

Transportation Services Guide

NY Connects Niagara County

111 Main Street, Suite 101

Lockport, NY 14094

Phone: (716) 438-3030

Fax: (716) 438-4029

nyconnects@niagaracounty.com

www.niagaracounty.com/nyconnects.asp

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NY Connects Niagara County offers information and assistance, education and screening to individuals, their families and/or caregivers, as well as people employed in the helping service professions. It assists Niagara County residents in making informed choices regarding their long term care needs by letting residents know who provides those services nearest to them and how to get in touch with service providers.

Long term care includes medical and non-medical services that are provided in a variety of settings. This may include home health services, assisted living, personal care services, therapy services, such as physical, occupational or speech, nursing homes, transportation services, adult day care programs, and home delivered meals programs.

The goal of NY Connects Niagara County is to assist Niagara County residents in identifying available long term care options for them or their loved ones by providing accessible, coordinated, unbiased and person-centered information and assistance services. By providing these services, it is also our goal to enable a person to remain in their home as long as possible.

Every effort has been made to ensure the information contained in this guide is accurate and current. For the most current version of this guide, please visit the NY Connects Niagara County website at www.niagaracounty.com. Please select NY Connects under the departments listing.

You can also contact NY Connects Niagara County at (716) 438-3030, Monday through Friday, from 8:30 am to 4:00 pm with any questions you have regarding long term care services in Niagara County.

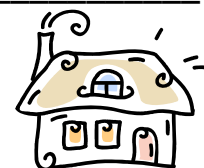


What is Long Term Care?

Traditionally, long term care only meant care provided in a nursing home. Today, long term care includes medical and non-medical services that are provided in a variety of settings. Long term care services include:

Activities of Daily Living Assessment	Insurance/Benefit Information & Counseling
Adult Care Homes	Interpreter Registries
Adult Day Care—Medical and Social	Legal Services
Advocacy	Mental Health Services
Assisted Living Facilities	Nutrition Assessment Services
Assistive Technology Equipment	Nutrition Education
Caregiver Training	Outreach Programs
Case/Care Management	Personal Care Services
Centers for Independent Living	Personal Emergency Response Systems
Child Care Provider Referrals	Personal Finances/Budget Counseling
Companionship	Private Duty Nursing
Condition Specific Rehabilitation Services	Property Tax Exemption Information
Congregate Meals/Nutrition Sites	Protective Services
Early Intervention Services for Children with Disabilities or Delays	Respite Care
Food Pantries	Senior Centers
Food Stamps	Services for People Living with Developmental Disabilities
Friendly Visiting	Skilled Nursing Facilities/Nursing Homes
Health Care Referrals	Soup Kitchens
Home Barrier Evaluation/Removal	Special Education Assessments
Home Delivered Meals	Substance Abuse Services
Home Health Care	Support Groups/Counseling
Home Maintenance & Minor Repair Services	Telephone Reassurance
Home Rehabilitation	Transportation
Hospice	Utility Bill Payment Assistance
Household Safety Education	Vocational Rehabilitation
Housing—Low Income, Subsidized and Non-Subsidized Rentals	Weatherization Programs
In-Home Attendants for People with Disabilities	Wellness Programs
	WIC
	Yard Work

Where are Long Term Care services provided?



Long Term Care services are provided in a variety of settings:

- In your home, such as home delivered meals or home health services;
- In the community where you live, such as a senior center or congregate dining site; or
- In a residential setting, such as an adult care home or skilled nursing facility.

Some agencies only perform services in one of the above settings while others may offer services in multiple settings. NY Connects Niagara County can provide you information about where various services are provided, based on your needs.

How do I determine my needs?

The type of care you need is determined by the amount of help you need with daily activities, such as:

- Bathing
- Dressing
- Eating
- Grooming
- Toileting
- Mobility/Transferring
- Housework
- Cleaning
- Preparing Meals
- Laundry
- Shopping/Errands
- Transportation



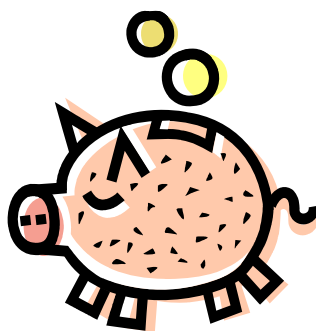
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

How do I pay for Long Term Care services?

The following are common means of paying for long term care services:

- Long Term Care Insurance
- Medicare
- Medicaid
- Private resources, such as savings, pensions, or trust funds
- Veteran's Benefits
- Health Insurance
- SSI/SSD

When your insurance does not cover the care you need, you may need to find a way to pay for your expenses.



What are Transportation Services?

Transportation services include automobile or van adaptation programs, disability related transportation, escort programs, medical transportation and senior ride programs.

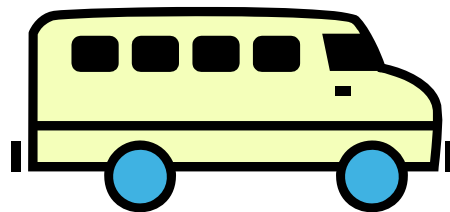
Automobile or Van Adaptation Programs provide automobiles or vans which have seats, steering, signaling, gear shift and braking controls that have been modified for use by people with disabilities or programs that help disabled individuals obtain these types of modifications for their own vehicles. It also includes programs that offer car door openers, car door reachers, gas cap openers, seating restraints, specially designed rear view mirrors and other accessories.

Disability Related Transportation provides door-to-door or curb-to-curb transportation for purposes of shopping, banking, social events, medical appointments and other activities for people with disabilities who need special accommodations and are unable to utilize other available means of transportation. These include programs that provide transportation for young children with disabilities who have no other means of accessing necessary specialized services and activities.

