

Central Ohio Area Agency on Aging **TRANSPORTATION GUIDE**



Counties Served

Delaware
Fairfield
Fayette
Franklin
Licking
Madison
Pickaway
Union



614-645-7250

800-589-7277

www.coaaa.org



**Your
Connection
to Care**

Updated July 2025

This information is provided by the:
The National Family Caregiver Support Program.

This is a nationally funded program operated in Central Ohio by the Central Ohio Area Agency on Aging (COAAA). It offers caregiver workshops and funds services designed to assist caregivers on a short-term basis. The services include: information and assistance, counseling, respite, and other supplemental services.

Request a copy or download our other guides from our website www.coaaa.org under the RESOURCE Tab:

- Central Ohio Older Adults Resource Guide
- The Caregiver Toolbox
- Central Ohio Long-Term Care and Hospice Guide
- Central Ohio Pet Care Guide
- Central Ohio Hiring and Homecare Guide
- Central Ohio Food Assistance & Utility Guide
- Central Ohio Senior Housing and Home Repair Guide
- Central Ohio Support Group Guide
- Central Ohio Moving and Transitions Guide
- Central Ohio Kinship Care Guide

The COAAA also provides monthly Caregiver Support Groups & Information Sessions. For more information call 800-589-7277 or visit www.coaaa.org. Or in your county, call one of these agencies:

- **SourcePoint**, 800 Cheshire Dr., Delaware, OH 43015, 740-363-6677, www.mysourcepoint.org
- **Meals on Wheels of Fairfield County**, 1515 Cedar Hill Rd., Lancaster, OH 43130, 740-681-5050, www.mowfc.org
- **Fayette County Commission on Aging**, 1179 S. Elm St., Washington Court House, OH 43160 740-335-2159, www.fayettecoa.com
- **For Caregiver Services: Community Action Commission of Fayette Co.**, 1400 Co. Hwy. 22, Washington CH, OH 43160, 740-335-7282, www.cacfayettedcounty.org
- **Franklin Co. Office on Aging**, 280 E. Broad St., 3rd Floor, Columbus, OH 43215, 614-525-6200, www.officeonaging.org
- **Licking Co. Aging Program**, 1058 E. Main St., Newark, OH 43055, 740-345-0821, www.lcap.org
- **Madison Co. Senior Center** 280 W. High St., London, OH 43140, 740-852-3001, www.mcsenior.org
- **Pickaway County Senior Center**, 2105 Chickasaw Dr., PO Box 565, Circleville, OH 43113 740-474-8831, www.pickawayseniors.org
- **Union County Senior Services**, 940 London Ave., Marysville, OH 43040, 937-644-1010, www.co.union.oh.us

Updated Spring 2024

Central Ohio Transportation Information

This Guide provides information about agencies and organizations that provide free or very low cost transportation services in the following 8 Central Ohio counties: Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, and Union.

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

- Some transportation services require you to fill out an application in order to be eligible for the service.
- All transportation services need advance notice. This can range from 1 day to 2 weeks.

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This resource manual is brought to you by the Central Ohio Area Agency on Aging. Any unauthorized use and/or duplication of this material without the prior express and written permission from the Central Ohio Area Agency on Aging is strictly prohibited. This manual is not a substitute for professional advice and care. If you have specific needs, please see a professional provider. Links to websites are provided for convenience and do not constitute or imply endorsement. Every reasonable effort is taken to ensure accurate information; however, we cannot guarantee completeness or timeliness. COAAA assumes no responsibility for outcomes resulting from the use of information contained in this manual.

Transportation Available in all 8 Counties Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, & Union

MEDICAID

If you have Medicaid for health care expenses, you may be eligible for medical transportation. If you have a Managed Care Plan, call your case manager with your plan. Your plan could be with America Health Caritas, Anthem Blue Cross & Blue Shield, Buckeye Community Health Plan, CareSource Ohio Inc., Humana Health Plan, Molina Health Care, or United Health Care Community Plan.

In Franklin County, **if you are NOT enrolled in a Managed Care Plan**, call 614-233-2381. In Delaware, Fairfield, Fayette, Licking, Madison, Pickaway, and Union Counties, call your county Department of Job and Family Services office.

The following **Medicaid Waiver Programs** are designed to provide in-home services as an alternative to nursing home care for eligible individuals.

Transportation is a service available to individuals enrolled in a waiver program.

Ohio Home Care Waiver

This statewide Medicaid waiver program serves eligible individuals age 59 or under who need help with daily living tasks.

