



**Transportation Information, Referral and Resources**

**A PROGRAM PROVIDED BY HEALTHY GENERATIONS**

**Information Guide for Program Users**

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

HGAAA is a 501(c)(3) private non-profit operating within the City of Fredericksburg, and Caroline, King George, Spotsylvania, and Stafford Counties. The Mobility Options program is made possible thanks in part to a grant from the Virginia Department of Rail and Public Transportation, Mary Washington Healthcare, and donations from community members and program users like you.

## **Thank you for your support!**

Mobility Options provides transportation information and referral services, free public transit travel training in partnership with FXBGO! (Fredericksburg Regional Transit), and shared ride services for eligible persons.

## **Information and Referral Services**

Mobility Options enables callers to access information about available transportation services in our community through our call center or via our website

[www.healthygenerations.org/mobility-options/](http://www.healthygenerations.org/mobility-options/)

## **FXBGO! Fredericksburg Regional Transit & Travel Training**

FXBGO! provides public transit services in the City of Fredericksburg, Spotsylvania, and Stafford Counties. Public transit can seem complicated and intimidating to new customers. Let our Certified Travel Trainer bridge the learning gap for you by helping you navigate the system through our free Travel Training Program. FXBGO! is currently fare-free/ zero-fare and is an excellent way to maintain travel independence and learn about your community.

## **Shared Ride Services**

What is a shared ride service? A shared ride means that a passenger may share a vehicle with other riders taking similar trips. This allows us to increase capacity and assist as many individuals as possible.

Mobility Options shared ride services are available to adults who have no access to FXBGO! Fredericksburg Regional Transit and are 60 and older or disabled.

## **Level of Service**

Shared ride services provide curb-to-curb or door-to-door service. Curb-to-curb service means we will pick up and deliver passengers at the curb. Door-to-door means our drivers will walk with you from the door of the pickup location to the door of your destination. We will not enter your home or the destination. If you need assistance beyond the door, you may want to consider bringing an aide, planning for someone to meet you where you are going, or contacting our office for a listing of providers that may be able to offer a higher level of service.

## **Accessibility**

When making a request, please let us know what your mobility needs are. Most of our vehicles are equipped with ramps or wheelchair lifts to provide accessible transportation services. If you use a wheelchair, drivers may be able to assist you up and down curbs. If your wheelchair is oversized, please let call center staff know the dimensions to ensure we utilize the proper vehicle for your trip. If you use a scooter, the driver may ask you if you would like to transfer to a vehicle seat for your own safety, but you are not required to do so.

Service animals trained to assist persons with disabilities are permitted and must be under the rider's control at all times. Please notify the call center if you will be using a service animal.

Portable oxygen is permitted. Please let call center staff know if you utilize portable oxygen. Please ensure that you have enough oxygen for your trip including any delays that could occur beyond our control.

## **Demand-Response Service**

Our shared ride services are also known as demand-response service. A demand response system is one in which trips are generated by demand. Schedules change daily based on the availability of drivers and vehicles and the demand for services. Because of this our service can reach capacity limits and become "full" on any given day.

## **Trip Requests**

Trip requests can be made via phone call to the Mobility Options Call Center at 540-656-2985. Requests are taken Monday-Friday from 9:00 a.m. – 2:00 p.m. Please make your requests as early as possible, up to thirty days in advance. Demand for services is high, so the sooner you call, the better. Call volumes are also high, please be patient and leave a message with your contact information if needed. We will return your call as soon as we are able.

Currently, we can provide transportation for routine medical appointments\* and grocery or food bank related services. Other types of service may be provided if seating is available. Please call to discuss your needs with the call center. Our service area includes the City of Fredericksburg, Caroline, King George, Spotsylvania, and Stafford Counties. If you have needs outside of our service area, please contact our call center for information regarding alternative service providers.