Escort Programs accompany people who have limited mobility, cognitive impairments or other problems to specified destinations. They also provide assistance with transportation or driving services, entering and leaving a vehicle or building, carrying packages, helping a person deal with other challenges or providing emotional support. Escort programs assist older adults and people with disabilities.

Medical Transportation provides non-emergency transportation for individuals who require routine medical services and who, due to financial problems or a physical condition, are unable to use other available means of transportation.

Senior Ride Programs provide door-to-door or curb-to-curb transportation for the purpose of medical appointments, shopping, banking, social events and other activities for older adults who need special accommodations and are unable to use other available means of transportation.



**American Cancer Society
Road to Recovery**

101 John James Audubon Parkway
Amherst, NY 14228
Phone: 1-800-227-2345 (24-Hour National Call Center)
Fax: (716) 689-4923

Also Known As:	ACS, American Cancer Society, Eastern Division—Western Region
Formerly Known As:	
Mailing Address:	101 John James Audubon Parkway, Amherst, NY 14228
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.cancer.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	Amherst Office: 8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Transportation to and from cancer treatment for ambulatory cancer patients who have no other way to get to treatment. Patients are picked up at home and driven to treatment. Return ride home provided in most cases.
Eligibility Requirements:	Cancer patient undergoing active treatment. Must be ambulatory, able to walk and get in and out of car without assistance. Advance notice of 1 to 2 weeks minimum required.
Documentation Required:	Verbal information regarding diagnosis, treatment site, etc.
Geographic Area Served:	Local office serves Niagara, Erie, Orleans, Genesee, Wyoming, Cattaraugus and Chautauqua Counties.
Public Transportation:	
Application Process:	Please call 1-800-227-2345 for more information.
Languages:	English.
Cost of Services:	Free service.
Payment Methods:	

Aries Transportation Services

100 River Park Drive
Suite 203
Buffalo, NY 14207
Phone: (716) 362-9701
Fax: (716) 362-9705

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

Email Address:

Hours of Operation:

6:00 am to 11:00 pm, Monday through Saturday.

Sunday transportation provided with pre-scheduled arrangement.

Services Provided:

Individual or group transportation for the elderly or disabled. Provides wheelchair/stretchers transportation to medical appointments. Also provides group transportation for outings (parks, zoo, movies, malls) for social outings.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

Niagara and Erie Counties.

Public Transportation:

Application Process:

Please call (716) 362-9701 to schedule service.

Languages:

English.

Cost of Services:

Fee based on mileage. Please call Aries Transportation for more information.

Payment Methods:

Private pay (cash, check, credit card, money order), Medicaid, Workers' Compensation, insurances.

Assisting Angels Senior Care

100 Laurel Lane
East Amherst, NY 14051
Phone: (716) 741-1330
Fax: (716) 639-7815

Also Known As:

Formerly Known As:

Mailing Address:

PO Box 445, Getzville, NY 14068

Other Site Addresses:

TDD/TYY Number:

Website Address:

<http://assistingangelsseniorcare.com>

Email Address:

info@assistingangelsseniorcare.com

Hours of Operation:

8:00 am to 5:00 pm, Monday through Friday.

Services Provided:

Senior living assistance and in-home care. Available services include in-home companion care, meal preparation, light housekeeping, laundry and linens washed, beds made, linens changed, prompting and supervision, transportation for medical appointments, shopping and personal appointments, medication reminders, respite care, hospital and nursing home visits and advocating, 24 hour care, and recreational activities.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

Niagara, Erie and Monroe Counties.

Public Transportation:

Application Process:

Please call (716) 741-1330 for a consultation.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Assisting Angels Senior Care for more information.

Payment Methods:

Private pay (cash, check, money order), long term care insurance.

Blue United Taxi

1898 Buffalo Avenue
Niagara Falls, NY 14303
Phone: (716) 285-3333
Fax: (716) 284-5586

<i>Also Known As:</i>	Blue Star of Niagara Corp.
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	1898 Buffalo Avenue, Niagara Falls, NY 14303
<i>Other Site Addresses:</i>	
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	
<i>Email Address:</i>	
<i>Hours of Operation:</i>	24 hours a day, 7 days a week.
<i>Services Provided:</i>	Taxi service within Niagara and Erie Counties. Also offers out-of-town service anywhere in the United States and Canada.
<i>Eligibility Requirements:</i>	
<i>Documentation Required:</i>	Upon request.
<i>Geographic Area Served:</i>	Niagara and Erie Counties.
<i>Public Transportation:</i>	
<i>Application Process:</i>	
<i>Languages:</i>	English, Punjabi, Hindi, and Arabic. Some Spanish also available.
<i>Cost of Services:</i>	Fee is based on mileage. Please contact Blue United Taxi for more information.
<i>Payment Methods:</i>	Private pay (cash, check, money order, credit card), insurances, Medicaid.

Boulevard Van City

2708 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 731-4335
Fax: (716) 731-4331

Also Known As:	Van City
Formerly Known As:	
Mailing Address:	2708 Niagara Falls Boulevard, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vancitymobilty.com
Email Address:	
Hours of Operation:	9:00 am to 5:30 pm, Monday through Friday.
Services Provided:	Automobile/van adaptation such as power wheelchair, power chair or scooter lifters, hand controls, transfer assistance seat, left foot accelerator pedal and pedal extensions. Also offers adaptive equipment such as stair lifts and portable ramps.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Western New York and Canada.
Public Transportation:	Near bus route.
Application Process:	
Languages:	English.
Cost of Services:	Consultations are free. Cost varies based on services. Please contact Boulevard Van City for more information.
Payment Methods:	Private pay (cash, check, credit card, money order) Veterans benefits, agency funding.