Contact: Your county Department of Job and Family Services office to enroll. An assessment is required. If you are already on the Ohio Home Care Waiver, contact your case manager if you need transportation.

PASSPORT, Central Ohio Area Agency on Aging, 614-645-7250

The statewide Medicaid waiver program services eligible individuals age 60 and older who need help with daily living tasks.

Contact: Central Ohio Area Agency on Aging at number above or your PASSPORT case manager.

PUBLIC TRANSIT AGENCIES

Transit agencies operate regular bus service and paratransit service for individuals with a disability. Look for your local agency on this site:

www.dot.state.oh.us/divisions/planning/transit/pages/ohiotransitagencies.aspx

HOME HEALTH AGENCIES

Many of these provide transportation at a cost. Look in the Yellow Pages for listings of Home Health Agencies.

FOR-PROFIT TRANSPORTATION BUSINESSES

Private companies provide transportation for a fee. Look in the Yellow Pages under Transportation for a list.

AMBULANCES AND AMBULETTE TRANSPORTATION

An ambulette is a specially-equipped vehicle that provides non-emergency transportation to people who are ill, convalescing, or who have mobility issues and use a wheelchair. Look in the **Central Ohio Older Adults Resource Guide** for a list of those providers operating in Central Ohio:

www.coaaa.org/cms/resources/guides, or an expanded list see: www.ems.ohio.gov.

RIDESHARING COMPANIES: LYFT & UBER

Companies that provide on-demand ride services. Drivers use their personal vehicles and are contracted by the companies. The companies screen drivers and do background checks.

- Customers typically order rides using an app downloaded to a smartphone.
- New customers must register and choose an electronic method of payment such as a credit card or PayPal. **Drivers do not accept cash.** The apps can provide an estimate of the fare for a specified trip.
- Cost varies by miles travelled and may increase during peak demand for service.
- To determine areas served and to download the apps go to: www.uber.com or Uber Rider Support Line: 808-169-7335 or www.lyft.com

For customers who do not use a smartphone -

Gogograndparent is a 24-hour 7-day a week service that will schedule rides with either Lyft or Uber. Call 1-855-464-6872 to order a ride. Additional information at: www.gogograndparent.com

Delaware County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Source Point

800-994-2255/740-363-6677; www.mysourcepoint.org

Eligibility: Delaware County residents age 55 and up, and their caregivers

Provides transportation to: Doctor's appointments and other needs **Cost:** Sliding fee scale based on income

How to obtain: Call

Delaware County Transit

740-363-3355, www.delcotransit.com

Eligibility: Any Delaware resident

Provides transportation to: Has several fixed routes in Delaware County and then a demand response system for anywhere in Delaware County; also to medical facilities in Franklin & adjacent counties at an additional charge. Trips outside of Delaware County are limited to 15 miles beyond the county border. **Cost:** Cost varies by number of miles traveled. Paratransit is \$2.00 per trip for qualified individuals which includes those aged 55+ & veterans.

How to obtain: Must fill out an application for call ahead service or reduced fare on fixed routes. Must schedule an appointment to go into the office for an assessment. See website for more information or call and ask for a brochure.

Delaware County Veterans Service Commission

740-833-2012; www.delawarecountyvsc.org

Eligibility: Veterans

Provides transportation to: VA Clinic in Marion; other VA clinics on case-by- case basis.

Cost: Free

How to obtain: Call

Fairfield County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Fairfield County Veterans Service Commission

740-652-7920, www.fcvsc.org

Eligibility: Veterans in Fairfield County

Provides transportation to: Various VA medical centers and appointments

Cost: Free

How to obtain: Call 48 hours prior to appointment.

Canal Winchester Senior Transportation Program

614-834-4700; www.cwhumanservices.org/seniortrans

Eligibility: Must live in Canal Winchester School District or Village of Lithopolis, age 60 or older, or under age 60 with a physician verified disability.

Provides transportation to: Medical appointments are first priority. For trips to neighboring counties for medical appointments, the appointment must be no more than 20 miles from 80 Covenant Way in Canal Winchester. Trips for other activities must be within Canal Winchester or close proximity. There are also grocery shopping trips available and transportation to group events sponsored by the local centers.

Cost: Free, Donations excepted.

How to Obtain: Must complete and return client information sheet prior to scheduling the first ride. Must schedule a ride 2 business days in advance. Priority scheduling is given to medical appointments.

Fairfield Center for Independence, Inc.

740-653-5501; www.fcdcpohio.org

Eligibility: People with limited incomes who have a qualifying disability.

