



Shared Ride Service

Transportation Provided by:



Riders Guide

Quick Reference

Mobility Services Numbers to Know

Reservations and Lost and Found

804-545-7222

Monday-Friday, 8:00 a.m.-2:00 p.m.

Cancellations

804-545-7222

Monday – Friday, 8:00 a.m. to 7:30 p.m.

**Cancellation must be called in two hours
before the trip. If no answer, leave a message.**

Customer Support

Dispatch

804-545-7222

Monday-Friday, 5:30 a.m.-7:30 p.m.

Saturday, 5:30 a.m. – 5:30 p.m.

Appeals, Compliments or Complaints Change of Name, Address or Phone Number

804-706-2796

Monday-Friday, 8:30 a.m.-5:00 p.m.

or email Access@Chesterfield.gov

Other Numbers to Know

**Emergency Medical Transportation
call 911**

Non-emergency Medicaid Transportation

For more information, visit

<http://www.dmas.virginia.gov/#/transportation>

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Welcome to Access Chesterfield

Now that you are eligible for Access Chesterfield, it's important to understand the system and how to use it. This guide will explain the rules and offer suggestions to help ensure your trip is a pleasant one.

What It Is

Access Chesterfield is a ride share transportation service for *Chesterfield County Residents* that aims to improve transportation services for older adults, people with disabilities, and individuals with lower incomes.

Customers are required to schedule their rides at least one day in advance. Reservations may be made as early as 14 days in advance. Scheduling priority is given to medical appointments and work trips.

Whenever Access Chesterfield references a work trip, it refers to paid work, not volunteer service.

You will probably not go directly to your destination because other riders may need to be picked up or dropped off first. Your travel time could be up to twice the time it would take you to drive directly to your destination.

What It Is Not

- ❖ It is not a taxi. It does not provide same-day service.
- ❖ It is not a bus. It does not have a fixed route and schedule.
- ❖ It is not an ambulance service. If you need emergency-medical transportation, call 911.
- ❖ It is not Medicaid transportation provider. If you need transportation to a non-emergency medical appointment and are covered by Medicaid, call LogistiCare Transportation at 866-386-8331.

Trip Types

Access Chesterfield gives scheduling priority to work and medical trips, so it is important to understand how they are defined.

Work trips are to your place of paid employment. This does not include volunteer service.

Medical trips are to medical appointments, such as an appointment with a doctor, dentist or other health care provider. **Please note:** Access Chesterfield is not a *Medicaid Transportation* provider. If you are going to a medical appointment that is covered by Medicaid, you must call LogistiCare Transportation at 866-386-8331 *five days in advance* to schedule your ride.

School trips are any trips to a day care; elementary, middle or high school; or any secondary school, including colleges, universities, business or technical schools. School trips are not given scheduling priority. If you work at a school for pay, it would be categorized as a work trip, not a school trip.

Personal trips are any trips other than work, medical or school as defined above. Personal trips include trips to the grocery store, hair dresser, movies, restaurants, churches, court, etc.

Service Areas

Access Chesterfield provides services to all Mobility Services registered passengers to any location in Chesterfield County.

In addition, services are provided to Colonial Heights, Ft. Lee, Hopewell, Petersburg, and Richmond as follows:

- Medical trips for all passengers.

- Employment trips for our passengers with disabilities.
- Passengers living in the southern part of the county (South of Route 10), have limited access to Petersburg and Colonial Heights for shopping and other personal trips. See map on page 30.
- Residents who are *temporarily* relocated to a medical facility may continue to receive transportation services for up to 60 calendar days provided the facility is within our service area. This must be requested in advance and will be approved on a case by case basis.

Service-area maps are on pages 29-30 and at Chesterfield.gov/MobilityServices. If you are not sure if Access Chesterfield services a particular location, call Customer Support at 804-545-7222.