Carrier Coach, Inc.

2393 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 731-1699
Fax: (716) 731-1677

Also Known As:

Formerly Known As:

Mailing Address:

PO Box 13, Gowanda, NY 14070

Other Site Addresses:

4747 Genesee Street, Cheektowaga, NY 14225

TDD/TYY Number:

Website Address:

Email Address:

awebb@carriercoach.com

Hours of Operation:

6:00 am to 6:00 pm, Monday through Friday.

Services Provided:

Disability related and medical transportation services.

Eligibility Requirements:

Please contact Carrier Coach, Inc. for more information.

Documentation Required:

Please contact Carrier Coach, Inc. for more information.

Geographic Area Served:

Niagara and Erie counties.

Public Transportation:

Application Process:

Please contact Carrier Coach, Inc. for more information.

Languages:

English.

Cost of Services:

Please contact Carrier Coach, Inc. for more information.

Payment Methods:

Medicaid, insurances, private pay (cash, check, money order).

Christian Home Companions, Inc.

4800 Meyer Road
Pendleton, NY 14120
Phone: (716) 625-8100
Fax: (716) 625-8194

Also Known As:	CHC
Formerly Known As:	
Mailing Address:	4800 Meyer Road, Pendleton, NY 14120
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.christianhomecompanions.com
Email Address:	christianhomecompanions@gmail.com
Hours of Operation:	8:00 am to 5:00 pm, Monday through Friday. On call all hours and voice mail system.
Services Provided:	Short-term or long-term assistance during illness and rehabilitation, after injury or hospitalization, respite care, transportation and accompanying to medical appointments, light housekeeping, grocery and gift shopping, correspondence, meal preparation, socialization through emotional and spiritual support. Caregivers are trained and encouraged to engage clients in memory recall, current events conversations, and appropriate games for stimulation.
Eligibility Requirements:	Must be mobile for transportation services.
Documentation Required:	A representative will complete a no-charge, confidential, in-home assessment to determine appropriate services to best suit the client's needs. A service agreement outlining the services to be provided, the scheduled time of services, emergency information, payment arrangements and any other pertinent details will be written. The information is kept at the client's home in a folder for the caregiver along with progress notes.
Geographic Area Served:	Niagara County and northern Erie County.
Public Transportation:	
Application Process:	Please contact Christian Home Companions for application process.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Christian Home Companions more information.
Payment Methods:	Private pay (cash, check, money order), long term care insurance, insurances, Veteran's Benefits.

**Community Missions of Niagara Frontier, Inc.
Future Visions Clubhouse**

344 Walnut Street
Lockport, NY 14094
Phone: (716) 433-1086
Fax: (716) 433-2921

Also Known As:	Community Missions, CMI
Formerly Known As:	
Mailing Address:	344 Walnut Street, Lockport, NY 14094
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.communitymissions.org
Email Address:	future@communitymissions.org
Hours of Operation:	8:00 am to 9:00 pm, Monday through Friday.
Services Provided:	Clubhouse for people with mental disabilities. Has several work ordered units, such as kitchen, clerical, maintenance, fundraising, vocational and educational. Maintains consensus decision making. Has educational component to further develop social skills and integrate with community. For members only, provides transportation to medical appointments and to programs at the Future Vision Clubhouse.
Eligibility Requirements:	Must have documented serious, persistent mental illness.
Documentation Required:	Documentation from mental health provider including psychiatrist, counselor, and hospital.
Geographic Area Served:	Niagara County.
Public Transportation:	Within 1/4 mile. Provides transportation to and from Future Visions program.
Application Process:	Contact Future Visions Clubhouse for an application. After complete, tour is scheduled and paperwork is completed.
Languages:	English.
Cost of Services:	Services are funded through the New York State Department of Mental Health through Niagara County.
Payment Methods:	Public funds.

**The Dale Association, Inc.
Medical Transportation Shuttle**

9 Ontario Street
Lockport, NY 14094
Phone: (716) 433-1939
Fax: (716) 433-1281

Also Known As:	Medical Transportation
Formerly Known As:	
Mailing Address:	315 Bewley Building, Lockport, NY 14094
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.daleassociation.com
Email Address:	info@daleassociation.com
Hours of Operation:	Office: 8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Provides adults and Medicaid recipients in the community a ride to and from physician, medical testing, and treatment appointments. Must be resident of Niagara County.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Contact office at least 72 hours in advance of appointment.
Languages:	English.
Cost of Services:	Rates are based on non-wheelchair, wheelchair, one-way and two-way fees. Please contact The Dale Association for more information.
Payment Methods:	Medicaid, private pay (cash).

GoodCare Senior Services, Inc.

1330 Niagara Falls Boulevard, Suite 202
Tonawanda, NY 14150
Phone: (716) 833-3445
Fax (716) 407-0625

Also Known As:	GoodCare Home Health Services, Inc.
Formerly Known As:	
Mailing Address:	1330 Niagara Falls Boulevard, Suite 202, Tonawanda, NY 14150
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	
Email Address:	
Hours of Operation:	Office hours: 8:30 am to 4:30 pm, Monday through Friday. Answering service after hours.
Services Provided:	Provides wheelchair van transportation service one-way and round trip for medical appointments, discharges and social events.
Eligibility Requirements:	Please contact GoodCare Senior Services, Inc. for more information.
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please call the office to set up an appointment for transportation.
Languages:	English.
Cost of Services:	Please contact GoodCare Home Health Services, Inc. for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

HART Interfaith, Inc.

