

RTS Genesee - Public Transportation

RTS Genesee offers transportation throughout Genesee County. Service is available Monday through Saturday.

Route Service Routes 1, 2 and 3 have been renamed 211, 212, 213. Within the City of Batavia, this service offers easy access to UMMC, the VA and major shopping centers. Service is available Monday through Friday starting at 6:00am. It is available for individuals of all ages. Bus stops shown on the RTS Genesee Routes are only the major stops. RTS has a flag-stop system where you can wave a bus down. The bus will stop if it is safe to do so. The route service will also deviate $\frac{3}{4}$ of a mile off the route for an additional cost. Regular fares are \$1.00 for a one-way trip, and senior/disabled half fares are \$.50 for a one-way trip. A Medicare Card or a statement from a physician verifying one's permanent disability is required to receive the half fare pricing. RTS will provide a "senior & $\frac{1}{2}$ fare" identification card for future use. A personal care attendant can ride at no cost.

Countywide Runner Dial-a-Ride and Rural services have merged into the Countywide Runner. This countywide service is now available Monday – Friday to anywhere in the county not within $\frac{3}{4}$ of a mile of the route. This service will focus on countywide and medical appointments.

The fee for countywide service is \$3.00 for a one-way trip with seniors and persons with disabilities at half fare. This includes at home pick-up and return. A personal care attendant can ride at no cost. Children up to 4 years of age ride for free. There are no discounts for children ages 5-12 and children aged 12 and older pay full fare.

Route 214 Batavia/LeRoy Daily Service (M-F) from Batavia to LeRoy and back is available for 4 round trips per day (one midday run has been added). It serves the area between Batavia to LeRoy with various pick-up locations. The bus will stop for riders at any corner along Route 5 and will also pick-up riders at their home, if the location is within $\frac{3}{4}$ of a mile from Route 5. The cost for this service is \$1.00 for a one-way trip, with seniors and disabled persons paying the half-fare rate of \$.50 per one-way trip. A personal care attendant can ride at no cost.

If you are already in LeRoy, RTS can take riders to their LeRoy shopping destinations. The fare is \$1.00 for a one-way trip within LeRoy and \$.50 for seniors and persons with disabilities.

Tuesday Shopping Trip- Paid for by Batavia Tops Supermarket. Every Tuesday, bus pick-ups start at 10 am at 400 Towers. Additional stops are then made at Washington Towers and Havenwood. Riders are then picked up at 11:30 from the Batavia Tops and returned to the pickup points. The public is welcome to board the bus at any of the pickup points. Additional pickup points at other Batavia housing complexes may be available, upon request, particularly from the Jerome Center Apartments, Monsignor Kirby Apartments and Park Place Apartments. There are no bag restrictions on this trip.

For bus schedule information, contact RTS Genesee at (585) 343-3079. More information is also available at their website: myrts.com/Genesee

Medical Transportation

Medical Answering Services (MAS) is the agency which approves and arranges medical transportation throughout New York State for all individuals on Medicaid insurance. Medicaid recipients MUST call 1-855-733-9404 to arrange any medical transportation needed.

Additionally, a person can arrange their medical trip at www.medanswering.com and click on "Order Online Transportation" to log-in or create a user ID.

****IMPORTANT NOTE**** Riders using MAS can request their preferred provider. If available, MAS will book their trip as requested. For example, a person normally takes a volunteer driver to get to their doctor in Rochester. The person should request the volunteer specifically. If they want the same driver, but can't remember who took them last, just ask customer service, as they can look this information up.

Enrolled in MLTC?—Medicaid's Managed Long-Term Care Provides health and long-term care services to adults with chronic illness or disabilities, to better address their needs and to prevent or delay nursing home placement. Must be a Medicaid recipient

1. VNA Homecare Options— 1-888-477-4663

Should you need it, transportation is provided to and from your medical appointments. These transportation services are offered as part of our managed long-term care (MLTC) plan.

