



# Transportation Resource Guide

Published by  
Healthy Generations Area Agency on Aging  
Mobility Options

July 2019

## **Healthy Generations Area Agency on Aging (RAAA)**

Created as a not-for-profit corporation in July of 1976, Healthy Generations serves Planning District Sixteen, comprising the City of Fredericksburg and the surrounding counties of Caroline, King George, Spotsylvania, and Stafford.

The Older Americans Act, as amended, stipulates that each state establish Area Agencies on Aging to be responsible for the development of services for senior citizens. Area Agencies on Aging have the responsibility for developing such services so that available programs remain responsive to the needs of the elderly.

The mission of Healthy Generations Area Agency on Aging is to enhance the quality of life for all older citizens. Its vision is: To promote and assure the highest level of service attainable for every older person in Planning District 16, which will provide the opportunity to live a more dignified and meaningful life.

The Mobility Options program is made possible through a federally funded, state-managed grant known as Section 5310, Enhanced Mobility for Seniors & Individuals with Disabilities. The purpose of the program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. We do this by offering informational and referral services through our call center and the publication of this resource guide, FRED Transit Travel Training, and limited low-cost door-to-door transportation, if available.

Still considered a small urban area by the Federal Transit Administration, Planning District 16 (PD16) is one of the fastest growing regions in Virginia. FTA Section 5310 funding is highly competitive in small urban and rural areas and requests for funding often exceed funding availability.

This directory of transportation providers was prepared for the use of our older citizens, people with disabilities, their friends, families, caregivers, and the individuals, agencies and businesses who work with them. The information provided in this directory was gathered from many sources. Every effort has been made to ensure accuracy. While the information herein is believed to be reliable and up-to-date, Healthy Generations does not guarantee the accuracy of information or claim it to be free from errors, omissions, or unintentional inclusions, nor does it provide any endorsements for the providers listed herein. Healthy Generations welcomes your comments. Please feel free to call the Healthy Generations Mobility Options office at 540-656-2985, or write:

Healthy Generations Area Agency on Aging  
Attn: Mobility Options  
460 Lendall Lane  
Fredericksburg, Virginia 22405  
Visit Healthy Generations' Web Site at  
[www.healthygenerations.org](http://www.healthygenerations.org)

## Table of Contents

<b><u>Non-Profits/ Government Agencies</u></b>	<b>4-6</b>
American Cancer Society	4
Amtrak	4
Bay Transit	4
Disabled American Veterans (DAV)	5
Fredericksburg Regional Transit (FRED)	5
George Washington Regional Commission	5
Rappahannock-Rapidan Regional Commission- Culpeper	6
Virginia Railway Express (VRE)	6
Virginia Department of Medical Assistance Services (DMAS)	6
<b><u>Private Providers</u></b>	<b>7-9</b>
Advanced Life Support Transportation (ALS)	7
Angel Rides	7
ATK Transportation	7
Bright Day Transit Services	7
E L Devine Home Healthcare	8
Greyhound	8
JDS Transportation	8
Lifecare Medical Transport	8
MVP Transports	9
VIP Medical Transportation	9
Wisdom Ride	9
<b><u>Taxi Cabs</u></b>	<b>10-11</b>
Aero Cab	10
CCS Taxi	10
Global Cab	10
Henrico Express Cab	11
Virginia Hilldrup Taxi Services	11
Yellow Cab of Fredericksburg	11
<b><u>Transportation Network Companies (TNCs)</u></b>	<b>12-13</b>
<b><u>Additional Information/ Definitions of Service</u></b>	<b>13</b>

## **NON-PROFITS/GOVERNMENT AGENCIES**

**American Cancer Society**      **1-888-227-6333**      **www.cancer.org**

**Road to Recovery:** This program attempts to provide transportation for those individuals who don't have a ride or are unable to drive themselves to cancer-related medical appointments. Volunteer drivers donate their time and the use of their vehicles so that patients can receive the life-sustaining medical treatments. Call the national office for further information. Please allow a minimum of four days' notice before requesting assistance.

