

Transportation Resources

Monroe County has many transportation options available for older adults and individuals with disabilities for medical appointments, errands and social events. These options include services offered by volunteers, public services, private vendors and medical transportation providers. Through Lifespan’s TRAC (Transportation Access) Program, mobility specialists can help Monroe County residents or their caregivers explore options available to them. (TRAC is not a transportation provider, rather a service to explore transportation options.) Transportation needs to start in the county the person resides in. If exploring transportation options for someone who resides in another county in New York state, please contact NY Connects at 1-800-342-9871 to be transferred to the appropriate county.

Donation Based/Volunteer Programs

This section focuses in on transportation options for specific areas of Monroe County and those who may be connected with a specific support need. While many of these options have age requirements, a few also expand this to individuals with disabilities. Most programs have volunteer drivers. Riders need to be able to transfer themselves in and out of vehicles and be able to walk on their own (or with a cane or walker.) Many programs do not charge fees, but graciously accept donations. For those requesting fees, it is intended to be affordable. Many of these programs work in conjunction with Lifespan’s Give-a-Lift program to provide training to volunteer drivers on safety, sensitivity to physical impairments (visual and hearing), and signs of elder abuse. Drivers also are screened through license, reference, and background checks. They are also required to have COVID vaccines. These services are indicated below with (GAL).

Options available by location:

Rider must be resident of town/area	Provider/Contact	Eligibility/Age Requirements	Mobility Criteria	Service Area	Will Transport to:		Fees	Prior Notice Requested	Hours of Operation
					Medical	Other			
Brighton Penfield (GAL)	Bri-Pen Senior Rides (585) 340-8674 https://www.penfield.org/detail_T12_R239.php	Age 65+	Ambulatory	Monroe County	Yes	*Religious services *Visits to hospitals or nursing homes *Senior Ctr, Library	*Donation accepted *No tipping *Parking fees paid by rider	1 week	*Appointments/visits M-F 9am to 3pm *Weekend religious services between 9am and 3pm
Chili N. Chili Gates (GAL)	Westside Express (585) 889-6104	*Age 60+ *Disabled, any age	Ambulatory	Monroe County	Yes	Grocery	None	1 week before appointment	M-F 9am-4pm No holidays

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Rider must be resident of town/area	Provider/Contact	Eligibility/Age Requirements	Mobility Criteria	Service Area	Will Transport to:		Fees	Prior Notice Requested	Hours of Operation
					Medical	Other			
Fairport Perinton	Fairport/Perinton Senior Options for Independence (SOFI) Transportation/Elderbus (585) 377-8117 Limited to 6 riders https://fairportbaptisthomes.org/services/senior-options-for-independence/	*Age 60+	*Ambulatory <i>Wheelchair transportation available within Fairport Only</i>	Within Fairport or Perinton only	Yes	Yes	\$3 one way \$5 RT	24 hr. prior notice for Elderbus (Must call by 2pm)	M-F 8:30am - 3:30pm
	Fairport/Perinton Senior Options for Independence (SOFI) Volunteer Driver Program (585) 377-8117 (GAL)	*Age 60+ *Disabled, any age	*Ambulatory *No Scooters *Wheelchairs *Transport Chair	Monroe Ontario Wayne	Yes	No	*\$8 one way *\$16 RT *Parking fees paid by rider	3 business days prior notice	M-F 9am - 4pm
Gates	Gates Medical Transportation (585) 429-8289 https://gatesrecparks.org/	*Age 60+	Ambulatory	Monroe County	Yes	No	Donation	2 weeks	M-F 9:30am to 3:30pm
Greece Charlotte (GAL)	Greece FISH (Friends in Service Here) (585) 453-2370	*Age 55+	Ambulatory	Monroe County	Yes	No	None (donation accepted)	24 hrs prior <i>Call between 6:30am-3pm</i>	Tu-F 8am-5pm dep on appt
Greece (GAL)	Greece Community Center Senior Care Transportation (585) 720-2939	*NOT Currently accepting new clients. Living alone, No family in the area *Age 55+	Ambulatory	Monroe County	Yes	No	None	1 week prior once enrolled in program	M-F 8am-5pm

