Suffolk Transit On-Demand FAQs

How does the service work?
Give us your pickup and drop-off addresses in the app or over the phone, and we'll provide a few ride options. Choose the one that works best for you, and we'll send a driver your way. Rides cost just $2.25 each!

When can I ride?
Weekdays 6:30 am - 8:30 pm.

Where can I ride?
Anywhere within each of the zones outlined on the map.

How do I pay for rides?
Choose between two easy ways to pay:
- Add your credit or debit card information to your account in the app or over the phone.
- Purchase Ride Credit vouchers (cash or card accepted) at the Hampton Jitney office (395 County Rd 39 A, Southampton, NY 11968).

How do I book a ride?
1. Create your account.
Search for "Suffolk Transit On-Demand" in the Apple App Store or Google Play Store, download the app, click "Get Started" and enter your details. You can also call 631-818-2982 and we'll help you over the phone.

2. Book a ride.
Enter your pickup and drop-off addresses, and we'll provide a series of ride proposals. Choose the pickup time that works best for you.

3. Meet your driver.
Check the app to know when to meet your driver.

What are your COVID Safety measures?
- In line with the federal mask mandate, a mask or face covering is required onboard for riders and drivers alike.
- Vehicles are being professionally cleaned regularly.
- We're using in-app wellness checks to make sure riders and drivers are symptom-free.
- In accordance with social distancing guidelines, we've limited vehicle capacity to 4 riders.

What do the vehicles look like?
All vehicles are branded with Suffolk Transit On-Demand's logo and colors, so they should be easy to spot.

Are vehicles wheelchair accessible?
Yes! Please let us know you need a WAV when you book your ride by tapping your profile picture or image at the top of the app menu and then tap the Wheelchair toggle to turn it on or call us at 631-818-2982.

Can I use the app if I am visually impaired?
iOs and Android accessibility suite

Pricing concessions:
Youth/Student - $1.25 [ID required for high school & college students]
Children: Free
Seniors: $0.75
Persons with Disabilities $0.75
Medicare Card Holders: $0.75
Suffolk County Veterans: $0.75
Personal Care Attendants: Free (When traveling with disabled passengers)

What languages are supported?
If you call our customer service team at 631-818-2982 and let an agent know your preferred language we can help in multiple languages, the app is also available in Spanish.