**Local service provided:** Yes    **Fees for Service:** No charge

**Service Level:** Ambulatory only. No Wheelchair/ No Stretcher Transport

**AMTRAK**                              **1-800-872-7245**                              **www.amtrak.com**

AMTRAK is provided through the National Railroad Passenger Corporation and is wholly owned and managed through the Federal Government. It's designed to provide inter-city passenger service throughout much of the United States. A substantial number of passenger trains arrive and depart the Fredericksburg rail station (200 Lafayette Blvd, Fredericksburg, VA 22401); however, there is no station manager, ticket counter or baggage assistance available at this station. Call for details.

**Local service provided:** No    **Out-of-town Service:** Yes    **Fees for Service:** Vary, call for details

**Service Level:** Ambulatory, Wheelchair Accessible

**Discounts Available?** Discounts may be available for children, active military, students and older adults. Weekly specials and promotions are also available. Please call for details.

**Bay Transit (Northern Neck)**    **1-877-869-6046**    **www.baytransit.org**

Bay Transit is a non-profit community transit service serving the counties of Charles City, Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, New Kent, Northumberland, Richmond, and Westmoreland. Bay Transit provides on-demand service and offers a handful of fixed routes in some communities.

**Monday & Wednesday:** Colonial Beach, in-town service only

**Thursday:** Round-trip transportation to the City of Fredericksburg (King George County residents can access Bay Transit at the King George YMCA. Advanced reservations required, call for reservations 804-250-2011) \$8.00 round trip.

**Local service provided:** Yes Under 50 Miles \$5.00    **Over 50 Miles** \$10.00

**Out-of-town Service:** limited, 2 out of town trips a month

Call 24 hours in advance for local trips and 30 days in advance for out of area trips.

**Fees for Service:** Vary, call for details.                      **Service Level:** Ambulatory, Wheelchair Accessible

**Discounts Available?** Seniors ride free if they fill out a form at one of the Senior Centers within the service area.

**Disabled American Veterans (DAV) 540-548-8215 www.dav.org**

DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers, and the rides coordinated by more than 178 Hospital Service Coordinators around the country.

**Local Service:** Not at this time      **Out-of-town Service:** McGuire Hospital, Richmond  
For reservations, please leave name, phone number last four of SSN# and date and time of appointment. **No Service Available on Mondays** as of July 1, 2019

**Fees for Service:** No charge    **Service Level:** Ambulatory only, No Wheelchair/ Stretcher Transport

**FREdericksburg Regional Transit (FRED) 540-372-1222 www.ridefred.com**

FREdericksburg Regional Transit (FRED) provides service to the City of Fredericksburg, Spotsylvania and Stafford Counties. FRED operates year-round Monday through Friday and offers special, limited late night service Thursday and Friday and all-day Saturday and Sunday during the University of Mary Washington school year. Route deviations are available (pre-approved, up to  $\frac{3}{4}$  of a mile from the nearest stop, if feasible, 24-48 hours advanced notice).

**Local service provided:** Yes    **Out-of-town Service:** Limited service to Quantico VRE, with connection to PRTC (Potomac and Rappahannock Transportation Commission)

**Fees for Service:** \$1.25 per boarding, no free transfers

**Service Level:** Ambulatory, Wheelchair Accessible

**Discounts Available:**  $\frac{1}{2}$  price fares for Seniors (over 65) and Persons with Disabilities with the completion of the FRED Half-Fare Card Application. Monthly and yearly passes available for purchase.

Travel Training Services offered in coordination with Healthy Generations Area Agency on Aging (call 540-656-2985 for information).

**George Washington Regional Commission 540-373-7665 www.gwrideconnect.org**

GWRideConnect is the free ridesharing service in the Fredericksburg, VA region that connects you to transportation solutions other than driving alone. For information on carpooling, vanpooling and transit options that will make commutes easier, faster and less expensive. GWRideConnect is the connection to shared transportation.

**Local service provided:** dependent upon interest and need

**Out-of-town service provided:** Yes. Work-related ridesharing information is available on carpools, buses, Virginia Railway Express (VRE) as well as other transportation resources.

**Fees for Service:** Monthly fees apply given the set-up of a particular vanpool and bus. The rates are set by the vanpool operator and/or group that lease a van. The driver generally rides for free. Carpools may also have fees, although often there may be none as carpool participants will rotate personal vehicles.

**Rappahannock Rapidan Regional Commission (RRRC) (Culpeper)**

**FAMS (Foothills Area Mobility System) 540-829-5300 www.fams.org**

**One-Call Center:** Get connected to public, private and volunteer transportation options in the region. Travel training and trip planning assistance available. No fees or eligibility requirements for referral service.