Provides transportation to: Medical appointments in Fairfield county and surrounding areas.

Cost: Free

How to Obtain: Call to register/request services.

Lancaster Public Transit System Mobility Program

740-681-5086; www.ci.lancaster.oh.us/242/Transit

Eligibility: Over the age of 65 or with a permanent disability.

Provides transportation to: Anywhere through Mobility Program; also there are 6 fixed routes.

Cost: Curb to curb and can be door to door. Fares within Fairfield County: \$1.00 for mobility rate with a 24-hour reservation (application process required); \$5.00 same day trips. For out of town trips, cost varies from \$7.50 to \$60.00 depending on distance.

How to Obtain: Fill out a Mobility Program Application online or call to request one through the mail.

Fairfield County (Cont.)

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

The Senior Hub & Meals on Wheels of Fairfield County

740- 681-5050; www.theseniorhubfc.org

Eligibility: Age 60 and up

Provides transportation to: Available only for clients who eat at Congregate meal sites to get there for a meal.

Cost: Free-Donation Accepted.

How to obtain: Call

Fayette County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Community Action Commission of Fayette County

740-335-9628; www.cacfayettecounty.org/transportation

Eligibility: Residents of Fayette County

Provides transportation to: Medical appointments & other transportation destinations.

Cost: Fares are charged per person, per stop: within city limits \$1 a trip; within county \$1.50 a trip; out of county \$2.50/mile unless passenger has Medicaid or VA approval. Persons over age 65 and/or who are disabled pay half fare.

How to Obtain: An application is required and a card is issued to qualify for half fare. Reserve a trip 24-48 hours in advance.

Fayette County Commission on Aging

740-335-2159; www.fayettecoa.com/services/transportation

Eligibility: Fayette County residents who are 60 years and over.

Provides transportation to: Nutrition site is first priority; also to doctors, lawyers, hospitals, medical appointments, and local stores.

Cost: A donation of \$1 per stop is suggested

How to Obtain: Call to reserve 24 hours in advance.

Fayette County Veterans Service Commission

740-335-1610; www.fayette-co-oh.com/veterans-service-commission

Eligibility: Veterans

Provides transportation to: VA facilities

Cost: Free

How to obtain: Show proof of being a veteran; call 3 days in advance

Franklin County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

American Cancer Society – Road to Recovery Program

800-227-2345; www.cancer.org

Eligibility: Patients who are in active treatment & ambulatory and who live in one of the following Central Ohio counties: Fairfield, Fayette, Franklin, Madison, Pickaway or Union Counties.

Provides transportation to: Cancer treatment related appointments, no follow-up appointments after treatment has ended; **NO WHEELCHAIR TRANSPORTATION**

Cost: Free

How to Obtain: Call at least 4 days in advance

Blendon Township Senior Center

614-882-1260; www.blendontwp.org (go to government and then senior center)

Eligibility: Blendon Township residents

Provides transportation to: Outpatient doctor appointments and treatments; pharmacy, hair appointments, etc. **NO WHEELCHAIR TRANSPORTATION**

Cost: No cost for township members

How to obtain: Join the center

Canal Winchester Senior Transportation Program

614-834-4700; www.cwhumanservices.org/seniortrans

Eligibility: Must live in Canal Winchester School District or Village of Lithopolis, age 60 or older, or under age 60 with a physician verified disability.

Provides transportation to: Medical appointments are first priority. For trips to neighboring counties for medical appointments, the appointment must be no more than 20 miles from 80 Covenant Way in Canal Winchester. Trips for other activities must be within Canal Winchester or close proximity. There are also grocery shopping trips available and transportation to group events sponsored by the local centers.

Cost: Free, Donations excepted.

How to Obtain: Must complete and return client information sheet prior to scheduling the first ride. Must schedule a ride 2 business days in advance. Priority scheduling is given to medical appointments.

Franklin County (Cont.)

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Clintonville-Beechwold Community Resource Center

614-267-3050; www.clintonvillecrc.org

Eligibility: Residents of zip codes: 43202, 43210, 43214, and 43224

Provides transportation to: Medical appointments; call 1 week ahead of appointment. Also group transportation on bus to grocery store.

Cost: Free

How to Obtain: Call to enroll

Clintonville Circulator “C-Loop”

A weekly bus service in the Clintonville-Beechwold area that runs every Tuesday between 10 AM- 4 PM.

