

Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan 2026



GTC

Genesee Transportation Council

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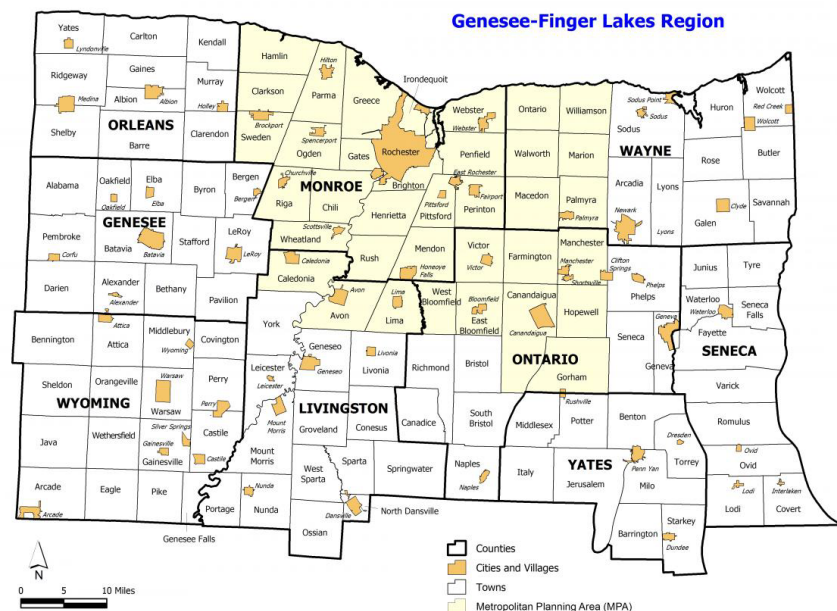
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INTRODUCTION

The 2005 Safe, Accountable, Flexible, Efficient, Transportation Act: A Legacy for Users (SAFETEA-LU) created the Enhanced Mobility for Seniors and Individuals with Disabilities Program under [Federal Transit Administration \(FTA\) Section 5310](#). It required the establishment of locally developed, coordinated public transit-human service transportation plans as a condition for receiving Section 5310 funding for human service transportation programs. The "coordination" aspect of the program is intended to streamline the service delivery of existing transportation providers to the mobility challenged community. Legislation following SAFETEA-LU, including Fixing America's Surface Transportation Act (FAST) in 2015 and the Infrastructure Investment and Jobs Act (IIJA) in 2021, have continued the same federal requirements for the adoption and periodic update of locally developed, coordinated public transit-human service transportation plans.

Coordinated plans identify the transportation needs of individuals with disabilities, seniors, and people with low incomes; provide strategies for meeting those needs; and prioritize transportation services and projects for funding and implementation. FTA Circular 9070.1G, which was issued June 6, 2014, provides specific guidance on the content, process, and the timelines for adoption and updating of the Coordinated Plans. FTA requires that a coordinated plan must be developed "through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service transportation providers, and other members of the public." The circular also states that "while the plan is only required in communities seeking funding under the Federal Transit Administration's *Enhanced Mobility for Seniors and individuals with Disabilities Program* (Section 5310), a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact."

The Coordinated Plan is central to the process of allocating FTA Section 5310 funding in the Genesee Finger Lakes Region. The New York State Department of Transportation (NYSDOT) is the primary administrator and "Direct Recipient" of the program in the state. The District 4 Office works closely with GTC to administer the Section 5310 application process in the region. The main role of GTC in this process is to ensure that the projects considered for funding address a need(s) identified in the Coordinated



Plan and are consistent with its goal of coordinating and expanding services to the region's mobility challenged community.

With the 2026 plan, the Genesee Transportation Council (GTC) seeks to update the [2021 Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan](#) to reflect current conditions and transportation services in the nine-county Genesee-Finger Lakes Region. The Genesee Finger Lakes Region covers approximately 4,700 square miles of land area and has a population of approximately 1.2 million people. The nine counties include Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates.

Methodology

Federal guidance requires that projects selected for FTA funding be derived from a coordinated public transit-human service plan that, at a minimum, consists of the elements listed below.

- An inventory of available services that identifies current transportation providers
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes
- Strategies, activities and/or projects that address the identified gaps between current services and needs and identify opportunities to improve the efficiency of service delivery
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies and/or activities identified

Following federal guidelines, individual tasks involved in the development of this plan update are described below.

- Assembly of and collaboration with a 13-member project advisory committee comprised of county representatives and regional stakeholders. The committee was tasked with reviewing study material and work products before providing comments and proposed revisions. The committee members are listed below.
 - Yixuan Lin – Senior Planner, Monroe County
 - Megan Crowe – Planning Director, Livingston County
 - Amy Haskins – Director of Aging & Youth, Wayne County
 - Tricia Jean Jones – Director, Ontario County Office for the Aging
 - Cory Winters – Planning Director, Orleans County
 - Jason Rearick – Senior Planner, Seneca County
 - Maureen Estabrooks – Aging Services Specialist, Genesee County
 - John Prospero – Vice President of Transportation, Arc Glow
 - Marianne Rosica-Brand – Associate Director, Pro Action

- Tyler Carey – Sustainability Planner, Genesee-Finger Lakes Regional Planning Council
 - Mike Bulger – Healthy Communities Project Coordinator, Common Ground
 - Dan Kenyon – Planner, Rochester-Genesee Regional Transportation Authority
 - Cody Donahue – Co-Director, Reconnect Rochester
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- Update of the regional inventory of existing transportation services and providers.
 - Demographic analysis of the most recent Census data available on transportation disadvantaged populations including a comparison to socioeconomic data presented in the 2021 plan update.
 - Provider/stakeholder and rider surveys that engaged service providers, human service agency staff, representatives from the medical community, and transportation users from each county within the region. Having detailed knowledge of existing transportation services, these survey groups provided a valuable source of information regarding needs, service gaps, and coordination opportunities.
 - Development of a prioritized set of recommended actions.
 - Finalization of the plan document based on information resulting from the above tasks and project advisory committee comments.

DEMOGRAPHIC PROFILE

Pursuant to federal surface transportation coordinated planning requirements, the coordinated plan must assess the transportation needs of individuals with disabilities, older adults, and people with low incomes. The first step in this assessment involves an analysis of socioeconomic conditions to assess the size, location, density and characteristics of population groups most likely to need publicly subsidized transportation services. This analysis quantifies and compares target populations within the region, the state and the US. The data used is derived from the US Census Bureau's American Community Survey (ACS) for 2019-2023. Comparisons to older data refer to the ACS 2008-2012 five-year estimates unless otherwise noted. References to current data in the narrative are based on 2023 estimates. Data on persons with disabilities pertain to individuals aged 20 to 64. Low-income data applies to households and individuals earning incomes equal to or below the federal poverty level.

As with previous plans, the 2026 Coordinated Plan divides the Genesee Finger Lakes Region into three sub-regions for reporting purposes. Monroe County comprises one sub-region. The Eastern Sub-region contains Wayne, Ontario, Yates, and Seneca counties while the Western Sub-region covers Orleans, Genesee, Wyoming and Livingston counties.

Regional Demographics: Key Findings

- People age 60 and over comprise 26 percent of the region's population, an increase of 6.5 percent from 2011. People over 60 make up 24 percent of the state's population.
- The county with the highest percentage of adults age 60 and over is Yates (30 percent), a 7.6 percent increase from 2011. Ontario is a close second with 29.3 percent, a 7.6 percent increase since 2011.
- Across the region, persons aged 20 to 64 with a disability comprise 12.4 percent of the population, a 1.7 percent increase since 2011.
- The county with the highest percentage of people aged 20-64 with a disability is Seneca (14.5 percent). This is a 2.1 percent increase from 2011.
- 12.1 percent of the region's households are low-income, a decrease of 0.5 percent since 2011.
- The county with the highest percentage of low-income households is Orleans (13.4 percent), an increase of 1.2 percent since 2011.
- 25.5 percent of households in the City of Rochester are low-income and 30 percent of its households do not have access to a vehicle.
- 9.5 percent of the region's households do not have access to a vehicle. This is comparable to the US, but nearly 20 percent lower than the state.
- 13 percent of Yates County households have no access to a vehicle, mostly due to its large Amish/Mennonite community (20 percent of the households) which rely on horse and carriage as their primary mode of transportation. Aside from Yates, Monroe County has the highest percentage of households with no vehicle available (11 percent), a decrease of 0.5 percent from 2011.

Regional Overview

Since 2011, population growth in the Genesee-Finger Lakes Region has been relatively flat, decreasing by less than 200 people. The region's population is currently 1,214,560. New York State's population rose by 1.4 percent and the US population rose by 2.4 percent over the same period. All of the counties in the region, with the exceptions of Ontario and Monroe Counties, experienced population decline. Orleans County experienced the highest population decline (7.7 percent). Wyoming, Seneca and Livingston counties lost more than five percent of their population.

As regional population growth has been flat, the growth of the older adult cohort in the region has steadily increased. People 60 years of age and older now comprise over 26 percent of the total population versus approximately 20 percent in 2011. The regional share of the population group aged 20 to 64 with disabilities has also increased, from 10.7 percent to 12.4 percent during the same timeframe. The percentage of regional households with incomes below the federal poverty level has decreased slightly, less than one percent, and the percentage of regional households lacking access to a vehicle is within one percent of the 2011 rate (9.6 percent).

In addition to the map series presented in the following section, the socioeconomic data compiled and reviewed for this plan update is included in the appendix.

Monroe County

Monroe County, which includes the City of Rochester, is the metropolitan center of the Genesee-Finger Lakes Region. Monroe County has an estimated total population of 754,068, a 1.5 percent increase from 2011. As was the case in 2011, over 60 percent of residents of the Genesee-Finger Lakes Region live in Monroe County.

Older Adults

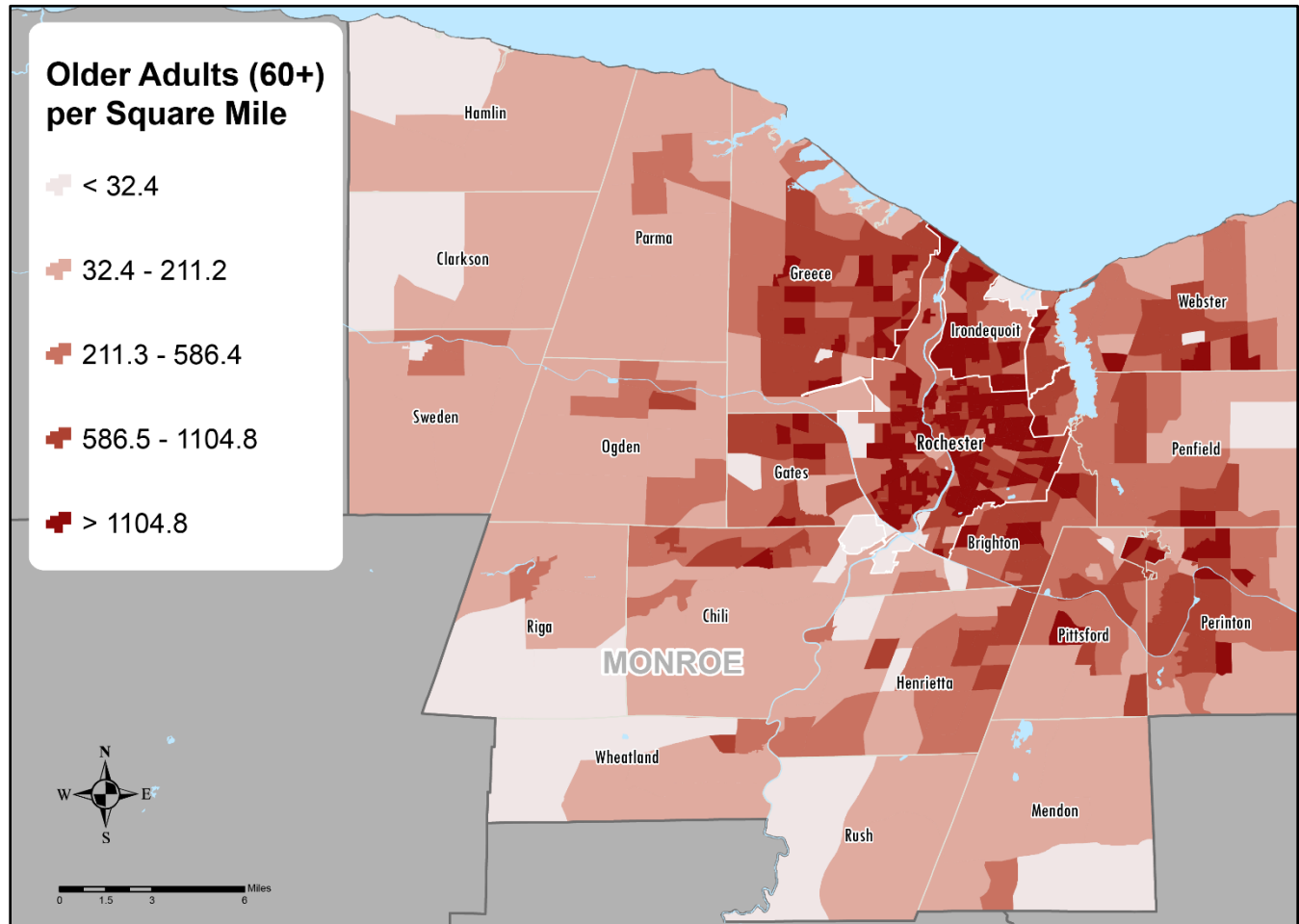
Twenty-five percent of Monroe County residents are 60 years of age or older, lower than the nine-county Genesee Finger Laker Region (26.3 percent) and the lowest of any county within the region. But the percentage of older adults in Monroe County is higher than the statewide (24.1 percent) and nationwide (23.3 percent) figures.

There are 188,790 adults aged 60 and older living in Monroe County, more than half of the regional senior population. This an increase of over 45,000 from the 2011 estimate when adults 60 and older accounted for 19.3 percent of the county population.

As illustrated in

Figure 1, the highest concentrations of older adults in Monroe County live in the City of Rochester and surrounding towns. Although Rochester has high concentrations of older residents, this age group comprises less than 18 percent of its population citywide. This is 6 percent less than the percentage of people age 60 and older living in the US.

Figure 1 - Density of Persons Aged 60 and Over: Monroe County

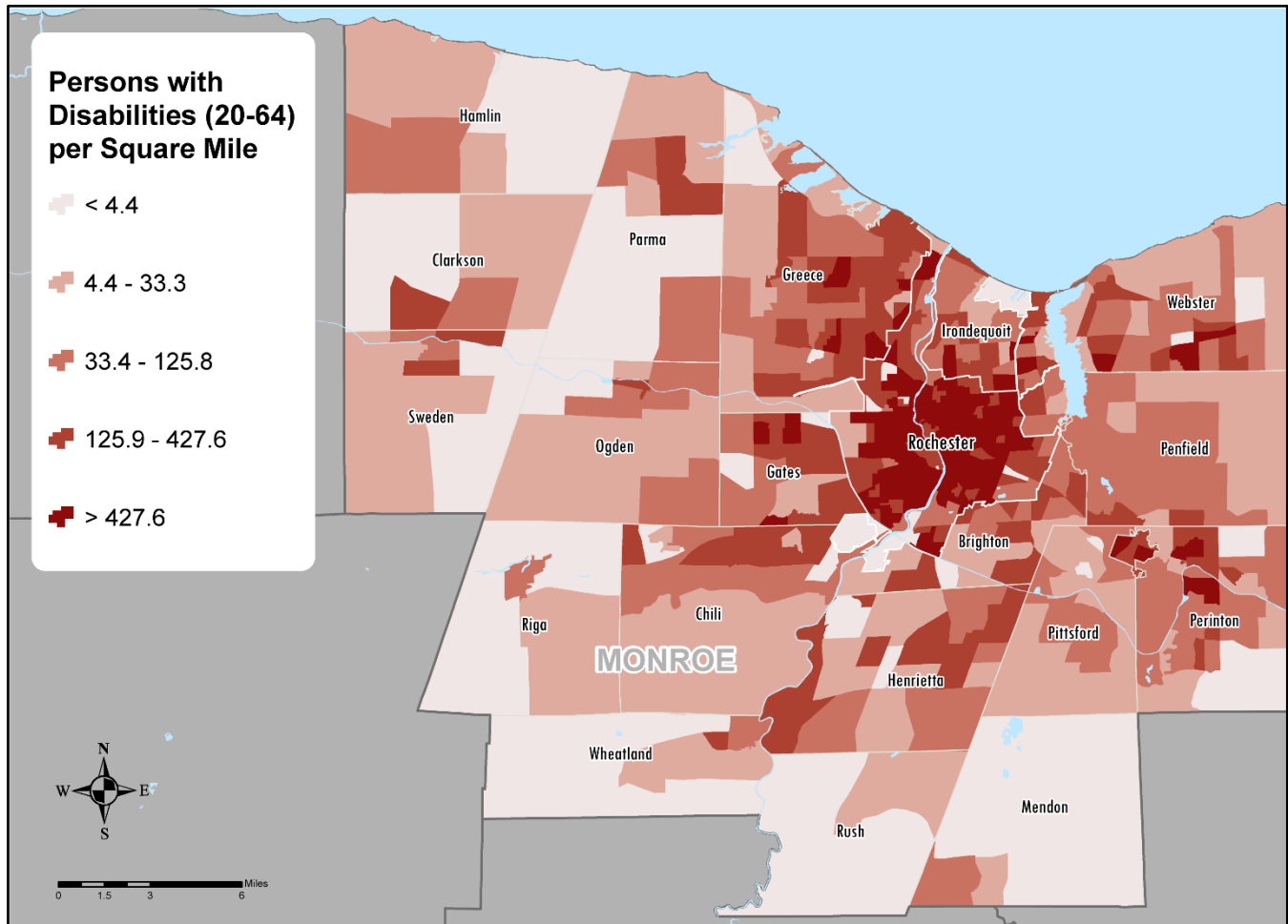


Persons with Disabilities

Monroe County is home to over 55,024 people with disabilities aged 20 to 64, 12.6 percent of the population of that age group. This percentage is comparable to the nine-county region (12.4 percent), but it exceeds state (9.4 percent) and national (10.6 percent) figures.

The number of people with disabilities aged 20 to 64 in Monroe County has increased by over 8,000 since 2012. The highest concentrations of non-seniors with disabilities reside within the City of Rochester. Over 21 percent of the City's population has a disability. Regarding the towns in Monroe County, the highest percentages of people with disabilities reside in Hamlin (17.3 percent), Clarkson (16.8 percent), Gates (15.4 percent) and Greece (14.6 percent).