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					Medical	Other			
Hilton Parma	Hilton-Parma Senior Citizen Express (585) 392-9030 https://hiltonny.myrec.com/info/activities/	*Age 55+	Ambulatory	Monroe County	No	*Sr. Center *Shopping *Post office *Bank *Prescription pick up	\$2	1 week	M-F 8am-5pm
Honeoye Falls Lima (GAL)	Honeoye Falls-Lima FISH (Friends in Service Here) (585) 453-2370	*All ages	Ambulatory	Monroe Livingston Ontario	Yes	NO	Donation	24 hours	M-F 9am-4pm
Irondequoit	IRide (585) 244-8400 x244	*Age 60+	*Ambulatory *Wheelchair	Monroe and Surrounding Counties	Yes	Grocery Shopping Errands	*Town provides \$8 subsidy (monthly limits) *Additional fees based on income	Depends upon vendor used, usually 2 days	IRide: M-F 8:30am-4:30pm Ride availability depends upon vendor
Pittsford (GAL)	Pittsford Elderberry Express (585) 248-6237 http://www.townofpittsford.org/elderberry_express_2012	*Age 55+	Ambulatory	Monroe Co (within 10 mi of Pittsford)	Yes	Groceries Hair Bank	Donation (Not required, but gratefully appreciated)	2 business days	M-F 9am-3pm
Rush-Henrietta School District (GAL)	Rush-Henrietta FISH (Friends in Service Here/ RHAFT, Inc) (585) 453-2370 http://fishrhaftinc.org/fish/		Ambulatory	Monroe County	Yes	No	Donation not required, but gratefully accepted	Call before noon of the day before appt (Sun-Thurs)	M-F 8:30am to 4:30pm Based on driver availability

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					Medical	Other			
Webster School District (GAL)	Webster WSPS (Webster Association of Senior Program Supporters) (585) 216-7829 https://www.websterwasps.com/	*Age 60+ *Disabled, any age	*Ambulatory *Wheelchair	Monroe County	Yes	*Hair *Taxes *Bank (within Webster)	Contribution (\$5 within/\$10 outside Webster for roundtrip) \$30 for wheel chair trans	Minimum 3 days (not counting day of appt)	M-F 9am-2:30pm
Zip codes: 14607, 14610, 14618, 14620 (GAL)	Southeast Area SEA-FISH (Friends in Service Here) (585) 749-5416	*All ages *Low income	Ambulatory	Monroe County	Yes	Yes	Donation	3-5 days	M-F 9am-3pm
Zip Code 14420 (GAL)	Sweden/Clarkson/ Brockport Give-A-Lift (585) 431-0090	*Age 18+	Ambulatory	Monroe County	Yes Medical and Dental	No	None	3-5 days	M-F 8am-4pm

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Options available for specific service:

Service	Provider/Contact	Eligibility/Age Requirements	Mobility Criteria	Service Area	Will Transport to:		Fees	Prior Notice Requested	Hours of Operation
					Medical	Other			
ABVI (GAL)	ABVI-Goodwill of the Finger Lakes (585) 327-4469 TEMP SUSPENDED	*All ages *Persons who use or have used ABVI service	Ambulatory	Monroe County	Yes	No	Donation	1 week	TEMP Suspended
Cancer Treatment	American Cancer Society "Road to Recovery" (800) 227-2345 https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html	*All ages * Persons being treated for cancer with chemo or radiation	Ambulatory	Monroe County	Chemo and Radiation only	No	None	25 hours to 2 months advance	7:00am-7:00pm with phone lines open 24/7
Parishioners of St Frances Cabrini, Peace of Christ (GAL)	City East Transportation Ministry (585) 266-6570 https://www.peaceofchristparish.org/ministries/transportation	*No age limit (under 18 with adult co-rider)	Ambulatory	Monroe County	Yes	*Grocery *Pharmacy	*Donation if able *Parking fees paid by rider	5 days	*Mon-Sun 8am-5pm <i>Weekends depends on availability</i>
Veterans	DAV (Disabled American Veterans) Transportation Network (585) 463-2661 https://www.dav.org/veterans/i-need-a-ride/	*All Ages *Disabled vet	Ambulatory	Only to VA Clinic on Calkins Rd	VA Calkins Rd	No	None	5 days	Appointments between 9am-11am only
Veterans (GAL)	Vets Driving Vets (A Compeer Program) (585) 313-9274 https://www.compeerrochester.org/compeer corps	All Veterans	Ambulatory	Monroe County	Yes	*Grocery *Errands *Gym *Social Events	Donation	3 days	M-F 9am-4pm

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Providers Serving All Monroe County Residents

The following providers may have lower rates due to federal, state or local funding. In addition, there are public transportation and on demand options available for all Monroe County Residents. For RTS and On-Demand services, there is a side by side description of the different services available. Fees listed can be subject to change by provider.

