

Richmond Region

Transportation Services Guide



Acknowledgment

Prepared in cooperation with the U.S. Department of Transportation, Federal Highway Administration, Federal Transit Administration, Virginia Department of Rail and Public Transportation, and the Virginia Department of Transportation.

Disclaimer

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The FHWA, FTA, DRPT, or VDOT acceptance of this report as evidence of fulfillment of the objectives of this planning study does not constitute endorsement/ approval of the need for any recommended improvements nor does it constitute approval of their location and design or a commitment to fund any such improvements. Additional project level environmental impact assessments and/or studies of alternatives may be necessary.

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No Discriminación

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Guidelines for Inclusion or Removal

Basis for Inclusion in Guide:

The Transportation Services Guide is a listing of providers of specialized transportation, principally providing non-emergency medical transportation for qualified individuals who may be elderly, disabled or low-income, or a combination thereof. The listed providers constitute a network of transportation providers used by the Mobility Manager for the Richmond Area Agency on Aging (i.e., "Senior Connections), who have agreed to accept such referrals, and may participate in special arrangements such as vouchers for reduced fares. The listing will be updated periodically, and any providers interested in being included in this directory should contact Senior Connections to make their interest known:

Postal Mail:

Senior Connections,
The Capital Area Agency on Aging
24 East Cary Street
Richmond, VA 23219

Telephone:

Richmond area: (804) 672-4487 Toll Free: 1-800-989-2286

Email:

KLantz@youraaa.org

Basis for Removal from Guide:

Providers included in the Transportation Services Guide will be removed from the listing if they no longer are in business, fail to maintain acceptable standards of service, or fail to carry-out obligations under agreements or contracts, as determined by the Richmond area Mobility Manager. The Transportation Services Guide will be reviewed periodically by the Richmond area Mobility Manager in consultation with staff of the RRPDC, and any de-listing of an area transportation provider will be preceded by a notification delivered (if possible) to the affected provider(s), outlining the reason(s) for de-listing and providing an opportunity to respond.

Specialized Transportation Service Providers

Access Chesterfield	
Website:	http://www.chesterfield.gov/AccessChesterfield/
Phone:	(804) 279-8489
Service Days/Hours:	Monday - Friday, 5:30 am - 7:30 pm Saturday 5:30 am - 5:30 pm
Service Area:	Chesterfield County, with service to Richmond, Petersburg, Hopewell, & Colonial Heights
Eligibility Requirements:	Available to disabled, age 60+ residents, or households below 200% of federal poverty level. Must be a resident of Chesterfield and registered for the service with the County.
Fee Structure:	\$30 for five vouchers. Voucher good for one-way trip.
Wheelchair Accessible:	Yes

Acti-Kare	
Website:	http://www.actikarerichmondva.com/
Phone:	(804) 264-2829
Service Days/Hours:	Monday - Sunday, 6:00 am - 9:00 pm
Service Area:	Chesterfield, Goochland, Hanover, Henrico, Richmond, Petersburg area
Eligibility Requirements:	N/A
Fee structure:	\$16 - \$18 per hour
Wheelchair Accessible:	Unknown

Alliance Specialty Transport

Website:	http://alliancespecialtytransport.com/index.html
Phone:	(804) 225-8599
Service Days/Hours:	Transportation provided 24 hours a day. Office hours are Monday – Friday 9:00 am – 5:00 pm
Service Area:	Richmond, Chesterfield, Henrico; additional fees apply in Powhatan, Goochland, and Hanover
Eligibility Requirements:	N/A
Fee structure:	Contact provider for information.
Wheelchair Accessible:	Yes; Ambulatory, Wheelchair, Non-medical Stretcher Van

American Cancer Society (Road to Recovery)

Website:	http://www.cancer.org/
Phone:	(804) 527-3700
Service Days/Hours:	Monday – Friday, 8:00 am – 5:00 pm
Service Area:	Chesterfield, Henrico, Richmond
Eligibility Requirements:	The American Cancer Society Road to Recovery program provides transportation to and from treatment for those without rides.
Fee Structure:	Free
Wheelchair Accessible:	No

