



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

***Rappahannock Area Agency on  
Aging***

***Mobility Options Transportation Program***



*Mobility Options is a state grant funded program through the Rappahannock Area Agency on Aging which provides Transportation Counseling, Travel Training, and 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 RAAA 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.*



*Mobility Options provides between two (2) to three (3) trips a month for an individual on a first come first serve basis. Special considerations are made for trip requests to places of employment, training, or education. Trip requests are taken between the hours of 9:00 a.m. and 2:00 p.m. Monday through Friday. Please make your requests as early as possible, but no more than thirty (30) days in advance, and no less than seven (7) days in advance. Requests made with less than seven days' notice may not be able to be accommodated. If there is no availability for the day and time requested, you may be offered alternative days/times, or alternative means of transportation. When calling to make a request please ensure you have the physical address of your desired destination, the name and phone number for your destination, the appointment time (if applicable), and two (2) contact phone numbers where the Mobility Options office can reach you and/ or someone who knows you. Additionally, if you anticipate the need to visit a pharmacy following a non-emergency medical appointment, please discuss this with the Mobility Options office when booking your trip. The additional trip will incur an additional charge. If you do not request the additional trip in advance at the time of booking with the Mobility Options office, the additional trip may not be provided.*

### **Trip Requests outside the Service Area**

*The Service Area is defined as Virginia Planning District 16 (City of*

Fredericksburg, Caroline, King George, Spotsylvania, and Stafford Counties). Mobility Options can provide limited service to destinations outside the service area. Call the Mobility Options office for details and rates.

### **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. Companion aides travel free with an individual requiring assistance. Please indicate that an aide 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.*

### ***Tipping:***

*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 on the afternoon prior to your scheduled trip request. However, 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 the 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. Please be courteous and make every effort to be ready on time to prevent affecting the schedule of all passengers. In order 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 1-800-627-2892. 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.*

*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.*

*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 in order 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 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*



***Rappahannock Area Agency on Aging***

***Mobility Options: 540-656-2985***

***Toll Free: 1-800-627-2892***

***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***

***Phone: 540-371-3375***

***Fax: 540-371-3384***

***www.raaa16.org***

*April 2015*