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 May 2022
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
- Books, Videos and Websites for Caregivers
- Central Ohio Senior Housing & Home Repair Guide
- Central Ohio Long Term Care & Hospice Guide
- Central Ohio Private Homecare Guide
- Central Ohio Utility Guide
- Central Ohio Prescription Guide
- Central Ohio Pet Care Guide
- Central Ohio Support Group Guide
- Central Ohio Respite Guide
- Central Ohio Moving and Transitions Guide
- Central Ohio HIRING Guide for In Home Care
- 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:

- Delaware-SourcePoint 740-363-6677
- Fairfield-Meals on Wheels of Fairfield County 740-681-5050
- Fayette-Community Action Commission of Fayette Co. 740-335-7282
- Franklin-Franklin Co. Office on Aging 614-525-6200
- Licking-Licking Co. Aging Program 740-345-0821 or 1-800-452-0097
- Madison-Madison Co. Senior Center 740-852-3001
- Pickaway-Pickaway County Senior Center 740-474-8831
- Union-Union County Senior Services 937-644-1010

Updated Spring 2022
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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**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 Aetna, Molina, Buckeye, CareSource, Paramount Advantage or United Healthcare 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 phone book 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/resources). For an expanded list: see www.ems.ohio.gov.
RISESHARING 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: 0808-169-7335 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: https://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 systems 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.

*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

Cost: Free

How to obtain: Call

Canal Winchester Senior Transportation Program
614-834-4700; www.cwhumanservices.org/seniortrans

Eligibility: Must live in Canal Winchester School District, 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 hair and beauty appointments & other activities must be within Canal Winchester or close proximity.

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 DisAbilities and Cerebral Palsy, Inc.
740-653-5501; www.fcdpohio.org

**** Note: Agency urges people to call Lancaster Public Transit System first

Eligibility: People who are on Medicaid

Provides transportation to: Appointments – as a last resort.

Cost: Free

How to Obtain: Call if unable to get transportation through Lancaster Public Transit System.

Lancaster Public Transit System Mobility Program
740-681-5086; www.ci.lancaster.oh.us/dept/transit

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

Provides transportation to: Anywhere through Mobility Program; also there are four 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.

Meals on Wheels of Fairfield County, Inc. 740-681-5050; www.mowfc.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
888-227-6333; 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

BEAT (Bexley Extended Area Transit) 614-237-4216; www.bexleybeat.net Eligibility: Anyone
Provides transportation to: groups of seniors for shopping and entertainment outings. Very limited individual transportation for residents in 43209 zip code. NO WHEELCHAIR TRANSPORTATION.
Cost: Varies
How to obtain: Call

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/senior-trans
Eligibility: Residents of Canal Winchester School District age 60 or older Provides transportation to: Medical appointments are first priority. Trips for hair/beauty appointments and other activities within Canal Winchester or nearby. Cost: Free, Donations Accepted
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 and 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

Columbus Cancer Clinic
614-278-3130; www.lifecarealliance.org/columbuscancerclinic

Eligibility: Franklin County residents who have active cancer, meet income guidelines and can
walk; NO WHEELCHAIR TRANSPORTATION

Provides transportation to: Cancer related medical appointments

Cost: Free (will also reimburse a volunteer driver up to $5.00 per day for transportation)

How to Obtain: Call to determine if you qualify

COTA – Central Ohio Transit Authority
Contact: 614-228-1776, www.cota.com

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

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

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Franklin County (Cont.)

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

COTA – Central Ohio Transit Authority (Cont)

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, and verification of Social Security number when applying for card

- **Apply for Senior ID and Key ID cards at:**
  COTA Pass Sales Office, 33 N. High St., Columbus Ohio
  Call 614-228-4112 for more information on discounted fares.

Franklin County Senior Options
614-525-6200; www.officeonaging.org

*Eligibility:* Franklin County residents age 60 and over who qualify for Senior Options 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.
Franklin County (Cont.)
All listings provide transportation to individuals in a wheelchair unless otherwise stated.

**Hilliard Phyllis A. Ernst Senior Center** 614-876-0747; www.hilliardohio.gov *Eligibility:*
Reside in Hilliard
*Provides transportation to:* Grocery twice a month; *NO WHEELCHAIR TRANSPORTATION*
*Cost:* Free to members of the senior center. Annual membership fee is $15.00
*How to obtain:* Call and schedule a home visit and application/orientation.

**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.

**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
*Cost:* Free
*How to obtain:* Call ahead

**Veterans Services Commission**
614-525-2500; www.vetsfranklincounty.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 Street, Columbus and complete an application.
Franklin County (Cont.)

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

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.

Yellow Cab of Columbus
614-444-4444; www.yellowcabofcolumbus.com

Eligibility: Anyone

Provides transportation to: Anywhere. This listing is included in this Guide because this cab company has accessible cabs that can accommodate someone in a wheelchair.

Cost: Varies

How to apply: Call

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

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

Licking County Aging Program, 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

How to apply: Call, requires 24 hours’ advance notice to dining sites and 1 week for medical appointments.
Licking County (Cont.)

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

**Licking County Transit**

*Eligibility:* Any resident

*Provides transportation to:* 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

*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
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, 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
The Central Ohio Aging and Disability Resource Network (ADRN) is a collaborative effort of the Central Ohio Area Agency on Aging and community partners, designed to streamline access to long-term services and supports that promote community living, personal choice and independence for older adults and all persons with disabilities regardless of age. Central Ohio Community Partners Include:

**CareStar Case Management Agency**
2760 Airport Drive, #130, Columbus, OH 43219, 614-751-7777, www.carestar.com

**Centers for Independent Living**
- **MOBILE: Center for Independent Living** (Mid Ohio)
  690 High Street, Columbus, OH 43206
- **SOCIL (Southeastern Ohio Center for Independent Living)** Fairfield County Office, 418 South Broad Street, Lancaster, OH 43130
  740-689-1494
  Hocking County Office, 1369 East Front Street Logan, OH 43138
  740-380-1475, www.socil.org
- **CDE — Center for Disability Empowerment** 510
  E. North Broadway, Columbus, OH 43214,
  614-575-8055 www.disabilityempowerment.net

**Senior Service Providers**
- **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 CH, OH 43160, 740-335-2159, www.fayettecoa.com
- **Franklin County Office on Aging**, 280 E. Broad St., 3rd Floor, Columbus, OH 43215,
  614-525-6200, www.officeonaging.org
- **Licking County Aging Program**, 1058 E. Main St., Newark, OH 43055,
- **Madison County Senior Center**, 280 W. High St., London, OH 43140,
  740-852-3001, www.mcsenior.org
- **Pickaway County Senior Center**, 2105 Chickasaw Dr., 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
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