If you need transportation for long-term treatments such as dialysis, oncology related services, rehab services, or have other trip-intensive needs (employment, educational, day-support related trips), please contact our call center for information regarding alternative service providers. Additionally, if you need transportation for out-patient medical procedures that require you to be anesthetized, please note that we cannot provide a return trip from these types of appointments for liability reasons.

\*Medicaid recipients are not eligible for medical transportation through the Mobility Options program. If you are Medicaid recipient and need help getting to a medical appointment, call ModivCare toll free at 1-866-386-8331 at least five days before your appointment for assistance or call us for more information.

### **Some things to remember when making your request**

Please make your requests to the call center Monday-Friday, 9:00 AM – 2:00 PM.

Shared ride services are available Monday through Friday from 5:00 AM – 5:00 PM. First pick up at 6:00 AM, last drop off at 4:00 PM.

Healthy Generations, the Mobility Options Call Center, and Shared Ride Services are closed on all Federal Holidays.

During inclement weather, Healthy Generations and Mobility Options Management reserve the right to make determinations about shared ride services on a case-by-case basis and will inform individuals if trips are cancelled.

Drivers are unable to take requests, please contact our call center to make your ride requests.

Requests are taken on a first-come, first-served basis up to 30 days in advance.

When making your request, please have the date, time, and destination name and address ready so we can better serve you. You may be asked to call back if you do not have the needed information.

Please ensure that the call center has your correct contact information on file. Please report any address or phone number changes as soon as possible.

Please indicate if you need round-trip or only one-way transportation.

If you need an additional stop after an appointment (i.e., pharmacy), please call the office to see if your request can be accommodated. Drivers will not make unscheduled stops.

### **A Note About Capacity Limits**

We do our best to accommodate the needs of as many people as possible, but sometimes we run out space. If we are unable to fulfill your trip request, we will provide you with information regarding alternative service providers or recommend alternate days and times when we have space available.

### **Shopping and other Personal Trips**

We can take you shopping for your groceries! We provide shared ride services to the closest possible store to your home. For scheduling purposes, trips are limited to 90 minutes. If you need more time, please discuss this with the office. Our drivers can help carry your bags and packages to the front door of your residence (must not weigh more than 20 lbs.).

### **Fee for Service, Tipping, and Donations**

We are currently fare free! Trip costs are subsidized through federal grant funding and participant donations. The fee for service is subject to change due to funding changes and limitations. Notice will be provided should the fee change in the future.

We have a strict no tipping policy, however, we welcome any donation you would like to make to our program to continue our fare free service.

### **Trip Confirmations, Pick-Up Times, and Wait Times**

Call center staff will contact you the day before your appointment. They will provide you with a pick-up time and the name of the driver assigned to your trips. Please feel free to contact the call center yourself to confirm your trips and estimated pick-up time.

Pick-up times are based on your needs as well as the needs of other individuals using the service. Please note that the time provided is an estimate. Traffic volumes, accidents, and weather can impact your pickup time on the day of service. Please be ready to board the van 15 minutes prior to the pick-up time provided. If you do not board the van within 5 minutes of your scheduled pick-up time, the driver will leave and proceed to the next scheduled stop. The driver is not obligated to call you or knock on your door. Please be courteous to other program users and make every effort to be ready to go on time.

## **Cancellations and No-Shows**

Please report trip cancellations as soon as possible at least 24 hours in advance. Your advance cancellation may allow us to schedule another ride for someone else. Please call 540-656-2985 to report your cancellation. You can call our office 24 hours a day, 7 days a week. If it is after hours or we are assisting other callers, please leave us a message with your name, the date we need to cancel, and a brief explanation.

When you are not ready at the pick-up time and have not canceled your ride at least 24 hours in advance of the scheduled pick-up time, the ride is considered a No-Show. It is important that you make every reasonable effort to avoid No-Shows and cancel unnecessary rides appropriately.

Failure to do so may limit available transportation resources, placing undue burdens on the shared ride services and making transportation more difficult for all program users.