2. Fidelis Care At Home 1-888-343-3547

Non-emergent transportation is provided by ambulance, ambulette, and taxi or livery service as appropriate for the member's condition. This is used to transport members to medical appointments or adult or social day program activities that are part of the member's Plan of Care.

3. i Circle Care 1-844-424-7253

Non-Emergent Transportation. Provides for transportation and an attendant, if necessary, essential to obtain necessary medical care and services.

4. Kalos Health 1-800-894-2462

Medical transportation, non-emergency. Our Member Services staff, along with Care Managers, will help coordinate non-emergent transportation to physicians, day programs, therapy sites, and other medically necessary services.

5. Elderwood Health Plan 1-866-843-7526

All members are assigned a Care Manager who will help arrange transportation to health-related appointments.

Medical Transportation: Within Genesee County (60 and older, Veterans, Adult Day Program)

RTS Genesee: OFA Medical Transportation Program

RTS Genesee provides transportation to medical, dental and therapy appointments for Genesee County residents 60 and older. This service is provided Tuesday, Wednesday, Thursday 9:00 a.m. to 4 p.m. (on Monday and Friday, within the City of Batavia, may be able to provide service). Reservations should be called in at least 24 hours in advance, but no sooner than 30 days prior to the appointment, at (585) 343-3079. Trips are booked on a first to call, first served basis. It is requested that individuals arrange their appointments to allow for pick-ups and drop-offs within the 9 a.m. - 4 p.m. time frame.

The suggested contribution is \$3.00 per round trip, but no one is denied service if they are unable to contribute. A contribution envelope will be provided by the driver each time a person uses this service. Contributions should be placed in the envelope and then put into the locked box on the RTS Genesee bus (driver can direct you to the locked box). Or, riders can make a contribution by directly mailing a check to the Genesee County Office for the Aging, made out to the Genesee County Treasurer.

Medical Transportation trips are reserved for chemotherapy, medical/lab/testing appointments, doctor's appointments and/or dental, vision or hearing appointments; and therapy visits on a limited basis with therapy rides restricted to two days per week, up to 8 weeks total. Limited assistance can be provided to board the bus from the front door of the home/apartment building and from the medical/dental office. Please let RTS Genesee know you'll need assistance when booking your trip. Personal care attendants ride at no cost.

Frail or older adults with disabilities, who need more assistance in getting on and off the bus and/or require escort into the building, can call the Office for the Aging Transportation Coordination Program (585) 343-1611 to find out about other transportation which may be able to meet their need.

Community Action Transportation Services (CATS)

Community Action Transportation Services (CATS) is funded in Genesee County by The Community Foundation's Muriel H. Marshall Fund for the Aging in Genesee County. It offers adults 60 and older transportation to medical appointments, shopping and personal errands. This assisted transportation service helps frail individuals, who need a higher level of assistance getting in and out of their homes. Buses are lift-equipped and if needed passengers can enter via the lift, if climbing the stairs is not possible. The service is focused on destinations within Genesee County and weekly trips are made for out-of county medical appointments. CATS serves seniors in all areas of the county with a special emphasis on older adults focused on

destinations within Genesee County and weekly trips are made for out-of-county medical appointments. There is no fee for this service, but contributions are accepted to support the program. Suggested contribution is \$3.00 per round trip, in county and \$15 per round-trip out-of-county. One week notice is required.

NOTE: Everyone requesting CATS service must be screened by the Office for the Aging Transportation Program to determine that they are eligible for this service. Once approved, individuals complete some paperwork to become registered CATS riders. For more information in qualifying for this specialized transportation service, contact the Office for the Aging at (585) 343-1611.

Genesee-Wyoming Veterans Transport Program

The program provides medical transportation to Veterans receiving medical treatment through the VA medical system. Primarily, Veterans in Genesee and Wyoming Counties are transported to VA medical appointments in Genesee County and Buffalo. The program operates six mini-vans, including one van with a lift seat (to assist those who are not able to climb into the vehicle) and another wheelchair accessible van. There is no charge for the service, but donations to the program are accepted. The program is run by a group of 15 volunteers, who drive tens of thousands of miles each year. Office hours are from 6:30 to 11:30, Monday through Friday, and drivers transport in the mornings and early afternoons. For more information or to arrange transportation, call 585-297-1170.