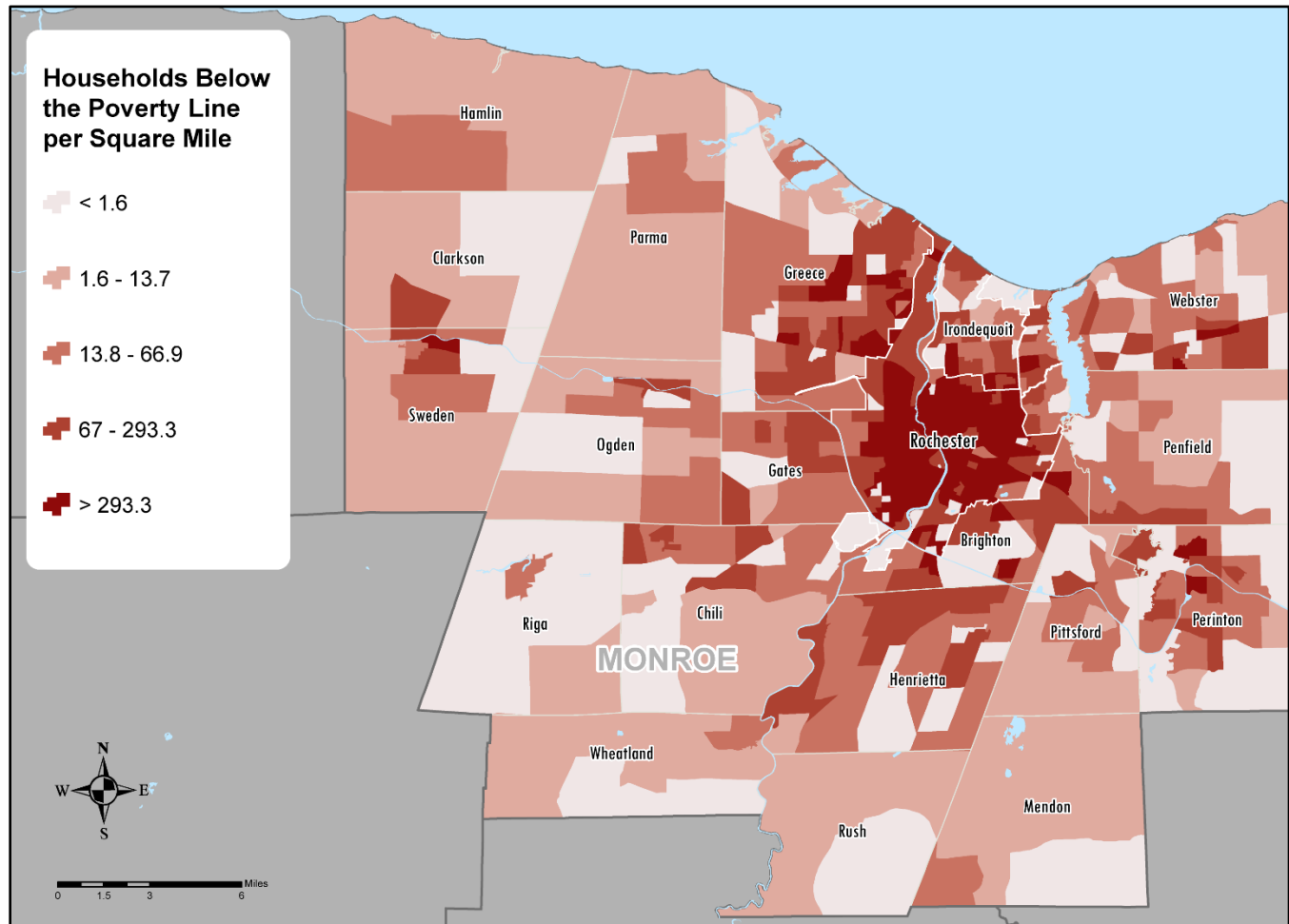
Figure 2 – Density of Persons with Disabilities Aged 20-64: Monroe County



Low Income

The growth of low-income households in Monroe County has been relatively flat since 2011, decreasing by only 1 percent since 2011. However, there are over 41,000 low-income households in the county and this makes up 66 percent of the total for the region. There are also nearly 100,000 people in Monroe County who are living below the federal poverty level, 13 percent of its population. The percentage of people in the City of Rochester below the federal poverty level is 25.5 percent. This is considerably higher than New York State (14 percent) and the nation (11 percent). Monroe County towns with the highest concentrations of people living below the federal poverty level include Sweden (16.2 percent), Henrietta (12.5 percent) and Hamlin (10.2 percent).

Figure 3 – Density of Households Below the Poverty Line: Monroe County

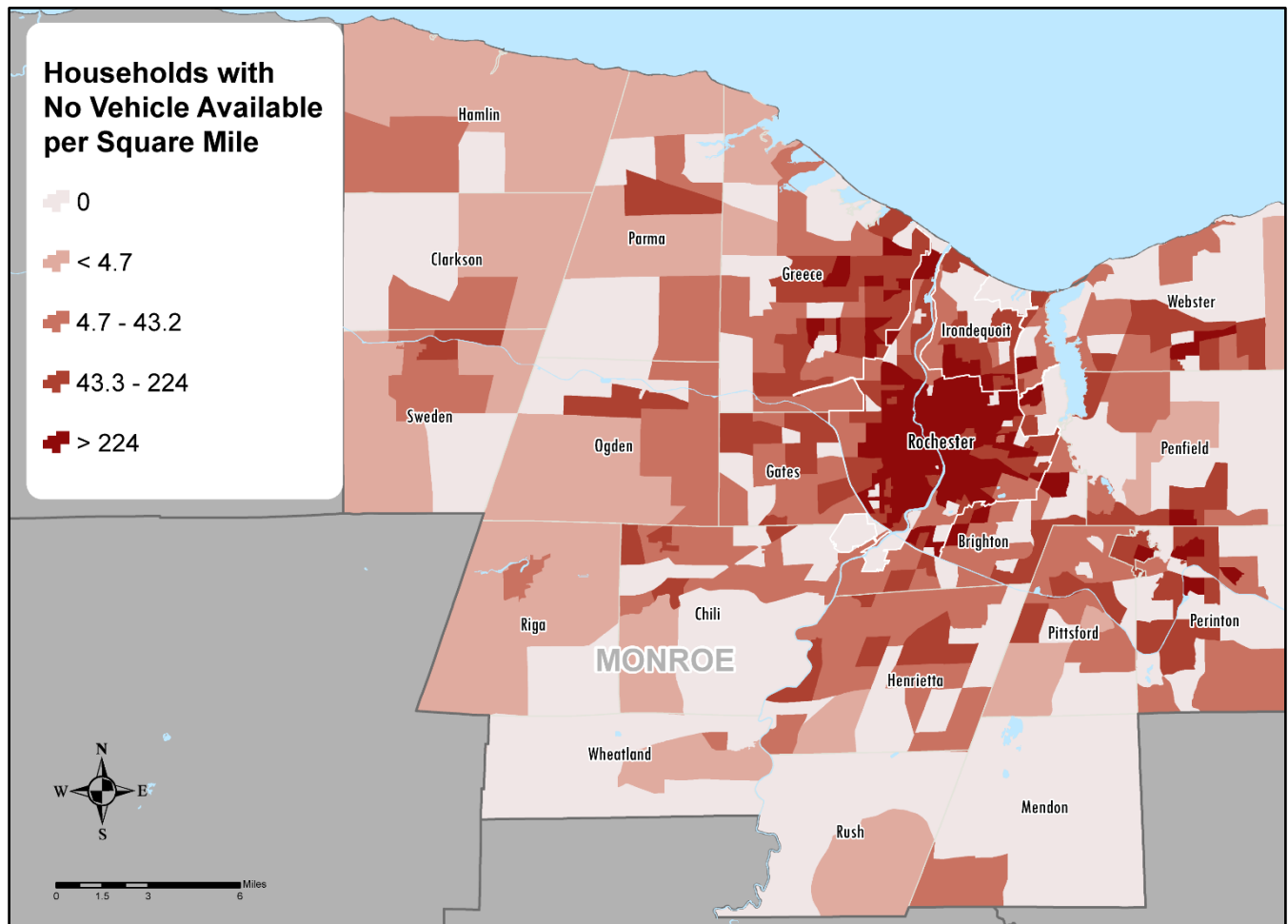


Vehicle Access

Mirroring trends in the proportion of households with incomes below the poverty line, the percentage of households without access to a vehicle in Monroe County has been fairly constant since 2011. There are over 34,000 households (11 percent) in Monroe County without a vehicle. These 34,000 households comprise 70 percent of the region's households that do not have access to a vehicle. This reflects the impact of the [high cost of vehicle ownership](#), which averages \$12,297 annually, on households that are struggling financially.

As reflected in Figure 4, nearly 30 percent of the households in the City of Rochester do not have access to a vehicle. This parallels the City's high poverty rate. The percentage is the same for the State of New York and over 20 percent higher than the US and the region. The towns with the highest percentages of no vehicle households in Monroe County include Greece (7.7), Brighton (7.4), and Irondequoit (6.6).

Figure 4 – Density of Households with No Vehicle Available: Monroe County



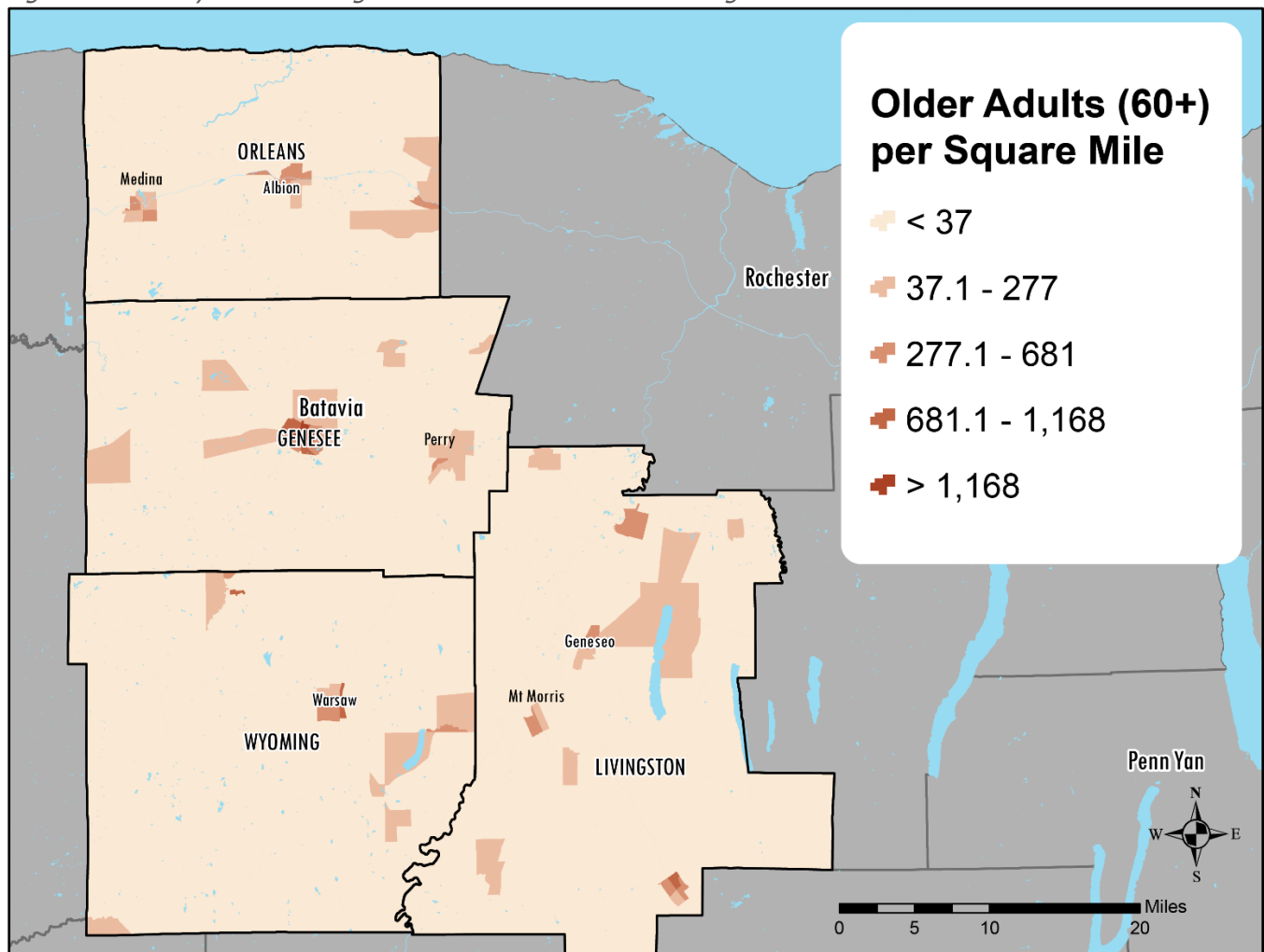
Western Sub-region

Older Adults

There are 54,418 adults aged 60 and older living in the Western Sub-region, 17 percent of the senior population of the nine-county region. These residents are 27.3 percent of the population in this sub-region, a 2.6 increase since 2011. This exceeds the percentages of older adults living in the state (24.1 percent) and the US (23.3 percent).

Figure 5 displays the concentrations of older adults throughout the Western Sub-region. The Village of Warsaw contains the highest density (40.3 percent) of older residents in the sub-region, followed by the City of Batavia (26.7 percent) and the Village of Albion (24.9 percent). The Village of Geneseo has the lowest percentage at 12.6 percent.

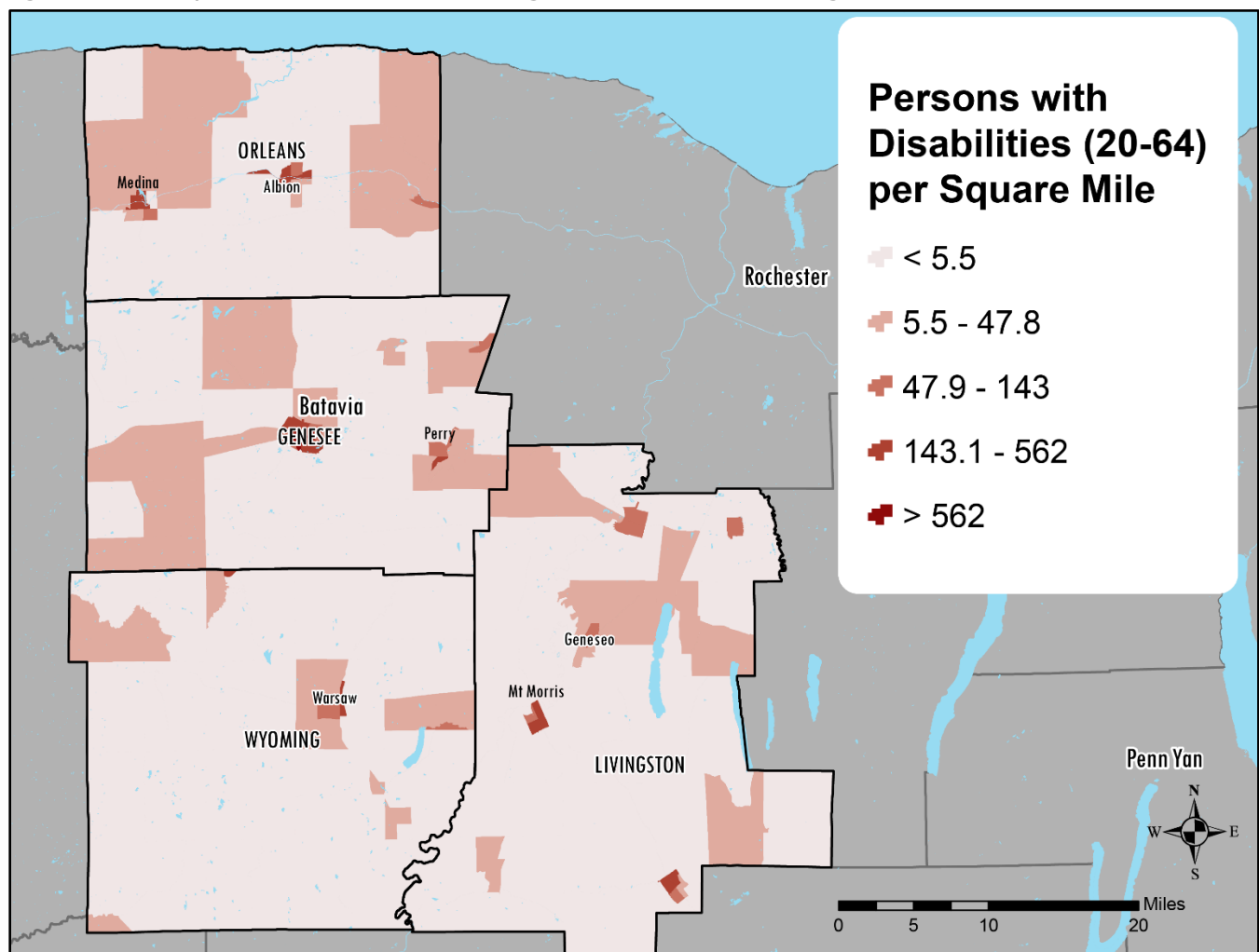
Figure 5 – Density of Persons Aged 60 and Over: Western Sub-region



Persons with Disabilities

The Western Sub-region is home to 14,055 people with disabilities aged 20 to 64, 12 percent of the population of that age group. This exceeds state (9.4 percent) and national (10 percent) figures. Growth in this cohort has been relatively constant since 2012, having increased by 1.3 percent. Genesee County experienced the most significant change of the sub-region's disability community, increasing by 4.2 percent from 2012. As reflected in Figure 6, the highest densities of non-seniors with disabilities in this sub-region reside in the Village of Albion (21.1 percent), Village of Mt. Morris (19.9 percent), the City of Batavia (18.7 percent) and the Village of Warsaw (17.5 percent).

