Richland County

Transportation

Resource Guide



Connecting our community with safe & reliable transportation services.

Last updated: 08/31/2026

RICHLAND COUNTY MOBILITY MANAGEMENT
This program is administered by the Ohio District 5 Area Agency on Aging, Inc.

AREA AGENCY ON AGING
Ohio District 5 | Serving North Central Ohio
419-524-4144 | 800-860-5799 | www.aaa5ohio.org

MOBILITY MANAGEMENT

YOUR CONNECTION TO RICHLAND COUNTY TRANSPORTATION SERVICES

Our Mission

Mobility Management's mission is to provide access to transportation information and resources so that all residents, including older adults, people with disabilities, and individuals with limited incomes, can access a wide range of transportation solutions to ensure mobility in and around Richland County.

SCAN ME

Richland Transportation Advisory Committee (RTAC)

Mobility Management was formed to meet RTAC's goals of coordinating trips between consumers and a human services agency with local contracted transportation providers. RTAC monitors transportation services available within the county for older adults and persons with disabilities. The committee provides input regarding the availability and effectiveness of these services within the community and the need for additional services for this target population.

Visit Our Website

aaa5ohio.org/services/transportation/mobility-management/

Randy Hutchinson
Mobility Manager
567-247-6483
mobilitymanagement@aaa5ohio.org

Office Location:
2131 Park Avenue West,
Ontario, OH 44906

Contact for Hearing Impaired
Ohio Relay Service: 711 or
TTY: (800) 750.0750

Service Hours:
Monday to Friday 8:00 AM
to 4:00 PM

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The Richland County Mobility Management Program is funded by the Ohio Department of Transportation's Specialized Transportation Program (Section 5310).

Transportation Options

AAA5 Approved Transportation Providers

All American Transportation	419-589-7433	Ambulette and sedan services are available to Richland County and surrounding counties. Wheelchair transport capability.	Mon-Sat 8AM to 5PM
Apple Lane Ambulette Service	419-522-9904	Ambulette, sedan, and minivan services are available to Richland County and surrounding counties. Wheelchair transport capability.	7 days/week (Sat. & Sun. medical trips only)
RCT Buses (Richland County Transit)	419-522-4504	Buses cover nearly all of the City of Mansfield, Ontario and portions of Madison Township. All routes are wheelchair accessible. Bicycle racks are available. Routes and schedules are available online.	Mon-Fri 6AM to 6:30PM
RCT Dial-A-Ride	419-522-4504	Offers door-to-door, curb-to-curb transportation within the RCT service area for persons with disabilities who are unable to use the regular fixed routes. Wheelchair transport capability.	Must have the RCT Dial-A-Ride application form signed by a doctor in order to ride.

If you are interested in becoming a provider through the Area Agency on Aging, Inc. please call 419-524-4144 to speak with a Compliance and IT Coordinator.
Additional transportation options are not endorsed by the Ohio District 5 Area Agency on Aging, Inc.

Other Transportation Options

These companies are not endorsed by AAA5, but act as additional resources that are available in the community.

Chihuahua Choo Choo	419-564-3818	Sedan provider in Richland County and surrounding counties.	24/7
MBIE (Mary McLeod-Bethune Intervention & Enrichment Center)	419-526-2200	Ambulette, sedan, minivan, and 10 & 14 passenger bus services to Richland and surrounding counties. Wheelchair transport capability.	Mon-Sat: 4:30AM to 8AM Sun: 8AM-8PM
O.C.C	567-560-5228	Provides local and long-distance sedan services in Richland and Ashland Counties, as well as airport transportation.	24/7
419 RideShare	419-631-5704 or 419-631-5754	Sedan, SUV provider in Richland and the surrounding counties. (65-mile radius from Richland County)	24/7
Shelby Taxi Service City of Shelby, OH	419-295-5144	Sedan transportation within the City of Shelby. Must be a resident of Shelby	Tue-Fri 8AM-4PM
Fenix Medical Transport	740-474-4180	Ambulance, 14-passenger bus service to Richland County and the surrounding area. Wheelchair transport capability.	24/7
GoBus	888-954-6287	Bus transportation throughout Ohio.	7 days/week
TNT Taxi	419-565-2602	Sedan and minivan services are available to Richland and the surrounding counties.	6AM-11PM

Other Transportation Options

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C&M Rideshare	419-403-1526 or 419-571-9538	Sedan rideshare services in Richland and surrounding counties, and airport transportation.	24/7
Lynx EMS	859-760-8134	Ambulatory and Non-Ambulatory service to Richland County and surrounding counties. Wheelchair transport capability (8am-4pm).	24/7
Greyhound Bus Lines	800-231-2222	Bus transportation throughout the US	24/7
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Community Agencies

Services Limited to Eligible Clients

Ohio District 5 Area Agency on Aging, Inc. (AAA5)	419-524-4144 www.aaa5ohio.org	The AAA5 utilizes a network of providers to offer Medicaid & Non-Medicaid individuals with transportation based upon program eligibility. This includes programs such as: PASSPORT, CareSource, & Connect 'n' Go.
Opportunities for Ohioans with Disabilities (OOD)	419-747-3000	Provides short term transportation to work & training for individuals with disabilities.
Richland County Job and Family Services	419-774-5400	Provides Richland County Transit bus tickets to qualifying persons on a case-by-case basis, for social service & medical appointments only. Medicaid recipients receive transportation benefits to their managed care provider & Medicaid-covered appointments. Assistance may be in the form of an ambulette, taxi transportation, or a gas card.
Richland Newhope Industries (RNI, Inc.)	419-774-4400	Provides transportation to eligible people based on individual needs to & from RNI locations and community employment sites.
Richland County Veteran Service Commission	419-774-5822	Provides free of cost transportation to medical facilities. Consumers must call the office to determine eligibility and schedule rides. They must have a file & copy of the DD214.
Goodwill of Akron	800-989-8428	Supports individuals with transportation needs in Summit, Portage, Medina, Ashland, & Richland counties. Richland County residents who need transportation assistance can complete an application for a Richland County transit bus pass on Goodwill of Akron's website.

Community Agencies

Services Limited to Eligible Clients

Catholic Charities	419-524-0733	Supports short-term transportation needs in Richland County and surrounding area.
North End Community Improvement Collaborative (NECIC)	419-522-1611	Provides short-term transportation for eligible staffing candidates in the North End. Services include rides to work (limited to 1–2 consecutive trips), bus tickets, and taxi services on an as-needed basis. Transportation to the polls is also available on Election Day.
First Call 2-1-1	2-1-1 or 419-522-4636	Helps direct to resources for in and out-of-county needs.
Salvation Army	419-525-2912	Supports short-term transportation needs in Richland County.