**The Foothills Express 540-825-2456 www.vatransit.org**

The Foothills Express runs from Culpeper to Madison to Charlottesville, 3 Round trips daily – Tuesdays, Wednesdays and Thursdays. Reservations must be made 24 hours in advance.

**Eligibility:** Anyone 16 or older. Under 16 must ride with a parent or guardian

**Fees for Service:** \$3.00 one-way

**Discounts Available?** \$2.00 one-way if you are a senior (60 and older) or disabled. Children under 6 and escorts for medical appointments ride for free.

**Service Level:** Ambulatory, Wheelchair Accessible

**Virginia Railway Express (VRE) 703-684-1001 www.vre.org**

VRE is a round-trip heavy rail commuter service originating in Fredericksburg and terminating at Union Station in Washington, D.C. Available Monday-Friday only; there is one early afternoon reverse commuter train. There may or may not be holiday service dependent upon the holiday. Call for details. Please call for details.

**Local service provided:** Yes (limited)

**Out-of-town service provided:** Yes

**Fees for Service:** Vary, call for details

**Service Level:** Ambulatory, Wheelchair Accessible

**Discounts Available?** VRE offers discounted tickets for three groups: senior citizens 65 years of age older; youth between the ages of 11 and 17 years of age and persons with disabilities. A 50% discount off the cost of VRE full fare tickets is available for these three population groups.

**Virginia Department of Medical Assistance Services (DMAS) 1-866-386-8331**

DMAS contracts out non-emergency medical transportation services for **MEDICAID RECIPIENTS**. DMAS serves as a broker and manages and coordinates rides in Virginia. It does not have any vehicles of its own and relies on sub-contractors to provide transportation. All ride requests Please contact DMAS or local departments of social services for more information.

Logisticare is the current Medicaid transportation provider broker for the Fredericksburg region. [www.logisticare.com](http://www.logisticare.com). Advanced reservations required (5days).

**Eligibility:** Must be a Medicaid Recipient

**Fees for Service:** No charge to Medicaid Recipients

**Service Level:** Ambulatory, Wheelchair, Stretcher Accessible

**Other Info:** Medicaid recipients should call the number on the back of their Medicaid card to set up this transportation.

## **PRIVATE FOR-PROFIT VENDORS**

### **Advanced Life Support Transportation (ALS)      540-207-9284**

**Local service provided:** Yes    **Out-of-town service provided:** Yes (Charlottesville, Richmond, Northern Virginia)

**Fees for Service:** Fees vary. Please call for rate quotes.

**Service Level:** Ambulatory, No Wheelchair/ Stretcher Accessibility

**Additional Information:** Requests should be made 24 hours in advance.

### **Angel Rides Inc.      540-373-5540      [www.angelridesfxbg.com](http://www.angelridesfxbg.com)**

**Local service provided:** Yes    **Out-of-town service provided:** Yes

**Fees for Service:** Fees vary. Please call for rate quotes.

**Service Level:** Ambulatory, Wheelchair, Stretcher Accessible

**Additional Information:** Requests should be made 2-3 day in advance.

### **ATK Transportation      (540) 898-8438**

**Local service provided:** Yes    **Out-of-town service provided:** Please call for details. May go as far as North Carolina.

**Fees for Service:** Local ambulatory service, \$50.00. Local wheelchair service, \$80.00. Rates may vary based on situation. Please call for details.

**Service Level:** Ambulatory, Wheelchair, Stretcher Accessible

**Additional Information:** Requests should be made at least 48 hours in advance.

### **Bright Day Transit Services (540) 907-9676/ (540) 656-6325**

[www.brightdaytransitservices.com](http://www.brightdaytransitservices.com)

A Veteran Owned Company providing wheelchair transportation service in the community.

**Service Areas:** Fredericksburg, Fauquier, Stafford, Spotsylvania, Prince William

**Out-of-town service provided:** Please call for details/rates.

**Fees for Service:** Fees vary. Please call for rate quotes.

**Service Level:** Ambulatory, Wheelchair Accessible

**Additional Information:** Requests should be made at least 48 hours in advance.

**EL Divine Home Healthcare      703-987-5052/ 540-689-0333**

**www.eldivinehomehealthcare.com**

**Local Service Provided:** Yes    **Out-of-town service Provided:** Call for details

**Fees for Service:** Rates are charged by mileage. Please call for details.

**Service Level:** Ambulatory, Wheelchair Accessible

**Discounts Available?** 5% for seniors and military

**Greyhound National 1-800-231-2222/ Local 540-373-2103**

**www.greyhound.com**

Greyhound is an intercity bus common carrier serving over 3,800 destinations across North America.