Figure 6 – Density of Persons with Disabilities Aged 20-64: Western Sub-region



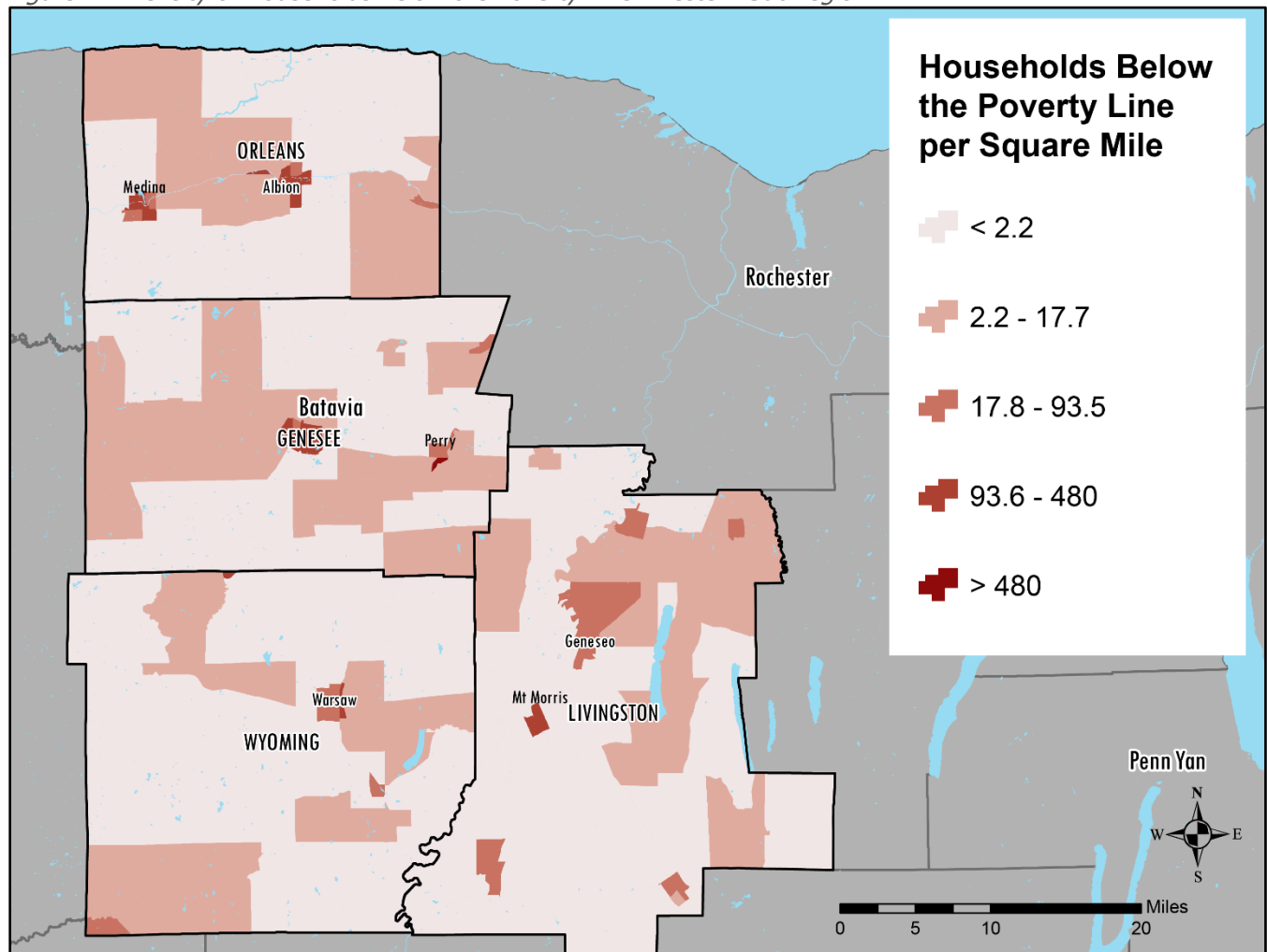
Low Income

Orleans County has the highest percentage of low-income households compared to the other counties in the Genesee Finger Lakes Region with 13.4 percent, but it is still below the state percentage (13.8).

The percentage of low-income households in the other three counties in the Western Sub-region are less than the Genesee Finger Lakes Region (12.1 percent), US (12.5 percent) and the state. In terms of growth trends, the proportion of low-income households in the four counties of this sub-region have remained constant since 2011. Only Genesee County experienced an increase in low-income households (1.2 percent) since that time.

The pattern has been similar regarding the portion of the population living at or below federal poverty level. Orleans County was the only one of the four counties that experienced an increase in the number of people living at or below federal poverty level (1.2 percent). For the other three counties, this population group either stayed the same or decreased slightly. Figure 7 displays areas within the Western Sub-region where low-income households are concentrated. The Village of Geneseo has the highest proportion of low-income households of any jurisdiction in the sub-region with 34 percent. They are followed by the Village of Albion (23 percent), the Village of Warsaw (18.2 percent) and the Village of Mt. Morris (17.7 percent).

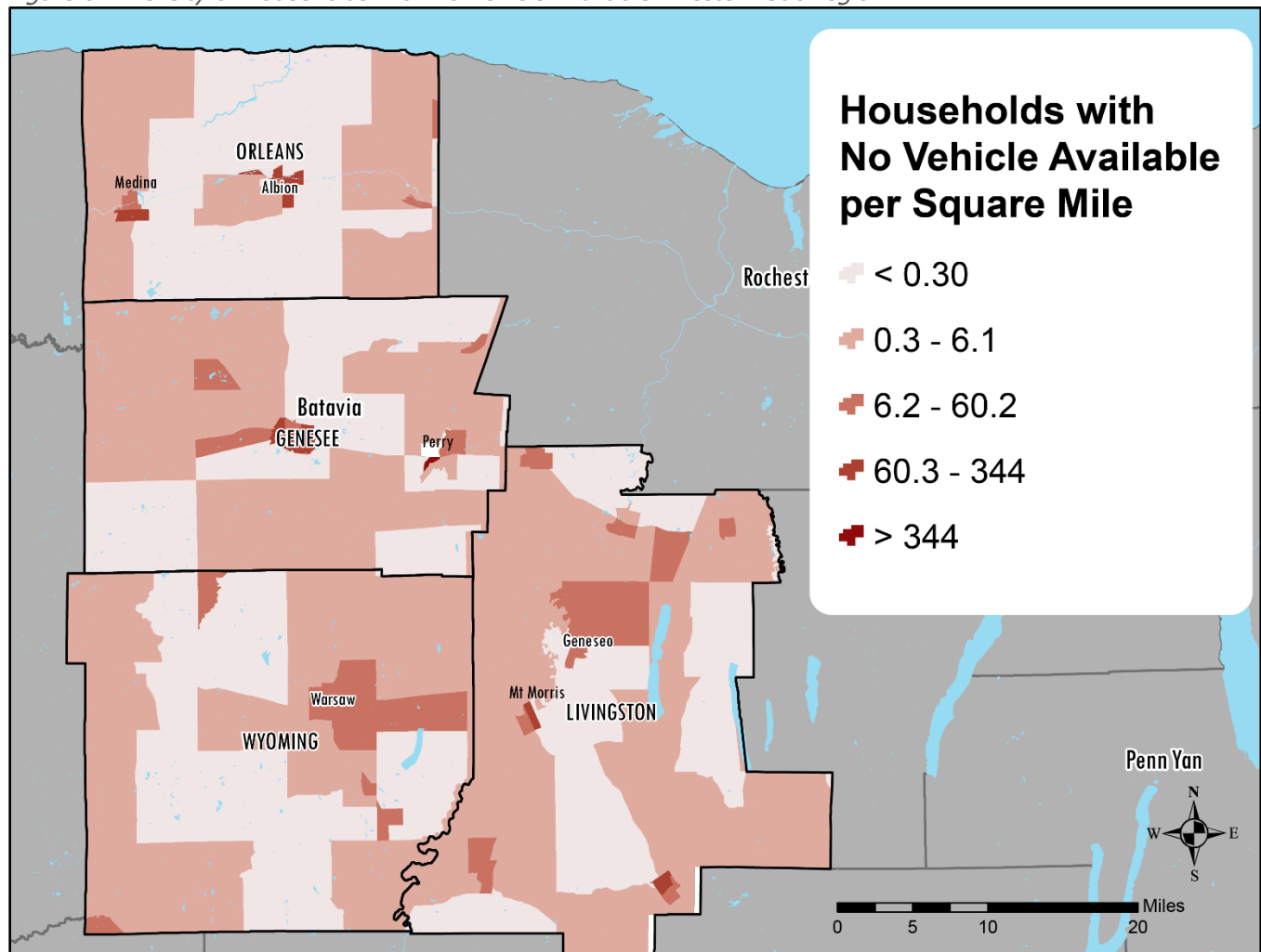
Figure 7 – Density of Households Below the Poverty Line: Western Sub-region



Vehicle Access

With the exception of Orleans County, the percentage of Western Sub-region households with no vehicles has increased since 2011. Livingston County increased by 0.7 percent, Genesee County by 1.2 percent and Wyoming County by 1.6 percent. The percentages of households with no vehicles available in Orleans County fell by 1.3 percent. For all the counties in the sub-region the percentage is lower than the state (29 percent) and region (9.5 percent). Figure 9 shows the areas within the sub-region where households with no vehicles available are concentrated. The jurisdiction within this sub-region with the highest concentration of no vehicle households is Mt. Morris (14.8 percent). They are followed by the Village of Albion and City of Batavia, which are both 13.9 percent.

Figure 8 – Density of Households with No Vehicle Available: Western Sub-region



Eastern Sub-region

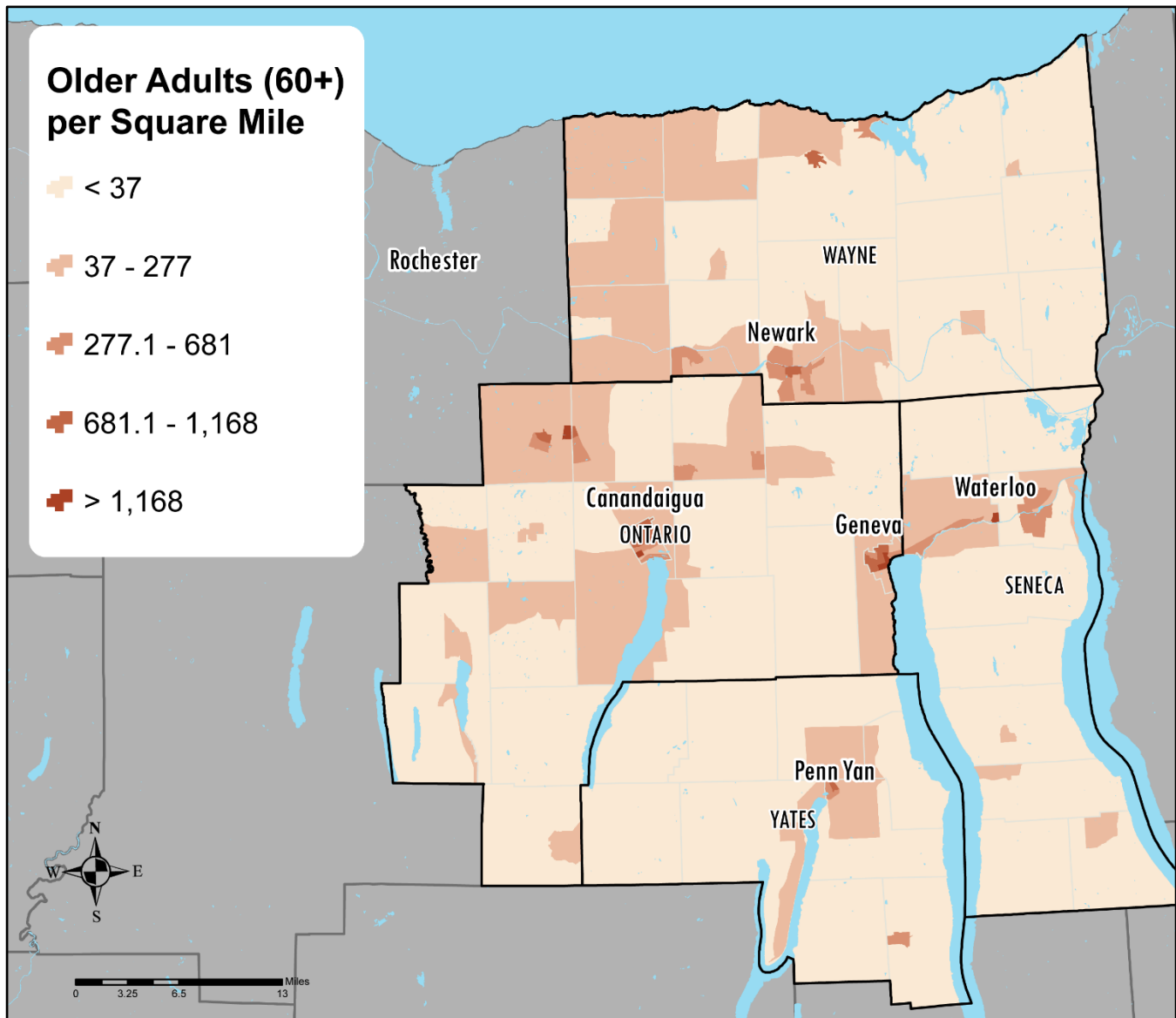
Approximately 22 percent of the residents in the Genesee Finger Lakes Region reside in the Eastern Sub-region, including Ontario, Wayne, Seneca and Yates counties. The population of the Eastern Sub-region is 263,319. Each of the four counties have experienced a decrease in population since 2011 except for Ontario County, which grew by 5 percent. Seneca County experienced the largest population decrease in the sub-region, losing 6.2 percent of its residents (2,181).

Older Adults

There are 75,703 residents in this sub-region aged 60 and older. While the population of this sub-region has been declining, the number of its residents 60 years of age and older has increased by 20,210 since 2011. These residents make up 28.7 percent of the total population in the sub-region, a 7.6 increase from 2011. Yates County's 60 and older population make up 30 percent of its population, the largest percentage of all the counties in the Genesee Finger Lakes Region. It also exceeds the state and US percentages. As a group, the four counties in this sub-region have the highest percentage of older adults within the nine-county region.

Figure 9 displays the concentrations of older adults throughout the sub-region. The Village of Waterloo has the highest density of older adults, making up 35 percent of its population. The City of Canandaigua and Village of Penn Yan have the next highest density of this age group within the sub-region. Approximately 30 percent of their populations are 60 and over.

Figure 9 – Density of Persons Aged 60 and Over: Eastern Sub-region

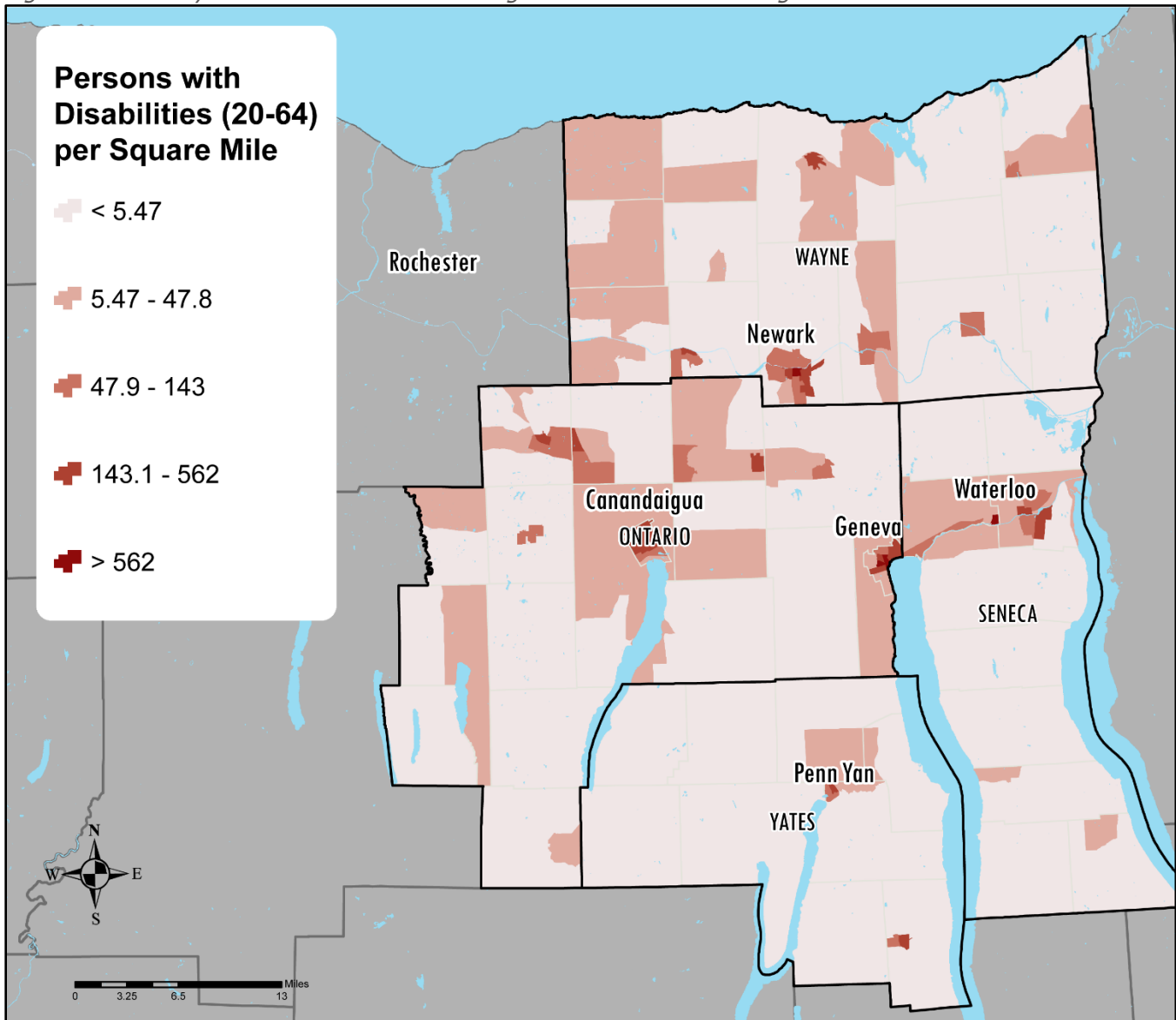


Persons with Disabilities

The Eastern Sub-region is home to 17,644 people with disabilities aged 20 to 64, 11.1 percent of the population of that age group. There is an increase of less than 1 percent since 2021. The percentage of people with disabilities in this sub-region is comparable to the others, but it exceeds state and national levels, which are 9.4 and 10.6 respectively. Yates County has the lowest concentration (9.1 percent) of residents with a disability in the 20-64 age group and Seneca County has the highest (14.5 percent).

Figure 10 shows the locations where this population group is most concentrated. The Village of Waterloo has the highest concentration of people with disabilities with 25.7 percent followed by the Village of Newark at 20.7 percent and the City of Canandaigua at 20.1 percent.

