



RIDERS GUIDE

Transportation Provided by:



roundtrip

UZURV®

8/18/2022

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Table of Contents

QuickReference	3
Welcome to Access on Demand.....	4
Trip Types.....	4
Service Areas	5
GRTC Service.....	6
Getting Started.....	8
Pickup Times	9
Planning Your Ride.....	9
Scheduling Your Ride.....	10
Standing-order Rides.....	12
Paying for Your Ride.....	13
Day of Your Ride	13
No-Shows	14
Traveling with Minors.....	15
Waiting for the Vehicle.....	16
Code of Conduct.....	17
Other Important Information	18
Lost and Found.....	19
Frequently Asked Questions	20
Improving Services	21
Map of Service Area.....	23
Title VI Notice to the Public.....	24
Mobility Services Contact Information	25

Quick Reference

Reservations

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

Dependacare On Demand.....804-745-1818

Roundtrip.....804-277-4866

UZURV804-655-0255

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

Trips are available during service hours below:

5:30 am - 7:30 pm Monday - Friday

7:30 am - 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 MobilityServices@Chesterfield.gov

Personal trips in Chesterfield County only.

Emergency Medical Transportation

Call 911

Non-emergency Medicaid Transportation

Visit <http://transportation.dmas.virginia.gov/>

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 will provide door to door (Roundtrip drivers will call or text), 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 - 7:30 pm, Monday - Friday, as well as 7:30 am - 7:30 pm on Saturdays.

Same day service to anywhere in our service area if you call at least two hours before needing the ride and within the reservation hours: Monday - Friday 5:30 am - :30 pm or Saturday 7:30 am - 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, go to the [DMAS Non-Emergency Medical Transportation website](#) to find the number to schedule your ride or call 804-786-7933.

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. Job interviews and 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, adult daycare 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, hairdresser, movies, restaurants, churches, court, job interviews, volunteer service or DMV etc.

Service Areas

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

Rides are available to destinations outside the county including Richmond, Petersburg, Colonial Heights, and Hopewell city limits; as well as part of Henrico County; and Prince George County between Colonial Heights and Ft. Lee. These trips are limited to:

- Employment trips for all registered passengers
- Medical trips for all registered passengers
- Residents who are **temporarily** relocated to a medical facility may continue to receive transportation services for 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 map is in the back of this book or on our webpage at <https://www.chesterfield.gov/170/mobility-Services> If you are not sure if Access on Demand services a location, call Mobility Services at 804-706-2796.

GRTC Service

GRTC is the metro Richmond bus service. Local bus service, (bus Route 3B) is available on Route 1 (Formerly Jefferson Davis Highway) from Brightpoint Community College in Chester to Food Lion in North Chesterfield, with 24 stops along the route. It connects to Route 3A which runs into the City of Richmond for access to the rest of GRTC's network.

Route 3B Service Facts:

- **Days of Service:** Monday - Saturday
- **Hours of Service:** weekdays 5 am - 7 pm; Saturdays 7 am - 7 pm
- **Frequency:** The bus will arrive at stops about every 30 minutes; twice a day there will be a 40-minute window between buses.
- **Fare: Free (this may change without warning)**

For people 80 or older or people with disabilities, GRTC's CARE service provides origin-to-destination service under the guidelines of the Americans with Disabilities Act (ADA) in parts of Chesterfield, Richmond and Henrico to individuals who may not be reasonably able to use GRTC fixed route bus service. The one-way fare for CARE is \$3. CARE is a shared-ride service where reservations are made at least one day in advance. CARE customers may also ride local bus routes, including the new Route 3B, for **free**. CARE customers must apply with ADA Ride to determine eligibility for this service.

Website: www.adaride.com

Phone: (877) 232-7433 |

Phone TTY: (310) 410-0985

Fax: (310) 410-0239

(Mon-Fri. 11:00am - 7:00pm ET)

Email: info@adaride.com

Mail: ADA Ride, 19300 S. Hamilton Ave, Suite #120,
Gardena, CA 90248

For assistance with eligibility at GRTC or ID cards, please contact GRTC's Eligibility Coordinator at:

Phone: (804) 358-3871 ext. 434 **Mail:** Eligibility Coordinator, GRTC Transit System, 301 East Belt Boulevard, Richmond, VA 23224

If you wish to go into Richmond for reasons other than medical or employment, Access on Demand can transport you to a Greater Richmond Transit Company (GRTC) bus stop or Express Routes Park-N-Ride lot closest to Chesterfield County and your residence. You will be responsible for any 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)

Getting Started Eligibility 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](https://www.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 your Mobility Services ID 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 MobilityServices@Chesterfield.gov. There is no cost for replacement.

