



***MOBILITY OPTIONS
INFORMATION GUIDE, RULES, AND
PASSENGER BILL OF RIGHTS***

***Healthy Generations
Area Agency on Aging
Mobility Options Transportation Program***

540-656-2985



Mobility Options is a state grant funded program through Healthy Generations Area Agency on Aging (HGAAA) which provides Transportation Counseling, Travel Training, and **Limited** Personalized Transportation services for the residents of Planning District 16, which encompasses the City of Fredericksburg, Caroline, King George, Spotsylvania, and Stafford Counties. Mobility Options provides services for eligible persons of any age with a physical, developmental, or intellectual disability, or persons that are sixty (60) years of age or older.

Our Promise to You:

Our Participants' health and safety are our primary concern. We have developed this document to ensure a cooperative understanding between HGAAA and you. To maintain a safe environment, all passengers are expected to comply with the rules set forth below. Individuals have the right to expect courtesy, fairness, and respect whenever they are a passenger on a Mobility Options Vehicle.

Trip Requests

Reasonable requests include transportation to places of employment or education, non-emergency medical appointments*, social/personal trips, or essential shopping trips.

If you are in need of transportation for long-term treatments such as rehab services, dialysis, oncology related services, or long-distance (out of service area) trips, please call the Mobility Options office so that we may provide transportation counseling and recommendations to assist you.

*Medicaid recipients are not eligible for medical transportation through the Mobility Options program, however you may be eligible for non-medical transportation services. If you are Medicaid recipient and need help getting to a medical appointment, call LogistiCare toll free at 1-866-386-8331 five days before your appointment for assistance.

When you make trips requests please remember the following:

- Ride request calls are taken **9:00 AM- 2:00 PM**, Monday through Friday
- Mobility Options may be able to provide a limited number of trips a month based on availability.
- Requests are taken on a first-come, first-serve basis **no more than thirty (30) days** in advance and **no less than seven (7) days** in advance.
- Make your request as soon as possible, but no more than thirty (30) days in advance.
- Understand that Mobility Options may not be able to accommodate all your transportation needs due to resource constraints. If the date and time you request is unavailable, Mobility Options staff may recommend other dates and times or refer you to our Transportation Inventory for a list of alternative transportation resources.
- When making your request, please have the date, time, and destination name, address, and telephone available so we may better serve you.
- If you anticipate the need for an additional trip to the pharmacy after an appointment, please set that up when making your initial request. If you wait until the day of your appointment to make that request, Mobility Options may not be able to accommodate your request due to the needs of other Mobility Options users already scheduled for that day.
- Please ensure that the Mobility Options office has your correct contact information on file, including an emergency contact person/ telephone number.
- Please indicated if you need a round-trip ride or just a one-way ride.
- Mobility Options staff will provide a trip confirmation phone call the day prior to your appointment. Those calls are generally made between 2:00 PM – 4:00 PM. Please be available to take those calls or ensure that there is a way for the office staff to leave you a message. In the future if the Mobility Options office is unable to reach you for trip confirmations, your ride may be cancelled, and you could be charged a no-show fee*. (See cancellation and No-Show Policy)

Shopping Trips

Mobility Options can provide individuals with a 90-minute shopping trip. The 90 minutes begins when the passenger physically exits the van and ends when the passenger physically re-boards the van. Trips will be made to the closest possible location to the person's residence due to time and resource constraints. A reasonable number and size of carry-on packages are permitted. RAAA drivers can assist with bags and packages that:

1. Are under 20 pounds
2. Can be secured on a person's lap or under their seat
3. Require the driver to make ***NO MORE THAN*** two (2) trips to your door.

Please plan accordingly. If you are planning a large shopping trip you may want to consider taking a taxi or bringing a companion to assist you. Special requests for attending to personal needs beyond 90 minutes will be addressed on a case-by-case basis.

Curb-to-Curb OR Door-to-Door Service

Mobility Options drivers can provide curb-to curb or door-to-door service based on individual need.

- ***Curb-to-Curb***: The most common designation for para-transit services, the transit involves picking up and discharging passengers at the curb or driveway in front of their home or destination. The driver does not assist or escort passengers to the door.
- ***Door-to-Door***: A form of escorted para-transit service that includes passenger assistance between the vehicle and the door of his or her home and the destination but does ***not*** entail the driver going through the door of a destination or home.

Fee for Services

A one-way charge for transportation services within Virginia Planning District 16 (City of Fredericksburg, Caroline, King George, Spotsylvania, and Stafford Counties) on a Mobility Options Program vehicle will be \$2.00 (\$4.00 for a round-trip ride, an additional \$2.00 for any additional stop).

Payment of fare is required when boarding. Exact change is required; drivers are not allowed to make change. Collection of fare will be completed before the individual boards the vehicle. Passengers who fail to pay in advance or at the time of boarding may be denied transportation. One companion aide may travel free with an individual requiring assistance. Any additional companions will be subject to an additional boarding fee. Please indicate that an aide(s) will be traveling with a passenger at the time the trip is requested. In the future, passengers may be subject to providing income verification to qualify for services.

