

Home and Community-Based Services for Florida's Seniors: Transportation for Medical Appointments and Errands¹

Muthusami Kumaran, Katlyn Diamond, and Patricia Boyd²

Introduction

This publication is part of the Home and Community-Based Services for Florida's Seniors series, a collection of educational resources designed to inform the public about home and community-based support services available to seniors in Florida.

The Older Americans Act of 1965 (OAA) provides a variety of home and community-based services for eligible older Americans (those aged 60 years or older, as defined by the OAA) that are channeled through the Administration on Aging (AoA) and state-level units on aging. In the state of Florida, these services are administered and implemented through Florida's Aging Network, which comprises the Florida Department of Elder Affairs (DOEA) and a host of 58 nonprofit organizations.

As the older adult population of Florida continues to grow rapidly, it is increasingly important that the state's seniors, their caregivers, other stakeholders, and the general public understand the home and community-based services and protections available through the 58 nonprofits — 11 Area Agencies on Aging (AAAs) and 47 Community Care for the Elderly (CCE) lead agencies — that make up Florida's Aging Network.

Transportation Services

One of the home and community-based services authorized and funded by the OAA is transportation services. Simply put, the OAA's transportation services take older adults from place to place to run errands free of charge. Managing transportation is an instrumental activity of daily living (IADL), meaning it is essential for one's well-being and day-to-day routine (Cleveland Clinic, 2024). Transportation services increase the independence of older adults by offering them rides to various locations. Some destinations for transportation services might include the following.

- Social events
- Medical appointments
- Senior centers
- Congregate meal sites
- Adult day clubs

Florida's transportation services are developed and managed through the state's 11 Area Agencies on Aging (AAAs) (USAgings, 2025). These district offices, also known as Aging and Disability Resource Centers (ADRCs), act as a coordinated system for information and access to long-term care resources.

Additional Services

Many seniors who apply for the OAA's transportation program also apply for trips sponsored by the Florida Commission for the Transportation Disadvantaged (CTD). The CTD is a state program that is not sponsored by funding from the OAA but offers similar transportation services to adults aged 65 and older. It is designed to serve people with disabilities in addition to seniors, and it is available at a modest fee (around \$2.00 per ride).

The OAA also establishes an assisted transportation program for individuals who need increased support as they travel from place to place. Through assisted transportation, clients receive help preparing to leave, an escort, and further assistance once they have reached their destination. This service is offered to those who have physical or cognitive difficulties that may prevent them from using typical public and private transportation.

- Grocery stores



Figure 1. An older adult in a wheelchair enjoys the outdoors, accompanied by a younger adult.

Credit: © Andrey Popov/Adobe Stock.

The provision of transportation services helps older adults continue to live independently. In a 2021 study by the Administration for Community Living, nearly 9 out of 10 recipients of the service reported that it helped them remain in their homes (ACL, 2021).

Eligibility

Like all OAA programs, transportation services are available to all eligible adults aged 60 and over. However, priority is given to those with the greatest relevant needs. This generally includes older adults who have low income, including individuals who have limited English proficiency or who live in rural areas, where they may have less access to community resources (ACL, 2021).

Accessing Transportation Services

Transportation services can be sought out over the phone or online.

Transportation services are available by contacting your local ADRC over the phone. You can contact your local organization directly using the [Aging and Disability Resource Centers \(ADRCs\) - DOEA](#) directory, or you can call the Eldercare Locator at 1-800-677-1116 to speak with a representative.

To connect with transportation options online, use the [Find a Ride Florida](#) website. This website allows you to enter your starting point and destination for travel and then displays a list of providers that can be contacted to find a ride. This website is not only for OAA services but also provides an extensive list of potential transit options. This list includes the phone number of the local transit

authority as well as Community Transportation Coordinators that can connect you to rides provided by the CTD.

Once connected with a local transit authority, you will be required to fill out a paratransit application form, which assesses your resources and needs related to driving and transportation. Because OAA's ride services are limited, many older adults apply for both OAA and CTD rides.

Conclusion

Access to safe, convenient, and reliable sources of transportation is critical to the health, well-being, and independence of seniors as they age. Through the OAA and Florida's CTD, older adults can access a range of different transportation services to ensure they can travel safely outside the home. If you or a loved one could benefit from these services, contact the Eldercare Locator at 1-800-677-1116 to connect to your local resource center.

Other Helpful Resources

Transportation Options for Older Adults and People with Disabilities: <https://www.nadtc.org/wp-content/uploads/NADTC-Transportation-Options-Booklet-2018.pdf>

Eldercare Locator: <https://eldercare.acl.gov/home>

References

- Administration for Community Living (ACL). (2021). *Overview of Older Americans Act Title III programs*. Office of Performance and Evaluation, Administration for Community Living. https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/OAA%20Title%20III%20Report_2018_FINAL_WEB_VERSION_508.pdf
- Cleveland Clinic. (2024). Activities of daily living. <https://my.clevelandclinic.org/health/articles/activities-of-daily-living-adls>
- University of Florida (UF). (2025). Find a Ride Florida. Florida Department of Transportation. <https://findarideflorida.org/>
- USAgging. (2025). Transportation and mobility. <https://www.usaging.org/transportation>

¹ This document is FCS3483, a publication of the Department of Family, Youth and Community Sciences, UF/IFAS Extension. Original publication date September 2026. Visit the Ask IFAS website at <https://ask.ifas.ufl.edu> for the currently supported version of this publication. © 2026 UF/IFAS. This publication is licensed under [CC BY-NC-ND 4.0](#).

² Muthusami Kumaran, associate professor, nonprofit management and community organizations, UF/IFAS Department of Family, Youth and Community Sciences, Gainesville, FL; Katlyn Diamond, clinical director, Council on Aging of Martin County, Stuart, FL; Patricia Boyd, undergraduate research intern, UF College of Agricultural and Life Sciences, Gainesville, FL; UF/IFAS Extension, Gainesville, FL 32611.

The Institute of Food and Agricultural Sciences (IFAS) is an Equal Opportunity Institution authorized to provide research, educational information, and other services only to individuals and institutions that operate in compliance with applicable federal and state non-discrimination laws and policies. For more information on obtaining other UF/IFAS Extension publications, contact your county's UF/IFAS Extension office. U.S. Department of Agriculture, UF/IFAS Extension Service, University of Florida, IFAS, Florida A&M University Cooperative Extension Program, and Boards of County Commissioners Cooperating. Andra Johnson, Dean for UF/IFAS Extension.