Angel Ride	
Website:	http://www.angelride.net/index.html
Phone:	(804) 423-9200
Service Days/Hours:	Monday – Friday, 8:30 am – 6:00 pm
Service Area:	Western Richmond, western Henrico, northern Chesterfield; additional fee for pick-up in other areas.
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

At Your Service	
Website:	None
Phone:	(804) 514-3874
Service Days/Hours:	Unknown
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Bay Transit	
Website:	http://baytransit.org/
Phone:	(804) 966-8743 (New Kent County contact #)
Service Days/Hours:	Call Monday – Friday, 6:00 am – 6:00 pm to schedule a ride
Service Area:	Richmond area counties served: New Kent, Charles City
Eligibility Requirements:	N/A
Fee Structure:	\$1.00/trip; \$8.00 for booklet of 10 tickets
Wheelchair Accessible:	Yes

Bowman Transportation Service	
Website:	http://www.ridewithlarry.com/1.html
Phone:	Office: (804) 745-0046 Cell: (804)335-9264
Service Days/Hours:	Office hours: 8:00 am – 5:00 pm
Service Area:	Richmond and surrounding areas
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

Brooks LLC	
Website:	None
Phone:	Office: (804) 276-3401 Cell: (804) 335-0310
Service Days/Hours:	Monday - Friday, 7:00am - 7:00 pm Saturday 7:00 am - 5:00 pm; Sunday by appointment
Service Area:	Richmond, Goochland, Petersburg
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Capital Area Partnership Uplifting People (CAP-UP)	
Website:	http://capup.org/CAPUP/Home.html
Phone:	(804) 598-3351
Service Days/Hours:	Unknown
Service Area:	Goochland, Hanover, Powhatan
Eligibility Requirements:	Intended for seniors
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

CareMore	
Website:	http://www.caremore.com/en/About.aspx
Phone:	(855) 242-9606
Service Days/Hours:	Service is associated with individual facilities
Service Area:	Service is associated with individual facilities
Eligibility Requirements:	CareMore is a healthcare delivery system. Must be an Anthem Blue Cross Blue Shield Medicare patient to use services.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Capital Area Health Network (CAHN)	
Website:	http://cahealthnet.com/
Phone:	(804) 253-1969
Service Days/Hours:	Transportation services are associated with CAHN medical services.
Service Area:	Transportation services are associated with CAHN medical services.
Eligibility Requirements:	Transportation services are associated with CAHN medical services.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Comfort Keepers

Website:	http://www.comfortkeepers.com/office-273
Phone:	(804) 750-1123
Service Days/Hours:	Comfort Keepers provides transportation incidental to other care services.
Service Area:	Greater Richmond area
Eligibility Requirements:	Comfort Keepers provides transportation incidental to other care services.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Flagship Transportation

Website:	http://www.flagshiptransport.com/
Phone:	(434) 265-6781
Service Days/Hours:	Monday - Friday 6:00 am - 6:00 pm; Saturday 6:00 am - 2:00 pm
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Forward Fleet	
Website:	None
Phone:	(804) 426-4313
Service Days/Hours:	Unknown
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Goochland Free Clinic and Family Services	
Website:	http://goochlandfreeclinicandfamilyservices.org/
Phone:	(804) 556-6260
Service Days/Hours:	Monday 12-3 (Richmond); Tuesday-Thursday 9-3 (Goochland); Friday 9-12 (Richmond)
Service Area:	Goochland
Eligibility Requirements:	Eligibility screening required http://goochlandfreeclinicandfamilyservices.org/eligibility-screening/
Fee Structure:	Free
Wheelchair Accessible:	Unknown

GRTC CARE	
Website:	http://www.ridegrtc.com/RideGRTC.aspx?pg=Care
Phone:	(804) 782-2273
Service Days/Hours:	Richmond: 4:30 am – 12:30 am; Henrico: 6:00 am – 11:00 pm
Service Area:	Richmond, Henrico and portions of Chesterfield
Eligibility Requirements:	Americans with Disabilities Act paratransit eligibility process is required.
Fee Structure:	Specialized transportation fare is \$2.50
Wheelchair Accessible:	Yes