Tiping

RAAA has a strict no tipping policy; however, we welcome and appreciate any and all donations to our program and organization.

Pick-up/ Wait Times

You will be provided with an estimated pick-up time by the Mobility Options office during your trip confirmation phone call. Please note circumstances beyond our control may affect your pickup time, including weather conditions, traffic volume, and accidents.

Please be prepared to board the van 15 minutes prior to your given pick up time, and up to 15 minutes after your scheduled pick up time. This allows the driver a total of 30 minutes to arrive to pick a passenger up. ***The driver will only wait 5 minutes after their arrival at your residence.***

The driver is not obligated to call you or knock on your door, as you are expected to be ready. If you do not board the van within the 5 minutes the driver will proceed on their route and a No-Show* will be applied (*See Cancellation and No- Show policy). Please be courteous and make every effort to be ready, waiting, and on time to prevent affecting the schedule of all passengers.

To ensure the vehicle will be on time for other individuals, **the driver will not make unscheduled stops**. Please call the Mobility Options office in advance of your trip to request any changes (i.e., if you anticipate picking up medication after a doctor's appointment)

****Cancellation and No-Show Policy***

If you need to cancel your trip, please let the Mobility Options office know as soon as possible and **at least 24 HOURS** in advance. Your advance cancellation may allow us to schedule someone else for a trip. You can leave your cancellation message on our voicemail system 24 hours a day, seven (7) days a week at 540-656-2985. Please leave your name, date and time of your call, and a brief explanation for canceling your request.

In order to better serve our riders, Mobility Options has in place a cancellation and a no-show policy. If you don't cancel your trip within 24 HOURS of your scheduled pick up time it will be documented as a No-Show, and **will result in \$20.00 charge which must be paid prior to the scheduling of additional rides**. An explanation in writing may also be submitted and upon consideration may be accepted in lieu of the \$20.00 charge. This policy also applies to any last minute cancellations of return trips in the event you decide to receive transport back home from another provider, family member or friend. When you schedule a trip with Mobility Options it often means another person cannot be scheduled at the same time. A trip cancellation will count as a trip for that month. When you cancel at the last minute or do not show up for the ride you have taken a trip away from another rider. The No-Show and cancellation policies are meant to help us prevent this.

During your trip

Mobility Options passengers deserve and should be provided with safe, courteous, reliable service. In order to meet these goals inappropriate behavior will not be tolerated.

Inappropriate behavior includes:

- Smoking, eating, or drinking while on the van. Water bottles are permitted.
- Verbal abuse to include inappropriate language, yelling, or cursing
- Threatening actions, conduct, language, and/ or gestures or bullying regardless of intent
- Any behavior perceived to be disrespectful or

- disruptive to other passengers or the driver.
- Emanating offensive body odor.
- Soliciting

Possession of any of the following items is strictly prohibited and will result in immediate suspension of services:

- Alcohol, illegal drugs/substances, and/or chemical substances used for the purpose of gaining a “high”
- Firearms, knives, pepper spray, and/or other weapons

Please Remember:

- Remain seated until you reach your destination. Seatbelts should be worn at all times.
- Oxygen may be brought onboard. Please inform Mobility Options staff at the time of trip booking. Boarding a Mobility Options vehicle with a sufficient amount of oxygen is the responsibility of the passenger.
- Service animals are permitted. Please inform Mobility Options staff at the time of trip booking.
- Drivers may assist passengers in wheelchairs up or down no more than one step at a residence or a destination. Please have a family member or other assistant available to assist if you have multiple steps.
- Van drivers provide passengers with their cell phone numbers to simplify return trips; however, it is **strictly prohibited** for passengers to call drivers on their own to make special requests, trips, etc. Any such requests will not be honored, and drivers will refer such calls back to the Mobility Options office during normal business hours.

Residence Accessibility

The roadway/driveway to a passenger’s home must be maintained for safe travel. It should also be free of obstructions (tree limbs, trash cans, etc.).

Additional Information

Passengers should report any complaints or concerns to the van driver immediately. The van driver shall report any incidents of misconduct to the Mobility Options Program Manager immediately. In the event the incident endangers the safety of other passengers, the individual will be returned to his/her home. The appropriate notifications will be made should this occur. Continuous violations could result in suspension of services from the Mobility Options Transportation Program



Healthy Generations Area Agency on Aging Mobility Options: 540-656-2985

Regular Office Hours:

Monday-Friday, 8:00 a.m. - 4:30 p.m.

Ride Request Call Hours:

Monday-Friday, 9:00 a.m. – 2:00 p.m.

Administrative Offices

460 Lendall Lane

Fredericksburg, VA 22405

www.healthygenerations.org

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