505 Cayuga Street
Lewiston, NY 14092
Phone: (716) 754-8313
Fax: (716) 754-8783

Also Known As:

Formerly Known As:

Mailing Address: 505 Cayuga Street, Lewiston, NY 14092

Other Site Addresses:

TDD/TYY Number:

Website Address: www.hartinterfaith.org

Email Address: hartinterfaith@verizon.net

Hours of Operation: 8:00 am to 12:00 pm, Monday through Friday.

Services Provided: Referral service that puts clients in touch with individuals that provide skilled nursing care, health and personal care, companionship, transportation, shopping, housekeeping, respite service, home maintenance, yard work, and housecleaning services.

Eligibility Requirements: HART assists especially elderly and infirm persons who require some form of personal care, home assistance, or companionship in order to remain in their own homes.

Documentation Required:

Geographic Area Served: Mainly Niagara County and some adjacent counties.

Public Transportation:

Application Process: Contact the office at (716) 754-8313.

Languages: English.

Cost of Services: HART does not impose charges for its referral services. However, users of the referral service are invited to make voluntary contributions. HART suggests appropriate remuneration for various levels of work performed. Payment for work is made by the employer directly to the employee.

Payment Methods: Private pay (check or cash directly to the caregiver).

Home Helpers Transportation Services

7480 East Britton Drive
Niagara Falls, NY 14304
Phone: (716) 297-8585
Fax: (716) 297-3283

Also Known As:	Home Helpers & Direct Link
Formerly Known As:	
Mailing Address:	7480 East Britton Drive, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.homehelpers.cc
Email Address:	homehelperscc@niagaradl.com
Hours of Operation:	9:00 am to 9:00 pm, Monday through Friday.
Services Provided:	Transportation service includes pickup at client's home, help with packages, drop off client at destination and return back to client's home. Will also wait for client to finish appointment if needed.
Eligibility Requirements:	Must be ambulatory.
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please contact Home Helpers to schedule transportation.
Languages:	English.
Cost of Services:	Please contact Home Helpers and Transportation Services for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

Independent Living of Niagara County

746 Portage Road
Niagara Falls, NY 14301
Phone: (716) 284-4131
Fax: (716) 284-3230

Also Known As:	ILNC
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.wnyilp.org
Email Address:	www.wnyilp.org
Hours of Operation:	9:00 am to 5:00 pm, Monday through Friday.
Services Provided:	Peer counseling for participants with disabilities and family members, financial benefits consultation, housing search assistance, home and building modification consultation, independent living skills evaluation and instruction, peer support groups, and individual and systems advocacy. Community services such as information and referral, community awareness and advocacy, braille service, community education, voter registration, Native American Independent Living Services (NAILS) and Client Assistance Program (CAP).
Eligibility Requirements:	A person with a disability or a family member of a person with a disability.
Documentation Required:	None needed for most programs. Please contact Independent Living of Niagara County for more information.
Geographic Area Served:	Niagara County
Public Transportation:	
Application Process:	Intake form.
Languages:	English, sign language.
Cost of Services:	Free service.
Payment Methods:	

**The Leukemia & Lymphoma Society
Western & Central New York Chapter**

4053 Maple Road
Suite 110

Amherst, NY 14226

Phone: (716) 834-2578 or 1-800-784-2368

Fax: (716) 837-0335

Also Known As:	LLS
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.lls.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	8:30 am to 4:40 pm, Monday though Friday.
Services Provided:	Local and telephone education programs on blood cancers. Free blood cancer educational materials. Peer to Peer support for blood cancer patients and their loved ones. Financial assistance for treatment related expenses, such as transportation, office copays, etc.
Eligibility Requirements:	Any patient or family member dealing with a blood cancer diagnosis.
Documentation Required:	Physician, nurse or social worker signature to verify diagnosis in order to receive financial assistance.
Geographic Area Served:	Western New York and Finger Lakes region including Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please contact Patient Services Manager for application.
Languages:	English. Other languages available though the National Information Resource Center at 1-800-955-4572.
Cost of Services:	Free service.
Payment Methods:	

Liberty Cab/Yellow Cab

1524 Kenmore Avenue
Buffalo, NY 14216
Phone: (716) 877-7111 or 1-800-TAXICAB
Fax: (716) 877-2900

Also Known As:	Taxi, Wheelchair Taxi
Formerly Known As:	
Mailing Address:	1524 Kenmore Avenue, Buffalo, NY 14216
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.libertycab.com
Email Address:	libcomm@aol.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Taxi cab and wheelchair taxi service.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please contact Liberty Cab/Yellow Cab for more information.
Languages:	English.
Cost of Services:	Please contact Liberty Cab/Yellow Cab for more information.
Payment Methods:	Private pay (cash, credit card), Medicaid, Taxi Card.

Main Mobility

9580 Main Street
Clarence, NY 14031

Phone: (716) 759-6811 or 1-866-759-6811

Fax: (716) 759-6812

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.mainmobility.com or www.adaptavan.com

Email Address:

Hours of Operation:

8:00 am to 5:30 pm, Monday through Friday.
Saturdays by appointment.

Services Provided:

Automobile/van adaptation such as lowered floor mini vans, lifts, driving aids including hand controls, steering grips and pedal extenders, automotive mobility assists including mobility and transfer seats and home mobility products, including portable ramps and stair glides. Also provides training programs designed to inform individuals the proper and safe way to secure clients in wheelchairs using the down systems. Instructions on operation and general maintenance of wheelchair lifts. Manufacturer of the ADAPTAVAN, the premier paratransit van built on an extended wheelbase Chevy passenger chassis.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

Western New York.

Public Transportation:

Located on or near bus route. Representatives will come to your location for group training.

Application Process:

Languages:

English.

Cost of Services:

Please contact Main Mobility for more information.

Payment Methods:

Veterans benefits, private pay (cash, check, credit card, money order), Workers' Compensation, long term care insurance.

