

Chesterfield County Citizen Information and Resources

Mobility Services - Access On Demand

Providing a FIRST CHOICE community through excellence in public service



Mobility Services - History

Access Chesterfield

County Resident

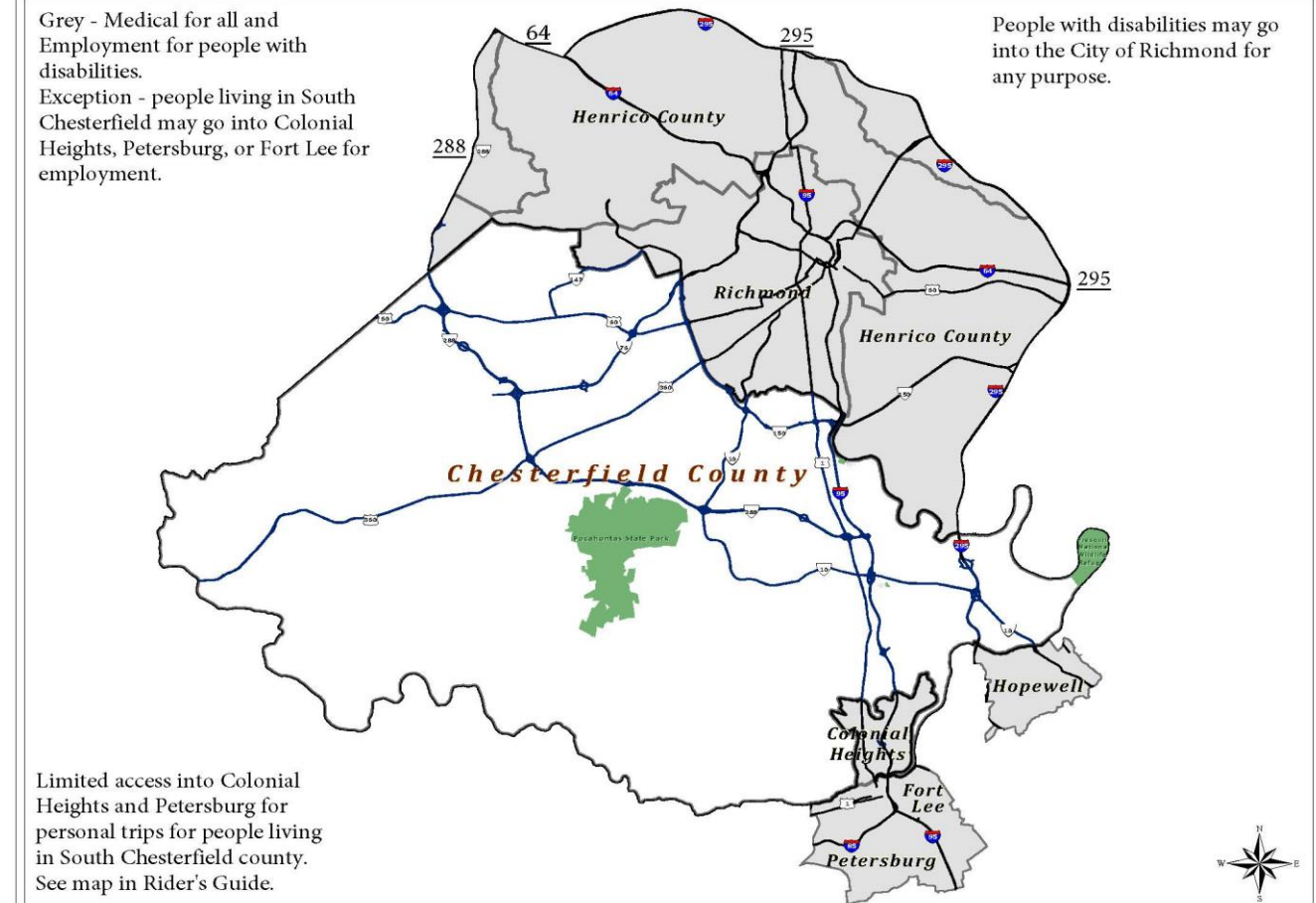
- 60 or older; or
- Have a disability; or

- Live in low-income residence

Transportation anywhere within Chesterfield County.