Fee for Service Transportation:

Service	Provider/Contact	Eligibility/Age Requirements	Mobility Criteria	Service Area	Will Transport to:		Fees	Prior Notice Requested	Hours of Operation
					Medical	Other			
STAR	Catholic Family Center (585) 262-7050 (Spanish) (585) 262-7059 https://www.cfcrochester.org/our-services/enablingindependence/older-andvulnerable-adult-services/#star	*Age 60+	Ambulatory	Monroe County	Yes	*Grocery *Errands	Donation: \$10 income less than \$1609 /for 1 or \$2177/2 Fee: \$13 RT (10 mi); \$17 RT (11-30 mi) \$20 RT (30mi+) *Additional \$5 for shopping	5 business days	M-F 9:30am - 3pm
Medical Motors Reduced Fare	Medical Motor Service (585) 654-7030 https://www.medicalmotors.org/	*All Ages - Anyone who is unable to use the bus and has no other transportation	*Ambulatory *Wheelchair	Monroe County	Yes	*Grocery	Income based: Ambulatory \$21, \$17.50, or \$10 Wheelchair: \$45, \$32 or \$22.50	2-5 days Scheduling 7am to 5pm	M-F 9am-2pm Weekends 9am-5pm

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Public Transportation

Regional Transit Service (RTS) https://www.myrts.com/			
Service	RTS (Fixed Route) <i>Bus Service</i>	RTS On Demand <i>Provides ADA-accessible vehicles which provide service on demand within On Demand Zones</i>	RTS Access <i>Paratransit program that provides coordinated ride-sharing transportation for people with disabilities who are unable to ride RTS transit buses due to their disability.</i>
Contact Information	(585) 288-1700 TTY: (585) 654-0210 https://www.myrts.com/Monroe/Enjoy-The-Ride-Guide	(585) 288-1700 App: https://myrts.com/RTS-Go https://myrts.com/on-demand	(585) 426-3520 Schedule a ride: 585-224-8330, option "3" https://myrts.com/Access
Eligibility/Age Requirements	All ages	All ages	All ages; not able to use fixed RTS routes https://www.myrts.com/RTS-Access/What-is-Paratransit/Apply
Mobility Criteria	Ambulatory, Wheelchair, Scooter (lifts available on busses)	Ambulatory, Wheelchair, Scooter (lifts available on vehicles)	Ambulatory, Wheelchair, Scooter (lifts available on vehicles)
Service Area	Monroe (also available in surrounding counties)	On Demand Zones: Brockport, Greece, Henrietta, Irondequoit, Lexington Av. Area, Pittsford/Eastview and Webster. https://myrts.com/RTS-On-Demand/Areas-of-Service	RTS Access matches the service area and operation hours of RTS' system.
Transportation Areas	Fixed routes with designated bus stops. https://www.myrts.com/Maps-Schedules/RTS-Monroe/Schedule-pdfs	A curb to hub trip is one that starts or ends at an RTS bus stop or Connection hub within an On Demand Zone. A curb to curb trip starts and ends at points within an On Demand Zone without bus stops or hubs.	¾ of a mile beyond the RTS fixed-route bus service
Fees	*\$1 each way *\$.50 for Seniors and People with disabilities -All day and monthly passes available	Curb to hub trips cost \$1; curb to curb trips cost \$3.	ADA Regular service Area \$2 Regular Service Area \$2 On Demand Service Area \$4 Supplemental Service Area \$8
Prior Notice Requested	Time designated by bus schedule	Schedule through app or customer service (585) 288-1700 -Can be requested up to 12 hours in advance -Do not take "walk up" riders	Rides can be booked 7-days in advance
Hours of Operation	Check schedule for hours, many routes operate from early morning to late evening -Weekly service runs more frequently than weekends -RTS also runs holiday (Sunday) schedule for certain holidays.	Hours vary per route or day of the week. Guide: https://myrts.com/on-demand	Hours of service mirror the RTS fixed route system. Is available 7 days a week and on holidays.

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On Demand Transportation Services

Service	Go Go Grandparent https://gogograndparent.com/	Uber https://www.uber.com/	Lyft https://www.lyft.com/
Description	Provides transportation; grocery, restaurant meal or pharmacy deliveries and more	On Demand Ride Sharing	
Will transport to	Any need (medical appointments, social events, errands, airport)	Any need	
How to Access	Call: (855) 464-6872	Smartphone app	
Eligibility/Age Requirements	Older adults and those with disabilities (cannot request rides for those under 18)	Must be over 18 YO to use Under 18 needs to be accompanied by an adult	
Mobility Criteria	Ambulatory	Ambulatory	
Fees	Monthly membership plus fees	Per ride + tip	
Prior Notice Requested	None: the service is intended to be on-demand, or as needed. Can set up some rides in advance, per the requirements of the provider		
Hours of Operation	Available 24/7		
Driver Screening	GoGo works with a subset of Uber and Lyft Drivers who have been licensed and authorized via relevant Transportation Network Companies (TNC)	All potential drivers in the US are required to undergo driver and criminal screenings. Existing drivers must consent to annual screenings.	Drivers are required to pass an initial background check, then annually thereafter. Lyft continually monitors criminal and driving records. Lyft drivers also complete annual safety programs.
Rider Info	https://gogograndparent.com/faq	https://www.uber.com/us/en/ride/	https://www.lyft.com/rider