Transportation to the Adult Day Care Program:

Individuals attending Medical Adult Day Care at the Genesee Senior Living who are on Medicaid (either Community Medicaid or Managed Long-term Care) are eligible for transportation services through Medicaid transportation and the Adult Day Care Program staff can assist in arranging this transportation, should the person's needs not be met through public transportation.

If a person is privately paying to attend Adult Day Care, the following will occur:

Private Pay, 60+ individuals:

Take a look at RTS service first. It will depend on what days and times the request for transportation is. If needs cannot be met, then look to CATS (Marshall Funded program). If CATS can not provide the service, look to Independent Living's transportation program or other private services for hire. Participants must spend 5 hours at treatment and the hours of operation are 8 a.m. to 4 p.m.

Private Pay, under age 60:

First try RTS Genesee. If public transportation doesn't meet the individual's needs, refer the individual to Independent Living for their fee for service program or other private services for hire.

Transportation to Garden View Social Adult Day Program:

When family or friends are not an option for transportation, individuals wishing to attend Tender Loving Family Care's Social Adult Day Care Program at Garden View may look to public transportation through RTS Genesee or assisted transportation through CATS. If these options cannot meet the need, Tender Loving

Family Care, Inc. also provides private pay transportation to the program. The base rate for 1 individual attending the program would be \$22.50 per trip, plus \$.75 cents per mile. Day Program participant transportation can be coordinated with multiple participants, which would be based on mileage traveled and prorated for each participant. This will help to make it more affordable. Call TLFC at **585-637-0333**.

Medical Transportation: Outside Genesee County

(60 & older)

CATS Assisted Transportation for out-of-county medical appointments:

CATS travels to the Buffalo **and** Rochester areas to provide medical transportation for Genesee County residents 60 and older. There is a special focus on providing rides to individuals needing additional assistance or who require the use of a lift to board a vehicle, but these needs are not required. The suggested contribution is \$15.00, which can be made on the bus. Call Office for the Aging **5 business days prior for out-of-county trips**.

OFA Volunteer Medical Transportation

This service is provided by volunteers using their own vehicles and is available to Genesee County residents 60 and older who are unable to use public transportation or can not make private arrangements. This service is primarily for out-of-County trips. Arrangements can be made by calling the Office for the Aging Transportation Coordinator at (585) 343-1611 at least one week in advance. The suggested contribution for this service is \$15.00.

1. **Request for rides must be made five (5) business days prior to the scheduled medical appointment date (Saturday and Sunday do not count as a business day).** Please provide the specific date, time and location during the request. Same day requests for rides cannot be honored except in extreme emergencies.
2. To schedule medical transportation, please call the office for the aging at 343-1611 between 8:30 a.m. and 5:00 p.m., Monday through Friday.
3. NY STATE LAW REQUIRES THE USE OF SEAT BELTS. Our volunteer drivers must insist you wear a seat belt. If for some reason you cannot use a seat belt, a doctor's statement releasing you must accompany you on all trips. This is for your safety as well as the volunteer driver.
4. Cancellations must be called into this office as soon as you know you will not need a ride. Our volunteers have arranged their schedules to accommodate your transportation needs and they need to know of any changes as soon as possible.
5. While there is **no "charge"** for this service, the Office for the Aging has set the following contribution guidelines: the suggested amount for a trip outside Genesee County is \$15.00 and for a trip within the county is \$3.00 per round trip. Contributions are confidential and no one will be denied a ride due to an inability to pay. Please do not pay the driver directly - we will send a statement of your trip(s) at the end of the month.

Checks should be made payable to the GENESEE COUNTY TREASURER and mailed to the office at 2 Bank St, Batavia, NY 14020.