Designated Pickup & Drop-off Locations

To best serve our customer, the following are Access Chesterfield’s designated pickup & drop-off locations for large campuses:

DSCR.....	Visitor’s Center
VCU Medical Center.....	Tunnel
Massey Cancer Center.....	Front of Building
VCU Children’s Pavilion	Front of Building
<i>St. Francis Medical Center</i>	
Employees	Front of Building
Patients.....	Valet Parking
<i>John Tyler Community College</i>	
Chester Campus.....	Moyar Hall
Charter Colony.....	Administration Building
Walmart Supercenters.....	Grocery Entrance
Chesterfield Towne Center.....	Food Court

GRTC Connectors

Although Access Chesterfield cannot transport you to Richmond for reasons other than medical or work trips for our passengers with disabilities, it can take you to a Greater Richmond Transit Company bus stop or Express Routes Park 'N Ride lot closest to Chesterfield County and your residence. You will be responsible for GRTC fares. For more information call GRTC at 804-358-4782.

The following connector routes are available:

- Route 1A on Midlothian Turnpike at Spring Rock Green or Kroger.
- Route 1C on Hull Street Rd at Chippenham Mall.
- Route 2A on Forest Hill Avenue at Walmart or Stoney Point Medical Center.
- Route 2B on Midlothian Turnpike at Centura College, Chippenham Square or Kroger.
- Routes 3B or 3C on Jeff Davis at Foodlion (Chippenham and Jeff Davis Highway)

GRTC Express Routes from Park 'N Ride lots are available on weekdays during limited hours from these locations:

- Route 64x at Old Gun & Duryea Drive or Forest Hill & Huguenot Road.
- Route 82x at *Commonwealth 20 Park 'N Ride*
- Route 95x at *Petersburg Transit Center Park 'N Ride*

For more information, call GRTC Customer Service Center at 804-358-GRTC, or visit RideGRTC.com/planning-your-trip/find-a-route.

Getting Started

Eligibility

What's your eligibility status? Check your Mobility Services Identification card. If you have temporary eligibility, note the expiration date, and mark your calendar to renew it on or before it expires. You must renew your eligibility on or before the expiration date to ensure uninterrupted service. If your eligibility expires and you continue to schedule trips, you may lose the privilege to ride Access Chesterfield.

If you relocate outside Chesterfield County, you are no longer eligible to use the service.

Mobility Services Identification Card

At the time of registration, you will be issued a Mobility Services ID card. Do not allow anyone else to use your ID card. If you lose your card, report it immediately at 804-706-2796 or email Access@Chesterfield.gov.

There is no cost for replacement.

Next-Day Service

You must schedule your ride with **Owl, Inc.** at least a day in advance. So, if you want to ride somewhere tomorrow, you must call **Owl, Inc.** by 2:00 p.m. today to make a reservation.

*You must schedule your ride with **Owl, Inc.**
at least a day in advance.*

Pickup Times

On an average weekday, **Owl, Inc.** has 15-16 vehicles in service. They make between 200 and 250 daily trips in an area that spans about 550 square miles. So, it would be impossible to pick up everyone who needs a ride at exactly the time they would like.

To better serve each customer, **Owl, Inc.** has a 30-minute pickup window in which to pick you up. This means that a vehicle is considered “on time” if it arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. For example, if your pickup is for 11 a.m., the vehicle can arrive any time between 10:45 a.m. and 11:15 a.m. and still be considered on time.

When you make your reservation, you’ll be assigned a pickup time that will ensure that you arrive at your appointment on time. In fact, you may arrive up to one hour early for your appointment. To avoid being locked out when you arrive at your destination, make your appointment for an hour after the facility opens.

A driver is on time if he/she arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. You may not specify what part of the pickup window they can pick you up.

Curb-to-Curb Service

Owl, Inc. will provide curb-to-curb service. This means that if you live in a subdivision, the driver will drive up to the end of your driveway. In cases where it might not be safe to stop at the end of your driveway, the driver will pull into the end of your driveway far enough to get

off the heavily-traveled roadway. For wheelchair passengers, the van will pull into the driveway as close to the door of the house as possible.