Figure 10 – Density of Persons with Disabilities Aged 20-64: Eastern Sub-region



Low Income

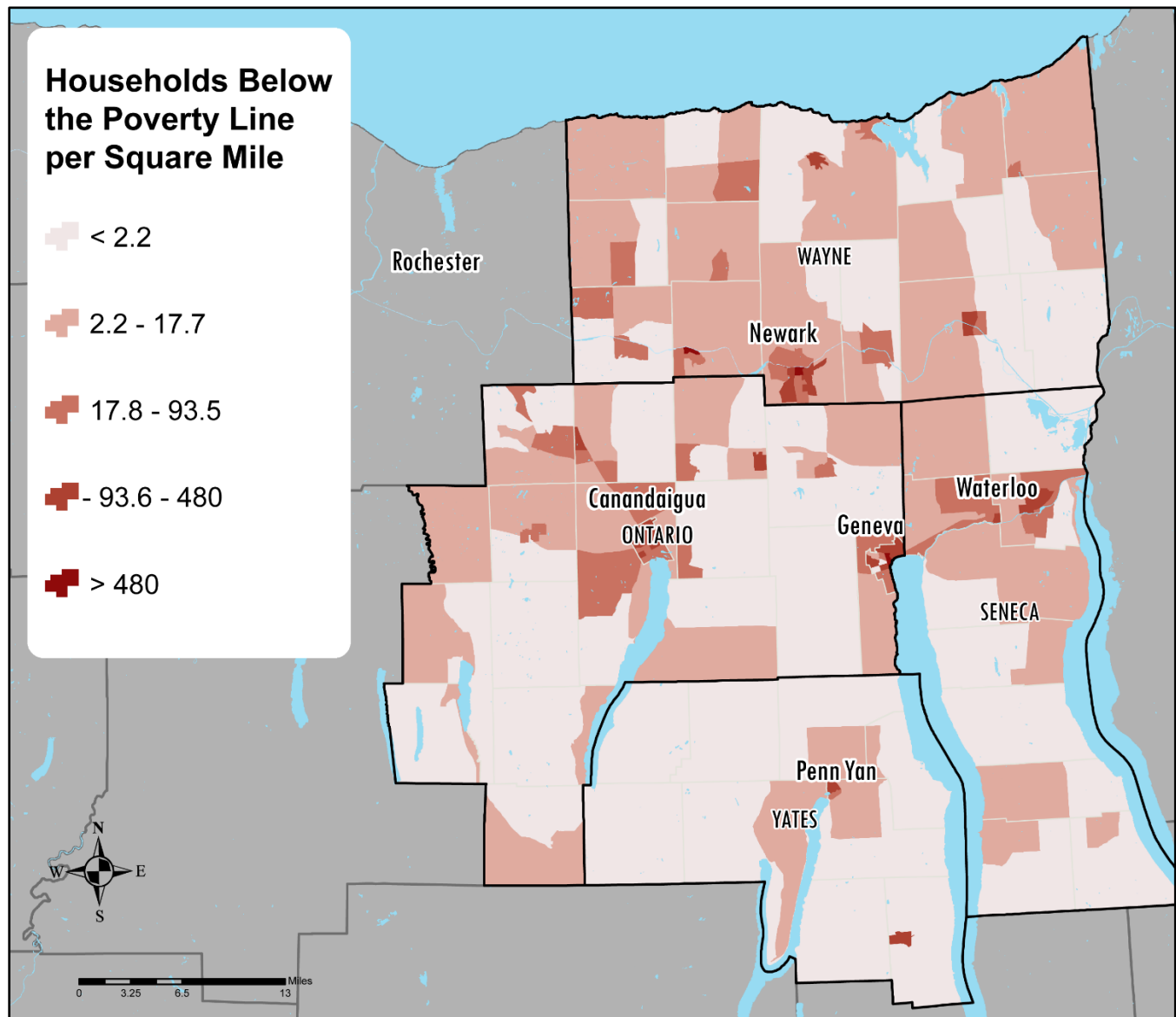
Notwithstanding Ontario County, the percentage of low-income households in the Western Sub-region counties range from 11.3 percent to 12.7 percent. This is comparable to the Genesee Finger Lakes Region (12.1 percent) and the US (12.5 percent) and lower than the state (13.8 percent). The percentage of low-income households in Ontario County is 9.1 percent, which is the lowest of any of the counties in the Genesee Finger Lakes Region.

In terms of growth, the number of low-income households in the Eastern Sub-region has remained relatively stable since 2012, increasing by less than 1 percent. There was a slight increase in low-income households in Wayne and Seneca counties (less than 2 percent), and a slight decrease in Ontario and Yates Counties (less than 1 percent).

The percentage of people living in the Eastern Sub-region who are at or below the federal poverty level has not exceeded two percent since 2011 for any of the four counties. The highest decrease was Yates County at 1.9 percent and the highest increase was Seneca County at 1.4 percent.

Figure 11 displays the densities of households with incomes below the poverty line. The jurisdiction with the highest poverty level is the City of Geneva. Over 18 percent of its population is at or below the federal poverty level. They are followed by the Village of Newark at 17.1 percent and Penn Yan at 13.5 percent.

Figure 9 – Density of Households Below the Poverty Line: Eastern Sub-region

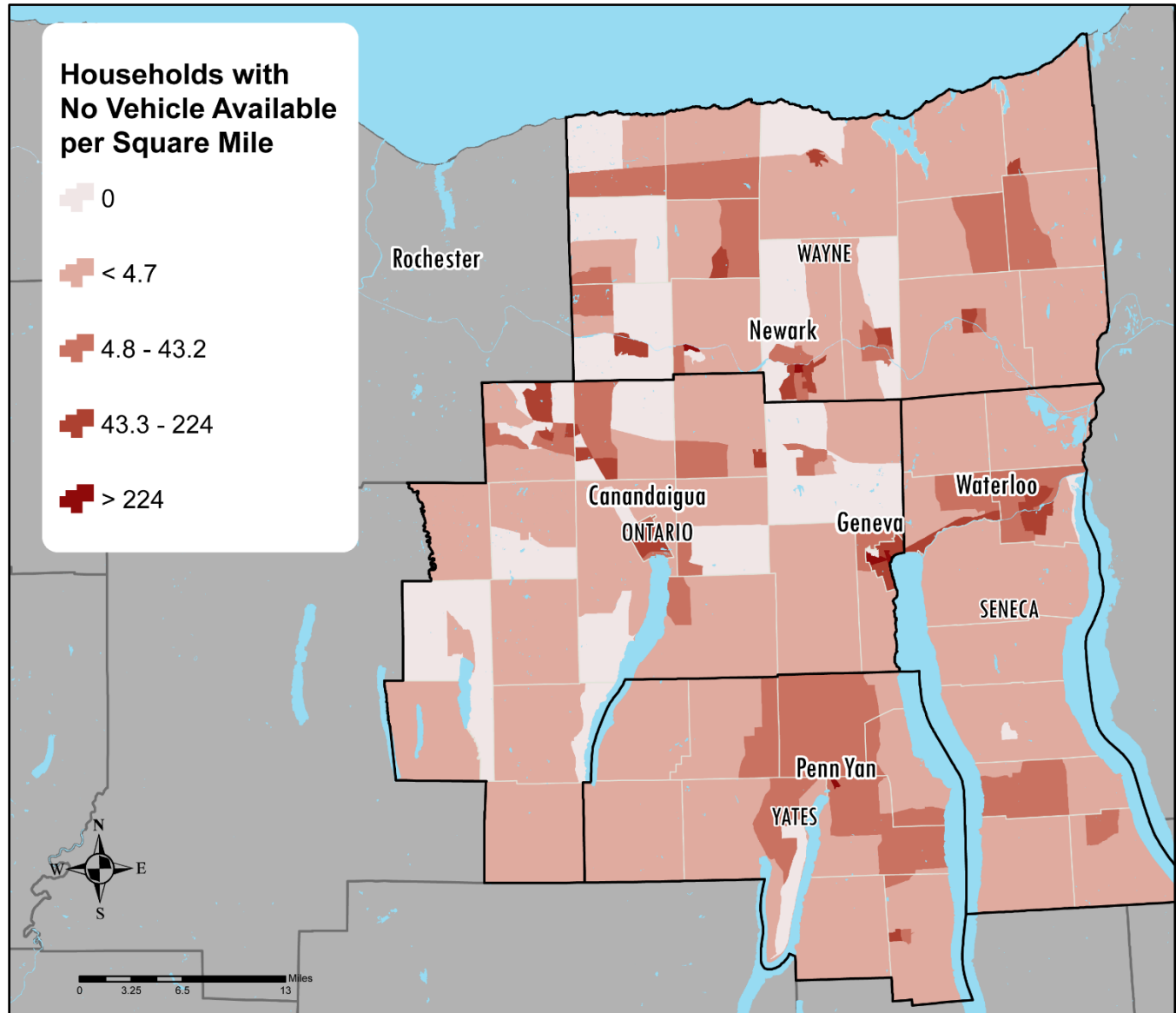


Vehicle Access

With the exception of Ontario County, the percentage of households with no access to a vehicle increased across the Eastern Sub-region. The highest increase was experienced by Seneca County at 2.7 percent followed by Yates County at 2.6 percent. Wayne County increased by less than one percent and Ontario County decreased by 0.6 percent. As mentioned in the Demographic Profile discussion, Yates ranks first among the counties in the Genesee Finger Lakes Region in percentage of households with no vehicles available at 13 percent.

Figure 12 shows the concentrations of households in the Eastern Sub-region with no vehicle available. As with the poverty level rates, the City of Geneva is the jurisdiction with the highest percentage of households with no vehicle. Over 15 percent of its residents do not have access to a vehicle. The City of Geneva is followed by the City of Canandaigua and the Village of Newark with the highest percentages of residents not having access to a vehicle, with 13.6 and 13.3 percent respectively.

Figure 10 – Density of Households with No Vehicle Available: Eastern Sub-region



TRANSPORTATION PROVIDERS

The nine-county region features various types of specialized human service transportation providers. This section describes these providers and their distinctions. This includes information about their operations and the eligibility requirements of their riders. Some of the providers listed do not maintain vehicles or provide trips directly, but rather act as service brokers helping people to find the most cost effective transportation options.

Fixed and Deviated Route Transit

Fixed-route transit in the Genesee-Finger Lakes Region refers to bus service that runs on a predetermined route and time schedule. The main provider of fixed-route transit in the Genesee Finger Lakes Region is [Regional Transit Service](#), a subsidiary of the Rochester Genesee Regional Transportation Authority (RGRTA). The Regional Transit Service (RTS) operates individualized transit systems in each of the region's counties with the exception of Yates under the monikers RTS-Monroe, RTS-Livingston, RTS-Orleans, RTS-Wyoming, RTS-Ontario, RTS-Wayne, RTS-Seneca, and RTS-Genesee.

Fixed-route transit provides the most efficient service in terms of cost per passenger. But due to funding limitations the frequency and hours of service are often not sufficient for people to use the local bus system as their primary mode of transportation. One way to broaden the capacity of transit to serve disadvantaged populations is to offer more flexible service options such as route deviation. When arranged in advance, a transit vehicle can deviate from a fixed route to pick up customers at a pre-determined distance from the fixed route. Notwithstanding Monroe County, all RTS county systems can deviate up to 0.75-mile from their fixed routes to pick up customers willing to pay a higher fare.

Demand Response Transit

Public transit systems like RTS provide demand response service through their paratransit programs. RTS' paratransit service is known as RTS Access. This service is intended for customers who are unable to ride fixed-route transit due to a disability. Paratransit service parallels the fixed-route service in terms of the service area it covers and the hours it operates. Riders are certified to use paratransit service through an application process that requires verification from their medical providers. The [Americans with Disabilities Act of 1990 \(ADA\)](#) sets minimum criteria that govern the provision of paratransit by public agencies including the service area they cover, which is 0.75-mile from the fixed-route network, and hours of service. Paratransit vehicles are equipped with ramps and lifts to accommodate those using wheelchairs and other mobility aids.

More recently, RTS has begun to offer a new form of demand response transit, often termed Microtransit, whereby customers can schedule services in real time using mobile applications. This service is provided within pre-defined service zones, areas where fixed-route service is not available. No limits are placed on rider eligibility. Due largely to scheduling constraints, demand response vehicles typically carry far less passengers than the fixed route system, resulting in higher per passenger trip costs.

Community Transportation Services

Community transportation services include a wide variety of direct providers, sponsors, and brokers. Various branches of The Arc of New York, a non-profit organization serving the disability community, operate in all nine of the region's counties, providing transportation to day programs, work sites, education programs, and medical appointments. Non-profit human service agencies such as Arc pay for outside organizations to transport their clients. Other agencies such as Monroe County Office for the Aging (OFA) provide transportation for their clients as well as other support services. These trips are typically for life-sustaining purposes (e.g., job sites, school, medical care, grocery store, etc.). Fares for these transportation services are usually nominal if not free.

Fee-for-Service Providers

Fee-for-service providers, often employed by transportation brokers, provide a range of transportation services with a variety of eligibility requirements. These are typically for-profit companies that provide non-emergency ambulatory or wheelchair transportation curb-to-curb.

Available Service: Key Findings

- RGRTA provides transit service to eight counties in the Genesee Finger Lakes Region through its subsidiaries. These include RTS-Monroe, RTS-Wayne, RTS-Ontario, RTS-Seneca, RTS-Wyoming, RTS-Genesee, RTS-Livingston, and RTS-Orleans. Public transit service in Yates County was suspended as of January 1, 2026. It had been provided by Mozaic, a chapter of the Arc of New York. It is currently in the process of transitioning to RGRTA.
- RGRTA maintains a fleet of 407 buses serving a population of 1,181,497 in the Genesee Finger Lakes Region.
- RGRTA's system is a "hub and spoke" service model. Downtown Rochester serves as the primary "hub" with radial routes connecting to the surrounding towns and outlying counties.
- Fixed-route services provided by the RTS subsidiaries extend into adjacent counties.
- As an extension of RTS Access, RGRTA's On Demand service offers curb-to-curb paratransit rides within seven On Demand zones. These zones include the towns of Brockport, Greece, Henrietta, Irondequoit, and Webster as well as Lexington Avenue and the Pittsford/Eastview area. Through this program, customers can be picked up or dropped within 1.5 miles from a fixed-route or within 1.25 miles from the edge of a zone boundary.
- Four chapters of the Arc of New York provide transportation in the Genesee Finger Lakes Region. These include Arc of Monroe, Arc of Wayne, Arc of Ontario and Arc GLOW, which serves Genesee, Livingston, Orleans and Wyoming counties. The transportation provided is mainly to transport people to and from their day programs although some of the chapters transport people for other purposes as well. As an example, GLOW transports dialysis and non-emergency medical patients to and from their medical appointments. Arc Wayne provides demand response transportation for people who are eligible for state sponsored disability services.

- The number of transportation providers serving within individual counties is largely proportionate to the population. Monroe County has the largest number of providers and service offerings of the region's nine counties. Smaller counties in the region have more limited service options. In some instances, a county may have few or no locally based fee-for-service or volunteer providers outside of isolated senior living centers. Residents in these counties must rely on multi-county operators based elsewhere.
- Each of the nine counties in the region maintain a government office for the aging (OFA) that serves as a primary source of senior support services including transportation. These offices were established as [Area Agencies on Aging \(AAA\)](#) under the [Older Americans Act \(OAA\) of 1965](#), which was intended to help seniors age in place.
 - The Monroe County OFA contracts with outside agencies to provide transportation to seniors. The agencies include Lifespan TRAC, RTS, Medical Motor Service and the Support to Aging Residents (STAR) Program. These agencies provide transportation to nutritional dining sites, grocery stores, medical appointments and essential errands.
 - The Ontario County OFA provides transportation to its senior community for medical-related visits using county operated vans or by trained volunteers using their own vehicles. Trips are provided for medical appointments, wellness and social visits, daily sustenance needs and essential errands.
 - The Wayne County Department of Aging and Youth provides transportation through ARC Wayne and RTS for medical and dining site visits and essential errands.
 - The Livingston County OFA contracts with RTS, GLOW and Catholic Charities to transport seniors to dining sites, medical appointments and grocery stores.
 - The Seneca County OFA operates a Senior Center Transportation Program that uses wheelchair equipped vans for medical appointments, social and nutrition sites and essential errands.
 - Yates County's OFA is operated by ProAction of Steuben and Yates. They provide transportation for medical appointments, shopping, dining, social events and essential daily activities.
 - Genesee County's OFA operates Community Action Transportation Services (CATS), which provides lift-equipped transportation for frail or senior residents, covering in-county destinations and weekly out-of-county medical trips. They also provide trips for grocery shopping and personal errands.
 - The Wyoming County OFA delivers transportation to seniors for non-emergency medical appointments.
 - The Orleans County OFA utilizes a mix of providers, including ARC Glow and RTS to provide transportation for seniors to medical appointments, social events and personal errands.

Figure 13 provides a breakdown of RGRTA services throughout the region. Figure 14 lists other transportation providers, including non-profit medical transportation agencies, volunteer driver programs, and for-profit taxi and ride hailing services. The providers are listed according to the county they serve. Services identified that are affiliated with more than one county are listed in the agency column as "Multiple".