Employment and medical transportation
to anywhere in the service area.

Limited access to Colonial Height and Petersburg for people living in S. Chesterfield.



Mobility Services

Participants purchase vouchers

A book of six costs \$36

Reservations made by 2 p.m. the prior business day

Hours: Monday-Friday, 5:30 a.m.-7:30 p.m. and Saturday, 7:30 a.m.-7:30 p.m.

Access Chesterfield

Chesterfield County
Shared-Ride Transportation Service

VOUCHER

*Unauthorized changes may result in
voiding of this voucher.*

ID # _____
(Must be completed)

Please fill in the top portion **before** the van arrives.

Print first name: _____ Last name: _____ Aide ☐ yes ☐ no

Pickup at: _____ Going to: _____

FOR DRIVER USE ONLY

Trip date: ____/____/____ Arrival time: _____ Drop-off time: _____ ☐ Late trip

Driver's name: _____ Driver's signature: _____



Call Dependacare Transportation at 804-745-1818 to schedule a ride.
One voucher is required for each one-way trip. Please give the voucher to the driver.



Mobility Services

Our customers were asking for more:

- Door to door service.
- Shorter ride times
- The ability to pay by credit/debit card
- Same day reservations
- Transportation to jobs outside the county
- The access to employment outside the normal 9 to 5.



Mobility Services

Immediate Transportation Needs

- Rise in Opioid overdoses
- Transportation a barrier
- Federal grant thru Virginia Department of Behavior Health & Development Services.



Mobility Services

Partnership with Goodwill of Central and Coastal VA and Chesterfield Mental Health Support Service (Chesterfield Community Services Board)

Qualified participant referred by the CCSB

Federal Funding

Goodwill, using the UBER for Business app, served as the “dispatch” center, records the trips and manages payment.

- UBER used targeted marketing to recruit new drivers to service the new partnership area.
- Goodwill provided it's first trip at 5:30 am on 03/11/2018

May 2018 CCSB Substance Abuse Service transitions inhouse transportation to the Goodwill-Uber Pilot.

Mobility Services

“Access on Demand”