Home Instead Senior Care	
Website:	http://www.homeinstead.com/Pages/home.aspx
Phone:	(804) 527-1100
Service Days/Hours:	As scheduled
Service Area:	As scheduled
Eligibility Requirements:	Home Instead provides transportation incidental to their companionship services.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Jen Care	
Website:	http://www.jencaremed.com/
Phone:	(804) 344-9848 (1712 E. Broad); (804) 228-1143 (3806 Mechanicsville Turnpike)
Service Days/Hours:	Unknown
Service Area:	Transportation service available within a six mile radius of clinic locations.
Eligibility Requirements:	JenCare is a healthcare delivery system for seniors available to those eligible for Medicare.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Junnie Ray	
Website:	None
Phone:	(804) 326-6414
Service Days/Hours:	Unknown
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Logisticare – Virginia Non-Emergency Medical Transportation System

Website:	http://transportation.dmas.virginia.gov/ ; http://www.logisticare.com/
Phone:	(National) 1-866-386-8331; (Local) 1-866-810-8305
Service Days/Hours:	Can be contacted 24 hours a day
Service Area:	Statewide; Region 3 service area includes all Richmond Region jurisdictions
Eligibility Requirements:	Medicaid recipients. Logisticare arranges fee-for-service non-emergency transportation to Medicaid-covered services for the Virginia Department of Medical Assistance.
Fee Structure:	Arranged through Medicaid
Wheelchair Accessible:	Yes

Mechanicsville Churches Emergency Function Senior Rides

Website:	None
Phone:	(804) 334-6590
Service Days/Hours:	Unknown
Service Area:	South-central Hanover County
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

New Freedom Transportation

Website:	http://www.newfreedomtransportation.com/index.html
Phone:	(804) 288-1248
Service Days/Hours:	Unknown
Service Area:	Richmond area
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

Pink Transportation

Website:	www.pink804.com
Phone:	(804) 894-8646
Service Days/Hours:	24 Hour Service/7 days a week
Service Area:	Petersburg, Colonial Heights, Hopewell; service in other areas may be provided upon request
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

RVA Shoppers' Shuttle

Website:	http://richmondvacitynews.blogspot.com/2012/02/rva-shoppers-shuttle-schedule.html
Phone:	(804) 646-7985
Service Days/Hours:	Operates on the second and ninth day of each month and the third Saturday of each month. Bus schedules can be found on website linked above.
Service Area:	The shuttle provides transportation to the Sheila Lane Wal-Mart, and serves the communities of Hillside Court, Fay Tower, Creighton Court, Fairfield, Mosby, Whitcomb, and Fulton.
Eligibility Requirements:	N/A
Fee Structure:	Free
Wheelchair Accessible:	GRTC busses are wheelchair accessible.

Sam Transportation

Website:	None
Phone:	(804) 715-9242
Service Days/Hours:	Unknown
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Save Our Seniors	
Website:	None
Phone:	804) 559-4480; (804) 914-4406
Service Days/Hours:	Unknown
Service Area:	Unknown
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

SeniorBridge	
Website:	http://www.matureoptions.com/Locations/Virginia/Richmond.aspx
Phone:	(804) 282-0753
Service Days/Hours:	As arranged
Service Area:	As arranged
Eligibility Requirements:	SeniorBridge provides escort and errand service in association with their home health care services.
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Senior Express Enterprise

Website:	None
Phone:	(804) 402-6457
Service Days/Hours:	Monday - Friday, 7:00 am - 6:00 pm
Service Area:	Greater Richmond and Petersburg areas
Eligibility Requirements:	Unknown
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Seniors Helping Seniors