Door to Door Service

Access On Demand will provide door-to-door service **(Roundtrip: Lyft & Uber will call only)** for all trips. All vendors will call you when they arrive at your pickup location. **It is recommended that you use a cell phone for all reservations and have it on you when traveling**, this is how the service provider will contact you.

If you require assistance from your door to the vehicle and from the vehicle to your destination, the driver will provide that assistance,

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 Your Ride

Operating Hours

UZURV:

Ambulatory Monday-Friday 5:30 am-11:30 pm.

Wheelchair Monday-Friday 5:30 am-10:00 pm

Weekend’s 7:30am-7:30pm

Dependacare: Monday-Friday 5:00am-7:30pm Saturday 7:30am-7:30pm (Work & Medical trips 4/7)

Roundtrip:

Ambulatory Monday-Friday 5:30 am- 7:30pm.

Wheelchair Monday-Friday 5:30 am- 7:30pm

Weekend 7:30am-7:30pm

Scheduling Your Ride

Choose from one of our qualified service providers:

Dependacare On Demand - provides ambulatory and wheelchair services.

Call Center Hours

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

Saturday 7:30 a.m. - 7:30 p.m.

Call Center Phone Number.....804-745-1818

Roundtrip - provides ambulatory and wheelchair services.

Door-to-door service for wheelchair transportation only.

Call Center Hours

Monday - Sunday7:00 a.m. - 11:00 p.m.

Call Center Phone Number.....804-277-4866

UZURV provides door-to-door ambulatory and wheelchair services.

Call Center and Service Hours

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

Saturday - Sunday 7:30 a.m. - 7:30 p.m.

Call Center Phone Number 804-655-0255

All trips must be booked using the call centers

Reservations can be made at least two hours before your trip for all providers. Wheelchair reservations should be made 48 hours before.

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 your Mobility ID 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
- Christmas Day

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.

Scheduling Your Ride

Contact the provider of your choice and make note of which one you call in case you need to follow up about your trip.

Service Providers

For Ambulatory & Wheelchair Service:

- Dependacare On Demand.....804-745-1818
- 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 (5) 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 (2) hours** before your scheduled pickup time. Be prepared to provide the following information:

- Name
- Mobility Services IDNumber
- Address
- Scheduled pickuptime/destination

No-Shows

The following situations are considered rider No-Shows:

- You cancel your trip **less than two (2) 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 a 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:
 - A. Three (3) No-Shows within a thirty-day period, or
 - B. Five (5) late cancellations (canceled 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 MobilityServices@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 properly secured in a crate, cage, or container that meets Access on Demand guidelines. The crate/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.

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

The vehicle may arrive 15 minutes before and 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 you booked your trip with 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 leave a message. Mobility Services staff will make sure you get a ride. The sooner you call, the better we can assist you.

If the service provider is late picking you up, you can refuse the ride with no penalty to you. If you decide to take the trip even though it is late, you will be responsible for the \$6.00 co-pay.

Boarding the Vehicle

The driver will help you get into and out of the vehicle. **ROUNDTRIP will not assist into and out of the vehicle.**

Assistance

Drivers can help you get in and out of the vehicle and secure your seatbelt or secure your mobility device. Drivers **cannot** 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 MobilityServices@Chesterfield.gov and let us know!

Many providers have options on their mobile apps that give you the ability to rate your driver. Tell the provider what you think.

Unacceptable behavior

The following behaviors are **never** acceptable:

- Abusive, obscene, or threatening language or behavior.
- Sexual harassment of passengers or Access on Demand staff or the 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 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 you booked your trip with as soon as you realize you must make a change to your scheduled trip. No later than two (2) hours before the trip.

Dropping-off and Picking-up things

The driver will 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 service provider vehicles can only accommodate mobility devices up to 30" x 48" or weighing 600 lbs. including the passenger. If your mobility device is larger or heavier than these limits, they will not be able to transport you 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 MobilityServices@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 the provider's office during regular business hours.

Note: Mobility Services 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 www.Chesterfield.gov/MobilityServices webpage.
- 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. 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 you booked your trip with 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.