Drivers will provide passenger assistance while you are boarding or exiting the vehicle but are not allowed to leave the van unattended. If you need help getting to the curb, please be prepared to rely on your personal-care assistant, friend or relative.

Drivers will not call you or knock on your door when they arrive.

Wait Times

You are responsible for being at the curb when the vehicle arrives within the pickup window.

The driver will wait only five minutes for you to arrive at the curb. If the driver is early, the five-minute wait begins at the beginning of your pickup window.

*Be at the curb on time.
You are always responsible for being at the curb when the vehicle arrives within the pickup window.*

No-shows

When you schedule a ride with **Owl, Inc.** it often means another person cannot be scheduled at that time. When you cancel at the last minute or do not show up for the ride, you have left a seat empty that could have been used by another rider. The no-show and cancellation policy are meant to help prevent this from happening. If you have a return trip that you still need, you must call **Owl, Inc.** within 30 minutes of the no show or it will be canceled.

The following situations are considered rider no-shows:

- You cancel your trip **less than two hours** before the scheduled pickup time.
- You forget to cancel.
- You decline the on-time trip when it arrives.
- You are not at the curb within five minutes of the driver's arrival within the 30-minute pickup window.

The following situation is not considered a rider no-show:

- You call to cancel your trip more than two hours in advance.
- You cancel at the pickup location because the driver did not arrive within the 30-minute pickup window.

Trip Cancellations

If you are unable to take a trip you have scheduled, call 804-545-7222 as soon as possible to cancel it. No later than **two hours** before your scheduled pickup time. Be prepared to provide the following information:

- Name
- Address
- Scheduled pickup time
- Scheduled destination

Access Chesterfield Cancellation and No-Show policy. To better serve all riders, if you have:

- Three (3) no-shows within a thirty-day period, or
- Five (5) late cancellations (cancelled less than two hours before your scheduled pickup) within a thirty-day period,

You will lose your riding privileges for 30-days.

If your failure to show up or cancel in time was not your fault, you may call the Mobility Services Office at 804-706-2796 or email Access@Chesterfield.gov to explain what happened. They will consider the merits of your explanation and determine if the no-show designation should be waived. Their decision will be final.

Traveling with Minors

Minors are defined as individuals who are 17-years-old or younger. Minors must present vouchers when traveling via Access Chesterfield.

Eligible minors may use Access Chesterfield. If a minor is 17 years of age or younger, an adult personal care assistant must accompany the minor. All eligible riders, regardless of age, must pay the fare. Personal care attendants ride free.

When scheduling a trip, please be sure to inform the Customer Service Representative that the minor will be traveling with an attendant.

Minors must pay the fare if they travel as a guest with an eligible rider. Examples: If a minor has a medical appointment, the minor must provide a voucher, the personal care attendant rides free. If a parent is going to the grocery store both the minor and parent must provide vouchers.

The law requires that children eight-years-old and younger must be properly secured, in a back seat, in a safety or booster seat. Access Chesterfield does not furnish safety or booster seats. The driver can assist you with installation upon request. The child's seat must be removed from the vehicle when the child exits.

Planning for Your Ride

Operating Hours

Owl, Inc. transports people Monday-Friday, 5:30 a.m.-7:30 p.m., and Saturdays, 5:30 a.m.-5:30 p.m. The busiest trip times are weekdays, 5:30-10 a.m. and 2-6 p.m. There is no service on Sunday.

Transportation Hours

Monday-Friday, 5:30 a.m.-7:30 p.m.

Saturdays, 5:30 a.m.-5:30 p.m.

Scheduling Your Ride

Reservations must be made at least a day before your trip but can be made up to two weeks before.

To make a reservation, call Owl, Inc. at **804-545-7222**, Monday-Friday, 8 a.m. – 2 p.m.

During peak calling hours (usually 12 to 2 p.m.), you may have to wait your turn. We understand this can be frustrating, but if you are on hold, please do not hang up. We will get to you as soon as possible. If you get disconnected or the voicemail prompt - call back.

