










TRANSPORTATION resources










CHESTERFIELD

ACCESS CHESTERFIELD (SHARED RIDE SERVICE)

Transport Area		Chesterfield and, depending on resident location, transport to Petersburg, Colonial Heights, Fort Lee, Richmond, and Hopewell
Fee/Payment Options		One voucher per ride. Booklet of 6 for \$36. Vouchers are non-refundable and do not expire. Personal care attendant rides free
Qualifications		Must be Chesterfield resident and 1 of the following: Over 60, have a disability (temp or permanent) or live in low-income household. Must be registered with Mobility Services
Provider		Dependacare Transportation (804) 745-1818 (office hours: Mon-Sat: 5:30 a.m. - 4 p.m.)
Service Hours		Mon-Fri: 5:30 a.m. - 7:30 p.m. & Sat: 5:30 a.m. - 5:30 p.m.
Reservations		Schedule at least one day in advance. Reservations may be made as early as 14 days in advance
Wait Times		A driver is on time if he/she arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. 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. If not at the curb within 5-minute window, considered a no-show. Three no-shows in 30 days = loss of riding privilege for 30 days
Driver No-Show		After 15 minute window, call Dispatch at (804) 745-1818 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
Notes		Scheduling priority is given to medical appointments and work trips. 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. For medical trips, the return trip can be scheduled as a will call, which means you will call Dependacare Transportation when you are finished, and they have one hour to pick you up from the time you call. Mobility devices no larger than 30" x 48" or weigh less than 600 lbs. with its passenger









CHESTERFIELD *CONTINUED*

ACCESS ON-DEMAND








Transport Area		Chesterfield and, depending on resident location, transport to Petersburg, Colonial Heights, Fort Lee, Richmond, and Hopewell
Fee/Payment Options		\$6 co-pay for each trip - longer trips may require a higher co-pay. Debit/credit card payment required. Companions ride free
Qualifications		Must be Chesterfield resident and 1 of the following: Over 60, have a disability (temp or permanent) or live in low-income household. Must be registered with Mobility Services
Provider		Dependacare Transportation (804) 745-1818 ambulatory & wheelchair service Roundtrip (804) 277-4866 (Lyft/Uber) ambulatory & wheelchair service UZURV (804) 655-0255 ambulatory service
Service Hours		24 hours a day, 7 days a week for work and medical trips
Reservations		Same day reservations. Reservations must be made 2 hours in advance
Wait Times		A driver is on time is he/she arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. 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. If not at the curb within 5-minute window, considered a no-show. \$6 charge. Three no-shows in 30 days = loss of riding privilege for 30 days
Driver No-Show		After 15 minute window, call 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
Notes		All trips outside Chesterfield County must be booked using the call centers. Do not use mobile or on-line apps to book trips outside Chesterfield County. Mobility devices no larger than 30" x 48" or weigh less than 600 lbs. with its passenger

GOOCHLAND/RICHMOND

GOOCHLAND CARES










Transport Area		Goochland and Richmond
Fee/Payment Options		Free
Qualifications		Resident of Goochland, over 60 or disabled or income at or below 200 percent of the Federal Poverty Level (individual income less than \$25,760) Must be registered for services
Provider		Goochland Cares (804) 556-6260
Service Hours		Monday 12 p.m. - 3 p.m. for trips to Richmond Tuesday, Wednesday and Thursday 9 a.m. - 3 p.m. for trips to Goochland Friday 9 a.m. - 12 p.m. for trips to Richmond
Reservations		Sign-up 24hrs in advance
Wait Times		Driver will call with pick-up time and contact client if running late
Notes		Can take wheelchairs but would be one at a time due to space limitations

SHEPHERD'S CENTER (TSCOR)

Transport Area		Residents in our service area: volunteers currently serve zip codes 23059, 23060, 23219, 23220, 23221, 23225, 23226, 23227, 23228, 23229, 23230, 23233, 23235, 23236, 23238, or 23294
Fee/Payment Options		Free. Donations accepted
Qualifications		Seniors over 60. Able to walk independently: volunteers are able to accommodate canes or walkers, but not wheelchairs or transport chairs. Completed client application on file. Call (804) 355-7282 for an application
Provider		Volunteers. (804) 355-7282. Mon-Fri 8:30 a.m. - 4:30 p.m. Ample notice given to client if a driver is not found for a ride
Service Hours		9 a.m. - 3:30 p.m.
Reservations		one week (7 calendar days) in advance
Wait Times		Pick-up, transport to appointment, wait until client is finished and then drive them home








