

## **Access on Demand, Mobility Services**

We can accommodate riders with:

Guide Animals

,

Hearing Impairment

,

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

,

Vision Impairment

To accommodate riders, we offer:

Lift equipped vehicle(s)

,

One-on-one staff assistance

,

Ramp(s)

,

Staff training on assisting people with mobility problems

,

Voice announcements

,

Walker storage / hooks or racks

,

Wheelchair on the vehicle

,

Wheelchair on lift for people with mobility problems

Age Requirements

No Age Requirement

Available 24/7

Yes

## Documents Required

Call for details

## Other Eligibility Criteria

Serves residents with a disability, aged 60 or older. or living in a low-income household.

## Intake Contact

### Mobility Services

#### Intake Contact Email

[mobilityservices@Chesterfield.gov](mailto:mobilityservices@Chesterfield.gov)

#### Intake Process

Visit the website for information and complete the registration form. Call to receive a registration form by mail. You will need to provide proof of disability or age. You will receive a Mobility Services identification card once you register. Rides must be scheduled by telephone, not using mobile or online apps. After you have received your Mobility Services card, rides may be scheduled with Roundtrip at (804) 277-4866 or UZURV at (804) 655-0255.

#### Intake Contact Telephone

(804) 706-2796

#### Provider Refer

Yes

#### Report Problems

Call the Agency

,

Send an Email

,

Send a Letter

#### Residency Requirements

Must be a Chesterfield County resident.

#### Self Refer

Yes

Chesterfield County, Community Engagement and Resources, Mobility Services

<https://www.chesterfield.gov/mobilityservices>

<https://www.chesterfield.gov/facebook>

<https://www.chesterfield.gov/twitter>

#### Main

(804) 706-2796

Chesterfield County Community Development Building  
9800 Government Center Parkway  
First floor in the back of the Planning Department  
23832 VA  
United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Visit the website's Mobility Services Riders Guide for information about ride service hours.

Fee Structure

Fixed Fee

Payment Method(s)

Private Pay

Languages Spoken

English

Mobility Services is focused on improving existing transportation options and coordinating a community-wide transportation service network comprised of transportation providers to meet the needs of our citizens. Persons in need may include older adults, people with disabilities, and low-income individuals without personal vehicles.

Some of the transportation providers have vehicles that are equipped with lifts or ramps to assist passengers who need to board while using wheelchairs, walkers, or other devices. There is no additional charge to ride on these vehicles. Inform the reservations agent of this need when the reservation is made. Drivers will assist passengers into and out of the vehicle and will assist with small packages, Service animals and portable oxygen tanks are permitted.

Please register online by completing the online Mobility Services [Registration Form](#) (PDF) and visit the website for [Mobility Services Rider's Guide](#) for complete

information on services.

Service Area(s)

Chesterfield County

Email

[mobilityservices@Chesterfield.gov](mailto:mobilityservices@Chesterfield.gov)