6. Volunteers are not, **under any circumstances**, to be called at their homes by clients requesting transportation. **ALL** requests must be made through this office for insurance purposes. Please do not ask the driver to take you to your next appointment – we need to maintain flexible scheduling with our volunteers and may need them to go on a different trip that day. This program is for medical/dental appointments **ONLY** – please don't ask a volunteer to run errands for you.
7. Every effort will be made to provide a ride for you as requested; however, because this service is provided by volunteers, occasionally we may not be able to fill every request. **We also request that appointments be made no later than 1:00 p.m. as it is difficult to obtain drivers for appointments that require them to travel late in the day. We cannot transport a client more than one time per week. Please try to schedule accordingly.**
8. **Generally, the program may provide transportation services to appointments within a 45 mile distance from Batavia.** Requests made beyond this may be considered on a case by case basis. Locations that are difficult, unsafe or lengthy to travel to or to find drivers for may be declined for these reasons.
9. We ask that you inform us of any physical condition that may require extra assistance or if the use of any device such as a wheelchair, walker, or oxygen tank is necessary. Our volunteers can only provide minimal assistance.
10. **Transportation is for clients only.** If it is necessary for a friend or family member to accompany you, due to medical reasons, such as a hearing or comprehension problem, we must be made aware of this when you call to request transportation.
11. **NOTICE: Volunteer Medical Transportation of Genesee County Seniors Undergoing Medical Treatments-Rule of Practice:**
If it's anticipated that a client will need some assistance after receiving treatment, clients will be transported TO their medical treatment (example, chemotherapy, radiation, surgery, etc.) only, unless accompanied by a friend or family member. The client will be responsible for arranging their own transportation FROM their appointment in order to return home. The reason for this is that driver's are not in a position to ensure the client's needs are met after treatment, should a situation arise on the way home.
12. Most people who use this transportation program appreciate the time, dedication, and efforts of our volunteer drivers. However, there have been isolated incidents when this has not been the case. Please note that the Office for the Aging reserves the right to refuse service to any individual who abuses this program, or is otherwise disruptive to our drivers in any form.

Transportation for Individuals with Disabilities

ARC of Genesee Orleans

Genesee ARC exists to support people with disabilities in partnership with their families and the community. Thanks to the ARC Transportation service, Genesee ARC is able to reach people throughout the Genesee and Orleans counties to provide programs for individuals with developmental disabilities.

Over 90 vehicles operate daily to service needs of individuals with disabilities. Many of the vehicles are capable of transporting individuals in wheelchairs. Our certified drivers transport 220 individuals daily and travel nearly 200,000 miles per year.

ARC is interested in expanding its program to include operating their fleet of vehicles during the hours of 9:30 am and 2:30 pm Monday through Friday. This private hire option could include lift-equipped access and an aide, if necessary. Cost will be determined on a case by case basis. For more information, please contact:

Paul Saskowski
3785 West Main Street Road
Batavia, New York 14020
(585) 343-4203
Fax: (585) 345-0526

Independent Living of Genesee Region

Effective January 2012, the Independent Living of Genesee Region, operated by WNY Independent Living, Inc. Family of Agencies, provides transportation services to individuals of all ages with disabilities. Assisted transportation services are available to individuals with disabilities, their attendants, family members and advocates. Individuals with a TABS number meet the eligibility criteria for diagnosis of a developmental disability.

To receive no cost services individuals must have a developmental disability, *live with a family member* and live in Orleans or Genesee Counties.

A fee-for-service transportation program is available for individuals with disabilities that reside in Orleans, Genesee or Wyoming Counties. The rate is \$15.00 one way and .50 cents per mile. Please contact WNY Independent Living directly for more information 716-836-0822 ext 126 or call the Genesee Region Independent Living Center at 815-8501 X 126.

The Mental Health Association of Genesee and Orleans Counties Transportation

The MHAGO has an office in Batavia and one in Albion. The MHAGO provides medical and non-medical transportation for members of the Social Club and Drop In Center free of charge. For more information, please contact the MHA at (585) 344-2611.

