Transportation Resource Guide

Sheltering Arms | Sheltering Arms Institute A collaboration with VCUHealth

CHESTERFIELD

ACCESS ON-DEMAND

Transport Area	Chesterfield with limited service going into Richmond, Petersburg, Colonial Heights, Hopewell, and Fort Lee
Fee/Payment Options	10$ one-way within Chesterfield County, 15$ one-way outside of Chesterfield County. Debit/credit card payment required for co-pay. 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 (804) 706-2796
Provider	LOGISS LLC (804) 888-0566 Roundtrip (804) 277-4866 (Lyft/Uber) ambulatory & wheelchair service UZURV (804) 655-0255 ambulatory service
Service Hours	Monday – Friday 5:30 a.m. –11:30 p.m., Saturday –Sunday 7:30 a.m. – 7:30 p.m.
Reservations	Same day reservations. Reservations must be made 2 hours in advance Online or through the provider app
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 withing 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: Rides to medical, dental, mental health appts and pharmacies, Dialysis (weekday appts), All Goochland Cares services, Goochland grocery stores and Goochland Dept of Social Services
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	Goochland: Mon-Fri 9 a.m. - 2 p.m. - Henrico/Richmond: Mon, Wed , Fri 10 a.m. - 1 p.m.
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 Van does not travel south of the river or past VCU.

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 (Medical appts and grocery store)
Fee/Payment Options	Free. Donations accepted
Qualifications	60 or older, able to walk independently, live in own home or apartment. 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	Mon-Fri: 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
Notes	Rides for medical appts once a week and grocery every other week. Can't schedule both services in same week.

HANOVER

HANOVER DASH

Transport Area	Hanover + 7 miles beyond County boundary and VA Medical Center & Stony Point Medical Facilities. Trip must begin or end in Hanover County
Fee/Payment Options	$5 per one-way trip
Qualifications	Hanover residents, 65 or older or w/short & long-term disabilities. Register with DASH
Provider	UZURV (804) 299-4367 ambulatory & wheelchair service
Service Hours	Mon-Sun: 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

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, Rider pays any tolls and parking fees
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	Mechanicsville: (804) 357-9360, Ashland: (804) 543-6115, 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
Notes	Prefer appt times between 9:00am and 2:00pm. Grocery/shopping trips within 5 miles of home

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	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
Reservations	(804) 782-2273 or email to webcarecvan@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

GRTC CARE ON-DEMAND

Transport Area	Anywhere in the GRTC service area
Fee/Payment Options	Debit/credit card payment required. $7 initial fee. $1.15 per mile over 6 miles. Trip cost is determined by trip mileage and rider will never be charged more than the estimate but may be charged less if trip miles are less than estimated
Qualifications	Must qualify for CARE (i.e., apply with ADA ride)
Provider	UZURV (804) 499-3400, ambulatory & wheelchair service
Service Hours	Mon-Fri: 5:30 a.m.-10 p.m. & Sat/Sun: 7:30 a.m.-7:30 p.m.
Reservations	Up to 30 days in advance. 1 hour notice required.
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

GRTC LINK MICROTRANSIT

Transport Area	The Azalea Zone serves as a replacement for former GRTC Route 93, providing new and improved mobility options for the Azalea area including Washington Park and Mechanicsville via Meadowbridge Road, and the Clover Dale Zone in Chesterfield County along Hull Street Road between Chippenham Parkway and Route 288. Sandston Elko zone, Ashland zone and Powhatan zone
Fee/Payment Options	Free until further notice
Service Hours	Azalea & Sandston Elko: Mon - Fri, 5 a.m. - 8 p.m. Powhatan: Mon - Fri, 6 a.m. - 7 p.m. Ashland: Mon-Sat, 6 a.m. - 11:00 p.m.
Reservations	Use the GRTC On the Go app or call (804) 358-4782 to request a ride between any two places within a designated zone
How it works	Once matched with an available LINK van, a GRTC Operator will pick you up at the point indicated in the request and drive you to the designated drop-off point. All LINK vehicles are wheelchair accessible. Note the arrival time and be ready 5 minutes early. Maximum 4 passengers per booking
Wait Times	A driver is on time if s/he arrives up to 5 minutes before or 5 minutes after your scheduled pick-up 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 pick-up window

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.

Fee: Free until further notice

AAA PLUS TRANSPORTATION SERVICES

Transport Area	Central Virginia
Fee/Payment Options	Medical non-er transport. $2.50/mile roundtrip from office for ambulatory. Higher rate for wheelchair & stretcher
Qualifications	Serve individuals, families, children, elderly and those with disabilities
Provider	(540) 383-0202 or (346) 999-2777. Ambulatory, wheelchair, stretcher
Service Hours	Mon-Sat: 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

GLYDE RYDES

Transport Area	Richmond and surrounding area
Fee/Payment Options	Medical non-er transport. Call to request a private pay quote
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	48 hours notice. Same day only for emergencies
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*

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, and those with disabilities
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

HOSPITAL TO HOME

Transport Area	Richmond and surrounding counties or long-distance
Fee/Payment Options	Base rate $60/rt ambulatory 0-10 miles Base rate $140/rt wheelchair 0-10 miles
Qualifications	Provides transports for Ambulatory, Wheelchair, Stretcher. Can accommodate bariatric patients, vent patients and those on oxygen
Provider	(804) 718-1006
Service Hours	24/7 for ambulance and stretchers. Sun-Sat 7 a.m. - 7 p.m. for wheelchairs
Reservations	As far in advance as possible but can accomodate ready now patient transfers
Wait Times	Schedule pickup from appt or call 30 minutes prior to completion. $50 ambulatory, $50 wheelchair every additional 15 minutes driver needs to wait
Driver No-Show	Call (804) 718-1006

SPAN CENTER'S RIDE CONNECTION

Transport Area	Planning District 15 = City of Richmond and the Counties of Charles City, 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

VIP & ASSOCIATES, INC

Transport Area	Charles City County, Chesterfield County, Colonial Heights City, Goochland County, Hanover County, Henrico County, Hopewell City, New Kent County, Petersburg City, Powhatan County, Richmond City
Fee/Payment Options	$25 each way/ambulatory $50 each way/wheelchair
Qualifications	Provides transports for ambulatory and wheelchair. Includes Medicaid non-emergency trips
Provider	(804) 421-2500
Service Hours	Mon - Fri 8 a.m.-4 p.m.
Reservations	48 hrs advance notice preferred
Driver No-Show	(804) 421-2500

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, Sentara. 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 accomodate. Call Center open Mon-Fri: 8a.m.-8p.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