Figure 13 – Regional Transportation Provider Inventory: RGRTA Services

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Genesee	Fixed-Route	585-343-3079	Four primary fixed routes serving Batavia and Leroy and a "flag stop" system that allows riders to wave down any fixed-route buses at safe locations anywhere along the route.	M-F, 6am-7:30pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Genesee	Route Deviation	585-343-3079	Fixed-route buses may deviate to service points within ¾-mile of the route.	M-F, 6am-7:30pm	Fares are twice the route fare without discounts. Reservations required one day before the trip.
RTS-Genesee	Dial-A-Ride	585-343-3079	Curb-to-curb wheelchair accessible service within 3/4 mile of fixed route. Available to any RTS customer. Riders access the service using the "Pingo" app.	M-F. Reservations required 24-48 hours in advance.	\$3 per ride. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Genesee	RTS Link	585-343-3079	Ride share pilot program in Batavia area with no set route. On demand wheelchair accessible service at "virtual stops" within 1/4 mile of user's point of origin. Riders access the service using the "Pingo" app.	M-F, 6pm-9:30pm. Rides booked through Pingo app.	\$5 per ride. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Genesee	Express Service Batavia	585-343-3079	Express shuttle between the City Centre in Batavia and local medical facilities. The express route is a loop where shuttles run four times daily.	M-F, 7:45am-3:10pm	Free service
RTS-Genesee	LaRosa Shuttle Service	585-343-3079	Transports residents of LaRosa supportive housing complex to Walmart and Target in Leroy.	Second Friday of the month, 10am-12:50pm	Fee service
RTS-Genesee	Tops Shuttle Service	585-343-3079	Transports residents of apartment complexes in Batavia to Tops Supermarket.	Tuesdays, 10am-12:15 pm	Free service
RTS-Genesee	Express Service: The Rez	585-343-3079	Transports residents from the Tonawanda Indian Reservation (aka, "The Rez") to the Batavia City Centre and other points of interest.	Mondays, 10:30am-12pm	Free service
RTS-Genesee	Medical Transportation for the Office of Aging	585-343-3079	Medical and therapy appointments for seniors who are clients of the Genesee County OFA	T-Th, 9am-4pm.	No cost. Reservations required 24 hours in advance.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Livingston	Fixed-Route	585-658-4690	Three fixed routes serve all the county's villages. Route 232 also provides an inter-county connection to Perry, Wyoming County.	M-F 6:40am-6:10pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Livingston	Route Deviation	585-658-4690	Curb-to-curb service to points within ¾-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F 6:40am-6:10pm	Fares are twice the route fare without discounts. Reservations required one day before the trip.
RTS-Livingston	Dial-A-Ride	585-658-4690	Curb-to-curb wheelchair accessible service within ¾ mile of fixed route within the villages of Avon, Dansville and Mt Morris.	Avon: T-F, 10am-2pm Dansville: M-F, 8am-4pm Mt. Morris: M-Th, 10am-3pm	Communitywide - \$1 per trip Between communities - \$2 per trip Discounts for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Livingston	Senior Citizen Service	585-658-4690	Transportation service for seniors traveling to and from the local Senior Nutrition Center. These services are funded by the Livingston County OFA.	Reservation based. Must be made 24 hours in advance.	Free service

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Livingston	Geneseo Campus and Village Service	585-658-4690	Provides service to the SUNY campus and to shopping centers and other points of interest within the Village.	M-Thrs 7:30am-11:00pm; Fri. 7:30am-2:30am; Sat. 10am-2:30am; Sun. 12pm-11pm	Free for students. Daily local service \$1. Reduced fares for seniors and people with disability. Children under 5 and veterans are free.
RTS-Livingston	Geneseo Weekend Service	585-658-4690	Provides connections to Monroe County shopping malls, transit hubs, University of Rochester, RIT and Strong Memorial Hospital.	Fri. 3pm-10pm Sat. 830am-10pm Sun. 12pm-8pm	Same as above. Rochester one-way fare \$6.50.
RTS-Monroe	RTS Connect	585-288-1700	Fixed-route service consisting of 31 routes serving greater Rochester area and surrounding communities. Route 91 provides inter-county commuter service between Rochester and Lyons in Wayne County.	M-F, 5am-midnight Sat. & Sun., 6am-midnight	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. RTS GO cards provide unlimited rides for the day (\$3) or month (\$56)
RTS-Monroe	Neighborhood Direct Service	585-288-1700	Nine routes providing direct connections between city neighborhoods and schools.	M-F, 6:30am-8am; 3:30pm-5pm	\$1 one-way
RTS-Monroe	On Demand Service	585-288-1700	Ride-sharing option in wheelchair accessible vehicles within On Demand Zones located in Brockport, Greece, Henrietta, Irondequoit, Lexington Avenue area, Pittsford/Eastview Mall area and Webster.	M-F, 5am - 8pm, as of Sept. 2026. Reservation required.	\$4 one-way. Reduced fares for seniors and people with disabilities and children. Veterans are free with Outreach Center pass.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Monroe	RTS Access	585-224-8330	Paratransit service for the disability community in compliance with the Americans with Disabilities Act (ADA). Riders can board at any location within 3/4 mile of the fixed network.	M-F, 5am-midnight Sat. & Sun., 6am-midnight	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Ontario	Ontario Connects	585-394-2250	Fixed-route service consisting of six routes serving Canandaigua, Farmington, Victor and Geneva. Routes 290, 293 and 296 provide inter-county service to Lyons and Newark in Wayne County.	M-F, 6:30am-6:30pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Ontario	Dial-A-Ride	585-394-2250	Curb-to-curb shared ride service for riders who have start or end points outside 3/4-mile from a fixed-route corridor.	M-F, 7am-7pm. Reservation required 48 hours in advance	Within zone 1 or 2 - \$5 per ride; Between zone 1 and 2 - \$10 per ride
RTS-Ontario	Route Deviation	585-394-2250	Curb-to-curb service to points within 3/4-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F, 6:30am-6:30pm. Reservation required 48 hours in advance	\$2 per ride. No discounted fares.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Orleans	Fixed-Route Service	585-589-0707	Three routes provide local service to Albion and Medina and two route provide inter-county service to Batavia and Brockport.	M-F (Routes 201 & 202), 7:40am-4:45pm Sat. (Route 205), 9:45am-1pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Orleans	Dial-A-Ride	585-589-0707	Curb-to-curb shared ride service for riders who have start or end points outside ¾-mile from a fixed-route corridor.	M-F 6:30am-5pm. Reservation required one day in advance.	\$3 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Orleans	Route Deviation	585-589-0707	Curb-to-curb service to points within ¾-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F (Routes 201 & 202), 7:40am-4:45pm. Reservation required one day in advance. Sat. (Route 205), 9:45am-1pm	\$2 per ride. No discounted fares.
RTS-Seneca	Fixed-Route	315-539-1844	Three routes serving Waterloo, Seneca Falls, and Geneva.	M-F, 6am-6pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Seneca	Dial-A-Ride	315-539-1844	Curb-to-curb shared ride service for riders who have start or end points outside ¾-mile from a fixed-route corridor.	M-F, 6am-6pm. Reservation required one day in advance.	\$3 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Seneca	Route Deviation	315-539-1844	Curb-to-curb service to points within ¾-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F, 6am-6pm. Reservation required one day in advance.	Single deviation - \$2 per ride; Double deviation - \$4 per ride. No reduced fare discounts.
RTS-Wayne	Fixed-Route	315-946-5617	14 fixed-routes serving core hubs based in Newark, Lyons and Sodus. Several of the routes provide inter-county service. This includes Routes 290, 293 and 296 to Canandaigua and Geneva; 91 to Rochester; 92 to Hamlin and Hilton; 331 to Eastview Mall in Victor; and 307 and 308 to Webster. This service also offers a "flag stop" option allowing riders to wave down any fixed-route bus at a safe location anywhere along the route.	M-F, 6:30am-6:30pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Wayne	On Demand	315-946-5617	Curb-to-curb service primarily serving Newark, Lyons and Palmyra. Trips booked through the Pingo app or by phone.	M-F, 8am-5pm as of Sept. 2026. Reservation required 24 hours in advance.	\$4 one-way. Reduced fares for seniors, people with disabilities and children. Veterans are free with Outreach Center pass.

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Wayne	Route Deviation	315-946-5617	Curb-to-curb service to points within ¾-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F, 6:30am-6:30pm	\$2 per ride. No discounted rates.
RTS-Wyoming	Fixed-Route Service	585-786-6050	Includes 11 fixed-routes, most of them provide connections between Warsaw and surrounding villages. Fixed-route system serving core areas of Warsaw, Perry, Arcade and Attica. Provides free grocery store runs from Perry to Tops Friendly Market in Warsaw. Dial-A-Ride service provided to residents outside fixed-route network. One day advanced reservation.	M-F, 5:30am-5pm	\$1 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free. Value passes; 11 rides for \$10, 23 rides for \$20.
RTS-Wyoming	Dial-A-Ride	585-786-6050	Curb-to-curb shared ride service for riders who have start or end points outside ¾-mile from a fixed-route corridor.	M-F, 6am-6pm. Reservation required one day in advance.	\$3 one-way. Reduced fares for seniors and people with disabilities. Children under 5 and veterans are free.
RTS-Wyoming	Route Deviation	585-786-6050	Curb-to-curb service to points within ¾-mile of a fixed-route. Passengers are picked up by buses deviated from their regular fixed-route. This is for people who cannot access a regular bus stop.	M-F, 5:30am-5pm	\$2 per ride. No discounted rates.
RTS-Wyoming	Arcade Shopping Shuttle	585-786-6050	Service in Village of Arcade to five shopping locations.	M-F, 7am-1:40pm	Regular fixed-route fares

Agency	Service	Phone	Description	Days/Hrs of Oper.	Fares
RTS-Wyoming	Arcade Commuter	585-786-6050	Service in Village of Arcade to popular local trip destinations including the county courthouse, community health facility and Walmart.	M-F, 5:45am-2pm	Regular fixed-route fares
RTS-Wyoming	Warsaw to Arcade Shuttle	585-786-6050	Service from Warsaw to Arcade. Stops include county courthouse, shopping locations and public library.	M-F, 7am-2:10pm	Regular fixed-route fares
RTS-Wyoming	Suburban Adult Services Inc (SASI) Shuttle	585-786-6050	Service from Warsaw and Arcade locations to SASI	M-F, 7:45am-2pm	Regular fixed-route fares

Figure 14 – Regional Transportation Provider Inventory: Community Transportation Services

County	Provider	Phone	Eligibility	Notes
Genesee	Community Action Transportation Systems	585-343-3735	Rural Residents, Seniors needing additional assistance to travel	Coordinated through the Genesee OFA. Transports rural residents and older adults for essential needs such as medical appointments and grocery shopping. Fixed route and demand-response services M-F. Wheelchair accessible door-to-door service. Provides weekly trips for out-of-county medical appointments.
Genesee	Disabled American Veterans Transportation Network	585-297-1170	Ambulatory Disabled Veterans	Transportation to VA medical facilities for injured/ill veterans in multiple counties. 7am-1pm. Reservations made two weeks in advance. Dependent on volunteer drivers.
Genesee	Genesee-Wyoming Veterans Transport Program	585-297-1170	Veterans Enrolled in VA Health Care	Transportation to VA facilities in Batavia and Buffalo. Wheelchair accessible. 7am-2pm.
Genesee	Gillam Grant Community Center	585-494-1621	Byron-Bergen School District Residents	Weekly grocery, pharmacy, and other personal shopping trips. A \$3 donation suggestion for door-to-door round trip. Bus transportation is provided for community programming.
Genesee	New Boyz Transportation	585-300-9476	All	Transportation for medical purposes. Fleet includes wheelchair equipped vehicles. \$5 flat ride taxi service within Batavia. M-Sa 7:00am-8:30pm plus appointments. Also serve Orleans and Wyoming counties.
Genesee	JET Karriers Transportation	315-720-6410	All	Private, specialized transportation provider based in Batavia, NY, primarily serving Genesee and surrounding counties. Provide non-emergency medical and social service transportation, particularly for those with unique mobility or supervision needs.

County	Provider	Phone	Eligibility	Notes
Genesee	OFA Volunteer Medical Transportation	585-343-1611	County Residents 60 and older	Volunteer drivers are matched with seniors who have no other means of transport for medical and essential shopping purposes. Trips are free or donation based. Primarily for out-of-county. Requests must be made five business days prior.
Livingston	Catholic Charities of Livingston County	585-658-4666	Residents 60+ and Seniors with Chronic Health Conditions	Faith in Action Program - volunteer transportation primarily for medical appointments, grocery shopping, and other essential errands. M-F, 9am-5pm. Request 10-12 days in advance.
Monroe	Arc of Monroe County	585-271-0660	Clients	Transport residents, including those in wheelchairs to and from activities, errands, and appointments.
Monroe	Bri-Pen Senior Rides	585-340-8674	Brighton/Penfield Residents 65+	Volunteer-based transportation service specifically for seniors needing transportation to medical appointments, town community centers, and religious services. No wheelchair accommodations. One-three weeks advance notice. 9am-3pm weekdays except holidays.
Monroe	Catholic Family Center Support to Aging Residents (STAR)	585-262-7050	Over 60	Specialized service provided by Catholic Charities Family and Community Services. This is assisted door-to-door transportation for seniors who have difficulty using standard vehicles or public transit. Transportation to medical appointments, grocery shopping, and other essential errands. Fee or Donation determined based on their monthly income. Appointments available M-F 9:30am-3:00pm.

County	Provider	Phone	Eligibility	Notes
Monroe	City East Transportation Ministry	585-266-6570	Peace of Christ, St. Frances Xavier Cabrini, and St. Stanislaus Church Members	Volunteer based organization that provides free transportation to seniors and individuals who are unable to drive. This includes trips to medical appointments, pharmacies, physical therapy, dialysis treatment, grocery shopping, and banking. One round trip per week. Five-day notice. Weekend availability not guaranteed.
Monroe	Community Place of Greater Rochester	585-288-0021	Aging Services Clients	Transportation serving participants of Senior Companion Program, Senior Center activities, and children of Universal Pre-K Program. Also provide bus passes to families in financial crisis.
Monroe	Elderberry Express	585-248-6237	Town of Pittsford Seniors 65+	Free rides for medical/dental appointments, grocery shopping, banking, pharmacies, and hair appointments. Appointments and grocery trips. Two days advance notice. 9am-3pm.
Monroe	ElderONE	585-922-2831	Program Participants	Transportation services for seniors enrolled in the Program of All-Inclusive Care for the Elderly (PACE). Rides provided to/from the ElderONE PACE Center and medical appointments.
Monroe	Episcopal Senior Life Communities (ESLC)	585-546-8439	Residents and Neighborhood Program Members	Transportation provided to residents of ESLC communities (e.g., Brentland Woods, Ashley Woods, Seabury Woods) for monthly service fee. This includes trips to medical appointments, banks, grocery stores, recreational activities, and churches. Wheelchair vans available. M-F.

County	Provider	Phone	Eligibility	Notes
Monroe	Friends in Service Here (FISH)	585-453-2370 and 585-736-4526 in SE Rochester	Greece, Charlotte, Rush Henrietta and southeast Rochester Residents, Seniors and Disabled	Volunteer-based organization that provides transportation, primarily for medical appointments, to seniors and individuals who can no longer drive. Also serves low-income individuals in SE Rochester area. No accommodations for wheelchairs or scooters. Rides between 8am-5pm. Call for transportation between 7am-3pm the day before.
Monroe	Happier at Home	585-633-5555	All	Employ caregivers who provide transportation as part of their "in-home" senior care services. They provide rides to medical and other appointments, social outings and essential errands. 24-hour prior notice. 24/7 availability. \$26/hr.
Monroe	Heritage Christian Services	585-340-2000	Clients (Developmental Disabilities)	For certain programs, such as Day Habilitation, staff members provide transportation for individuals supported by the agency.
Monroe	Hilton-Parma Senior Citizen Express	585-392-9030	Town of Parma Senior Residents	Transportation provided by Hilton-Parma Parks and Recreation department, designed to help seniors maintain their independence. They provide rides to and from the Hilton-Parma Senior Center activities (e.g., lunch, bingo, and monthly evening meals) on Tuesdays and to pre-determined shopping destinations such as Wegmans, Target, etc. on Wednesdays. \$2 round trip. Reservations are required.
Monroe	Irondequoit Recreation	585-336-6070	Irondequoit Senior Residents	Affordable wheelchair accessible transportation for Irondequoit seniors to travel from their homes to Lunch Club 60 at the Irondequoit Community Center. The service is provided several days per week at no cost.

County	Provider	Phone	Eligibility	Notes
Monroe	Jewish Family Service	585-770-7898	60 and Older	Provides transportation to Holocaust survivors, including trips to medical appointments, grocery stores, senior living/hospital facilities, salons and banks. Two rides per week. Advance notice preferred. M-Th 8:30-4:30, F 8:30-3:30
Monroe	Lifetime Assistance	585-426-4120	Clients (Developmental Disabilities)	Pick up/drop off for day and community rehabilitation programs. Evening and weekend outings.
Monroe	Marge's Trolley	585-663-3541	All	Provides transportation and escort services for medical appointments, shopping, errands, social functions, and visits to hairdressers. No wheelchair or walker accommodations. M-F, 8am-5pm.
Monroe	MediCab	585-342-7150	All	Non-emergency door-to-door ambulatory service for medical transportation. Wheelchair and scooter accommodations provided. M-F 7am-4pm. 24-hour notice preferred.
Monroe	Medical Motor Service	585-654-7030	Seniors, Disabled, and Special Needs	Provides transportation to medical appointments, dialysis, and other healthcare destinations. Serves Greece Senior Center. Also provides trips for shopping, adult day programs, senior centers, and other essential community activities. Income based fee. Min. two business day notice.
Monroe	Monroe County OFA	585-753-6280	Country Residents 60+	Transportation to County Lunch Club program congregate meal sites. Suggested contribution \$2 each way. They also fund and partner with other agencies that provide transportation for seniors including Medical Motor Service, Lifespan, Catholic Charities and RTS.

County	Provider	Phone	Eligibility	Notes
Monroe	Rochester Medical Transportation	585-288-3444	All	Provides non-emergency medical transportation for ambulatory clients. Also provides wheelchair and stretcher service. Transport clients to and from medical appointments, dialysis, day care and other adult treatment programs. Advance or day of trip scheduling. M-F 6am-5pm.
Monroe	Senior Connections	585-789-6161	Fairport/Perinton Residents 60+	Door-to-door wheelchair-accessible bus service to medical appointments and essential errands within Perinton. Reservations must be made by 2pm before the day of trip. M-F 8:30am-3:30pm. Volunteer drivers used for out-of-town trips for ambulatory clients. These are primarily for medical and dental services. 3 business day advance notice required to schedule a trip.
Monroe	St. Ann's Communities	585-697-6000	Facility Residents and Day Program Clients	Transportation for residents of St. Ann's independent or assisted living communities. Transportation provided to medical appointments, scheduled shopping trips, community events, adult day programs.
Monroe	Unity Living Center	585-922-2822	Site Residents	Provides transportation to those enrolled in their ElderOne Program to PACE Center and medical appointments. Also coordinates transportation with RTS, Medical Motor Service, and Medicaid transport providers for residents and adult day participants for purposes of medical care and accessing community resources.

County	Provider	Phone	Eligibility	Notes
Monroe	Vets Driving Vets	585-546-8280	All Veterans	Free transportation service operated by Compeer Rochester through CompeerCORPS initiative. Drivers are veterans. They provide transportation to medical appointments, essential errands, social outings, job sites, employment interviews and essential errands. 3 days prior notice. M-F 9am-4pm
Monroe	Webster Association of Senior Program Supporters	585-216-7829	Webster School District Retirees or Disabled	Volunteer based non-profit organization that provides transportation for retired and disabled residents of the Webster Central School District. Rides are primarily for medical and dental appointments, but also include trips to pharmacies, banks, barbers, hairdressers, and tax preparation services. Three-four days notice. M-F 9:00-2:30. \$5 round trip within Webster. \$10 outside of it.
Monroe	Westside Express	585-889-6104	Gates/Chili Residents Over 60 or Disabled	Volunteer based organization providing door-to-door ambulatory transportation primarily for medical and dental appointments, grocery shopping, banking and pharmacies. No fee, donation based. One ride/week requiring two weeks notice. M-F 9am-4pm, no holidays.
Ontario	Cobblestone Arts Center	585-924-2740	Disabled individuals participating in Day Habilitation Program	Specialized bus transportation primarily for Day Habilitation Program participants. Round trip transportation for clients residing in Ontario, Monroe, Yates, Livingston, Genesee, and Wayne Counties. M-F, 9am-2pm.
Ontario	Finger Lakes Addictions Counseling and Recovery Agency	315-462-9466	Agency Clients	Use volunteers to transport clients to and from medical appointments.