For quicker service, call before 9 a.m. or between 11 a.m. and noon on Tuesdays and Thursdays. The busiest calling days are Mondays, Wednesdays and Fridays.

Be prepared to give the reservationist the following information:

1. Your name as it is printed on your Mobility Services ID Card

2. The name of the location and the exact street address of the place where you want to be picked up
3. The name of the location and exact street address of the place where you are going.
4. Whether you will be traveling with a mobility device
5. How many people will be traveling, including a personal-care assistant, and whether any of the other people will be using a mobility device
6. The day and time you must arrive at your destination.
7. Scheduling of return trips is not automatic. *You must always ask for a return trip.* Request the time you would like to be picked up for your return trip. You should schedule it for the latest time you think you will be able to travel.
8. Confirm your trip details before completing the call.

Reservations

Call up to 14 days before your trip.

804-545-7222

Best Times to Call

*Tuesdays and Thursdays
Before 9 a.m. or 11 a.m.-noon*

Standing-order Rides

If you need a series of rides for an extended period on the same day(s) of the week, at the same pickup time and from the same pickup and drop-off addresses, you may ask for a standing order. *Rides must be reserved for at least six weeks in a row. (This is a good option for our riders going to employment when the job is the same days and hours every week).*

Reserving Your Standing Order

Call 804-545-7222 at least two weeks before you want your standing-order ride.

Changing Your Standing Order

If you need to make a one-time change to your standing order, you must cancel the trip and schedule the new trip by using the regular reservation system up to 14 days in advance.

Canceling Your Standing Order

If you must cancel your standing-order trip, please call 804-545-7222 by 2 p.m. the day before, so it is not counted as a no-show. You may cancel a standing-order ride for as many as 30 days in a row. Once you have reached the 31st day, the standing order for that ride will be canceled permanently.

Limited Number of Standing Orders

Since Access Chesterfield has a limited number of standing orders available at a given time, we may not be able to approve your request. If that happens, it will be placed on a waiting list. You may still make a regular next-day reservation for that trip while you wait for approval of your standing order.

No Standing Orders on Holidays

New Year's Day
Memorial Day
Independence Day
Labor Day

The day after Thanksgiving

Standing-order rides are automatically canceled on the following holidays. If you need a ride for these days, make a regular reservation.

Paying for Your Ride

Each one-way trip requires one Access Chesterfield voucher. Vouchers are available in booklets of six for \$36.00 per book. The booklets may be purchased by mail, or in person at any Chesterfield County Public Library branch, the county Treasurer's Office and by appointment at the Mobility Services Office. *Vouchers are non-refundable.* Please only purchase what you need.

Returned Check Policy

If your check is returned, you will need to send a money order to replace the returned check. The money order must include an additional \$50 to pay for the returned-check charge. Any vouchers not used at the time we are notified that of the returned check will be void until the outstanding balance is paid. Access Chesterfield will not fill any request to purchase vouchers unless all outstanding balances are paid.

Purchasing Vouchers

Ordering Vouchers by Mail

When ordering by mail, it can take 10-14 business days to receive your vouchers.

1. Complete the Access Chesterfield Voucher Order Form included in your welcome letter or at Chesterfield.gov/MobilityServices.
2. Make your check or money order payable to: Treasurer, Chesterfield County.
3. Mail the order form and payment to:
Chesterfield County
Citizen Information and Resources
Mobility Services
PO Box 40, 9800 Government Center Parkway
Chesterfield, VA 23832

Purchasing in Person: Voucher Sales Locations **Chesterfield County Public Libraries**

Hours: All Branches

Monday - Thursday

10 a.m.-9 p.m.

Friday and Saturday

10 a.m.-5 p.m.

Closed Sundays

Important Voucher Facts

Vouchers do not expire.

If you have vouchers with a 09/30/18 expiration date, you can disregard. They will be accepted for trips after the expiration date.

Vouchers are non-refundable.

There is a \$50 returned-check fee.