Eligibility: 50 and older (**BUS IS NOT WHEELCHAIR ACCESSIBLE**)

Cost: Free

How to obtain:

- Apply on the bus at first ride, or call 614-268-3539
- Visit the Clintonville-Beechwold Resource Center, 3222 N. High St.
- Apply online at www.villageintheville.org

COTA – Central Ohio Transit Authority

Contact: 614-228-1776, www.cota.com

What: COTA provides public transportation via fixed-route buses for Greater Columbus & Central Ohio.

Travel Training is available for those new to riding the COTA bus system. To schedule training call 614-308-4355.

Accessibility:

- Fixed-route buses are lower to the curb to make boarding easier
- Vehicles have ramps that extend for wheelchairs and other mobility devices
- Bus stops are announced and displayed onboard fixed-route buses
- Service animals are welcome on all COTA vehicles
- Personal Care Attendants (PCAs) ride free with a COTA ID card marked “yes” for the PCA free ride

Discounted Fares

Riders who qualify for a discount can ride COTA’s fixed-route service at half the cost of the regular fare.

- **With Reduced Fare Senior ID card – valid for 3 years**
Eligibility: Riders age 65 and older
Must present photo ID and proof of age when applying for card
- **With Reduced Fare Key ID card valid for 2 years**
Eligibility: Riders who have a disability, Medicare card holders, Qualified veterans with a minimum VA disability rating of 80%
Must present photo ID, proof of disability, & verification of Social Security number when applying for card

Franklin County (Cont.)

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

COTA Plus On Demand Transportation Programs

Contact: 614-228-1776, www.cota.com and download the app from your phone app provider.

Eligibility: Three point A to point B on demand programs available: Grove City, Westerville, and Columbus South Side

Provides transportation to: Any place within the service area.

Cost: \$3.00 per ride/\$2.00 per ride for reduced fare customers

How to apply: Download the app and schedule a ride. Look at COTA's website for route, and service area information.

Franklin County Senior Options

614-525-6200; www.officeonaging.org

Eligibility: Franklin County residents age 60 and over who qualify for Franklin County Senior Options Levy Funded Program

Provides transportation to: Medical and non-medical appointments

Cost: Sliding fee scale based on income and assets not counting the home

How to apply: Call to see if qualified to enroll in Senior Options

Groveport Senior Transportation

614-836-7433; www.groveport.org

Eligibility: Resident 60 years and older & individuals with a disability under age 60

Provides transportation to: Three health & wellness appointments per week within Franklin County and one personal appointment per week within Groveport

Cost: Free

How to obtain: Call; a ride must be scheduled at least 2 days in advance, but no more than 3 months prior to the appointment.

Hilliard Senior Express

833-742-7333; www.sharemobility.com/hilliard

Eligibility: Reside in Hilliard over the age of 55

Provides transportation to: Anywhere within the designated service area 7 days a week.

Cost: No cost to qualified residents

How to obtain: Must sign up and then trips can be requested and scheduled.

Obetz Community Center, Senior Transportation Program

614-491-4546; www.obetz.oh.us/parks-and-recreation/community-center

Eligibility: Obetz Village & Hamilton Township seniors and individuals with a disability

Provides transportation to: Medical & personal appointments on Tuesdays and Wednesdays, 15-mile radius.

Cost: Free

How to apply: Call; appointments must be made at least 48 hours in advance and scheduled between the hours of 9:30 am and 2:00 pm.

Franklin County (Cont.)

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

St. Stephen's Community House

614-294-6347; www.saintstephensch.org

Eligibility: Residents of zip codes 43004, 43211, 43219, 43224, 43229, and 43231

Provides transportation to: Medical appointments & group transportation to grocery stores and other local events.

Cost: Free

How to apply: Call ahead

Veterans Services Commission

614-525-2500; www.vets.franklincountyohio.gov

Eligibility: Veterans

Provides transportation to: VA Medical appointments through a transportation program by application or through bus tickets or gas cards.

Cost: Free

How to apply: Go to the office at 280 E. Broad St, Columbus and complete an application.

Westerville Senior Center

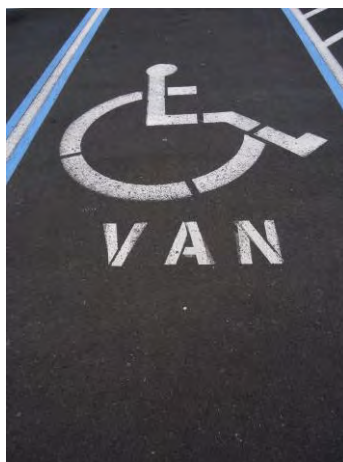
614-901-6567; www.westerville.org

Eligibility: Individuals age 65 and within the city limits of Westerville

Provides transportation to: Medical appointments are priority. Also to food pantries, grocery, other appointments.

