



**ACCESS ON
DEMAND**

Riders Guide

Transportation Provided by:



Owl, Inc. Transportation

roundtrip

UZURV®

Quick Reference

Reservations

Call the service provider of your choice, first two providers offer wheelchair service.

Dependacare On Demand	804-745-1818
Owl, Inc. Transportation	804-930-8448
Roundtrip.....	804-277-4866
UZURV	804-655-0255

All trips outside Chesterfield County must be booked using the call center numbers above. Do not use mobile or on-line apps to book trips outside Chesterfield County.

*24/7 transportation service available anywhere in the service area for **work** and **medical** trips.*

Trips within Chesterfield County are available during service hours below.

5:30 am to 7:30 pm Monday – Friday

7:30 am to 7:30 pm Saturdays

Cancellations:

Call your service provider at least two hours before the trip. If no answer, leave a message.

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

804-706-2796, Monday-Friday, 8:30 am – 5:00 pm or email Access@Chesterfield.gov

Emergency Medical Transportation

call 911

Non-emergency Medicaid Transportation

visit

<http://www.dmas.virginia.gov/#/transportation> 2

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Welcome to Access On Demand

This guide will provide information about Access On Demand and how to use it. It explains the rules and offers suggestions to help ensure that your trip is a pleasant one.

What It Is

Access On Demand is a Pilot Program that will provide door to door, point to point transportation service for Chesterfield County residents who are registered for Mobility Services. Our goal is to improve transportation options for older adults, people with disabilities, and individuals with lower incomes.

Customers can schedule their Access On Demand rides between 5:30 am and 7:30 pm, Monday – Friday, as well as 7:30 am to 7:30 pm on Saturdays.

Same day service to anywhere in our service area is available 24 hours a day for employment and medical trips, if you call within two hours of needing the ride and within the reservation hours. All other trips in Chesterfield County are provided Monday - Friday 5:30 am to 7:30 pm or Saturday 7:30 am to 7:30 pm. You will go directly to your destination.

What It Is Not

- ❖ It is not an ambulance service. If you need emergency-medical transportation, call 911.
- ❖ It is not a 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 On Demand 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. Volunteer service would be considered a personal trip as defined below.

Medical trips are to medical appointments, such as an appointment with a doctor, dentist or other health care provider.

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. If you work at a school for pay, it would be categorized as a work 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, volunteer service, etc.

Service Areas

Access On Demand provides services to Mobility Services registered residents to any location in Chesterfield County.

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

- Employment trips for all our passengers.
- Medical trips for all our passengers.

- 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 25.
- 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 page 24 and at <https://www.chesterfield.gov/mobilityservices>. If you are not sure if Access On Demand services a location, call Mobility Services at 804-706-2796.

GRTC Connectors

Although Access On Demand cannot transport you to Richmond for reasons other than medical or employment trips, 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.

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 Food Lion (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

As a Chesterfield County resident meeting the requirement for Mobility Services you were issued a 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 you relocate outside Chesterfield County, you are no longer eligible to use the service.

Mobility Services Identification Card

You must give your Mobility Services ID number every time you make a reservation. The ID number is located on the back of the card. Do not allow anyone else to use your ID card. Misuse of the card will result in revoking of your riding privilege. If you lose your card, report it immediately at 804-706-2796 or email

Access@Chesterfield.gov. There is no cost for replacement.

Door to Door Service

Access On Demand will provide door to door service for all trips. All vendors will call you when they arrive at your pickup location.

If you require assistance from your door to the vehicle and from the vehicle to your destination, the driver will provide that assistance. Drivers will provide passenger assistance from your door and while you are boarding or exiting the vehicle.

Same-Day Service

You must schedule your ride with an approved provider at least two hours in advance.

Pickup Times

To better serve each customer, Access On Demand 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. A driver is on time if he/she arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. If the vehicle arrives after the pickup window, it is up to you as the rider, to decide if you still want to take the trip.

Planning for Your Ride

Operating Hours

Trips for work and medical appointments

Monday - Sunday, 24 hours a day.

All other trips

Monday - Friday 5:30 am – 7:30 pm and

First pick up will be at 5:30 am and last pick up will be at 7:30 pm.

Saturday, 7:30 am – 7:30 pm.

First pick up will be at 7:30 am and last pick up will be at 7:30 pm.