HANOVER

HANOVER DASH

Transport Area		Hanover + 7 miles beyond County boundary and VA Medical Center & Stony Point Medical Facilities
Fee/Payment Options		\$6 trip fee (currently waived)
Qualifications		60+ Hanover residents w/short & long-term disabilities. Register with DASH
Provider		UZURV (804) 299-4367 ambulatory & wheelchair service
Service Hours		Mon-Sat: 6 a.m. - 6 p.m.
Reservations		Schedule 24hrs in advance. Reservations can be made up to 90 days in advance. Will be asked during call if need roundtrip service
Wait Times		A driver is on time is he/she arrives up to 15 minutes before or 15 minutes after your scheduled pickup time. 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. If not at the curb within 5-minute window, considered a no-show
Driver No-Show		After 15 minute window, call service provider and ask for an estimated time of arrival
Notes		Medical Sedan Transport Option recommended for zip Codes: 23086 ; 23220; 23047; 23298; 23192; 23015; 23249; 23069; 23225; 23063









HANOVER SENIOR RIDES

(Mechanicsville Churches Emergency Functions & Ashland Christian Emergency Services)

Transport Area		Zip Codes 23111, 23116, 23005, 23059, 23060, and 23069
Fee/Payment Options		Free. Donations accepted
Qualifications		Resident of Mechanicsville. Over 60. Ambulatory, able to walk with cane or folding walker. Must be registered in advance of service (call number below or email DirSrRides@4MCEF.com)
Provider		(804) 357-9360 volunteer drivers with UZURV as back-up
Service Hours		Mon-Fri: 9 a.m. - 5 p.m.
Reservations		7-14 days in advance. Allowed once every 7 days
Wait Times		Pick-up, transport to appointment, wait until client is finished and then drive them home. If appt. is more than an hour, may get different driver to pick up








HENRICO

MEDEX – VIRGINIA MEDICAL EXPRESS LLC

Transport Area		Henrico
Fee/Payment Options		Base rate \$25/ambulatory first 10 miles (Starting from 23294), \$1.75/extra mile; Base rate \$45/wheelchair first 10 miles (starting from 23294), \$2.75/extra mile.
Qualifications		Serve elderly and those with disabilities. 10% discount for SAI
Provider		(804) 615-6506 Ambulatory, Wheelchair, Stretcher
Service Hours		24/7 dependent on driver availability
Reservations		Friday preceding week needing transport. Same day service based on driver availability
Wait Times		If requested, will wait for up to one hour free. \$20/hour after that. Will arrive for return pick-up 30-45 after request. If not at the curb within 15-minute window, considered a no-show
Driver No-Show		Call (804) 300 3589 (Primary) or (804) 615 6506 (Secondary)

RICHMOND AND SURROUNDING COUNTIES

GRTC CARE SERVICE

Transport Area		Richmond, Chesterfield, and Henrico
Fee/Payment Options		Free until further notice. Most GRTC local routes free w/CARE ID
Qualifications		Apply with ADARide to determine eligibility. Riders 80 years or older can apply for an ADA Paratransit photo ID card
Provider		First Transit Inc and UZURVE
Service Hours		7 days a week. 5 a.m.-1 a.m. - City of Richmond residents 6 a.m - 8 p.m. - City of Richmond residents traveling in Henrico 6 a.m.-11 p.m. - Henrico County Residents Mon-Fri: 5 a.m.-7:30 p.m. & Sat: 8 a.m.- 7 p.m. - Chesterfield County Residents traveling along GRTC Route 111
Reservations		(804) 782-2273 or email to webcarevan@ridegrtc.com
Wait Times		5 minute window. Not available for pick-up for scheduled trip = no-show. Two violations in rolling 12-month period = 7 day suspension. Third = 14 day suspension. Subsequent violations = additional 14 day suspension. 30 day notice prior to service suspension

RICHMOND AND SURROUNDING COUNTIES *CONTINUED*









GRTC CARE PLUS



A trip will be designated as a CARE Plus trip if the origin or destination location is more than 3/4 of a mile from GRTC's fixed route bus line, or if travel is desired to a destination in Henrico County on a day or time when GRTC's fixed route buses are not running in Henrico County. For Chesterfield residents, trips beyond Chesterfield County and the City of Richmond into Henrico County are CARE Plus trips.