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Medical/Private Company Transportation Providers

Many of the providers will provide non-urgent rides to medical appointments for a fee. Some provide transportation to social events and errands. Drivers are employees of the provider and are subject to the provider’s hiring and training practices. Many providers provide door to door services, meaning if rider needs additional assistance, driver can bring into appointment/event location rather than being dropped off at curb. Rates vary per provider and mobility needs of rider. Cost increases when more support is needed. For “ambulatory” transportation, some charge a flat fee, some charge flat fee plus mileage for longer fares, others charge per mile. Wheelchair transportation can range from \$35 to \$135 each way plus mileage. Stretcher transportation rates can be around \$120 plus mileage each way. As rates fluctuate, it is encouraged to call the provider for exact fare. These services are available for all age groups.

Transportation Type Key:

(A) Ambulatory: Rider needs to be able to walk and transfer on their own, may need a cane or walker. Can be transported in a car or van.

(TC) Folding (Transport) Chair: Rider can transfer into vehicle on own or minimal guidance, wheelchair can fold up. May be able to be transported in a car.

(W) Wheelchair Transportation: Rider needs to be transported in their wheelchair due to inability to transfer independently, and typically would need to be brought into medical appointments. Must have a ramp or family assistance to exit the home. Usually transported in a van with a lift. This sort of support is also for scooters and power chairs.

(S) Stretcher Transportation: For individuals who are unable to get out of their home unassisted, would need stretcher. Also known by some providers as ambulette services.

Provider/Contact	Transportation Type				Service Area	Will Transport to		Prior Notice Requested	Hours
	A	TC	W	S		Medical	Other		
Amadi Transportation, Inc (585) 355-4934	X	X	X		Monroe and Adjacent Counties	X	X	Immediate	24/7, based on driver availability
Carry All Medical Transportation (585) 235-6673 https://carryallmed.com/	X		X		Monroe, Wayne, Ontario and Livingston Counties	X	X	Prefers half day notice	M-F 5am to 10pm
Choice One Transportation (585) 755-5900 http://choiceonetransportation.com/	X				Monroe County	X	If schedule allows	Prefers 2 day notice	M-TH: 6am to 5:30pm F: 6am to 5pm

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Provider/Contact	Transportation Type				Service Area	Will Transport to		Prior Notice Requested	Hours
	A	TC	W	S		Medical	Other		
CMC Transportation (585) 381-2466	X				Monroe and Wayne Counties	X	Groceries, Errands, Social	1 day prior/same day if driver available	24/7, based on driver availability
Dependable Medical Transportation (585) 802-3411 https://ridedependable.com/	X		X		Monroe and Adjacent Counties	X	X	1 day prior if possible	24/7, based on driver availability
Genesee Transportation (585) 256-1510 https://genesee transportation.com/	X		X	X	Monroe County	X	X	1 day prior for ambulatory and wheelchair; 3 days prior for stretcher	M-F 7am to 4pm Sat 8a-5p Sun if driver available
Happier at Home (585) 633-5555 https://happierathome.com/resources/services-we-provide-transportation/	X				Monroe County	X	X	48-hour notice	24/7, based on driver availability
Irie Transportation Associated (585) 797-5333	X				Monroe, Ontario, Wayne, Erie, Livingston	X	X	1 day prior	24/7, based on driver availability
Marge's Trolley (585) 663-3541	X				Monroe County	X	X	1 day prior if possible	M-F 9am to 5pm
Medicab (585) 342-7150 https://www.medicabofrochester.com/	X	X	X		Monroe County	X	X	48-hour notice	M-F 7am to 4pm
Medical Answering Services (MAS) (866) 932-7740 https://www.medanswering.com/	X		X	*	MAS pre-authorizes and arranges non-emergency transportation across New York state for most Medicaid recipients. MAS can authorize and arrange transportation. * Ambulette (stretcher) service is available if medically necessary				
Metro Transportation (585) 328-8030 https://mymetrotrans.com/	X		X		Monroe, Wayne and Ontario Counties	X	Upon driver availability	Same day if driver available	M-F 7am to 5pm
PJW Transportation LLC (585) 353-5611 (585) 230-1441	X				Monroe	X	X	1 day	7 days a week 8am to 8pm