Transportation Hours

Monday-Sunday, 24/7 for work and medical trips.

Scheduling Your Ride

Reservations must be made at least two hours before your trip and can be made up to two weeks before.

To make a same day reservation, select and call a service provider from the list of approved service providers between the hours of 5:30 am and 7:30 pm Monday - Friday, Saturday 7:30 am to 7:30 pm.

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

Be prepared to give the reservationist the following information:

1. Your name as it is printed on your Mobility Services ID Card.
2. Mobility ID number (on the back of the card)
3. The name of the location and the exact street address of the place where you want to be picked up.
4. The name of the location and exact street address of the place where you are going.
5. Whether you will be traveling with a mobility device.
6. How many people will be traveling, including a personal-care assistant, and whether any of the other people will be using a mobility device.
7. The day and time you must arrive at your destination.
8. 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, or as a will call for medical appointments.
9. Confirm your trip details before completing the call.
10. You will need a debit or credit card to make the reservation, vouchers cannot be accepted for this service. See ***Paying for your ride*** for more information.

Reservations

Call 2 hours before or up to 14 days before your trip.

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. This is a good option for our riders going to employment when the job is the same days and hours every week.

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 1-14 days in advance.

Canceling Your Standing Order

If you must cancel your standing-order trip, please call service provider at least two hours before, so it is not counted as a No-Show.

Limited Number of Standing Orders

Since Access On Demand may have a limited number of standing orders available at a given time, they may not be able to meet your request. If that happens, try one of the other providers.

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

You will need a debit or credit card for each one-way trip you make, \$6 will be charged to your card at the time of pick-up. Vouchers will not be accepted for this service.

Day of Your Ride

Contact the provider of your choice

Service Providers Reservation Numbers

For Ambulatory & Wheelchair Service:

Dependacare On Demand 804-745-1818

or online at <https://dependacaretransport.com/ride/>

Owl, Inc. Transportation 804-930-8448

For Ambulatory Service Only:

Roundtrip..... 804-277-4866

UZURV 804-655-0255

Drivers will call all riders when they arrive.

Wait Times

You are responsible for being ready to go when the vehicle arrives within the pickup window.

The driver can only wait five minutes when they arrive. If the driver is early, the five-minute wait begins at the beginning of your pickup window.

Trip Cancellations

If you are unable to take a trip you have scheduled, call the service provider 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
- Mobility Services ID Number
- Address
- Scheduled pickup time/destination

No-Shows

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 do not answer the door within five minutes of the driver's arrival within the 30-minute pickup window.

When you schedule a ride with a provider, you have booked time with a driver and no other person can be scheduled with that driver during that time. When you cancel at the last minute or do not show up for the ride, you have left a driver/vehicle that could have been used by another rider.

If you are No-Show and have a return trip that you still need, you must call the provider within 30 minutes of the No-Show or your return trip will automatically be canceled. A **\$6** fee will be charged to your debit/credit card for all No-Shows.

The following situations are not considered rider No-Shows:

- 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.

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 may 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.

If you are a No Show for your original trip, the provider will automatically cancel your return trip if they don't hear from you within 30 minutes of your original trip.

Traveling with Minors

Minors are defined as individuals who are under 18 years old. Minors must be accompanied by an adult (18 or older) when traveling via Access On Demand.

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 On Demand 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.

Who or What You Can Take on the Vehicle

Companions may ride if there is enough space in the vehicle to accommodate them.

Animals:

- A service animal is permitted.
- Pets may ride, if they are in a properly secured in a cage or container that meets Access On Demand guidelines. The cage/container must not be opened while in the vehicle.

Number of packages:

- The amount that can store safety in the vehicle. When available, trunk or designation storage areas should be used.
- You must be able to maintain control of your packages while riding. The driver may help you with packages. Driver will not enter your house.

Minors may ride but require adult supervision.

What You Cannot Take on the Vehicle

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

Animals that are not service animals must be properly secured in pet crates.

Packages that you cannot keep control of during your ride or are too big to be safely stowed in the vehicle. Drivers are not required to lift heavy packages.

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 be ready during this time. The driver will call when they arrive and come to your door if you need assistance.