Fee: Free until further notice

GRTC CARE ON-DEMAND









Transport Area		Anywhere in the GRTC service area except along Route 111
Fee/Payment Options		Debit/credit card payment required. Using Roundtrip \$6 initial fee. Using UZURV \$7 initial fee. \$1 per mile over 6 miles. GRTC will pay for up to an additional \$15.00 of the cost of the ride. Any additional cost will be the customer's responsibility. (Total cost of trip is set prior to trip so customer knows in advance.) Trip cost is determined by trip mileage and may be subject to peak time-of-day demand
Qualifications		Must qualify for CARE (i.e., apply with ADA ride)
Provider		Roundtrip (877) 396-8080 (Lyft/Uber) ambulatory & wheelchair service
Service Hours		7 days a week 7a.m.-11 p.m. (Roundtrip) & Mon-Fri: 5:30 a.m.-10 p.m. & Sat/Sun: 7:30 a.m.-7:30 p.m. (UZURV)
Reservations		Reservations must be made 2 hours in advance. 30-90 days in advance depending on provider
Wait Times		A driver is on time is he/she arrives up to 5 minutes before or 5 minutes after your scheduled pickup time. 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. If not at the curb within 5-minute window, considered a no-show. Two violations in rolling 12-month period = 7 day suspension. Third = 14 day suspension. Subsequent violations = additional 14 day suspension. 30 day notice prior to service suspension
Driver No-Show		After 15 minute window, call service provider and ask for an estimated time of arrival

RICHMOND AND SURROUNDING COUNTIES *CONTINUED*

AAA PLUS TRANSPORTATION SERVICES









Transport Area		Central Virginia
Fee/Payment Options		Medical non-er transport. \$2/mile roundtrip from office
Qualifications		Serve individuals, families, children, elderly and those with disabilities
Provider		(540) 383-0202 or (346) 999-2777. Ambulatory, wheelchair, stretcher
Service Hours		Mon-Fri: 4:30 a.m.- 9:30 p.m.
Reservations		One to two days in advance preferred
Wait Times		Depends on distance and appointment length. Driver may wait or may return at designated pick-up time

DEPENDACARE






Transport Area		Richmond and surrounding area
Fee/Payment Options		Medical non-er transport, cash/check/CC. Base rate for w/c \$45 per trip. Ambulatory \$35/per trip. First 10 miles (20 miles round trip) free. \$3.50 per additional mile. Partner w/Chesterfield Access On Demand \$6 copay per ride
Qualifications		Serves individuals, families, children, elderly and those with disabilities
Provider		(804) 745-1818 or online form. Minivans and vans with wheelchair transport
Service Hours		4:30 a.m. until everyone is home
Reservations		Same day service. Requires 2 hours advanced notice. Also offer Dependacare On-Demand app
Wait Times		15-minute window. Driver will call if patient is not at curbside
Driver No-Show		Call (804) 745-1818. Able to track driver on app

RICHMOND AND SURROUNDING COUNTIES *CONTINUED*








ELITETRANS MEDICAL TRANSPORTATION

Transport Area		Richmond and surrounding counties
Fee/Payment Options		Base rate \$40/ambulatory first 10 miles, \$1.50/extra mile Base rate \$60/wheelchair first 10 miles, \$2.00/extra mile
Qualifications		Provides transports for Ambulatory, Wheelchair, Stretcher
Provider		(804) 464-2681 Can also complete form on website
Service Hours		24/7 dependent on driver availability
Reservations		24hrs advance notice preferred
Wait Times		Card with call back # of driver provided for pickup from appt. Can wait for extra fee
Driver No-Show		Call (804) 464-2681

EMERALD TRANSIT SOLUTIONS









Transport Area		Amelia, Charlottesville, Colonial Heights, Fredericksburg, Hopewell, Petersburg, Richmond and Williamsburg
Fee/Payment Options		Fee by mile negotiated with client
Qualifications		Provides transports for ambulatory, wheelchair, physically impaired, and memory care persons
Provider		(804) 814-0497
Service Hours		Mon-Fri: 8 a.m. -6 p.m.