Mount St. Mary's Hospital and Health Center VanGo Patient Transportation

5300 Military Road
Lewiston, NY 14092
Phone: (716) 298-2370
Fax: (716) 298-2800

Also Known As:	VanGo, OLP
Formerly Known As:	
Mailing Address:	5300 Military Road, Lewiston, NY 14092
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.ladyofpeace.org, www.msmh.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	24 hours a day, 7 days a week, 365 days a year.
Services Provided:	Transportation for patients to and from medical appointments for offices that are located on campus. Campus locations include Mount St. Mary's Hospital Imaging Center, Neighborhood Health Center, Rehabilitation Therapy Center and Our Lady of Peace Nursing Home. Curb to Curb service for patients who are able to get from their home to the van unassisted.
Eligibility Requirements:	Must be using a facility or service at Mount St. Mary's.
Documentation Required:	None.
Geographic Area Served:	Western Niagara County.
Public Transportation:	
Application Process:	Please call (716) 298-2370 to schedule service.
Languages:	English.
Cost of Services:	Please contact Mount St. Mary's VanGo for more information.
Payment Methods:	Private pay (cash).

Native American Independent Living Services

3108 Main Street
Buffalo, NY 14214
Phone: (716) 836-0822
Fax: (716) 835-3967

Also Known As:	NAILS
Formerly Known As:	
Mailing Address:	3108 Main Street, Buffalo, NY 14214
Other Site Addresses:	746 Portage Road, Niagara Falls, NY 14301
TDD/TYY Number:	
Website Address:	www.wnyilp.org/nails
Email Address:	cynthiaph@wnyilp.org
Hours of Operation:	8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Advocacy, independent living skills instruction, peer support and information and referral.
Eligibility Requirements:	Native Americans throughout Western New York with cognitive, emotional, medical and mental, physical and sensory disabilities.
Documentation Required:	Required for mental health and MICA services.
Geographic Area Served:	Western New York, both on and off tribal nation land.
Public Transportation:	
Application Process:	Please contact Intake Department or apply in office.
Languages:	English.
Cost of Services:	Free service.
Payment Methods:	

**Niagara County Department of Social Services
Medical Transportation**

301 10th Street
Niagara Falls, NY 14303
Phone: (716) 304-3335

Also Known As:	MAS—Medical Answering Services
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.medanswering.com
Email Address:	wfreeman@medanswering.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Scheduled medical transportation of Medicaid-eligible clients to and from necessary medical appointments.
Eligibility Requirements:	Must be Medicaid eligible.
Documentation Required:	Prior authorization required, normally scheduled 72 hours in advance.
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	
Languages:	English.
Cost of Services:	Free service for eligible Medicaid recipients.
Payment Methods:	Medicaid.

Niagara County Health Department Children With Special Needs

Trott Access Center
1001 11th Street
Niagara Falls, NY 14301
Phone: (716) 278-8180
EIP Referral Phone: (716) 278-1691
Fax: (716) 278-8288

Also Known As:

Children with Special Health Care Needs Program (CSHCN) Early Intervention Program (EIP), Physically Handicapped Children's Program (PHCP), Preschool Special Education Program (Pre-K).

Formerly Known As:

Mailing Address:

Other Site Addresses:

Shaw Building, 5461 Upper Mountain Road, Lockport, NY 14094
Phone: (716) 439-7460
Fax: (716) 439-7507 or (716) 439-7457

TDD/TYY Number:

Website Address:

www.niagaracounty.com

Email Address:

Hours of Operation:

Office: 8:00 am to 4:00 pm, Monday through Friday.

Services Provided:

Children with Special Health Care Needs Program: networks families with community resources and programs, provides support and guidance, information about children with special needs, illness and disability, and offers advice with issues such as insurance, equipment, education and respite care.

Early Intervention Program: evaluation services including hearing and vision screening, home visits, speech, physical and other therapies, child development groups, family counseling, and help with transportation.

Physically Handicapped Children's Program: assistance with the cost of medical care for children with health problems.

Preschool Special Education Program: evaluations and specially planned individual or group instructional services or programs.

Eligibility Requirements:

Children with Special Health Care Needs Program: must be age 0 –21 with a referral.

Physically Handicapped Children's Program: must be age 0—21 with a chronic medical condition.

Preschool Special Education Program: must be age 3-5 with a qualifying evaluation determining a child is a preschooler with a disability.

Early Intervention Program: must be age 0 –2 with a qualifying evaluation demonstrating child had developmental delay or diagnosed condition.

Continued on next page..

**Niagara County Health Department Cont.
Children With Special Needs**

Trott Access Center
1001 11th Street
Niagara Falls, NY 14301
Phone: (716) 278-8180
EIP Referral Phone: (716) 278-1691
Fax: (716) 278-8288

Continued from previous page..

- Documentation Required:** All programs require a birth certificate, social security number and insurance information.
Children with Special Health Care Needs Program: encounter form completed.
Physically Handicapped Children's Program: documented chronic medical condition and financial records.
Preschool Special Education Program: qualifying evaluation demonstrating a child is a preschooler with a disability.
Early Intervention Program: qualifying evaluation demonstrating a developmental delay or a diagnosed condition.
- Geographic Area Served:** Niagara County.
- Public Transportation:** For the Early Intervention and Preschool Special Education Programs, either services go to the child, a parent is reimbursed for transporting child to the service, or a bus is provided (pick-up and drop off at child's home) at no cost.
- Application Process:** All programs are initiated by telephone referrals. Internal staff assists in the phases of the application process, conducts home visits, and completes telephone intakes for the Children with Special Health Care Needs, Early Intervention, and the Physically Handicapped Children's Programs. Families must travel to their local school district to conduct certain phases of the Preschool Special Education Program.
- Languages:** **Early Intervention and Preschool Special Education Programs:** English, Spanish, Russian.
Children with Special Health Care Needs and Physically Handicapped Children's Programs: English only.
- Cost of Services:** There are no fees for the Children with Special Health Care Needs, Early Intervention and Preschool Special Education Programs. Please contact the Niagara County Health Department, Children with Special Needs, for more information on the Physically Handicapped Children's Program.
- Payment Methods:** Private pay (personal check, money order, cashier's check).