**Phone for persons with disabilities:** 1-800-752-4841      **TTY:** 1-800-345-3109

**Local service provided:** No    **Out-of-town service provided:** Yes

**Fees for Service:** Rates dependent upon distance traveled; reduced rates for internet users; some savings for advanced purchases

**Service Level:** Ambulatory, Some Wheelchair Accessibility on newer buses

**Discounts Available?** Children, students, active military, veterans and older adults may qualify for a discount. Prices vary. Please call for details.

**JDS Transportation      540-273-0444**

**Local service provided:** Yes    **Out-of-town service provided:** Yes, call for details

**Fees for Service:** Please call for details

**Service Level:** Ambulatory, Wheelchair, Stretcher Accessible

**Additional Information:** Requests should be made at least 24 hours in advance.

**LifeCare Medical Transport      National 1-800-772-1907/ Local 540-752-5883**

**www.lifecare94.com**

**Eligibility:** Medicaid, private pay, and private insurance transportation provider

**Local service provided:** Yes    **Out-of-town service provided:** Hampton Roads, Northern VA, Roanoke, Richmond

**Fees for Service:** Varies per trip. They will submit billing to insurance. They accept major credit cards. Please call for details.

**Service Level:** Ambulatory, Wheelchair\*, Stretcher Accessible (There is a limited amount of wheelchair accessible vehicles in the Greater Fredericksburg region Wheelchair transport only available within the Fredericksburg region)

**Additional Information:** Requests should be made at least 24 hours in advance.

**MVP Transports 1-800-687-4891**

**<https://mvp-transports.business.site/>**

A Veteran Owned Company providing dependent transportation service in the community.

**Local Service Provider:** Yes, within a pre-set area   **Out of service provider:** Limited, call for details

**Fees for Service:** Rates: \$7.50 one-way trip within the pre-set coverage area. \$14.00 Round-Trip, please call for additional details.

**Service Level:** Ambulatory only, No Wheelchair/ Stretcher Accessibility

**VIP Medical Transportation 540-300-6126**

**[www.vipmedtransportva.net](http://www.vipmedtransportva.net)**

VIP Medical Transportation LLC provides accessible transport for individuals with specialized needs in Stafford VA and surrounding area for non-emergency medical, business, or leisure events that may include special events or weddings.

**Local service provided:** Yes, Caroline, Culpeper, Fairfax, Fredericksburg, King George, Spotsylvania, and Stafford within a 50-mile radius.

**Out-of-town service provided:** Yes, please call for details

**Fees for Service:** Varied, please call for details/rates

**Service Level:** Ambulatory, Wheelchair Accessible

**Wisdom Ride 804-633-6157**

**Local service provided:** Yes   **Out-of-town service provided:** Yes. Everywhere including other states

**Fees for Service:** Rates are dependent upon trip distance. Please call for details.

**Service Level:** Ambulatory, Wheelchair, Stretcher Accessible

**Additional Information:** Requests should be made at least 48 hours in advance.



**Henrico Express Cab**

**804-517-4000**

**[www.henricocab.com](http://www.henricocab.com)**

Operating out of Henrico County, Henrico Express Cab does offer limited service to Caroline County residents seeking transportation to Ashland, Hanover, Henrico, and Richmond.

**Fees for Service:** Please call for a price estimate

**Service Level:** Ambulatory and fold-up wheelchairs only

**Additional Information:** Requests should be made at least 48 hours in advance.

**Virginia Hilldrup Taxi Services** **540-373-8294**

**[www.hilldrupvacab.net](http://www.hilldrupvacab.net)**

Virginia Hilldrup is oldest and largest cab company in the area with a fleet of 34 cabs. Each cab is individually owned and operated. Virginia Hilldrup dispatches to their cabs using a state-of-the-art computer dispatching system.