If the Vehicle is Late

If you have waited 15 minutes after your pickup time, and the vehicle has not arrived, please call the service provider and ask the dispatcher for an estimated time of arrival. If the vehicle does not come by the estimated time of arrival, call 804-706-2796. Don't worry. Access On Demand will make sure you get a ride. The sooner you call, the better we can assist you.

If you decide to take the trip even though it is late, you will still be responsible for the \$6.00 co-pay. If you chose not to go, you will not be charged.

Boarding the Vehicle

The driver will help you getting into and out of the vehicle.

Assistance

Drivers can help you get on and off the vehicle and secure your seatbelt or secure you mobility device. They will *not* lift you or carry you. Drivers will come to the door of the location and assist you to the vehicle as needed.

Your personal-care assistant/companion must board and exit with you.

Code of Conduct

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

Seatbelts Required - BUCKLE UP IT'S THE LAW

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 On Demand 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 permitted** in the vehicle.

Maintain Personal Hygiene

Riders must maintain an acceptable standard of cleanliness.

Mutual Respect

Please be courteous and respectful.

Headphones Required for Sound Devices

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

No Tipping

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

Unacceptable Behavior

The following behaviors are *never* acceptable:

- Abusive, obscene, or threatening language or behavior.
- Sexual harassment of other passengers or Access On Demand staff or the contractor's employees like drivers or reservationist.
- 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 On Demand or contractor 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, will be subject to immediate suspension from Access On Demand and criminal prosecution.

Other Important Information

Changing Your Trip

Call the service provider as soon as you realize you must make a change to your scheduled trip. No later than two hours before the trip.

Dropping-off and Picking-up things

The driver may not be 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, 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 the service provider you rode with. If they have found the item and determine it belongs to you, they will return it to you, or you may pick it up at providers office during regular business hours.

Note: Access On Demand and their service providers are *not* responsible for lost or damaged items. Lost and Found items are only kept for 60 days.

Rider Alerts

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

- Rider Alerts will be posted on Chesterfield.gov/Mobility Services web page.
- 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/Access On Demand.

Frequently Asked Questions

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

A: Yes

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

A: Providers may not be able to reschedule a pickup on short notice. If you asked for a pickup at 4 pm and you are ready at 2 pm, depending upon availability you may have to wait until 4 pm. (This

is better than scheduling your pickup for 2 pm and not getting out until 4 pm, which will count as a No-Show.) It is best to schedule your pickup for the latest time you think you will be ready. For medical trips you can schedule the return trip as a Will Call.

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 the service provider 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

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 On Demand vehicle?

A: Access On Demand contractors' vehicles are clearly marked with its company logo on its side or on the window. The driver should ask for you by name. If you are not sure, ask the driver.

Q: Who can ride with me?

A: A Personal Care Attendant, friends, or family members. Children may ride with you; the child will need proper safety seat if 8 years old or under. All companions will ride for free.

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 problems
- Driver problems
- 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?

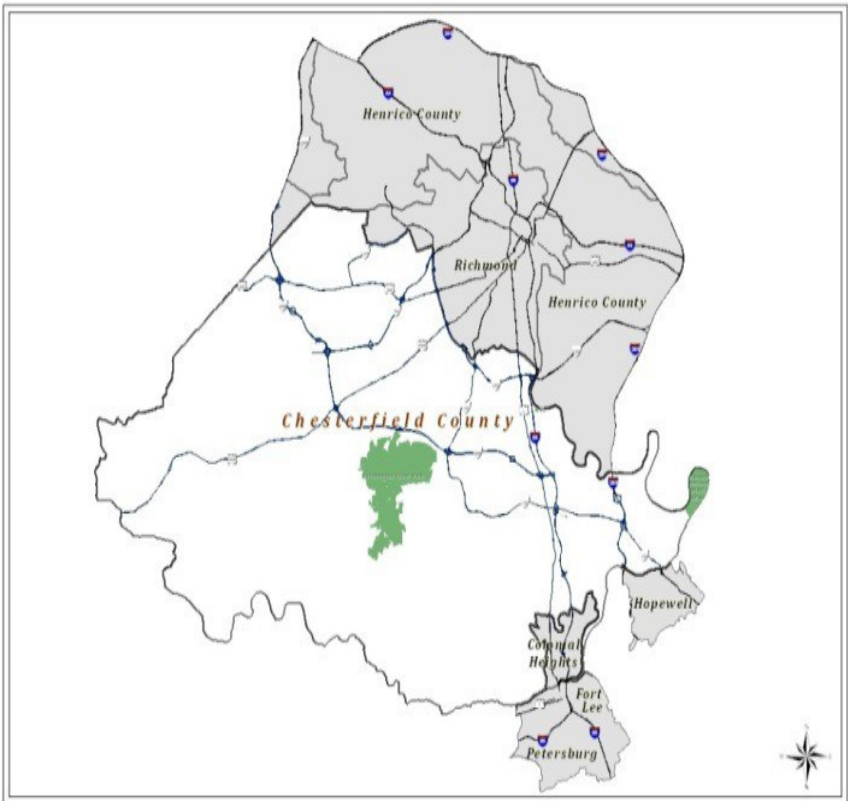
Mobility Services staff will review and investigate each complaint filed. Complaints will be analyzed for trends and patterns and the results reported to contractor staff. Common service problems are identified, and solutions developed to improve service and efficiency. Responses to individual complaints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