County	Provider	Phone	Eligibility	Notes
Ontario	Finger Lakes Bus Service (Ontario ARC)	585-919-2250	General Public	Transportation service for Ontario ARC. Public routes connect residents to Day Services, Community Learning Centers and college programs at no cost. Daily transportation provided to Silver Connections Adult Social Day Program and other community partners. Also serve as a provider for Medicaid clients who book trips through Medical Answering Services.
Ontario	Happiness House	585-394-9510	Residential Program Participants	Staff provides transportation in support of their residential program transporting residents to medical appointments, community outings and recreational activities.
Orleans	Orleans County Joint Veterans Council	585-589-5219	Veterans	Medical Van Service transporting local veterans to and from medical appointments, primary to VA Medical Centers.
Seneca	Huntington Living Center	315-787-4733	Adult Day Health Care Residents	Part of Finger Lakes Health Waterloo, they provide and coordinate transportation to/from adult day health care programs as well as medical and dental appointments.
Seneca	Seneca County Senior Center Inc. (aka, Waterloo Senior Center)	315-539-1780	Seniors 60 and older	Specialized curb-to-curb service using wheelchair equipped vans for medical appointments, grocery stores, and senior center visits. No cost. Serves Geneva and Waterloo.
Wayne	Arc Wayne	315-331-7741	Individuals with Developmental Disabilities	Operates a fleet to serve people needing access to their Day Habilitation and Pre-Vocational services. Vehicles are also used to transport people to work and vocational training sites, grocery stores.

County	Provider	Phone	Eligibility	Notes
Wayne	Wayne County Action Program RSVP Medical Transportation	315-665-0131	Wayne County Residents who are Low-income, Older Adults or who have a Disability	Volunteer-based curb-to-curb service transporting residents to medical and social service appointments. No cost. 5 to 7-day prior notice. Tu-F 9am-3pm. CAP also provides transportation services associated with the Head Start and Family Support programs they operate.
Wayne	Wayne County Department of Aging and Youth	315-946-5624	Wayne County Seniors and Youth Participating in Workforce Development Programs	Volunteer-based ambulatory transportation program for seniors to access medical services and grocery stores. Also coordinates with RTS-Wayne to help participants of its workforce development programs and seniors access transportation.
Wayne	Wayne County Nursing Home & Rehab Center	315-946-5673	Residents	Skilled nursing facility that provides off-site transportation services for its residents to access medical and dental care as well as recreational outings, community events and shopping.
Wyoming	Monroe County OFA	585-786-8833	County Residents 60+	Transportation to medical services within Wyoming County between 9am-2pm. 5 days advance notice. Limited wheelchair availability. Out-of-county volunteer service.
Yates	Pro Action of Steuben and Yates	315-279-4409	Yates County Residents Over 60	Provide ambulatory trips primarily for medical purposes. Other trip needs such as grocery shopping or bank visits, are scheduled around medical appointments. Regular out-of-county trips provided to Canandaigua, Geneva and Rochester.
Yates	Yates County Veterans Service Agency	315-536-5196	Ambulatory Veterans	Relies on volunteer drivers for transportation to VA and authorized non-VA facilities. One to two-week advance notice required.

County	Provider	Phone	Eligibility	Notes
Multiple	Able Medical Transportation	585-944-8305	Genesee Finger Lakes Region Residents with Special Mobility Needs	Specialize in long-distance and non-emergency medical transportation including wheelchair, stretcher and oxygen-equipped transport. 24 hours a day, 7 days a week.
Multiple	American Cancer Society	800-227-2345	Monroe, Genesee, Orleans, Wyoming, and Livingston County Cancer Patients	Provides ambulatory transportation through its Road to Recovery Program, intended specifically for cancer patients who have no other way to access their medical care. Serves Monroe and Ontario county residents. 4 business day notice required.
Multiple	Arc GLOW	585-658-2828	Genesee, Livingston, Orleans and Wyoming Counties – Disability Community	Transportation is provided to clients for access to day programs. Also assist individuals in accessing community events, activities, and locations of interest. Provide contracted transportation to schools and other community agencies. M-F, 8am-4pm. Nominal fee for Arc GLOW clients.
Multiple	Carry All Medical Transportation	585-464-6444	Livingston, Monroe, Wayne, and Ontario County Residents	Private provider of non-emergency ambulatory and wheelchair transportation for medical purposes. Available for other trip needs. 1-2 day notice for scheduling. M-F, 7am-5pm.
Multiple	CDS Monarch	585-341-4600	Monroe, Wayne, and Ontario County Clients	Provides specialized transportation to and from its Day Habilitation and Prevocational sites for individuals with intellectual and developmental disabilities. M-F, 8am-4pm. 24 to 48-hour notice required for scheduling.
Multiple	Cedar Bus Company	585-330-5005	Genesee Finger Lakes Region Mobility Challenged Community	Specialized transportation services for non-emergency medical trips, special needs school trips and college shuttle services. Can accommodate wheelchair users. M-F, 9am-5pm. One to two-day advanced notice for scheduling.

County	Provider	Phone	Eligibility	Notes
Multiple	CJ-MAK Transportation	315-331-0804	Monroe, Wayne, Ontario, Seneca, and Yates County Seniors and Disability Community	Door-to-door ambulatory, wheelchair, and stretcher transportation for medical care purposes. 7 days a week, schedule by appointment.
Multiple	Disabled American Veterans Transportation Network	585-393-7585	Disabled Veterans in Ontario, Livingston, Monroe, Seneca, and Wayne Counties, and part of Yates County	No cost ambulatory transportation to VA medical facilities. M-F, 8am-4:30pm. Reservations two weeks in advance.
Multiple	Friends in Service Here (Honeoye Falls/Lima)	585-624-8388	Honeoye Falls, Mendon, Lima and West Bloomfield Residents with No Vehicle	No cost volunteer-based transportation primarily for medical and dental appointments. Days and times depend on driver availability.
Multiple	Genesee Transportation, Inc.	585-256-1510	Livingston, Monroe, and Wayne County Residents	Provides non-emergency medical transportation in ambulatory vehicles and wheelchair-equipped vans. M-F 6am-8pm, Weekend 8am-5pm, after hours on request.
Multiple	Independence Express	716-836-8501	Wyoming, Genesee, and Orleans Counties - Disabled Community	Ambulatory and wheelchair transportation to medical appointments, job sites, school, grocery stores and social activities. 7 days a week, 7:30am-9:30pm. One week notice to book trip. No cost for up to six round trips per month for people eligible for service through NYS Office for People with Developmental Disabilities.
Multiple	Irie Transportation Associated	585-797-5333	Monroe, Livingston, Wayne, Ontario and Genesee County Residents	Provides non-emergency medical trips as well as pharmacy and grocery store visits. One day prior notice to guarantee service. Operate 24/7 dependent on driver availability.

County	Provider	Phone	Eligibility	Notes
Multiple	King James Medical Transport	585-775-9999	Genesee Finger Lakes Region Residents	Specialized taxi service for non-emergency door-to-door medical transportation. Includes wheelchairs, senior citizens, disabled, hospitals, doctors, nursing/group homes, assisted living facilities.
Multiple	Lyft Ride Hailing Service	855-865-9553	Genesee Finger Lakes Region Residents	Must use smart phone application to request service. 24/7 dependent on driver availability.
Multiple	Mental Health Association of Genesee & Orleans Counties	585-813-0026	Genesee and Orleans County Residents with Mental Health Concerns	Specialized transportation for mental health care purposes and assistance with grocery shopping and essential errands as needed. Generally operates during business hours of affiliated health centers, Batavia Social Club and Albion Drop-In Center. No cost.
Multiple	Metro Transportation	585-328-8030	Monroe, Livingston, Ontario, and Wayne County Residents.	Provides door-to-door ambulatory, wheelchair and stretcher van transportation for medical purposes. M-F 8am-5pm. \$20 each plus mileage for ambulatory service.
Multiple	Monroe Ambulance	585-454-6211	Monroe and Ontario County Residents	Provides non-emergency ambulatory, wheelchair, and stretcher service for purposes of medical care. Operates 7 days a week, 24 hours a day.
Multiple	Mozaic (Arc)	315-539-5067	Yates and Seneca County Residents with Developmental Disabilities	Specialized transportation to Mozaic day program as well as rides to medical appointments, shopping, recreation, and employment. M-F, 6:30am-4pm. No cost for NYS OPWDD enrollees.
Multiple	Pat's Taxi	585-394-1620	Ontario, Monroe, Wayne, Livingston, Yates, and Seneca County Residents	Non-emergency ambulatory medical transportation.

County	Provider	Phone	Eligibility	Notes
Multiple	Peer Wheels	585-786-0080	"Transportation Disadvantaged" Residents of Genesee, Orleans and Wyoming Counties	Free service for individuals who do not have access to a vehicle and/or not in areas served by RTS. Provides trips for medical, dental and mental health appointments.
Multiple	Tender Loving Family Care	585-637-0333	Genesee Finger Lakes Region (excluding Yates and Seneca counties) Seniors and Individuals with Disabilities	Home care agency providing specialized transportation to medical appointments, essential errands and social outings. Service available 7 days a week, 24 hours a day. One day notice on medical appointments.
Multiple	Uber Ride Hailing Service	800-353-8237	Genesee Finger Lakes Region Residents	Must use smart phone application to request service. 24/7 dependent on driver availability.
Multiple	Veterans Transportation System	585-393-7585	Genesee Finger Lake Region Veterans Enrolled in VA Health Care	VA run program using passenger vans to transport veterans with no other means of travel to VA facilities and authorized non-VA appointments. One day advance scheduling. Accompanied by one caregiver or family member.

STAKEHOLDER INPUT

To inform the development of the plan two GTC survey forms were distributed to agency stakeholders as well as users/riders of the transportation services delivered by coordinated system providers. Additional data was collected from a recent RTS rider survey to gain a deeper perspective of the issues confronted by the people who rely on public transportation to meet their travel needs. This survey was administered by RTS staff. All of the surveys were conducted in 2025.

Agency Stakeholders

For the agency stakeholder survey, 100 representatives of the region's transportation organizations were asked to participate. This included agencies that provide publicly funded transportation, social service agencies and members of the project advisory committee. The survey form was on the GTC website. Seventeen individuals participated in the survey. Although the number of respondents is less than the 28 who participated in a similar survey for the 2021 Plan, the responses are consistent between the two in terms of the issues identified and barriers confronting the delivery of transportation services. The survey questions and results are provided in the appendix. Some key findings from the survey are listed below.

- 80 percent of the respondents indicated their agencies rely on federal and state grants to fund their transportation services.
- 44 percent of the respondents surveyed indicated their agencies either sometimes or often times have to deny a request for transportation.
- 92 percent of the respondents surveyed indicated that when clients aren't receiving transportation services from their agency they rely on friends or family to meet their transportation needs.
- 100 percent of respondents indicated that getting people to health care appointments/services and meal programs/dining sites are the top priorities in scheduling trips for their clients.
- 90 percent of the clients receiving transportation are forced to do so because they do not have access to a personal vehicle. Physical disability/health condition (70 percent) and income limitations (60 percent) were among the other factors most often cited as barriers to transportation services.
- 78 percent of the respondents cited insufficient funding or unstable funding sources as their foremost challenge in delivering transportation services. Difficulty of recruiting or retaining drivers (67 percent) was cited as the second most challenging issue.

Coordinated System Riders

As with the agency survey, the rider survey form was provided in digital form on the GTC website. With the help of project advisory committee members and agency contacts working with the mobility challenged community, the survey link was broadly distributed to people receiving transportation through the region's coordinated system. Paper forms were distributed to participants upon request. Sixty-four people participated in the survey. The survey questions and corresponding results are provided in the appendix. Below are some key findings.

- 44 percent of respondents did not have access to a personal vehicle.
- The most significant transportation barrier experienced by the respondents was inadequate transportation services for life-sustaining trips (78 percent). This was followed by inadequate or unaffordable transportation services available for quality of life/social activity trips (50 percent).
- For seniors and disabled people, 62 percent of the respondents said that expanding inter-county transit service and expanding the fixed-route bus service area was most important.
- 78 percent of the respondents were not satisfied with the current level of available public transportation services.
- In terms of paratransit service, 50 percent of the respondents cited reduced times between scheduling and delivery of the trip as the improvement most needed.
- 40 percent of respondents indicated that demand-response service was the most important transportation investment needed in their respective county.
- 80 percent of the respondents do not believe their local government is paying enough attention to the transportation needs of the elderly.

RTS Riders

Approximately 3,800 people took part in the RTS riders survey. The survey questions and corresponding results are provided in the appendix. Below are some key findings of the survey.

- 93 percent of the respondents indicated that local bus service is the mode of transportation they use most often.
- 55 percent of the respondents had full or part-time jobs.
- Approximately 65 percent of respondents rated their satisfaction of RTS route coverage and arrival times a 7 or higher out of 10, with 10 being the optimal rating.

- 83 percent of the respondents indicated they ride the bus because they do not have a car.
- 61 percent of the respondents ride the bus five or more days per week.

BARRIERS AND NEEDS

The results of the three surveys show that the barriers and needs of mobility challenged communities in the Genesee Finger Lakes Region that were revealed in the 2021 Coordinated Plan are still evident today. A summary listing of these barriers and needs is shown below.

- Funding shortages preventing local transportation providers from meeting the transportation needs of their clients.
- Lack of affordable transportation options available to connect people from their homes to their point of destination, particularly for those seeking access to places other than medical facilities and for long-distance trips.
- Shortage of drivers among non-profit agencies. This includes paid employees as well as volunteer staff.
- Shortcomings of fixed-route transit service, such as inflexibility of service, limited night-time and weekend hours and geographic coverage, and difficulty of access for people with disabilities. Such barriers are more pronounced in the rural areas of the region.
- Inconsistency and uncertainty related to grant funding, which causes interruptions in service by local transportation providers.
- In addition to access issues, rural area residents often do not have facilities nearby where they can go to take care of their essential needs (e.g., grocery stores, banks, doctor's offices, etc.). This requires longer trips to meet these needs, thereby compounding the problem of finding affordable transportation options.

STRATEGIES FOR COORDINATION AND EXPANSION OF SERVICES

The 2021 Plan identified ten strategies to improve the delivery of transportation services to people who needed assistance due to physical limitations or to not having access to a personal vehicle. These were based on responses to a stakeholder survey as well as an analysis of demographic trends. As the 2021 survey results and demographic trends closely align with the findings of this plan update, these strategies remain relevant today. They are described below along with a discussion of related activity that has occurred in the region in recent years.

Innovative Transit Service

Innovative transit refers to alternatives to the traditional form of fixed-route services utilizing flexible routing, app-based ride scheduling and smaller vehicles. This includes on demand services intended to accommodate the transportation needs of people who are unable to access the fixed-route system.

Mobile app-based On Demand service was introduced by RTS in May 2021 as part of its RTS Re-imagined initiative. In addition to increasing the frequency on 30 of its fixed routes, RTS Re-imagined gave riders the option of scheduling curb-to-curb trips on wheelchair accessible vehicles within one of seven On Demand zones seven days a week (excluding the Lexington Avenue zone). This will be reduced to five days a week (Monday – Friday) and all stops will be virtual rather than curb-to-curb beginning September 2026. Re-imagined RTS also established new transit hubs to facilitate easier transfers between the fixed-route system and on demand service and RTS apps that riders can use to pay for as well as to schedule their trips using their smart phones.

In 2024, an On Demand pilot was started in Wayne County, providing service in Newark, Lyons and Palmyra, utilizing a state grant. In February 2026 “RTS Link” was introduced in Genesee County. This is also a pilot program that allows riders to schedule ride-share service at “virtual stops” using an app in the Batavia area. Both efforts seek to gauge the effectiveness of on demand services in rural areas.

Mobility Management

This section addresses the “County Mobility Managers” and “Centralized Information and Reservation Platform” strategies discussed in the 2021 Plan. Both of these topics speak to the management and scheduling of trips provided to mobility challenged residents in the Genesee Finger Lakes Region.

Mobility managers are transportation specialists who serve as policy coordinators, operations service brokers, and travel navigators. They help individuals find the most appropriate transportation option for their needs, oversee centralized ride scheduling and dispatch, coordinate travel training and voucher programs, provide technical assistance to transportation providers and carryout education and outreach activities to market their services.

Lifespan is a mobility manager in the Genesee Finger Lakes Region that serves Monroe, Livingston and Ontario counties. They are a non-profit agency based in Rochester that assists and advocates for older

adults and their caregivers. They administer the [Here2There](#) scheduling platform, a “one-click” online application administered in partnership with the offices for the aging in the three counties and the Livingston County Planning Department. Here2There helps people find, plan and coordinate rides with RTS or with providers of more specialized services that cater to seniors and people with disabilities. Lifespan was the recipient of a \$178,000 FTA Section 5310 funding award to support and expand the Here2There Program in 2024.

As indicated in the 2021 Plan, Livingston County was the mobility manager for its Ride LivIngston Program that was active at the time. This was a web-based tool that provided county residents with a way to match their transportation needs with a local service provider. The program has since been integrated into the Here2There Platform.

In addition to supporting services such as Here2There, local OFAs in the individual counties play a central role in brokering trips for their residents. For example, the Livingston County OFA acts as a lead brokerage agency by coordinating "wrap-around" services that public transit or Medicaid compensable services cannot provide such as transporting seniors with medical issues requiring more personalized service. Ontario County's OFA utilizes a "Point of Entry" brokerage model whereby OFA staff members screen seniors for eligibility before connecting them to specialized transportation providers that are best equipped to meet their needs.

Pro Action of Steuben and Yates counties is a Community Action Agency that serves as the area's official OFA, specifically for Yates County. They act as a central clearinghouse where residents have a single one-stop point of entry to find a ride. Pro Action staff determine the most appropriate and cost-effective mode of transportation, whether that is a volunteer-based van service, RTS or a non-profit organization. One of their main brokerage services is to connect their clients, mainly seniors and people with disabilities, to screened volunteer drivers who use their personal vehicles to transport people. These are door-to-door trips to senior programs, banks and medical appointments that cannot be accommodated by fixed route transit service.

For individuals seeking Medicaid sponsored non-emergency medical transportation in the Genesee-Finger Lakes Region, Medicaid Answering Services (MAS) acts as the centralized broker of transportation services. They handle the scheduling, authorization, and dispatching of trips, including specialized services for people with a disability. Medicaid Answering Services also provides administrative and support services. This includes a centralized online dashboard for enrollees, medical providers and transportation providers to manage trip requests. In addition, MAS provides dedicated customer service lines for each county in the region to handle local scheduling and complaints and utilization reviews that verify the riders' Medicaid coverage.

