



**Western Reserve**  
Area Agency on Aging

# Lorain-County Transportation Guide



# ADRC

Aging and Disability Resource Center

Information current as of 01/01/2025

# ADRC

The experts of the WRAAA Aging and Disability Resource Center (ADRC) provide information, assistance, and referrals to help connect older adults and individuals with disabilities to the services and support they need.

***Call now***  
**(216) 539-9240**



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[www.areaagingsolutions.org](http://www.areaagingsolutions.org)

# INTRODUCTION

Access to reliable and accessible transportation is a cornerstone of well-being, particularly for older adults and individuals with disabilities. In today's world, where mobility plays a crucial role in connecting people to healthcare, essential services, and social networks, transportation is a vital social determinant of health. For individuals in the aging and disability communities, the ability to travel independently and safely is not only a matter of convenience—it directly impacts physical and mental health, quality of life, and overall community participation.

In this Five-County Transportation Guide, we explore the diverse transportation services available to meet the unique needs of these populations. Whether it's accessing medical care, social events, or grocery shopping, the services outlined in this guide are designed to bridge gaps, reduce isolation, and support independence. By improving transportation access, we help foster better health outcomes, increase social engagement, and ensure that all individuals, regardless of age or ability, can live life to the fullest.

As you explore the resources provided, remember that transportation is more than just a means of getting from one place to another—it's an essential part of maintaining dignity, autonomy, and a fulfilling life.

For further assistance, you can contact the WRAAA Aging and Disability Resource Center at **(216) 539-9240** or **(800) 626-7277**.

**-Theresa Foster-Keplin, MBA, RN/LSW, CRS-A/D  
Director of Aging and Disability Resource Center**



# LORAIN COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services is Non-Emergency Medical Transportation Services for current Lorain County Medicaid recipients.**

### **How does the program work?**

LCDJFS opens a NET case for Medicaid recipients in need of transportation assistance with either LifeCare Ambulance Services, Provide a Ride, or Lorain County Transit Clients who will be using transportation services are determined to be eligible by the LCDJFS Transportation Coordinator. The clients must then call the provider to arrange for future services.

### **What types of appointments can I get transportation assistance for?**

Medicaid appointments only transportation can be out of Lorain County, as long as the medical facility accepts Medicaid and the physician/medical facility provides written verification that the services they are performing are not available in Lorain County.

### **Is there any limit to the number of times I can use the NET Program?**

No.

### **How do I apply for the NET Program?**

Call the LCJFS Transportation Coordinator at **(440) 284-4355**.

## VIA LC

Easy, affordable rides in Lorain & Elyria

**Via Lorain County works around your schedule and brings the public transit stop closer to you. When you're ready to go, book a ride & track your vehicle – all in one place**



### **Scan to download**

- Hours Monday to Friday: 6:30AM - 6:30PM
- Website: <https://city.ridewithvia.com/lorain>
- Easy ways to pay
- Credit or debit card
- Exact cash (no change given)
- Fixed route tickets accepted
- No smartphone? Book a ride by calling **(440) 901-5554**



## ● Amherst Office on Aging

- Ride service available Monday - Friday from 9AM - 2PM.
- Available exclusively to Amherst seniors.
- Allows personal attendant to ride for free.
- No wheelchair lift. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Requires 1-week advanced reservation.

Website: <https://amherstohio.org/office-on-aging/>

Phone: (440) 988-2817

## ● City of Avon

- FREE ride service available Monday - Friday from 9AM-3PM. Available exclusively to Avon seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Does NOT require advanced reservation, but service only available on first come, first serve basis.
- May schedule up to 2-months in advance.
- Medical appointments take priority.

Website: <https://www.cityofavon.com/159/Senior-Center>

Phone: (440) 934-RIDE (7433)

## ● City of Avon Lake

- FREE ride service available Monday - Thursday from 8:30AM - 3PM.
- Available exclusively to Avon Lake residents.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Waiver required to ride.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://www.avonlake.org/city-services/community-transportation>

Phone: (440) 930-4126

## ● CDC Transportation

- Ride service available Sunday - Thursday from 6AM - 6PM and Friday/Saturday from 6AM - 10PM.
- Allows personal attendant to ride for free.
- No wheelchair lift.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Provides senior, disability, and veteran discounts.
- Crosses county lines.
- Requires 24hrs advanced reservation.