Library Branches – Now Accepting Credit Cards

Central Library
9501 Lori Road
Chesterfield, VA
804-748-1774

LaPrade Library
9000 Hull Street Road
North Chesterfield, VA
804-318-8988

Bon Air Library
9103 Rattlesnake Road
Bon Air, VA
804-318-8966

N Courthouse Rd Library
325 Courthouse Road
North Chesterfield, VA
804-318-8499

Chester Library
11800 Centre Street
Chester VA
804-318-8977

Midlothian Library
521 Coalfield Road
Midlothian VA
804-768-7907

Clover Hill Library
6701 Deer Run Drive
Midlothian VA
804-318-8668

Meadowdale Library
4301 Meadowdale
Boulevard
North Chesterfield, VA
804-318-8778

Enon Library
1801 Enon Church Road
Chester VA
804-381-8911

Ettrick-Matoaca Library
4501 River Road
South Chesterfield, VA
804-318-6888

Other Locations

Treasurer's Office • 804-748-1201
Chesterfield County Admin. Building
9901 Lori Road, Chesterfield
Monday-Friday, 8:30 a.m.-5 p.m.

Mobility Services Office - 804-706-2796
Chesterfield County Community Development Bldg.
9800 Government Center Parkway
Chesterfield
Monday-Friday, 8:30 a.m.-5 p.m.
Suggest calling ahead to make sure staff are available.

Day of Your Ride

Who or What You Can Take in the Vehicle

A personal-care assistant may ride free.

Animals:

- A service animal is permitted.
- Pets may ride, if they are in a properly secured cage or container that meets Access Chesterfield's guidelines. The cage/container must not be opened while in the vehicle. **Note:** The driver cannot help you load or unload the pet cage or container.

A limited number of packages:

- The equivalent of two paper or six plastic grocery bags with a total weight not to exceed 25 lbs.
- You must be able to maintain control of your packages while riding. The driver may help you load packages only from the curb to the vehicle and from the vehicle to the curb.

Children may ride but require a voucher and adult supervision.

What You Cannot Take in the Vehicle

Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials

Animals that are not service animals or properly secured pets

Packages that you cannot keep control of during your ride. Packages that are larger than the equivalent of two paper or six plastic grocery bags, or that weigh more than 25 lbs. in total.

Waiting for the Vehicle

Remember the vehicle may arrive 15 minutes before up to 15 minutes after your scheduled pickup time, so you are expected to meet the vehicle at the curb during this time. The driver cannot leave the vehicle to come to the front door. If you need help getting to the curb, please have a personal-care assistant, relative or friend available to help you.

If the Vehicle is Late

If you have waited 15 minutes after your pickup time, and the vehicle has not arrived, please call 804-545-7222 and ask the dispatcher for an estimated time of arrival and the number of the vehicle that will be picking you up. If the vehicle does not come by the estimated time of arrival, call 804-706-2796. **Do not worry.** Access Chesterfield will make sure you get a ride.

Boarding the Vehicle

You must give the driver your Access Chesterfield Voucher before you board the vehicle. You are responsible for getting to, into and out of the vehicle.

Assistance

Drivers can help you get into and out of the vehicle and secure your seatbelt or securement device. They will *not* lift you, carry you, or accompany you to or from locations away from the vehicle. If you need other assistance, please bring a personal care assistant, or be sure to have someone available to help you at the pickup and drop-off locations. Your personal care assistant rides free but must board and exit with you.

Code of Conduct

These rules are to make trips safe for all riders and drivers. Violation of the following rules may result in your suspension of services:

Seatbelts Required

All riders must use a seatbelt. Ask the driver for help, if needed. Removing or refusing to wear a seatbelt is not allowed. The law requires that children eight-years-old and younger must be properly secured, in a back seat, in a safety or booster seat. Access Chesterfield does not furnish safety or booster seats. The driver can assist you with installation upon request. The child's seat must be removed from the vehicle when the child exits.

No Eating, Drinking and Smoking

Eating, drinking and smoking are not allowed.