**Local service provided:** Yes **Out-of-town service provided:** Yes. Call for details

**Fees for Service:** Regular rates within the city of Fredericksburg are based on the three zones and pricing set down by city council. See zone map and related pricing online. Service is available to all nearby major airports: Richmond \$130, Reagan National \$110, Dulles \$130 and B.W.I.\$200. A meter-based pricing system is used, \$3.00 to hail the cab and \$2.00 per mile. Additional service charges may apply. Vouchers from establishments such as MediCorp, Spotsylvania Regional Medical Center, RACSB and Micah Ecumenical are accepted. Each of our cabs are equipped with Square readers for customers who wish to use their debit or credit cards.

**Service Level:** Ambulatory and fold-up wheelchairs only

**Discounts Available:** Please call for details.

**Additional Information:** Open 24 hours. Accepts all major credit cards. Non-smoking cabs available upon request.

**Yellow Cab of Fredericksburg** **540-371-8294**

**[www.fredericksburgtaxicab.com](http://www.fredericksburgtaxicab.com)**

Yellow Cab of Fredericksburg serves Fredericksburg, Spotsylvania, Stafford and all surrounding areas with non-smoking cabs. Drivers must pass background check conducted by Fredericksburg City Police and vehicles are covered by commercial auto insurance.

**Local Service provided:** Yes

**Out-of-town Service:** Yes

**Fees for Service:** \$3.00 load fee, \$2.00 per mile, \$1.00 per additional passenger. Surcharge (Snow and gasoline) and additional charges may apply. Parcel pick-up also available. Call for details.

## **TRANSPORTATION NETWORK COMPANIES**

Transportation Network Companies (or TNCs, such as Uber and Lyft) are companies that use on-line (smart-phone) technology and computers to connect private vehicles with individuals who seek transportation options. In the Commonwealth of Virginia, TNCs are defined as companies ‘that provide pre-arranged rides for compensation using a digital platform that connects passengers with drivers using a personal vehicle.

TNCs offer the following advantages to passengers including the ability to:

- Request service via a mobile application (app) or website, which is not always available from taxicab companies.
- Service can often be requested in less populated (small urban and rural) regions that are not regularly served by taxicabs.
- A passenger can track the location of a requested TNC driver with a smart-phone.
- The TNC chosen for a trip can also monitor the progress of a trip.
- TNC drivers (with some variations per the jurisdiction and the company) are subject to background checks, training, drug and alcohol policies and insurance mandates.
- TNCs can be less expensive, given the time of day when a trip is requested.
- TNCs, to some extent, reduce traffic congestion because their drivers can’t accept ‘street hails’ as is the case with taxicabs.

The two largest TNC organizations are found below; however, this is a growing industry with scores of smaller companies providing the same service. Please call Mobility Options at 540-656-2985 for clarification or further questions.

### **LYFT**      **[www.lyft.com](http://www.lyft.com)**

Download app on your phone. Request a ride and go. After the ride, simply pay through your phone. Lyft is available 24 hour a day, 7 days a week.

Estimate Trip Cost: Enter a pickup and drop-off location to estimate the price of your trip. You can make multiple stops per ride.

### **UBER**      **[www.uber.com](http://www.uber.com)**

Sign up online, download and use app on a smart-phone. Trip fares start with a base amount, then increase with time and distance.

Request: Tap each ride option to see wait time, size of vehicle, and price. Then enter your pickup location and tap request. Your driver will arrive in minutes.

Ride: Your ride comes to you. You’ll see your driver’s contact information and vehicle details in the app, so you know you’re getting in the right car.

Pay and Go: Hop out and rate your driver when you reach your destination. Uber automatically charges the credit card on file, so you never need cash.

**Fare Estimate:** Check the price before you go. Enter a destination to get an estimate for the cost of your ride. Fare estimate is also available by tapping each ride option.

**Split Fare:** Share the cost of your ride with any contact who uses Uber. Tap your driver's photo to use Split Fare. You can split the cost with everyone in the car.

## **Additional Information/Definitions of Service**

**Curb to Curb Service:** A service that helps passengers with pick-up and drop-off at the curb, location, or roadside.

**Door to Door Service:** A service that meets passengers at the door and delivers them to the door of their destination.

**Door through Door Service:** A service that helps passengers with personal, hands-on service from their home through the door of their destination.

**Clients Only:** Describes a service that is only available to individuals enrolled in a specific program.

**Escort Provided:** Indicates that an individual will accompany and/or assist a recipient throughout the transportation and appointment.