Niagara County Office for the Aging
Eat Well...Stay Well Dining Program Transportation

111 Main Street
Suite 101
Lockport, NY 14094
Phone: (716) 438-4038
Fax: (716) 438-4029

Also Known As:

Formerly Known As: Niagara Nutrition

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address: www.niagaracounty.com/ofa

Email Address:

Hours of Operation: 8:30 am to 3:00 pm, Monday through Friday.

Services Provided: Provides transportation to Eat Well...Stay Well Dining Program sites, with the exception of Wrobel Towers, Spallino Towers, Niagara Towers and Woodlands Senior Village. Wheatfield and Lewiston provide their own transportation. Also offers transportation to grocery shopping for Eat Well...Stay Well Dining Program participants.

Eligibility Requirements: Niagara County residents, age 60 and older, that participate in the Eat Well...Stay Well Dining program. Must be able to step into transportation van.

Documentation Required: Basic registration form completed at dining site.

Geographic Area Served: Niagara County.

Public Transportation:

Application Process: Please contact (716) 438-4038 to schedule transportation.

Languages: English.

Cost of Services: The suggested contribution is \$1.00, round trip. Contributions are appreciated and aid in the continuation of the service.

Payment Methods: Private pay (cash, check).

Niagara County Office for the Aging Senior Medical Van Program

111 Main Street, Suite 101
Lockport, NY 14094
Phone: (716) 438-4038
Fax: (716) 438-4029

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.niagaracounty.com/ofa

Email Address:

ofa@niagaracounty.com

Hours of Operation:

Appointments are scheduled between 9:30 am to 1:00 pm, Monday through Friday.

Services Provided:

Transportation to and from medical appointments.

Eligibility Requirements:

Niagara County residents, ages 60 and older.

Documentation Required:

Must provide date of birth.

Geographic Area Served:

Niagara County and surrounding communities, such as Buffalo, Amherst, and Williamsville.

Public Transportation:

Application Process:

Please contact the Senior Medical Van Program at (716) 438-4038.

Languages:

English.

Cost of Services:

The suggested contribution is \$5.00, round trip, for the Lockport area, \$7.00, round trip, for Niagara Falls to Lockport, and \$15.00 for transportation to Buffalo, Amherst, and Williamsville. Contributions are appreciated and aid in the continuation of the service.

Payment Methods:

Private pay (cash, check). All payments are a contribution to the Niagara County Office for the Aging.

Niagara Falls Memorial Medical Center CARExpress Transportation Service

621 10th Street
Niagara Falls, NY 14302
Phone: (716) 278-4444

Also Known As:	NFMMC, CARExpress
Formerly Known As:	
Mailing Address:	621 10th Street, Niagara Falls, NY 14302
Other Site Addresses:	Summit Health Plex, 6934 Williams Road, Niagara Falls, NY 14304
TDD/TYY Number:	
Website Address:	www.nfmmc.org
Email Address:	
Hours of Operation:	8:45 am to 3:00 pm, Monday through Friday.
Services Provided:	Van transportation service for medical appointments at Niagara Falls Memorial Medical Center, Summit Healthplex and Hamilton B. Mizer Primary Care Center.
Eligibility Requirements:	Must be ambulatory (able to walk) and able to get into van. Service must be for appointments affiliated with Niagara Falls Memorial Medical Center's doctors and procedures with hospital departments.
Documentation Required:	Please contact the scheduling department at (716) 278-4444 with information about appointment.
Geographic Area Served:	Niagara County and City of Niagara Falls.
Public Transportation:	
Application Process:	Please contact the scheduling department at (716) 278-4444.
Languages:	English and other languages. Translator service available.
Cost of Services:	\$1.00 each way.
Payment Methods:	Private pay (cash).

Niagara Frontier Transit Authority

181 Ellicott Street
Buffalo, NY 14203
Phone: (716) 855-7300

Also Known As:	NFTA
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	(716) 855-7650
Website Address:	www.nfta.com
Email Address:	info@nfta.com
Hours of Operation:	
Services Provided:	General bus service throughout Niagara and Erie counties that is able to transport to medical appointments or shopping places if destinations are located on route. Please refer to the website for routes, times and more information.
Eligibility Requirements:	Open to the public. Senior citizen and/or disabled discount available.
Documentation Required:	For reduced fare applicants, please contact (716) 855-7286 (voice) or (716) 855-7650 (TDD).
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	
Languages:	English.
Cost of Services:	Please contact Niagara Frontier Transit Authority for more information. Monthly/daily passes and tokens available.
Payment Methods:	Private pay (cash).

Niagara Frontier Transit Authority

ParaTransit

181 Ellicott Street
Buffalo, NY 14203
Phone: (716) 855-7268

Also Known As:	NFTA, PAL
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	(716) 855-7377
Website Address:	www.nfta.com
Email Address:	info@nfta.com
Hours of Operation:	
Services Provided:	Transportation service for individuals with disabilities. Please refer to the website for more information.
Eligibility Requirements:	Must have a disability and be unable to ride the regular fixed route service.
Documentation Required:	Application which includes self-certification and medical certification completed by a licensed healthcare provider listed on the application.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	Once completed application is submitted, a decision is rendered in writing within 21 days.
Languages:	English.
Cost of Services:	Please contact Niagara Frontier Transit Authority for more information.
Payment Methods:	Private pay (cash).