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Provider/Contact	Transportation Type				Service Area	Will Transport to		Prior Notice Requested	Hours
	A	TC	W	S		Medical	Other		
Quality Transportation Services (585) 455-8294 https://qualitytran.com/	X				Monroe and Adjacent Counties	X	Airports (Rochester, Buffalo and Syracuse)	1-2 days; some same day if driver available	24/7 depending upon driver availability
RMT Transportation, Inc (585) 288-3444 http://www.rochestermedicaltransportation.com/home.html	X		X	X	Rochester and Buffalo metropolitan areas	X	X	Same-day service, prefers 48 hour notice	M-F 6am to 5pm
Tri-R Medical Transportation (585) 270-4147 https://tri-rmedicaltransportationllc.com/	X	X			Monroe and Adjacent Counties	X	X	1 day notice; same day if driver available	24/7 depending upon driver availability

Volunteer Drivers Transporting to Cultural Events

For individuals who may want to attend Nazareth Arts Center, Penfield Symphony, or Rochester Philharmonic events. These options are provided by volunteer drivers and there are no fees. In addition, these volunteer drivers have also received training and background checks through Lifespan’s Give-a-Lift program. Drivers are provided training on safety, sensitivity to physical impairments (visual and hearing), and signs of elder abuse. Drivers also are screened through license, reference, and background checks. **Please note some of these services have been suspended due to the COVID-19 Pandemic.**

Provider/Contact	Eligibility/Age Requirements	Mobility Criteria	Service Area	Notes
Nazareth Arts Center (585) 389-2170 TEMP SUSPENDED	Attendees to Nazareth Arts Center Events Only *All Ages	Ambulatory	Monroe County	
Penfield Symphony Orchestra (585) 872-0774	Attendees to Penfield Symphony Events Only *All Ages	Ambulatory	Monroe County	*Request at least 3 weeks prior notice. *Subject to driver avail

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				*Leave message with name, address, phone number and number of guests
Rochester Philharmonic Orchestra (585) 454-2100	Attendees to RPO Events Only *Age 55+	Ambulatory	Monroe County	

Driver Evaluation Programs

Driver evaluation programs can assess the driving skills of a person who may have conditions which may affect their driving. Typically done in a 3-step process, a person has their physical and mental abilities evaluated for safe driving, a behind the wheel driving evaluation and, if recommended, a driver training program. <https://dmv.ny.gov/older-driver/driver-rehabilitation-program-faqs>

Unfortunately, there may be a time where a person’s ability to drive may come into question due to medical or cognitive issues. A physician, police officer or concerned citizen can submit a written report of concerns to the New York State Department of Motor Vehicles (DMV). The DMV can suspend a driver’s license from physician report until a physician certifies the medical/cognitive issue is treated or controlled. In the case of police or concerned citizen reporting, the DMV decides each case separately. <https://dmv.ny.gov/driver-license/report-medical-condition>

Provider/Contact	Program Specifics	Age Requirement	Service Area	Notes
DriveOn Program Rochester Rehabilitation Ctr (Partnered with Jewish Senior Life) (585) 271-1894 https://www.rochesterrehab.org/driveon-senior-driver	Driver Rehab Specialists evaluate, train, and suggest adaptive equip	Ages 16+ with special needs, i.e.: aging issues, various disabilities, health conditions	Upstate NY	
Bugow’s Driver Rehab 600 Fishers Station Dr. Victor, NY 14564 (315) 341-8811 http://bugows.com/	Certified Driver Rehab Specialists evaluate and instruct re: safe driving practices and adaptive equip	Ages 16+	Rochester Syracuse Utica Oswego	
DMV Driver Re-evaluation Program https://dmv.ny.gov/driverlicense/dmv-d	Dept. of Motor Vehicles must receive a request from a Police Agency, Physician, or “concerned individual”	Licensed Drivers – All Ages	New York State	A Request for Driver Review form must be submitted to and reviewed by DMV
AARP Driver Safety Program https://www.aarp.org/auto/driver-safety/	Two four-hour sessions offered at various sites or on-line	Age 50+	New York State	*Search by zip code online for local office



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The inclusion or exclusion of an entity does not constitute an endorsement or disapproval by Lifespan. We do not assume responsibility for the quality of services provided. Staff shall review the inclusion/exclusion policy on a regular basis to ensure the policy meets the needs of Lifespan. We reserve the right to exclude and/or remove any entity from the Lifespan I&A system. Eldersource is a service of Lifespan. Updated: November 2022