Maintain Personal Hygiene

Riders must maintain an acceptable standard of cleanliness.

Mutual Respect

Please be courteous. Show consideration for other riders and their service animals. If you have brought a properly caged pet onboard, please be considerate of riders who are fearful of animals.

Headphones Required for Sound Devices

Headphones must be used with any sound devices while on the vehicle. This includes mobile phones, radios, MP3 players, CD players or any other sound devices. This does not include devices used for communication by the hearing or speech impaired.

No Tipping

Owl, Inc. drivers are not allowed to accept tips. If you had a good experience, please call 804-706-2796 or email Access@Chesterfield.gov and let us know!

Unacceptable Behavior

The following behavior is *never* allowed:

- Abusive, obscene, or threatening language or behavior.
- Sexual harassment of riders, drivers, passengers or other Access Chesterfield or their contractor's employees.
- Deliberately not paying the fare.
- Riding under the influence of alcohol or illegal drugs.
- Riding with weapons of any kind.
- Riding with hazardous materials, including fuel and explosives.
- Tampering with or using any Access Chesterfield equipment, including the vehicle steering wheel, hydraulic lift, driver's two-way radio or Mobile Data Terminal, or trying to remove wheelchair tie-downs.
- Physical assault — any rider who physically assaults another person, or demonstrates illegal or dangerous behavior, may be subject to immediate suspension from Mobility Services and criminal prosecution.

Other Important Information

Changing Your Trip

Changes cannot be made the day of your trip. Call Reservations as soon as you realize you must make a change to your scheduled trip. **Note:** The driver is not allowed to change a drop-off location.

Dropping-off and Picking-up things

The driver is not able to wait for you, even if you are just dropping something off or picking something up. You must schedule two separate trips.

Mobility Device Size Limits

Our vehicles do *not* accommodate mobility devices larger than 30" x 48" or weighing 600 lbs. or more with its passenger. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger or heavier than these limits, we will not be able to transport it because it would damage the vehicle or impose an unreasonable safety hazard.

Information in Other Formats

If you need information in a different format, please call the Mobility Services Office at 804-706-2796 to request information in large-print, audiotape, or electronic formats.

Changing Personal Information

To change your name, home address or phone number, please call the Mobility Services Office at 804-706-2796 or email Access@Chesterfield.gov

Lost and Found

If you leave an item on a vehicle, call Owl, Inc. at 804-545-7222. If we have found the item and determine it belongs to you, we will return it to you, or you may pick it up at Owl, Inc.'s office during regular business hours. **Note:** Access Chesterfield and Owl, Inc. are *not* responsible for lost or damaged items. Lost and Found items only are kept for 60 days.

Rider Alerts

There are three ways to receive alerts when Access Chesterfield changes a policy or procedure or has an important announcement:

- Rider Alerts will be placed in Owl, Inc. vehicles.
- Rider Alerts will be posted on Chesterfield.gov/Mobility Services.
- Rider Alerts can be received by email, if you sign up. Send your email address to Access@Chesterfield.gov and write Rider Alert on the subject line.
- Rider Alerts can be received by mail at your home if your current mailing address is on file with Mobility Services.

Frequently Asked Questions

Reservations

Q: May I reserve more than one trip at a time?

A: Yes

Q: What if my appointment finishes earlier than I expected?

A: Unfortunately, we are not able to reschedule a pickup on short notice. If you asked for a pickup at 4 p.m. and you are ready at 2 p.m., you must wait until 4 p.m. (This is better than scheduling your pickup for 2 p.m. and not getting out until 4 p.m., which will count as a no-show.) It is best to schedule your pickup for the latest time you think you will be ready.

Q: What if the vehicle doesn't arrive on time?

A: Wait 15 minutes after your scheduled pickup time, which is still part of your pickup window. If they still have not arrived, call Dispatch at 804-545-7222 and ask for an estimated time of arrival. If the vehicle does not arrive by the estimated time of arrival, call the Mobility Services Office at 804-706-2796. A ride will be arranged for you.