Rural/Metro Medical Services

481 William L. Gaiter Parkway
Buffalo, NY 14215
Phone: (716) 284-4228
Fax: (716) 887-8379

Also Known As:	Rural/Metro Ambulance, Rural/Metro, RMA
Formerly Known As:	
Mailing Address:	481 William L. Gaiter Parkway, Buffalo, NY 14215
Other Site Addresses:	6041 Lockport Road. Niagara Falls, NY 14215
TDD/TYY Number:	
Website Address:	www.ruralmetrowny.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Emergency medical services and non-emergent, medically necessary ambulance transportation.
Eligibility Requirements:	Please contact Rural/Metro Medical Services for more information.
Documentation Required:	Please contact Rural/Metro Medical Services for more information.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	No application. Services provided as required for 911-emergency service contracts. Non-emergency medical transport on a case-by-case basis. Please contact Rural/Metro Medical Services for more information.
Languages:	English.
Cost of Services:	Please contact Rural/Metro Medical Service for more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay (cash, check, money order).

Rural Niagara Transportation

20 East Avenue
Lockport, NY 14094
Phone: (716) 285-9357 or (716) 439-7797
Fax: (716) 439-7661

Also Known As:	RNT
Formerly Known As:	
Mailing Address:	PO Box 506, Lockport, NY 14095-0506
Other Site Addresses:	120 13th Street, Niagara Falls, NY 14302-2186
TDD/TYY Number:	
Website Address:	www.niagaracounty.com. Information located under County Information, Bus Schedule
Email Address:	
Hours of Operation:	5:45 am to 6:35 pm, Monday through Friday.
Services Provided:	Public bus transportation within Niagara County that is able to transport to medical appointments or shopping places if destinations are located on route. Please refer to the website for routes, times and more information. Able to accommodate wheelchairs.
Eligibility Requirements:	Open to the public.
Documentation Required:	
Geographic Area Served:	Niagara County, connecting to the towns/villages of Cambria, Lewiston, Lockport, Porter, Wilson, Newfane, Wheatfield, Royalton, and Niagara and the cities of Lockport, Niagara Falls, and North Tonawanda.
Public Transportation:	
Application Process:	
Languages:	English.
Cost of Services:	Please contact Rural Niagara Transportation for more information.
Payment Methods:	Private pay (cash).

Taxi Unlimited

129 69th Street
Niagara Falls, NY 14304
Phone: (716) 205-7482 or 1-877-461-8294
Fax: (716) 283-5556

Also Known As:

Formerly Known As:

Mailing Address: 129 69th Street, Niagara Falls, NY 14304

Other Site Addresses:

TDD/TYY Number:

Website Address:

Email Address: taxiunlimited@yahoo.com

Hours of Operation: 6:00 am to 10:00 pm, Monday through Sunday.

Services Provided: Medical transportation for seniors and disabled persons.

Eligibility Requirements:

Documentation Required:

Geographic Area Served: Niagara County, Erie County and Canada.

Public Transportation:

Application Process:

Languages: English, Spanish.

Cost of Services: Please contact Tahir Mahmood at Taxi Unlimited for more information.

Payment Methods: Private pay (cash, check, credit card).

Timkey Enterprises, Inc.

50 West Genesee Street
Lockport, NY 14094
Phone: (716) 433-0699
Fax: (716) 433-1829

Also Known As: Timkey Limousine Company, Timkey Car Service

Formerly Known As:

Mailing Address: 50 West Genesee Street, Lockport, NY 14094

Other Site Addresses:

TDD/TYY Number:

Website Address: www.timkeylimo.com

Email Address: timkeylimo@verizon.net

Hours of Operation: 24 hours a day, 7 days a week.

Services Provided: Transportation service.

Eligibility Requirements:

Documentation Required:

Geographic Area Served: Western New York

Public Transportation:

Application Process:

Languages: English.

Cost of Services: Please contact Timkey Enterprises, Inc. for more information.

Payment Methods: Private pay (cash).

Town of Lewiston Care Van

4361 Lower River Road
Youngstown, NY 14174
Phone: (716) 754-2071
Fax: (716) 754-9474

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

Email Address:

lewistonsenior@hotmail.com

Hours of Operation:

8:30 am to 4:30 pm, Monday through Friday.

Services Provided:

First priority is medical transportation. Also offers shopping and banking day on Friday which is limited to the Village of Lewiston, and hairdresser and barbershop appointments on Wednesday and Thursday morning in the Village of Lewiston. Does not have a wheelchair van.

Eligibility Requirements:

Must be a Town or Village of Lewiston resident, age 60 and older.

Documentation Required:

Geographic Area Served:

Town and Village of Lewiston

Public Transportation:

Application Process:

Please contact the Town of Lewiston Senior Center. Arrangements must be made 24 hours in advance.

Languages:

English.

Cost of Services:

Cost varies based on destination. Please contact the Town of Lewiston Senior Center for more information. No senior will be denied service due to an inability to pay.

Payment Methods:

Private pay.

**Town of Wheatfield Community/Senior Center
Transportation Program**

2790 Church Road
North Tonawanda, NY 14120
Phone: (716) 694-8504
Fax: (716) 694-0012

Also Known As:

Formerly Known As:

Mailing Address:

2790 Church Road, North Tonawanda, NY 14120

Other Site Addresses:

TDD/TYY Number:

Website Address:

<http://wheatfield.ny.us>

Email Address:

gailc@wheatfield.ny.us

Hours of Operation:

Office hours: 9:00 am to 3:30 pm, Monday through Friday.