LETSGO SERVICES








Transport Area		Henrico, New Kent, Mechanicsville, Midlothian, and Chesterfield
Fee/Payment Options		Donation-based. Pay what you are able
Qualifications		Veterans, the elderly, low-income families, homeless
Provider		Volunteers. (804) 366-0670. Ambulatory service
Service Hours		Mon-Fri: 6 a.m. -6 p.m.
Reservations		two weeks (14 calendar days) in advance
Wait Times		Pick-up, transport to appointment, wait until client is finished and then drive them home

RICHMOND AND SURROUNDING COUNTIES *CONTINUED*

HOSPITAL TO HOME









Transport Area		Richmond and surrounding counties or long-distance
Fee/Payment Options		Base rate \$50/rt ambulatory 0-10 miles Base rate \$120/rt wheelchair 0-10 miles
Qualifications		Provides transports for Ambulatory, Wheelchair, Stretcher. Can accommodate bariatric patients and those on oxygen
Provider		(804) 718-1006
Service Hours		Mon-Fri: 6 a.m. - 11 p.m.; Sat/Sun: 8 a.m. - 10 p.m.
Reservations		As far in advance as possible
Wait Times		Schedule pickup from appt or call 30 minutes prior to completion. \$35 ambulatory, \$50 wheelchair every additional 15 minutes driver needs to wait
Driver No-Show		Call (804) 718-1006

SENIOR CONNECTIONS' RIDE CONNECTION









Transport Area		Planning District 15 = City of Richmond and the Counties of Charles City County, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan
Fee/Payment Options		Riders are asked to pay for a portion of the cost, based on a sliding scale, determined by the Virginia poverty scale. Fee amount given when ride scheduled. Invoiced monthly. Caregiver rides free. Supported by state, federal and foundation funding
Qualifications		60+ in service area and adults with disabilities under the age of 60 receiving SSI or SSDI. Call number below to sign-up
Provider		(804) 672-4495. Provide two (2) round-trip rides per month to medical appointments. Ride counselors offer transportation education, travel training and referrals to local transportation providers. Also assist with discounted GRTC fixed route and CareVan tickets as well as Chesterfield Access vouchers on a limited basis
Service Hours		Mon-Fri: 8 a.m. - 2 p.m.
Reservations		Minimum 7 business days advance notice. Participants are responsible for confirming their ride with the assigned transportation provider as well as calling for pick-up after appointment completed. For return trip home, every effort is made to pick up quickly but always within an hour. Ride Connection Staff will give information on provider when ride is scheduled
Wait Times		Pick-up scheduled 1 hour before appt time. A no show counts as a ride for the month

RICHMOND AND SURROUNDING COUNTIES *CONTINUED*

STONERIDGE TRANSPORTATION SERVICES

Transport Area		Richmond and surrounding counties
Fee/Payment Options		Base rate \$15.60/ambulatory first 6 miles, \$1.90/extra mile Base rate \$20/wheelchair first 6 miles, \$1.90/extra mile
Qualifications		Provides transports for ambulatory, wheelchair, stretcher. Low income individuals and self-pay
Provider		(804) 348-2791/2792
Service Hours		24/7 dependent on driver availability
Reservations		48hrs advance notice preferred
Wait Times		\$30 per hour
Driver No-Show		Call (804) 348-2791

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

Transport Area		Virginia
Fee/Payment Options		Member Health plans: Aetna, Humana MMP, Humana MCR, InTotal Health, Kaiser Permanente, Virginia Medicaid, United Healthcare DSNP/Medicaid/Medicaid Medallion/Medicare. Benefit covers cost of transportation – not for Club Rec
Qualifications		Modivcare confirms eligibility and schedules appropriate transport
Provider		Modivcare
Service Hours		7 days a week/24hrs per day – Modivcare will find transport that can accommodate. Call Center open Mon-Fri: 8 a.m. - 8 p.m.
Reservations		Anywhere from two-five business days advanced notice requested (dependent on health plan). Can reserve up to 30 days in advance. Reservation numbers, dependent on insurance plan, can be found here. Provider can use TripCare for Medicaid patient transport
Wait Times		Dependent on transportation company. Can leave pick-up from appt open but Modivcare will give transportation company an hour window for pick-up.
Driver No-Show		If the vehicle does not arrive by the estimated time of arrival, call the ride assist number or Modivcare member services