Website: <https://1cdctransportation.com/>

Phone: (216) 800-5579

## ● Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT)

Dial-A-Ride is an origin-to-destination service available only for Lorain County Transit (LCT) customers living and/or traveling to points within Lorain County.

LCT will pick you up at home (or of another origin) and drop you off at a medical appointment, work, or any destination in Lorain County.

Reservations are required 2 to 14 days in advance of your trip. You can make reservations by calling LCT's Scheduling Office at (440) 365-0224 or toll-free (800) 406-7541. Please have the complete address of your destination when calling to schedule your rides.

For medical appointments, please have your doctor's name, office address, room/building number and phone number to provide when booking your Dial-A-Ride trip. This helps us locate you when you're getting picked up from larger medical facilities.

## ● El Centro de Servicios Sociales

- Non-emergency door-to-door ride service available Tuesday - Thursday from 9AM - 4:30PM.
- Available exclusively to Lorain County residents who are age 65+ year old and active members of the El Centro El Dorado Senior Program.
- Must be able to walk and enter and exit the vehicle without assistance. Eligibility must be assessed through an intake appointment prior to first ride.
- NOT wheelchair accessible.
- Must complete a waiver prior to first ride. Does NOT accept insurance, waivers, or Medicaid.
- Private pay only.
- Service area for PICKUP AND DROPOFF limited to Lorain.
- Requires 48hrs advanced reservation.

Website: <https://www.lorainelcentro.com/>

Phone: (440) 277-8235

## ● Graceful Living

Supports aging and disabled individuals through their skilled ambulette transportation service. Provides door to door service for dialysis, medical/personal appointments, hospital visits, and social transportation needs. They transport clients from Western Cuyahoga County & Lorain County. Accepts credit cards and private pay.

Website: [www.gracefullivingllc.com](http://www.gracefullivingllc.com)

Phone: (440) 899-2617

## ● GoGo Grandparent

On-call ride service. Services exclusive to paid members. Does not accept insurance, waivers, or Medicaid. Private pay only.

Crosses county lines. Requires advanced reservation. Schedule accessible through website.

Website: <https://gogograndparent.com/>

Phone: 1(855) 464-6872

## ● LifeCare Ambulance Services

On-call medical emergency and non-emergency ambulance transportation available 24/7. Allows personal attendant to ride for free. Wheelchair accessible. Accepts Medicaid, eligible insurance, and private pay.

Crosses county lines. Does NOT require advanced reservation.

Website: <https://www.lifecareambulance.com/services/wheelchair-assisted/>

Phone: (440) 323-7222

## ● Lorain County Office on Aging

Non-Emergency Medical Transportation

534 S Abbe Rd, Elyria, OH 44035

Website: <https://lcoa.org/>

Phone: (440) 326-4800

## ● Lorain County Transit

Fixed-route and Dial-A-Ride public transit transportation available Monday - Friday from 5:30AM - 6:30PM.

- NOTE: Service does NOT operate on federal holidays.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only. Free for veterans.
- Provides senior and disability discounts.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.loraincountyohio.gov/291/Fixed-Bus-Route-Information>

Phone: (440) 329-5525

## ● Mobility Management Program

The Mobility Management Program is an essential service that improves access to transportation with an emphasis on seniors, persons with disabilities, low-income and the workforce. This is a program under the Ohio Department of Transportation. Lorain County Mobility Management is housed locally at United Way of Greater Lorain County and led by the Mobility Manager. Mobility Managers are an excellent resource for those needing transportation related to employment, daily living, and medical appointments.

For more information, call (440) 538-6307 or visit: [www.moveoloraincounty.org](http://www.moveoloraincounty.org).