Bus hours: 10:00 am to 2:00 pm, Wednesday and Thursday.

Services Provided:

Transportation on Wednesday and Thursday for Town of Wheatfield seniors within Niagara County for the Eat Well...Stay Well Dining Program, grocery shopping, mall shopping, pharmacies, doctors, etc.

Eligibility Requirements:

Must be a Town of Wheatfield resident, age 60 or older.

Documentation Required:

Geographic Area Served:

Niagara County.

Public Transportation:

Application Process:

Languages:

English.

Cost of Services:

There is a suggested donation of \$1.00 each way, \$2.00 round trip.

Payment Methods:

Private pay (cash).

Twin City Ambulance

365 Fillmore Avenue
Tonawanda, NY 14150
Phone: (716) 692-2342
Fax: (716) 692-3297

Also Known As:	TCA, TCA-EMS
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.tcaems.com
Email Address:	
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Emergency medical services and non-emergent, medically necessary ambulance transportation.
Eligibility Requirements:	Income restrictions may apply to non-emergent transport services. Please contact Twin City Ambulance for more information.
Documentation Required:	Certificate of medical necessity and proof of pre-approval for some non-emergent ambulance transportation.
Geographic Area Served:	City of North Tonawanda, Grand Island, Town of Tonawanda, City of Tonawanda, Adams Fire District, Town of Amherst, Clarence, Newstead, and Villages of Akron, Kenmore, and Williamsville.
Public Transportation:	
Application Process:	No application. Services provided as required for 911/emergency service contracts and on a case-by-case basis for non-emergency medical transport.
Languages:	English.
Cost of Services:	Please contact Twin City Ambulance for more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay (cash, check, money order), Veterans benefits.

Union Transportation Services

38 South Niagara Street
Lockport, NY 14094
Phone: (716) 433-2222
Fax: (716) 433-8900

Also Known As:	Union Taxi, Yellow Cab, Discount Cab, Affordable Wheelchair Van Service of WNY
Formerly Known As:	
Mailing Address:	38 South Niagara Street
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	
Email Address:	mdaddeo@verizon.net
Hours of Operation:	5:00 am to 11:00 pm, Monday through Saturday. 7:00 am to 5:00 pm, Sunday. 24 hours a day, 7 days a week, by appointment.
Services Provided:	Taxi and curb-to-curb wheelchair van service at taxi-cab prices.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please call Union Transportation Services to schedule transportation.
Languages:	English.
Cost of Services:	Please contact Union Transportation Services for more information.
Payment Methods:	Medicaid, private pay (cash, check, credit card, money order).

Village of Youngstown Senior Van Service

240 Lockport Street
Youngstown, NY 14174
Phone: (716) 745-7721
Fax: (716) 745-3400

Also Known As:

Formerly Known As:

Mailing Address:

PO Box 168, Youngstown, NY 14174

Other Site Addresses:

TDD/TYY Number:

Website Address:

Email Address:

Hours of Operation:

8:00 am to 4:00 pm, Monday, Wednesday, Tuesday, Thursday
8:00 am to 3:30 pm, Friday.

Services Provided:

Transportation to medical appointments, shopping, and banking. Van service does not run beyond the Niagara Falls area.

Eligibility Requirements:

Village or Town residency.

Documentation Required:

Resident Data Sheet completed at time of contact.

Geographic Area Served:

Village of Youngstown and Town of Porter.

Public Transportation:

Application Process:

Please contact the Village of Youngstown.

Languages:

English.

Cost of Services:

Donations accepted.

Payment Methods:

Private pay (cash only).

We Care Transportation

2393 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 731-3540
Fax: (716) 731-9833

Also Known As:

Formerly Known As:

Mailing Address:

401 East Amherst Street
Buffalo, NY 14215
Phone: (716) 898-7900
Fax: (716) 898-1034

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.wecaretransportation.com

Email Address:

Hours of Operation:

6:00 am to 11:00 pm, 7 days a week.

Services Provided:

Group and individual transportation for the elderly and disabled. Provides wheelchair and ambulatory transportation and serves all clients, agencies and hospitals in Niagara and Erie counties.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

All Western New York counties.

Public Transportation:

Application Process:

Please contact We Care Transportation for more information.

Languages:

Cost of Services:

Dependent on miles. Please contact We Care Transportation for more information.

Payment Methods:

Insurances, private pay (cash, check, money order) Niagara County and Erie County Medicaid.

Western New York Independent Living Project, Inc.

Transportation

3108 Main Street
Buffalo, NY 14214
Phone: (716) 836-0822
Fax: (716) 835-3967

Also Known As:	WNYIL
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	(716) 836-0822
Website Address:	www.wnyilp.org
Email Address:	info@wnyilp.org
Hours of Operation:	9:00 am to 5:00 pm, Monday through Friday.
Services Provided:	Peer Support Program provides transportation at individuals with a mental health diagnosis to and from work or to work related activities; Family Support Program provides transportation services to individuals with developmental disabilities that live with a family member. There are no limits on where the person can be transported to under this program; Getting There provides transportation to social and recreational activities for individuals with a developmental disability who live independently; and Fee-For-Service provides transportation to individuals not eligible for other categories for a fee. Please contact Western New York Independent Living for more information.
Eligibility Requirements:	Individual must currently be a resident of Niagara or Erie County and must have a mental health or developmental disability to qualify for free transportation.
Documentation Required:	Documentation of mental health or developmental disability is required.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	Please contact (716) 836-0822, ext. 126 to complete intake process.
Languages:	English.
Cost of Services:	Free service for Peer Support, Family Support and Getting There programs. Cost for Fee-For-Service Program. Please contact Western New York Independent Living for more information.
Payment Methods:	Private pay (cash, check).