Vehicles and Routes

Q: Can I ask for a certain kind of vehicle?

A: No. An appropriate vehicle will be assigned.

Q: How can I tell that the vehicle is an Access Chesterfield vehicle?

A: Access Chesterfield currently contracts with Owl, Inc. Their vehicles are clearly marked on the side.

Q: Why did the vehicle travel a route that did not make sense?

A: Access Chesterfield is a ride share service. So, your route probably may not take you directly to the place you want to go because other passengers will need to be picked up and dropped off. Federal law allows an Access Chesterfield trip to take as long as a similar trip by bus, which is longer than traveling by car or taxi. If you still feel that your trip took too long, please contact the Mobility Services Office at 804-706-2796.

Q: Who qualifies as a Personal Care Attendant (PCA)?

A: A Personal Care Attendant (PCA) is an individual who travels with an ADA eligible rider to assist that person. This may either be an employee of the eligible rider, a relative, a friend, or a care provider. The ADA defines a personal care attendant as someone designated or employed specifically to help the eligible individual meet his or her personal needs. If the individual accompanying the ADA passenger is participating the activities (has a doctor's appointment at the same time with the passenger; is getting groceries for themselves as well as the passenger; is bringing their children shopping; is a paying participant for at the same day program; etc.) then they are considered a companion and must pay for their ride.

Improving Service

Complaints

Mobility Services is dedicated to serving your needs. If there is a specific problem that needs our attention, please tell us by filing a complaint by phone, email, or mail. (See contact information is on the back of this pamphlet.)

You should not be afraid that someone will give you a hard time if you file a complaint. Mobility Services does not tolerate retaliation of any kind against our riders. We immediately investigate all accusations of retaliation.

Our staff devotes many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file.

Reasons for filing a complaint may include, but are not limited to the following:

- Breaking the law
- Poor conduct
- Reservation problems
- Lateness and no-shows
- Vehicle and route problems
- Driver problems
- Problems with other riders or animals
- Problems with Lost and Found

How to File a Complaint

As soon as possible after the incident occurs, write down all the information needed to investigate your complaint, including:

- Your Mobility Services ID number.
- Your full name, street address, city, ZIP code, phone number and email address (if you have one)
- Name of the person who is filing the complaint
- Date of the incident
- Time and place of the incident
- Name(s) of the people you believe caused the incident
- Name(s) of any people who witnessed the incident
- Summary of what happened (If the incident involved a pickup, include the address, pickup time you requested, pickup time you were given and the vehicle arrival time if it arrived.)

What happens after you file a complaint?

Mobility Services staff will review and investigate each complaint filed. Complaints will be analyzed for trends and patterns and the results reported to Owl, Inc. staff. Common service problems are identified, and solutions developed to improve service and efficiency.

Responses to individual complaints only are provided when specifically requested by the customer at the time the complaint was filed. If a response was requested when the complaint was filed, a status response will be sent within 14 calendar days. When the investigation is completed, a letter will be sent explaining the decision and any action that will be taken to improve the situation.