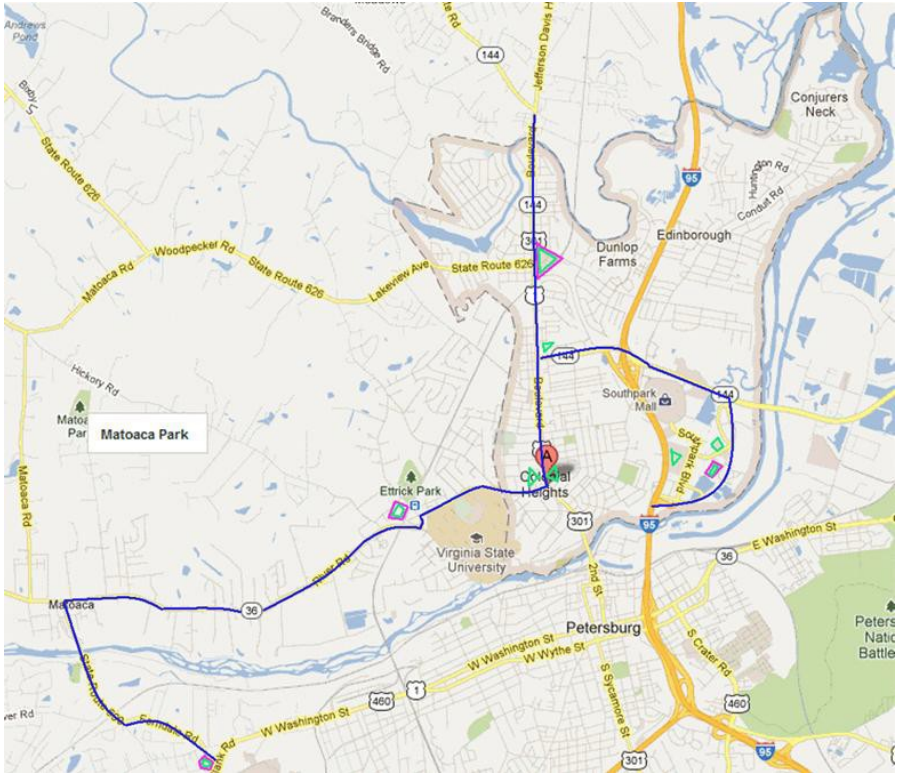
Service within Chesterfield County is available for any type of trip. Service outside the Chesterfield County, indicated by the dark shading, available for:

- Medical trips for all passengers.
- Work trips for all passengers.
- 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 25.

Service Area



Modified Service Area for Southern Chesterfield Residents



This is a pilot program and may be expanded or reduced as services are evaluated.

Title VI Notice to the Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on 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 based on 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 or missoryd@chesterfield.gov

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

Phone: 804-706-2796
Office Hours
Monday-Friday
8:30 a.m.-5 p.m.

Fax: 804-748-1099

Mobility Service Coordinator:
Frank Vance, vancef@chesterfield.gov

Mobility Manager:
Dawn Missory, missoryd@chesterfield.gov

Mobility Program Email:
Access@Chesterfield.gov

For more information, visit
<https://www.chesterfield.gov/mobilityservices>



Providing a FIRST-CHOICE community
through excellence in public service