Employment Access

Strategies focused on employment access provide greater economic opportunities to mobility challenged individuals while supporting other local and regional priorities such as workforce development. These strategies typically involve organizing ride sharing for people who are commuting to the same employment destination.

As reported in the 2021 Plan, agencies serving mobility challenged people often cite transportation as a major barrier for their clients seeking to enter the workforce and/or to maintain gainful employment. It was also identified as a major issue impacting low-income population groups in the Rochester Monroe Poverty Initiative's 2015 Report, "[A Roadmap for Change](#)." This barrier extends to other employment-related activities such as job interviews, and employment related education and training.

Currently human service agencies rely on an assortment of strategies, including vouchers, service contracts with transportation providers and shuttle services to help their clients get to job or job-related training/education sites. In an effort to coordinate job related transportation in the region, GTC completed its [Transportation Management Association \(TMA\) Feasibility Study](#) in 2025. The study explored the feasibility of a TMA that would serve the Rochester Metropolitan Planning Area, which includes Monroe County and parts of Wayne, Ontario, and Livingston Counties. Transportation management associations are non-profit, member-controlled organizations that provide transit and mobility services to a specific geographic area. They serve as a bridge between employers and transportation agencies to solve regional mobility problems.

Rather than forming a TMA, the study recommended establishing a mobility management framework to coordinate transportation for working people. This directly influenced the support and expansion of regional tools like the Here2Help platform as well as improved coordination between human service agencies.

RTS also plays a primary role in serving the employment needs of the region's mobility challenged population. In addition to their flexible on demand services, RTS operates several commuter routes specifically designed to transport workers from outlying counties and suburban areas into the City of Rochester and major employment hubs. This includes routes 91 (Livingston County), 92 (Ontario County), 93 (Wayne County), 94 (Genesee County) and 96 (Orleans County). These routes typically operate during peak morning and evening hours to align with standard work shifts. In addition, RTS works with major employers such as Rochester Regional Health, Wegmans, the University of Rochester and the Rochester Institute of Technology to provide subsidized bus passes to their employees. RTS' Jobs First Program offers a free, round-trip bus ride to anyone in the community who is unemployed and needs transportation to an interview.

Voucher Programs

A transportation voucher program is a form of financial assistance where a human service agency provides a subsidy, usually in the form of a coupon, electronic credit, or prepaid pass, that a client can use as payment for a ride from a transportation provider. As a brokered service, vouchers can be among a menu of options agencies can use to serve the transportation needs of their clients.

Most counties in the region, including Monroe, Genesee, Wyoming, and Ontario, operate voucher programs through their respective OFA offices. Vouchers are issued to clients for use with approved local transportation providers such as RTS or a ride share company. The vouchers are provided to clients for essential trips such as grocery or medical appointments.

Contracted Services, Vehicle and Administration Sharing

In the Genesee-Finger Lakes Region, many human service agencies contract directly with external providers to transport their clients and to provide administrative support. This is a common practice of most of the region's OFAs. It allows for a more efficient use of resources and allows smaller counties to offer more robust transportation options for their clients. The section below provides a description of contract services utilized by the OFAs.

■ Monroe County OFA

- Administrative & Coordination Support: The county contracts with Lifespan which serves as the central administrator for senior transportation in the county. They handle call intake, eligibility screening, and dispatching services.
- Vehicle Usage: Lifespan is contracted by the County to coordinate with Medical Motor Service, which provides specialized, wheelchair accessible transportation and driver training.

■ Ontario County OFA

- Administrative Support: The Ontario County OFA contracts with [GoGo Grandparent](#) to handle the 24/7 call center and dispatching administrative tasks. This allows the OFA staff to focus on case management while the contractor handles the logistics of booking rides.
- Vehicle Usage: The OFA contracts with Finger Lakes Bus Service (The Arc Ontario) to utilize their specialized fleet for community and medical transport.

■ Yates County OFA

- Administrative Support: Yates County has a long-standing contract with Pro Action of Steuben and Yates to administer and coordinate rides and manage the pool of vehicles and volunteer drivers that serve Yates County seniors. This allows Yates County to provide regional coverage without the overhead of a dedicated transit department.

■ Genesee County OFA

- Vehicle Usage: A contract with RTS Genesee allows eligible seniors to utilize Dial-A-Ride services at a reduced fare or at no cost for essential trip purposes. The contract also provides non-emergency medical transportation to local doctors and specialists within Batavia and surrounding towns and a limited number of out-of-county trips that allow seniors to access specialized medical facilities in Rochester or Buffalo.

■ Wyoming County OFA

- Administrative Support: RTS provides professional dispatching and scheduling software as part of its contract with OFA.
- Vehicle Usage: A contract with RTS Wyoming funds "curb-to-curb" service for OFA clients in remote townships where fixed-route service is not available.

Public-Private Partnerships

Public-Private Partnerships (P3s) allow public agencies like RTS or county OFAs to expand the reach of their services without assuming the overhead costs of purchasing new vehicles or hiring additional staff. The Genesee-Finger Lakes region utilizes several P3s to bridge the gap between traditional fixed-route transit and the specialized needs of seniors and people with disabilities. These partnerships often combine government funding with the technical innovation of private companies. As an example, RTS On Demand services utilize private routing technology providers like [Spare Labs](#) to offer curb-to-hub shuttle service in suburban and rural zones where the employment of large buses is not a cost effective option. The Ontario County OFA contracts with private technology company GoGo Grandparent to provide a telephone-based "concierge" service. This allows seniors to access private ride-share networks like Uber and Lyft without needing a smartphone or a digital account. Lastly, Lifespan maintains a licensing agreement with Phase 5 Group to manage and operate the Here2There Platform. Phase 5 Group is a private technology company that owns Here2There.

Education and Travel Training

Educating people who are mobility challenged about how to navigate the complex web of travel options in their community is a critical element of mobility management. It is the bridge between being "homebound" and being part of the mainstream of their community. A training program that teaches them about available travel options, eligibility requirements, trip booking methods, and riding procedures increases their independence while securing access to destinations not only for sustenance purposes but for social interaction opportunities that enhance their quality of life. Below are education and travel training services available in the region.

- RTS Travel Training Program - comprehensive free one-on-one travel training with the user to learn how to access a specific route (e.g., from home to a doctor's office or a job). The trainer rides the bus with the person they are training until they feel comfortable doing it alone. Group orientations are also provided at senior centers and community organizations. The training includes instructions on how to use the RTS On Demand app, pay fares, read bus schedules and wheelchair boarding procedures.
- Lifespan of Greater Rochester - training focuses on system navigation, helping seniors transition from driving a personal vehicle to using "human service" transit, through the [Give-a-Lift](#) or

Here2There portal. They also offer guidance on the use of tech-based tools like [GoGoGrandparent](#) or digital booking systems for those who prefer not to use smartphones.

- The Arc Ontario (Finger Lakes Bus Service) - provides specialized travel training in Ontario and Wayne counties for people with intellectual and developmental disabilities. Their training is focused on "soft skills" such as driver interaction, time management, and knowing what to do if a bus is late. They also emphasize safety, making sure their trainees know how to navigate pedestrian crossings and bus stop locations.
- [Center for Disability Rights \(CDR\)](#) - provides peer-based travel training in Rochester for daily transit users with disabilities. The training is intended to help them navigate barriers and to identify issues that need attention.

Environmental Barrier Mitigation

Environmental barriers for mobility-disadvantaged individuals consist of physical and structural obstacles in the "built environment" that compromise their ability to find safe travel options. These typically include missing or broken sidewalks, absence of ADA-compliant curb ramps or pathways obstructed with signs, utility poles, trash cans, etc. Other such barriers that particularly affect transit users include bus stops without concrete pads, benches or shelters; significant height differences between curbs and bus floors; and inadequate lighting at transit stops and/or connecting sidewalks. Lastly, for cold climate areas such as the Genesee Finger Lakes Region, mobility challenged residents are also subject to weather related barriers such as sidewalks steeped in snow or covered in ice and exposure to frigid temperatures while waiting for a bus or ride.

The most direct response to mitigating environmental barriers in the region has been the City of Rochester's 2025 [ADA Right-of-Way Transition Plan](#) to fix broken infrastructure. The plan serves as a roadmap for identifying and repairing physical barriers such as non-compliant curb ramps, cracked sidewalks, and inaccessible bus stops.

In addition, NYSDOT continues to include curb ramp and sidewalk improvements as part of its road resurfacing projects. Including curb ramp upgrades in its resurfacing projects has been a requirement following the passage of the Americans with Disabilities Act (ADA) of 1990. However, in recent years, NYSDOT has increased the scale of curb and sidewalk improvements as part of its "infrastructure bundling," process. This is a strategic procurement and construction approach whereby smaller projects such as sidewalk repair are grouped with larger related projects, such as road resurfacing, bridge repairs and culvert replacements into a single contract. This bundling concept was central to Governor Hochul's 2026 [initiative to repave 4,000 lane miles](#) and renew state infrastructure at a historic pace.

RECOMMENDED PROJECTS

Based on the aforementioned findings of this plan and those of the 2021 Plan, below is a list of recommended priority projects. These are intended to represent the types of projects or strategies that would be appropriate for Section 5310 funding and to guide decisions regarding the awarding of these funds in the Genesee Finger Lakes Region.

■ Regional Connectivity & Coverage

- Inter-County Transit. Transportation for riders to reach medical specialists or regional medical facilities in locations outside of their home county.
- Expansion of Service Areas. This includes fixed-route or demand-response coverage into rural areas where residents do not have access to life-sustaining activities such as visits to the grocery store, healthcare facilities, banks or job sites.
- First-Mile/Last-Mile Service. These include projects such as vanpools or ridesharing to move people from their homes to the nearest transit stop.

■ Infrastructure & Accessibility Improvements

- Accessible Bus Stops. Includes bus stop improvements such as shelters, seating, and lighting to improve the safety and comfort provided to seniors and people with disabilities.
- Sidewalk and Path Connectivity. Infrastructure improvements designed to improve the accessibility of bus stops. These include projects such as curb cuts and sidewalk construction that ensure continuous accessible pathways exist between a resident's home and the nearest transit stop.
- Pedestrian Safety. Signs, crosswalks, flashing beacons and similar installations that improve the safety of street crossing in high use transit areas.

■ Specialized and Human Service Transportation

- Volunteer Driver Programs. Support for expanding networks of volunteer drivers who can provide more personalized, door-to-door service for individuals needing extra assistance.
- Vehicle Replacement. Assistance for non-profit organizations to replace their paratransit fleets with new ADA-compliant vehicles.
- Voucher Programs. Reduced-fare or trip vouchers for mobility challenged people to access transportation services.

■ Technology and Information Access

- Centralized Information Hubs. Creating a one-stop directory for residents to identify available transportation options. This could be a website or phone line.
- Online Scheduling. A software platform or application for scheduling demand-response or paratransit trips online.
- Real-Time Bus Tracking. Expanding real-time arrival information on bus routes to minimize the length of time riders need to wait outdoors before boarding.

■ Mobility Management & Education

- Mobility Managers. This is intended to fund staffing assigned to coordinating transportation services while helping people to navigate service options.
- Travel Training. Programs that teach seniors and people with disabilities how to use fixed-route buses.