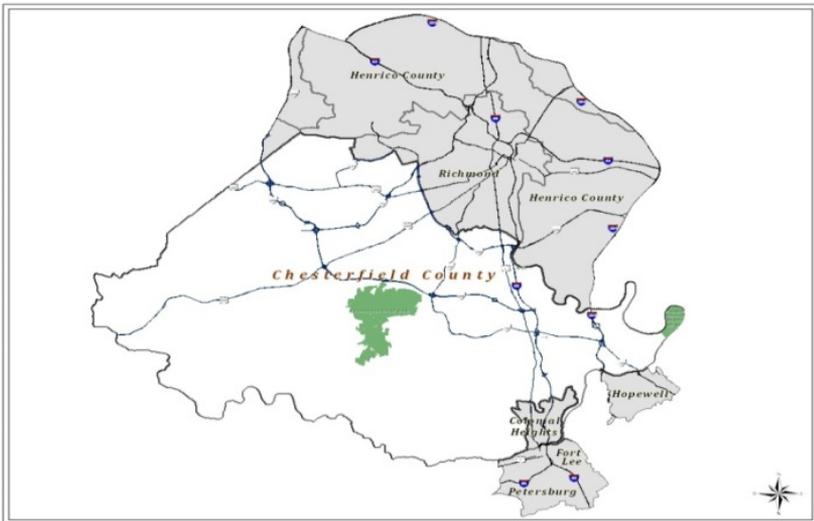
Maps of Service Areas

Service within Chesterfield County is available for any type of trip. Service outside the Chesterfield County, indicated by the dark shading, available for:

- Medical trips for all passengers.
- Employment trips for our passengers with disabilities.
- Personal trips into the city of Richmond for our passengers with disabilities.
- Passengers living in the southern part of the county (South of Route 10), have limited access to Petersburg and Colonial Heights for shopping and personal trips. See map on page 30.

Service is not provided to Richmond International Airport, Richmond Main Street or Staples Mill Road Stations, or the Greyhound Bus Terminal.

Service Area

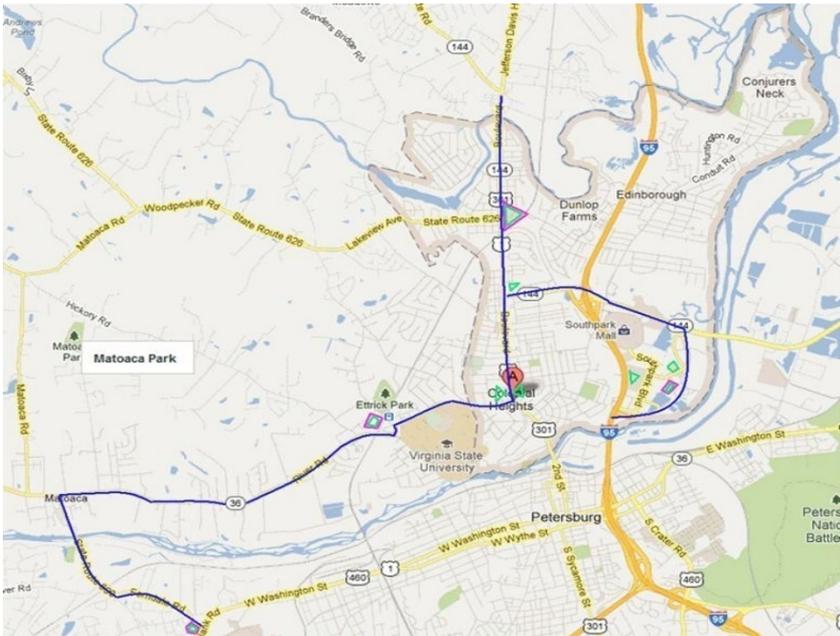


Richmond City



Modified Service Area for Southern Chesterfield Residents

Colonial Heights and Petersburg



Title VI Notice to the Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Chesterfield County, Citizen Information and Resources is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Chesterfield County, Citizen Information and Resources or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Dawn Missory
Mobility Manager
Citizen Information and Resources
PO Box 40
9800 Government Center Parkway
Chesterfield VA 23832
804-796-7100
missoryd@chesterfield.gov

Mobility Services Office
Chesterfield County
Citizen Information and Resources
9800 Government Center Parkway
PO Box 40
Chesterfield, VA 23832

Phone: 804-706-2796
This number is good for all hours of operation
Mon – Fri 5:30 – 7:30
Sat 5:30 – 5:30

Office Hours
Monday-Friday
8:30 a.m.-5 p.m.

Fax: 804-748-1099

Mobility Services Program Coordinator:
Frank Vance, vancef@chesterfield.gov

Mobility Manager:
Dawn Missory, missoryd@chesterfield.gov

Mobility Services Email:
Access@Chesterfield.gov

For more information, visit
www.Chesterfield.gov/MobilityServices



Providing a FIRST CHOICE community
through excellence in public service