Cost: Small fee for all trips

How to obtain: Call, 24 Hour Notice is required.



Licking County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Catholic Social Services - Licking County

740-345-0353; www.colscss.org

Eligibility: Any resident of Licking County age 60 and older

Provides transportation to: Medical appointments at any medical facility in the state.

Wheelchair transportation available but no oversize wheelchairs can be transported.

Cost: Free, donations accepted

How to apply: Call; minimum 72-hour notice required

Licking County Aging Partners, Inc. (LCAP)

740-345-0821; www.lcap.org/transportation

Eligibility: Licking County residents 60 and older

Provides transportation to: LCAP congregate meal sites, medical, dental, and vision appointments. Requires 3-day advance notice.

Cost: Free, donations accepted

How to apply: Call, requires 24 hours' advance notice to dining sites and 1 week for medical appointments.

Licking County Transit

740-670-5185/800-350-7071; www.lickingcounty.gov

Eligibility: Any resident

Provides transportation to: Offers 3 fixed routes in Newark/Granville areas. Curb to Curb transportation to locations within the county. Door to door transportation available upon request.

Cost: \$2.00 for seniors age 65 and individuals with a disability

How to apply: Call

Licking County Veterans Services Commission

740- 670-5430; www.lcounty.com/vsc

Eligibility: Veterans

Provides transportation to: VA Medical clinics for medical appointments.

Cost: Free

How to obtain: Need to register with the office first; call 4 days ahead of scheduled appointment.

Madison County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Madison County Senior Center

740-852-3001; www.mcsenior.org

Eligibility: Residents age 60 and older

Provides transportation to: Medical and dental appointments, bank, and other locations important for safety or health

Cost: Varies based on income

How to apply: Call

Madison County Veterans Services Commission

740-852-0676;

Eligibility: Veterans

Provides transportation to: VA facilities for medical appointments

Cost: Free

How to obtain: Call

Pickaway County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

PART (Pickaway Area Rural Transit)

740-474-8835

Eligibility: Pickaway County residents

Provides transportation to: Any locations within the county; also makes trips to Columbus on Monday, Wednesday, and Friday; Circleville Flexbus Loop Weekdays

Cost: Seniors and individuals with a disability pay between 50 cents and \$3.00 depending on when reservation is made; trips to Columbus are \$10.

How to apply: To receive the elderly (age 60 or older) or disabled fare, a rider must obtain an identification card. These cards can be obtained from the Pickaway Area Rural Transit (P.A.R.T.) office.

Pickaway Senior Center

740-474-8831; www.pickawayseniors.org/transportation

Eligibility: Seniors age 60 and over. In-county only.

Provides transportation to: Medical appointments, grocery shopping, and senior center activities within the county; **NO WHEELCHAIR TRANSPORTATION**

Cost: Accepts donations

How to apply: Call

Pickaway County Veterans Services Commission

740-474-3650/888-330-3522

Eligibility: Veterans

Provides transportation to: VA or VA-referred appointments in various cities

Cost: Free

How to obtain: Show proof of being a veteran; call 48 hours in advance for a ride

Union County

All listings provide transportation to individuals in a wheelchair unless otherwise stated.

Union County Agency Transportation Services (UCATS)

937-642-5100/877-488-2287; www.co.union.oh.us/UCATS

Eligibility: Seniors age 60 years and older, and individuals with a disability

Provides transportation to: A variety of appointments within the county

Cost: \$2.00 each way in Union County and \$20.00 for a round trip to an adjacent county when the wait time is 90 minutes or less. At least 24-hour notice needed for in county trips and a 72-hour notice for out of county trips.

How to apply: Call

Union County Veterans Service Commission

937-642-7956; 800-686-2308; www.co.union.oh.us/veterans

Eligibility: Union County Veterans and their spouses or caregivers

Provides transportation to: Any VA medical facility or VA-referred medical facility in Ohio.

Cost: Free

How to apply: 48 hour notice required. A copy of discharge, photo ID, and a completed form is needed prior to transport.



**Do you need help
at home?**

**Are you caring
for a loved one?**

Call COAAA today!

Central Ohio Area Agency on Aging (COAAA) helps older adults and individuals with disabilities live safely and independently in their homes for as long as possible. We have the knowledge and experience to connect you to the resources and services you need.



**Your Connection
to Care**

**800-589-7277
coaaa.org**