Island into Borough Park, via Brighton Beach, several times a day.

There are no public transportation options or local shopping hubs in Sea Gate, and getting to the closest bus stop can be prohibitively difficult for much of the community. For those without cars, getting to work or getting their children to school is an additional daily hardship.

JCCGCI provides this as a free service to the community. For 15 years now, residents of all ages have been able to rely on us to get to their jobs and to school, meet their shopping needs, and reach any other appointments that lie along the route.

JCCGCI & the clients of the Southern Brooklyn Community Shuttle Bus are greatly indebted to the Brooklyn Borough President and NYC Department of Youth & Community Development, through support from the NYC Council, with special thanks to the Brooklyn Delegation, Council Member Kayla Santosuosso, and Speaker Julie Menin





IN THEIR OWN WORDS

Our clients consistently report being truly grateful for our contact, and that they look forward to our scheduling, confirmation, & follow-up calls; some even request Call Center employees by name!

"I don't think there's another organization that has such compassion for older people like this organization"

"I need transportation almost every day to go to the senior center. When I have to go home I call up and they give me a ride to go home. I am very satisfied with this transportation that I get from the JCC!"

"It helps me a lot. I wouldn't know how to manage without your services. Thank you."

"Without the JCC I cannot help myself; I cannot go. I'm helpless. If not for them we couldn't exist. We need the transportation please"

"I love it! The JCC is very reliable and the drivers are always nice and helpful"

"They call us before they come, and when they are outside the doctor's office they call to say they're ready for me - come, I am here to take you home"

"I had 3 back surgeries. I have COPD waiting in the cold, and the wind would be difficult. I am also diabetic. I find the service very necessary for my daily living, and appreciate having it!"

"I'm able to socialize with friends that I couldn't otherwise do"

"It's very important for us to have this because the kids on the buses are violent and this way we can get back and forth"

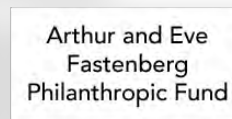
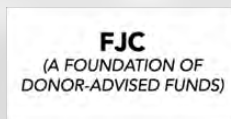
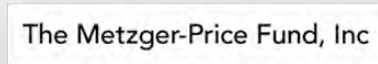
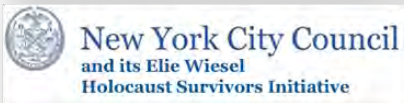
"I'm 98 years old. I have an aide, a walker, and limited friends. I'm also a Holocaust survivor. Thank you for providing this service!"





ACKNOWLEDGEMENTS

JCCGCI acknowledges with gratitude the following organizations for supporting our elders through our Transportation Program:



NYC Aging has helped us grow into Brooklyn's only borough-wide transportation provider; additional support since FY24 has helped us expand into providing group transportation in Staten Island

NYS DOT (via the FTA) has enabled us to service older clients and people with varying disabilities throughout Kings County

Since May 2005, special funding from the Conference on Jewish Material Claims Against Germany ("Claims Conference") has enabled us to service Certified Holocaust Survivors living in Brooklyn

NYS Office of the Aging supports our district-specific transportation services throughout Brooklyn

NYC Council's Discretionary Budget supports our district-specific transportation services throughout Brooklyn

NYC DYCD supports our services in the Neighborhood Development Area that generally corresponds with Brooklyn's Community District 13 boundaries

JCCGCI is also thankful for the support of private sector grants, many from sources that prefer to remain anonymous





JEWISH COMMUNITY COUNCIL
OF GREATER CONEY ISLAND

Community-Based | Citywide Impact

Jewish Community Council
of Greater Coney Island
Older Adult Transportation Program

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