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

A: No. An appropriate vehicle will be assigned based on the type of service you require.

Q: How can I tell if the vehicle is an Access on Demand vehicle?

A: Dependacare clearly marks their vehicles with company logos. If you chose to use UZURV the vehicle should have a UZURV sticker in the window. If you use Roundtrip, the vehicle should have a Lyft or Uber sticker in the window unless it is a wheelchair van, then a company name will be on the vehicle. You should have received a call or text message with information identifying the vehicle and driver. 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. You may take as many people as the vehicle has seating. You must let the service provider know the total number of people riding when you make the reservation.

Q: Does Access on Demand have vehicles?

A: No, Access on Demand is overseen by Chesterfield County's Citizen Information and Resources Department's Mobility Services. Transportation providers are contracted to run this service.

Improving Services

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. Please contact as soon as the event occurs so that we can address it immediately. (See contact information is on the back of this booklet.)

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 IDnumber
- 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, including 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?

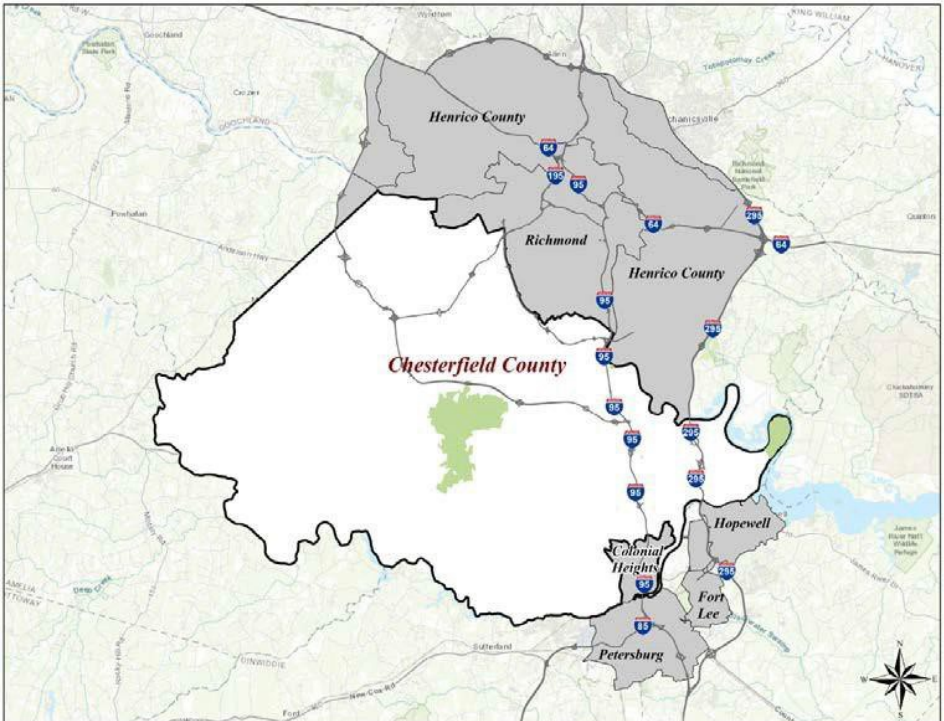
Mobility Services staff will review and investigate each complaint filed. Complaints will be analyzed for trends and patterns and the results reported to contractor staff. Common service problems are identified, and solutions developed to improve service and efficiency. Responses to individual complaints are only 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 Chesterfield County, indicated by the dark shading, is available for:

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

Service Area



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:

Tracey Clock, Mobility Manager
Citizen Information and Resources
PO Box 40, 9800 Government Center
Parkway Chesterfield VA 23832
804-796-7100 or clockt@chesterfield.gov



Mobility Services Contact Information

Chesterfield County Citizen Information and Resources

Mobility Services

PO Box 40

9800 Government Center Parkway

Chesterfield, VA 23832

Phone: 804-706-2796

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

Fax: 804-748-1099

Frank Vance, Mobility Service Coordinator

vancef@chesterfield.gov

Billie Darlington, Mobility Service Coordinator

darlingtonb@chesterfield.gov

Tracey Clock, Mobility Manager

clockt@chesterfield.gov

Mobility Services Email: MobilityServices@Chesterfield.gov

For more information, visit

<https://www.chesterfield.gov/mobilityservices>



Providing a FIRST-CHOICE community
through excellence in public service