We understand that sometimes No-Shows occur beyond the user's control. However, continual No-Shows, which indicate a pattern of practice may result in special conditions on your future rides including limiting the number of rides you schedule at a time, requiring return confirmations calls prior to each ride to ensure you will be riding with us, or temporary suspension of services.

## **During your Trip**

All shared rider service users deserve safe, courteous, and reliable service. To ensure this, the following is prohibited:

- 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 alcohol, illegal drugs/substances, and/or chemical substances used for the purpose of gaining a “high”
- Possession of firearms, knives, pepper spray, and/or other weapons
- Please remain seated until you reach your destination.
- In the interest of passenger safety, in compliance with HGAAA policy and applicable state laws, HGAAA requires all passengers to always wear both the lap and shoulder belts while riding the service. State laws allow passengers with certain medical conditions to obtain a waiver from wearing the lap and/or shoulder belts, but only if healthcare providers document and certify the medical reason.
- 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.).
- For return trips, program users are expected to be at the facility location where they dropped off. Any change should be communicated with the Mobility Options office as soon as possible.

## **Current COVID-19 Information**

To prevent infection and spread of the COVID-19 virus, all employees must be fully vaccinated against the COVID-19 virus or have an approved medical or religious exemption on file per HGAAA Policies and Procedures. Those with medical or religious exemptions are required to provide negative test results weekly. Program users are encouraged to always wear masks when inside the vehicle. If you are experiencing symptoms such as cough or difficulty breathing, please cancel your trip with us so you do not expose anyone else. Vehicles are cleaned and sanitized between users and at the end of each shift. If you need transportation to receive a vaccine, please call the Mobility Options office so our call center staff can assist you.

## **Drivers Cell Phones**

Our drivers may provide you with their cell phone numbers to simplify return trips pick-ups. PLEASE, only use these numbers to contact your assigned driver to let them know you are ready to go home from an appointment. Contacting drivers for any other reason IS STRICTLY PROHIBITED. Drivers are advised to ignore these calls, and any requests will not be honored. Please contact the Mobility Options office directly at 540-656-2985. The office is open Monday-Friday 8:00-4:30. Ride requests are taken Monday-Friday 9:00-2:00. Please leave a message and staff will return your call as soon as they are able to.

## **Our Promise to You**

Our participants health and safety are our highest priorities. We developed this guide to ensure a cooperative understanding between HGAAA and you. To maintain a safe environment, all shared ride service users are expected to comply with the information in this guide. All users have the right to expect courtesy, fairness, and respect when using our services. Mobility Options is committed to our community and our goal to remove transportation barriers to seniors and individuals with disabilities. Please review this information guide and retain it for your records.

## **Additional Information**

Passengers should report any complaints or concerns to the van driver immediately. The van driver shall report any incidents or complaints to the Mobility Manager or Transportation Manager immediately.

## **Title VI and ADA Notice**

Rappahannock Area Agency on Aging d/b/a Healthy Generations hereby gives public notice that it is Healthy Generations' policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA) Circular 4702.1A, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, sex or national origin be excluded from participation in, be denied the benefits of or otherwise subjected to discrimination under any FTA program or other activity for which HGAAA receives Federal financial assistance.

Rappahannock Area Agency on Aging d/b/a Healthy Generations Area Agency on Aging (the Agency), in accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the Agency will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

For full Title VI and ADA notices, details, and complaint forms and procedures, please visit our website at [www.healthygenerations.org](http://www.healthygenerations.org) or contact us at:

Mobility Manager

Healthy Generations/ Area Agency on Aging, Inc.

460 Lendall Lane

Fredericksburg, VA 22405

Office: 540-371-3375

[TitleVI@healthygenerations.org](mailto:TitleVI@healthygenerations.org)



**Healthy Generations Area Agency on Aging**

**Administrative Offices**

**540-371-3375**

**460 Lendall Lane**

**Fredericksburg, VA 22405**

**[www.healthygenerations.org](http://www.healthygenerations.org)**