Website:	http://www.seniorshelpingseniors.com/RVA/
Phone:	(804) 553-0526
Service Days/Hours:	Unknown
Service Area:	Richmond, eastern Henrico
Eligibility Requirements:	Unknown
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	No

Shepherd's Center of Chesterfield

Website:	http://www.shepctrchesterfield.org/
Phone:	(804) 706-6689
Service Days/Hours:	Office Hours: Monday – Friday, 9:00 am – 1:00 pm
Service Area:	Chester, Chesterfield, Colonial Heights, Dinwiddie, Hopewell, Midlothian, Prince George, South Richmond
Eligibility Requirements:	Must be over 50 years of age without serious cognitive impairment.
Fee Structure:	Free, Donations accepted
Wheelchair Accessible:	No

Shepherd's Center of Richmond

Website:	www.tscor.wordpress.com
Phone:	(804) 355-7282
Service Days/Hours:	Monday – Friday, 8:30 am – 4:30 pm
Service Area:	Zip codes: 23059, 23060, 23113, 23114, 23219, 23220, 23221, 23222 (Medical Only), 23224 (Medical Only), 23225, 23226, 23227, 23228, 23229, 23230, 23233, 23235, 23236, 23238, 23294
Eligibility Requirements:	Must be over 60 years of age without serious cognitive impairment. Transportation is provided for medical appointments and grocery shopping.
Fee Structure:	Free
Wheelchair Accessible:	No

Sunrise Transportation

Website:	None
Phone:	(804) 559-6083
Service Days/Hours	Monday – Friday, 7:00 am – 7:00 pm
Service Area:	Richmond, Hanover, Henrico
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Unknown

Tendercare Transport

Website:	http://www.tendercareofva.com/
Phone:	(804) 288-8763
Service Days/Hours:	Monday – Friday, 8:00 am – 5:00 pm
Service Area:	Louisa, Goochland, Hanover, Henrico, Richmond
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Wheelchair and stretcher service available

TNT Transportation Services	
Website:	http://www.tntvans.com/
Phone:	(804) 270-3258
Service Days/Hours:	Monday - Friday, 7:00 am - 6:00 pm
Service Area:	Chesterfield, Goochland, Hanover, Henrico, Richmond
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

Van Go	
Website:	http://www.vangorichmond.com/
Phone:	(888) 261-7388; (804) 261-7388
Service Days/Hours:	Monday – Saturday, 5:30 am – 8:30 pm; Service available 24 hours a day with advance notice
Service Area:	Powhatan, Colonial Heights, Hopewell, Petersburg, Chesterfield, Hanover, Henrico, Richmond, Goochland
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

VIP & Associates	
Website:	None
Phone:	(804) 329-2500
Service Days/Hours:	Monday – Friday 8:00 am - 4:00 pm
Service Area:	Powhatan, Colonial Heights, Hopewell, Petersburg, Chesterfield, Hanover, Henrico, Richmond, Goochland, Charles City, New Kent
Eligibility Requirements:	N/A
Fee Structure:	Contact provider for information.
Wheelchair Accessible:	Yes

Taxi Cab Companies

Big Ben Taxi Cab	
Website:	None
Phone:	(804) 986-6667
Service Area:	Richmond, Henrico, Chesterfield, Chester
Wheelchair Accessible:	Unknown

Napoleon Taxi	
Website:	http://napoleontaxi.com/
Phone:	(804) 354-8294
Service Area:	Chesterfield, Hanover, Henrico, Richmond
Wheelchair Accessible:	Unknown

Richmond Taxicab	
Website:	http://www.richmondtaxicab.com/
Phone:	(804) 300-9900
Service Area:	Richmond, Henrico, Hanover
Wheelchair Accessible:	Yes

West End Cab	
Website:	http://www.westendcab.com/
Phone:	(804) 833-1234
Service Area:	Western Henrico, Goochland, Powhatan, Louisa, Amelia
Wheelchair Accessible:	Yes

World Star Cab	
Website:	www.worldstarcab.com
Phone:	(804) 393-4432
Service Area:	Unknown
Wheelchair Accessible:	Unknown