## ● City of North Ridgeville

- Ride service available Monday - Friday from 8AM - 4PM.
- Available exclusively to unable-to-drive 60+ year old residents of North Ridgeville, or Carlisle, Columbia, Eaton, Grafton, or LaGrange townships. Eligibility must be assessed through a home visit prior to first ride.
- Wheelchair accessible, but requires personal caregiver be present (rides for free). Private pay only.
- Crosses county lines on limited basis.
- Requires advanced reservation.

Website: <https://www.nridgeville.org/Transportation.aspx>

Phone: (440) 490-2057



## ● Oberlin Connector

Demand-response transit transportation available Monday - Friday from 6AM - 9PM and 9:30PM - 12:30AM.

- Allows personal attendant to ride for free.
- Wheelchair accessible. Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Free for veterans.
- Provides senior and disability discounts.
- Reservations up to two weeks in advance with a minimum of 48hrs.
- Same day service is dependent on seat availability.

Website: <https://www.cityofoberlin.com/forresidents/public-transportation/oberlin-connector/>

Phone: (440) 365-0224

## ● Pegasus Transit, LLC

- Ride service available Monday - Friday from 8AM - 6PM.
- May provide transportation outside of normal hours upon request.
- Allows personal caregiver to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Discounts may be available.
- Crosses county lines.
- Requires 72hrs advanced reservation.

Website: <http://www.pegasustransitllc.com/>

Phone: (440) 989-2123

## ● Provide A Ride

- Ride service available 24/7.
- Wheelchair accessible.
- Accepts Medicaid, eligible insurance, and private pay.
- Crosses county lines.
- Requires advanced reservation.

Website: <https://providearide.com/>

Phone: (216) 475-1001

## ● Serenity Transportation

- Non-emergency medical ambulette transportation available Monday – Saturday from 6AM - 6PM (other times available per request). Wheelchair accessible.
- Provides medical, dialysis, and general transportation services.
- Crosses county lines.
- Requires 48hrs advanced reservation.

Phone: **(216) 925-7955**

## ● Vermilion Share-A-Ride

- Transportation Service Type: Curb-to-Curb Demand-Response Transportation (provided by Sandusky Transit System)
- Eligibility Requirements: Available exclusively to Vermilion residents
- Other Services Provided: Wheelchair accessible; Discounts available to Veterans through Veterans Affairs and may be available to seniors 60+ and people with disabilities upon online form completion
- Hours: Monday – Saturday: 6AM - 10PM; does NOT require advanced reservation but service is available on a first-come, first-serve basis. May schedule up

Website: <https://www.avonlake.org/city-services/community-transportation>

Phone: **(419) 627-0740**

## ● Village of Wellington

- On-call ride service available Mondays, Tuesdays, Thursdays, and Saturdays from 9AM - 12PM and Fridays from 9AM - 4PM.
- Available exclusively to Wellington seniors.
- Allows personal attendant to ride for free.
- Wheelchair accessible.
- Does not accept insurance, waivers, or Medicaid.
- Private pay only.
- Does NOT cross county lines.
- Does NOT require advanced reservation.

Website: <https://www.villageofwellington.com/Faq.aspx?QID=70>

Phone: **(440) 647-2514**



- Up to 30 round trip or 60 one-way rides qualifying non-medical trips, such as county caseworker meetings to manage your eligibility and WIC appointments, less than 30 miles away from a member's home per calendar year
- Unlimited additional trips for chemotherapy, radiation, dialysis, or prenatal and postpartum appointments
- Unlimited trips for medical services for members who utilize a wheelchair
- Bus passes available for members who prefer mass transit



- Up to 30 round trip or 60 one-way trips to provider appointments, grocery stores, food banks, county caseworker meetings to manage your eligibility, pregnancy classes, WIC appointments, and more less than 30 miles from a member's home
- Uber gift card for eligible members to help with transportation needs



- Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's house per calendar year to medical, behavioral health, SUD or dental appointments, and county caseworker meetings to manage your eligibility, rides home from the hospital or emergency room, or to a pharmacy after a doctor's visit
- Unlimited trips for pregnancy and prenatal; twelve weeks limited trips for post-partum visits less than 30 miles; WIC appointments; NICU; children (younger than age one) well visits; and trips for parents to visit their child in a residential or inpatient behavioral health facility
- Mileage reimbursement is available for one-way trips that are less than 30 miles from the member's house; longer trips require prior authorization from the plan
- Up to five round trip or 10 one-way for food resource transportation (food bank, food pantry and grocery store for curb side pick-up)
- Additional transportation may be available for members enrolled in Buckeye case management programs
- Trips to Housing Authority and job interviews – up to two round trips each per year
- Bus passes are available for appointments (quantity limits defined by county rules)
- Lyft is available when another transportation provider is unable to fulfil a transportation request
- All trips/benefits above are for 30 miles or less one-way; any trips greater require prior authorization from Buckeye



\*Please call your Next Gen plan for assistance accessing your transportation benefit.

- Up to 30 round trip or 60 one-way trips that are less than 30 miles from the member's home for eligible non- medical trips, such as county caseworker meetings to manage your eligibility and WIC. Benefits also include non-medical appointments, food banks, and grocery store
- Unlimited trips are available for critical care including dialysis, chemo/radiation, wound care, prenatal, and substance use disorder (SUD)
- Up to five round trips or 10 one-way trips for food
- Sick visit trips available same day
- Paid mileage may be offered for appointments
- Bus passes may be available to get to appointments and
- Lyft may be available when another type of ride is not an option
- Unlimited rides for hospital discharge, wheelchair van, parents to visit their child in the Neonatal Intensive Care Unit (NICU), chronic conditions, and more
- Trips for sick visits available same day
- Mileage reimbursement and public transportation options



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- Up to 15 round trip or 30 one-way trips per year that are less than 30 miles from the member's home for qualifying non- medical trips, such as social support groups, wellness classes, WIC, and SNAP appointments, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation centers, and churches.
  - Unlimited trips for chronic conditions that require in-person treatment including: dialysis, radiation, chemotherapy, diabetes management, organ transplant care, wound care, prenatal and postpartum doctor appointments, available up to 12 months postpartum
  - Additional trips may be available for members enrolled in Humana case management programs including: outpatient and residential BH services, Intensive Outpatient treatment (IOP), coverage for parents to visit their child in the NICU or BH residential or inpatient facility

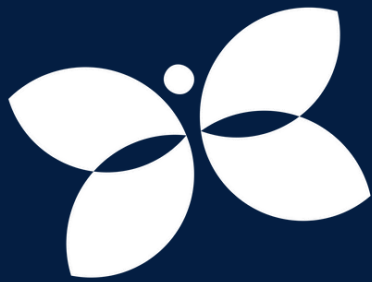


- Up to 15 round trips or 30 one-way provider trips that are less than 30 miles from the member's home. Benefits also include non-medical trips to the grocery store, food bank, county caseworker meetings to manage your eligibility and WIC
- Unlimited trips for pregnant women, children under one year old, and members who use a wheelchair
- Members can choose services through Uber or Lyft
- Mileage reimbursement to cover any approved trip if the member drives themselves or gets a ride from a friend
- Easy ride scheduling and trip tracking with the transportation app
- Free bus passes
- Unlimited trips allowed for dialysis, radiation treatment, chemotherapy, and transportation from hospital to home. (These trips do not count toward the annual trip maximum)



- Up to 15 round trip or 30 one-way trips to and from your PCP, WIC, pharmacy, or other participating healthcare or behavioral health care providers, and county caseworker meetings to manage your eligibility
- Unlimited trips for pregnancy, prenatal, post-partum, WIC appointments, Neonatal Intensive Care Unit (NICU) and well visits for children younger than one year
- Mileage reimbursement is available for transportation to provider visit
- Transportation for food resources – to a food bank, food pantry and grocery store for curbside pick-up (this counts toward the trip maximum of 15 round trip or 30 one-way trips)
- Additional trips allowed for critical care trip types including dialysis, chemo/radiation, wound care, pregnancy, substance abuse. (This does not count toward the trip maximum of 15 round trips or 30 one-way)

\*Please call your Next Gen plan for assistance accessing your transportation benefit.



# Western Reserve

Area Agency on Aging



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