Free Transportation for Veterans

DAV Transportation Network— Serves Genesee, Wyoming, and part of Erie and Livingston Counties. Call Paul Judkins at the Batavia (585) 297-1170. The hours of operation are 7:00am-2:00pm.

Requirements

- You must be a veteran
- Enrolled in VA health care
- Reservations need to be made two weeks or more in advance, as volunteer drivers provide the service

Veterans Transportation System (VTS) Western New York (716) 862-6800

Veterans Transportation System supplements existing transportation available to get veterans to and from their medical appointments. Please note the VTS shuttle will be allotted ten minutes at each location before proceeding to the next stop. Any issues or concerns please call the VTS feedback line at (855) 682-4048.

Requirements

- You must be a veteran
- Enrolled in VA health care
- Reservations must be made one day in advance
- A veteran may be accompanied by one caregiver, spouse or family member

Gillam Grant Transportation Services

Through the Gillam-Grant Community Center, program specific and special outing transportation services are available to Byron-Bergen School District residents by way of a 14 passenger bus (not lift-equipped). Weekly grocery, pharmacy and other personal shopping trips are made to area stores. A \$3 donation for this round trip service includes at-home pick-up and drop-off. Gillam-Grant community programming, bus transportation is provided for special outings, social and educational programs, as well as the Center's once per month lunch club that visits various restaurants in Genesee, Monroe, and Erie Counties. Please contact Gillam Grant Community Center for more information at 585-494-1621.

Private Hire Transportation for Groups & Individuals

Tender Loving Family Care is available 24 hours a day, seven days per week for private hire of their 14 passenger bus, which provides a wheelchair lift, belted seats and air conditioning. Individual transportation can be arranged in as little as 24 hours and offers door through door service. Group travel requires a 4 passenger minimum and can be arranged with one week notice or more, on a first come, first serve basis. Call TLFC at 637-0333 for more information.

For groups please also see Gillam Grant & ARC above; Attica Bus and First Student, Inc. below. For individual private hire see ARC above & New Boyz Transportation and Batavia Cab Company below.

Group Social Transportation

Social Transportation Program: This program is made possible through the Genesee Senior Foundation, with funds from The Community Foundation's Muriel H. Marshall Fund for the Aging in Genesee County. Free bus transportation is available to groups of 4 or more seniors for social outings or groups up to one full school bus. Day trips of up to 9 hours and no more than 150 miles round trip may be accommodated. Groups are limited to **two (2) trips per grant year (July 1 – June 30).**

For more information or to arrange for a bus, call the Office for the Aging Recreation Program at (585) 343-1611.

Transportation Coordination

The Office for the Aging Transportation Coordination Program is funded by The Community Foundation's Muriel H. Marshall Fund for the Aging in Genesee County. The program serves as a "one-stop" approach to help older adults and their caregivers understand and connect to available transportation options that meet their needs. The program provides assistance in finding transportation services for medical appointments, pharmacy trips, grocery and other personal shopping; banking, running errands and social events. Additionally, the program seeks to bring individuals and agencies together to increase awareness and build partnerships for greater transportation efficiency and service provision. For assistance, please call (585) 343-1611.

Additional Resources

Bus Companies

Attica Bus Services Inc.: 949 Creek Road, Attica, NY (585) 591-2107

First Student Inc.: 413 E. Main St., Batavia, NY (585) 343-0018

Greyhound Bus Lines: 186 Cumberland St. Rochester, NY 14605 1-800-231-2222

www.greyhound.com

Taxi Providers

New Boyz Transportation: Batavia, NY (585) 300-9476

New Boyz is open 7 days a week. As a new business they are seeing what the needs of the people are before setting an hourly schedule. Serving all of Batavia

Batavia Cab Company: (585) 813-4649

Limo Service

Mancuso Limousine Service: Batavia, NY 14020 (585) 268-6509

S&S Limousine Service: LeRoy, NY 14482 (585) 768-2388

Train

Amtrak: Depew, NY 1-800-231-2222 www.amtrak.com

Car Rental

Enterprise Rent-A-Car: Batavia, NY (585) 344-3100