Figure A1 – Population Change: Genesee Finger Lakes Region

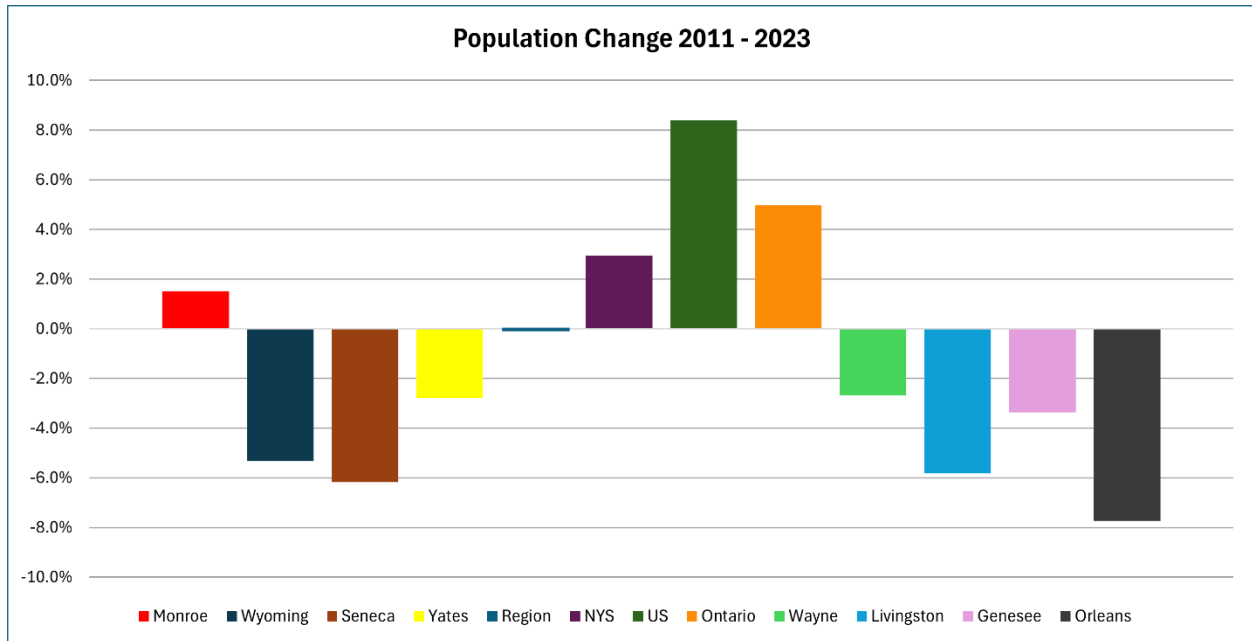


Figure A2 – Older Adults (60+): Genesee Finger Lakes Region

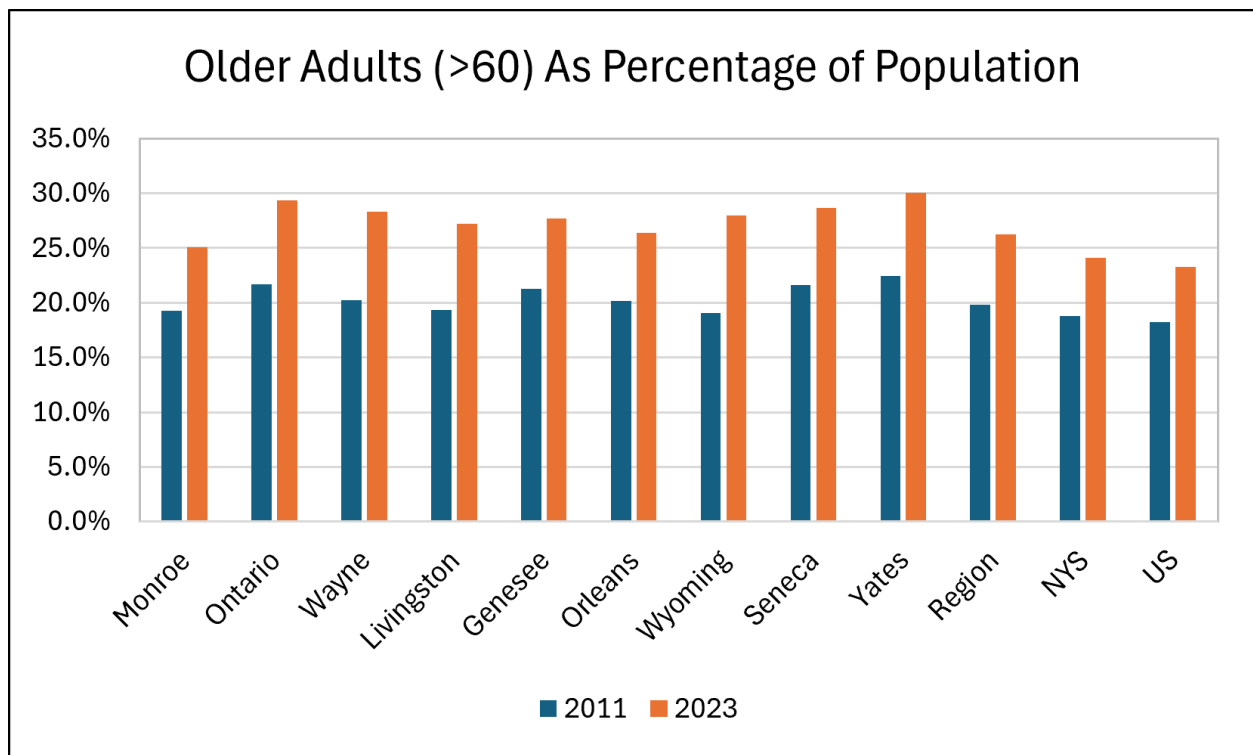


Figure A3 – Persons with Disability: Genesee Finger Lakes Region

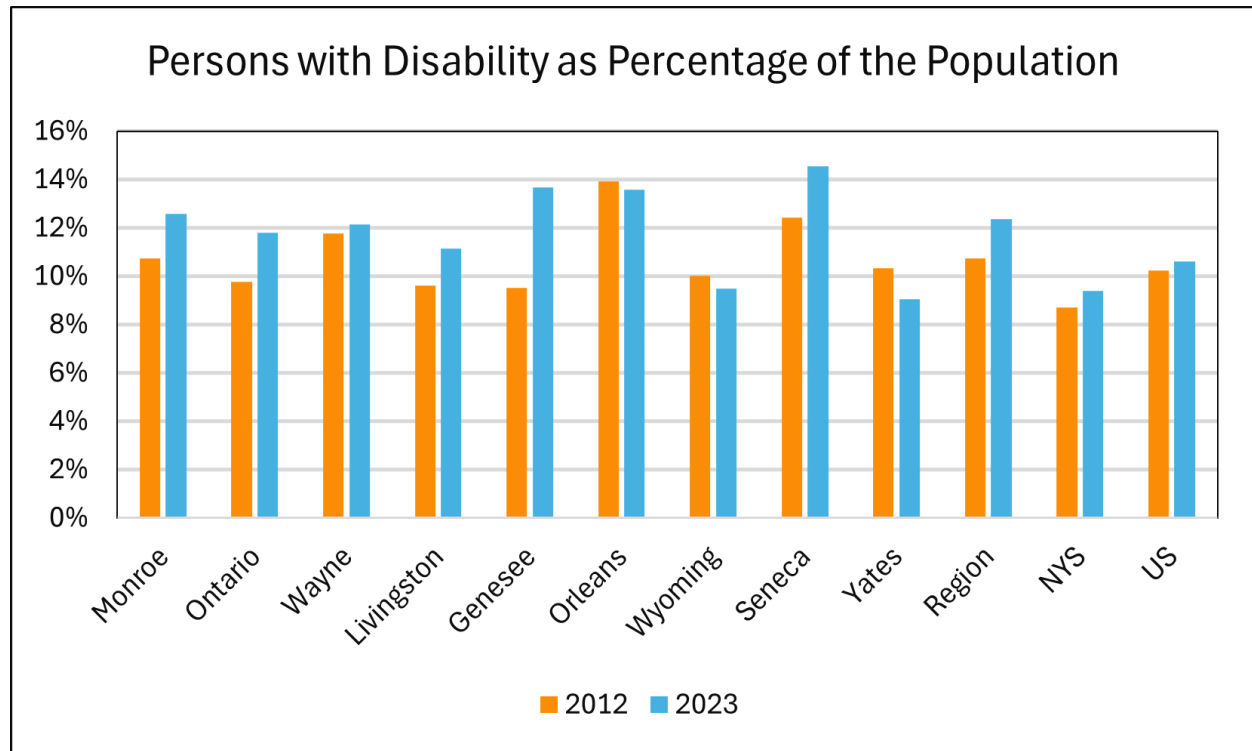


Figure A4 – People Below Poverty Level: Genesee Finger Lakes Region

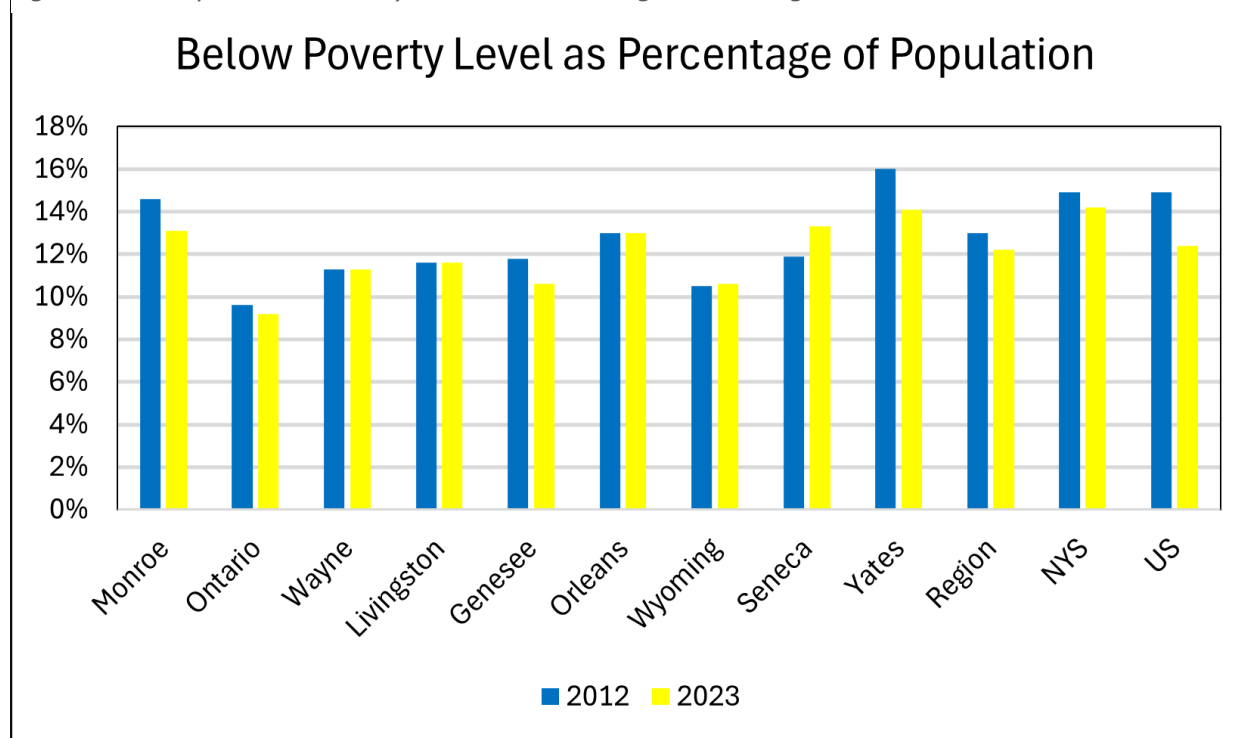


Figure A5 – No Vehicle Households: Genesee Finger Lakes Region

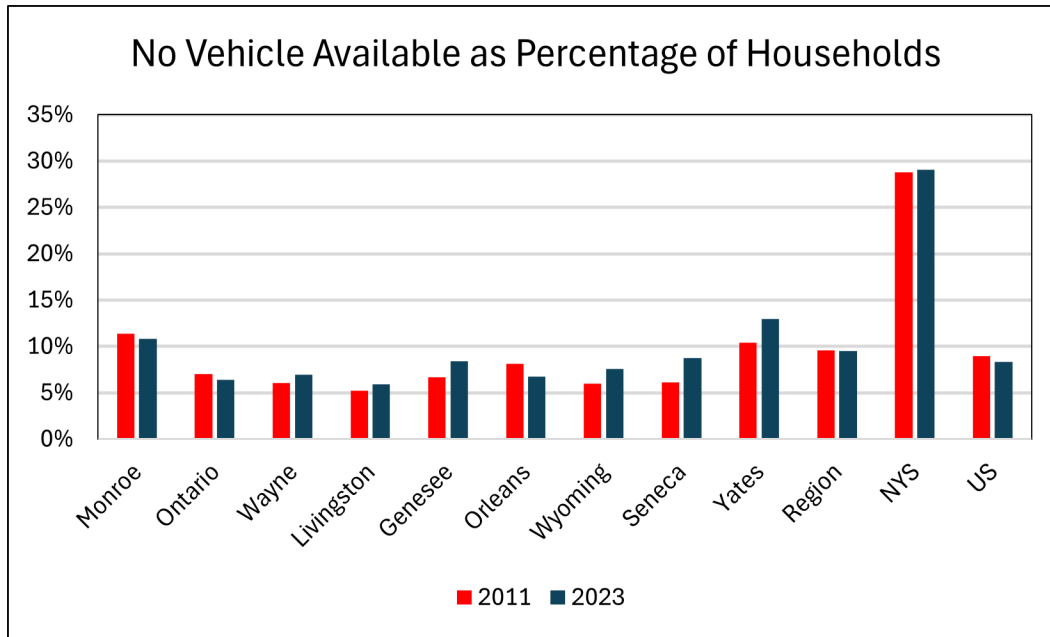


Figure A6 – 60+ Adults: Monroe County Towns and City of Rochester

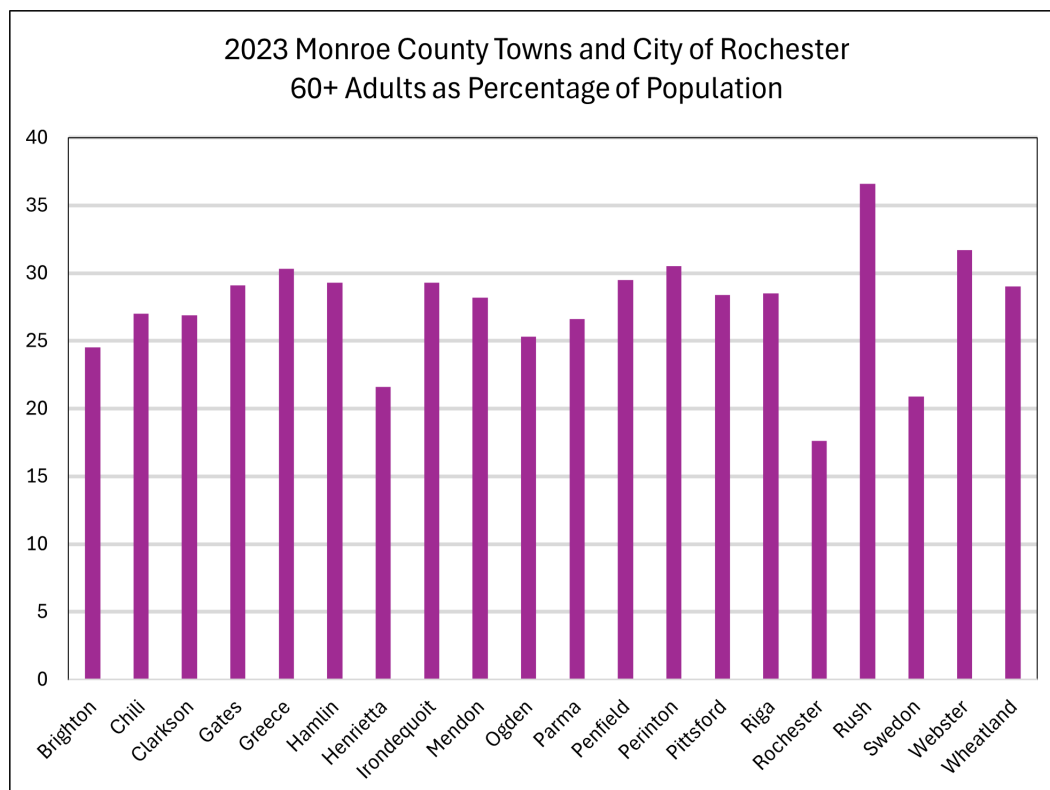


Figure A7 – Persons with Disability: Monroe County Towns and City of Rochester

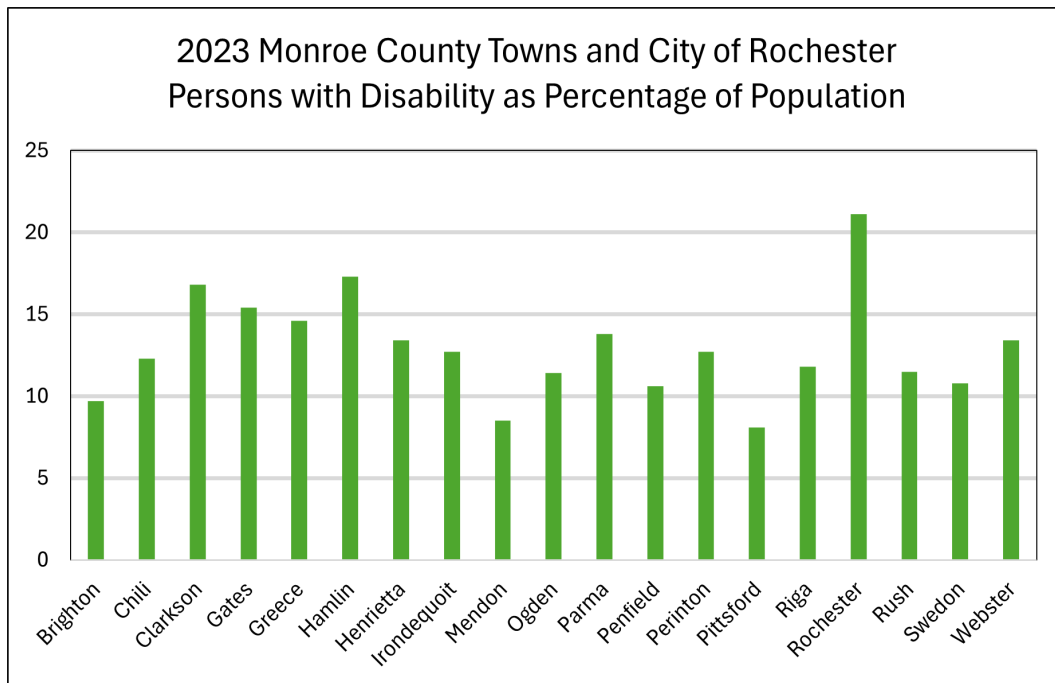


Figure A8 – Population Below Poverty Level: Monroe Co. Towns and City of Rochester

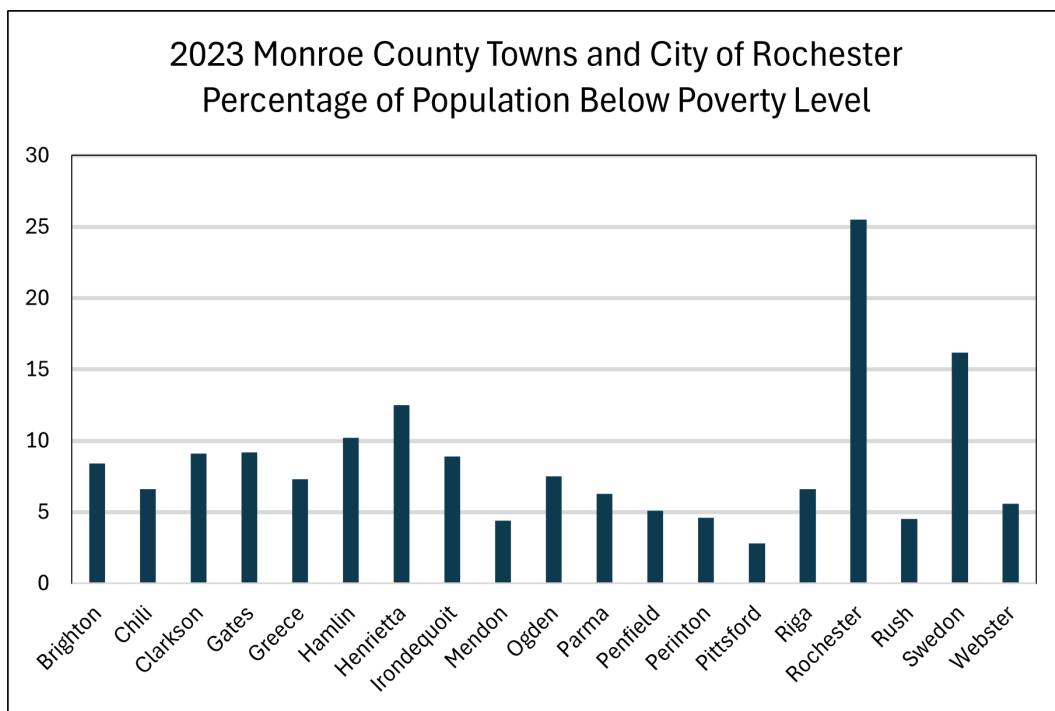


Figure A9 – Households with No Vehicle: Monroe County Towns and City of Rochester

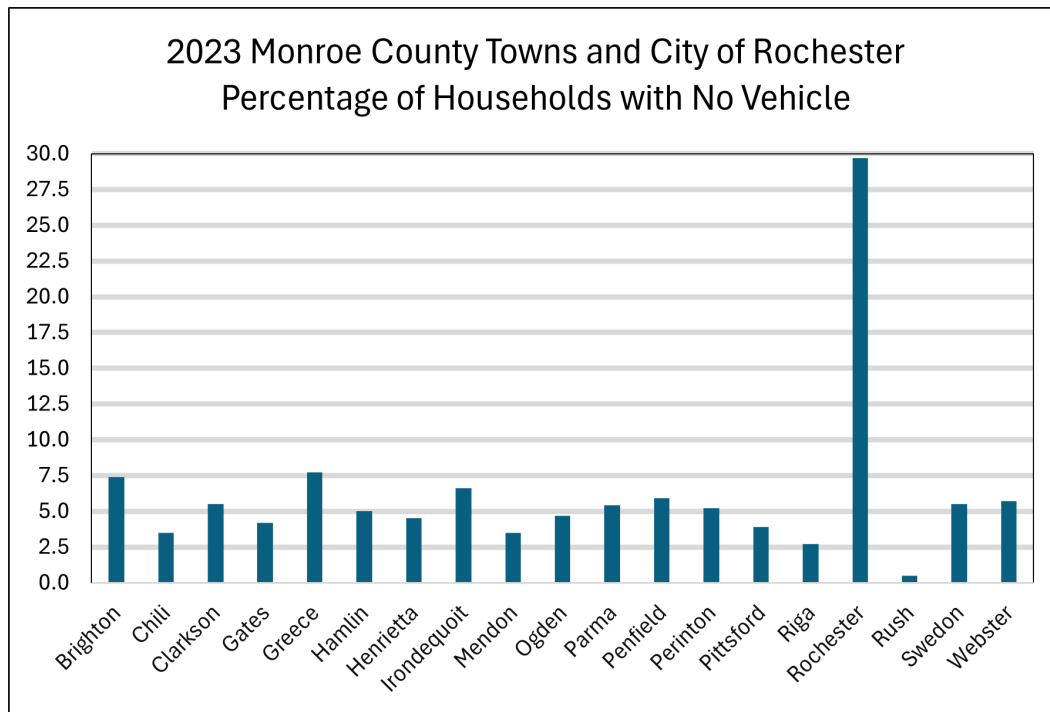


Figure A10 – Socioeconomic Indicators: Eastern Sub-region

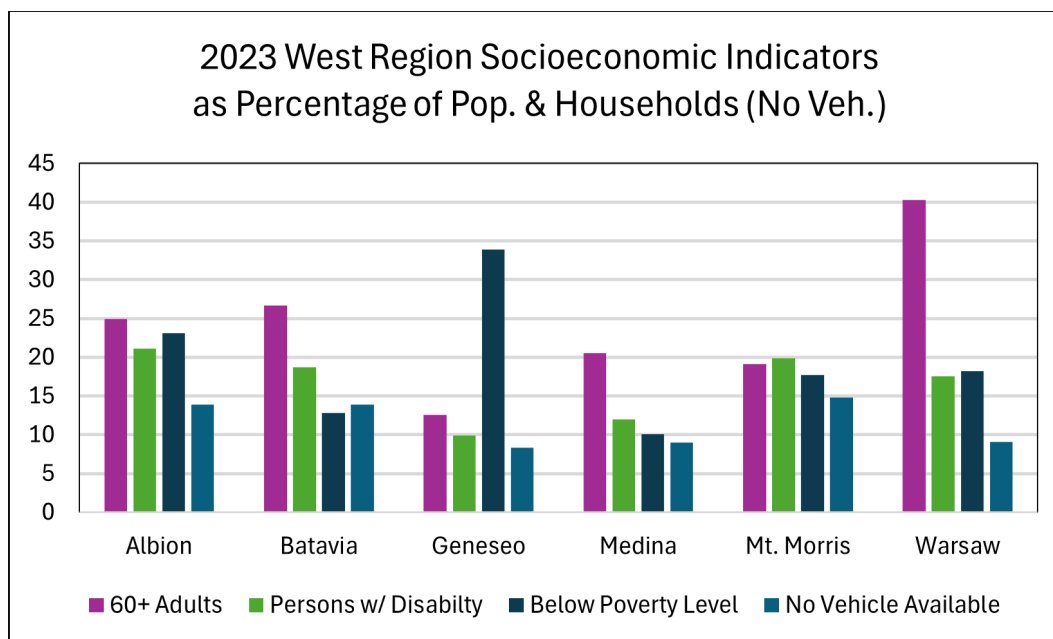


Figure A11 – Socioeconomic Indicators: Western Sub-region