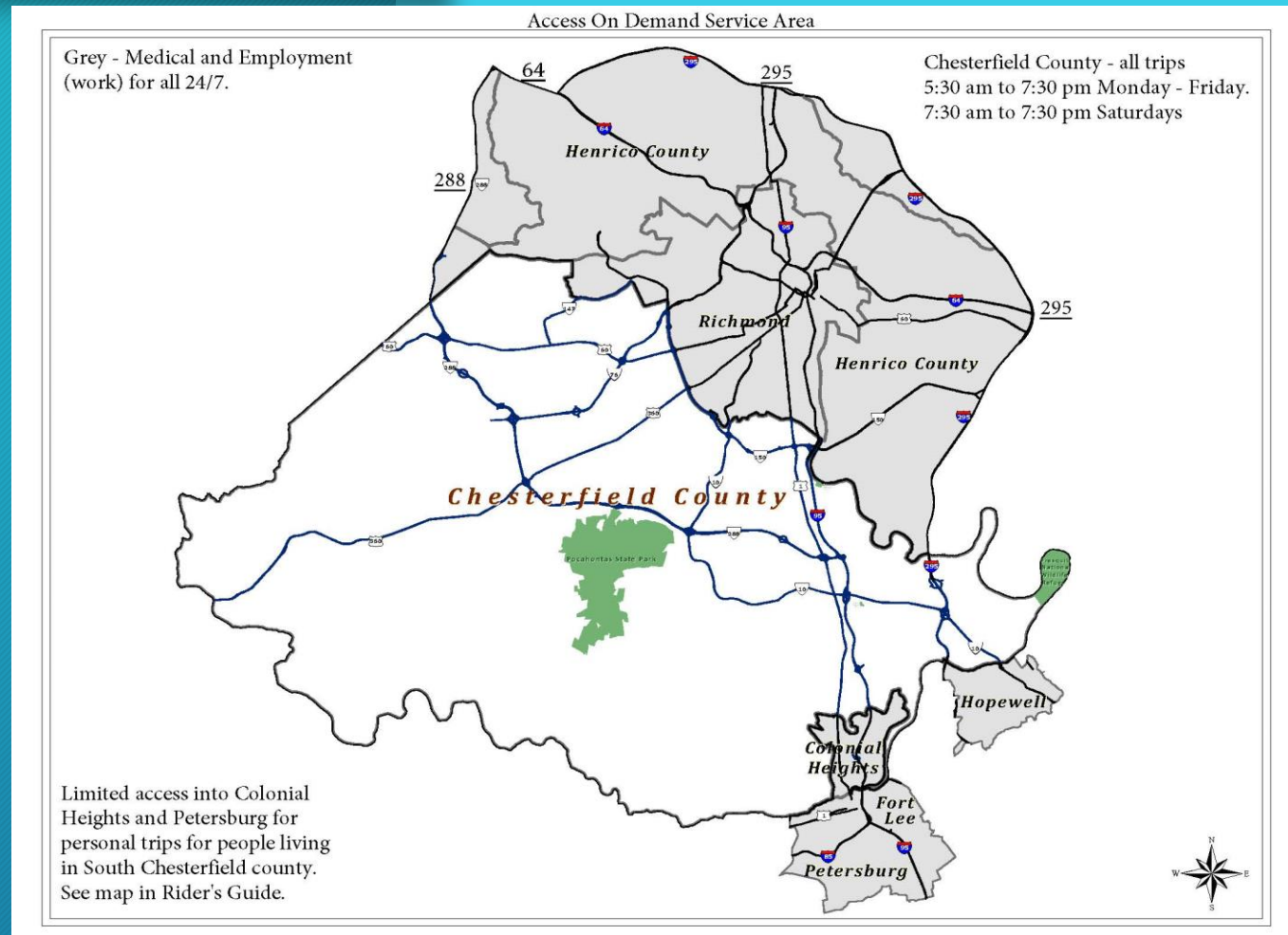
- Same day, door-to-door, point-to-point service
- Choice of four vendors
- Pay with a debit or credit card - Cost is \$6 for each one-way trip
- **Medical and employment trips: Monday-Sunday, 24/7**
- Other services: Monday-Friday, 5:30 a.m.-7:30 p.m. and Saturday, 7:30 a.m.-7:30 p.m.



Mobility Services

Access On Demand Service Area

- Can travel any where in Chesterfield County for any reason
- Can travel any where in the service area for:
 - Medical
 - **Employment**
 - People living in South Chesterfield have limited access to Colonial Heights and Petersburg



Mobility Services

Four Vendors Selected

- DependaCare Transportation
- Owl Inc. Transportation
- UZURV Holdings, Inc.
- Ride RoundTrip, Inc.

Meet and Greet

Soft Launch

Full Launch



Mobility Services

Cost of the Access On Demand 7/1/2019 - 6/30/2020

Service	Paid Trips	Total Miles	Avg. Miles	Total Paid to Vendors	Voucher Sales (Revenue)	Average Cost Per Trip
Access Chesterfield	33,075	401,478.37	12.14	\$1,123,960.20	\$242,050.95	\$26.66
Access On Demand	32,493	396,983.62	12.22	\$777,601.50	N/A	\$23.93

Cost to Operate Access On Demand		
Fiscal Year 20	Budget Projections	Budget Actual
SALARIES AND WAGES REGULAR	42,500.00	44,850.38
SALARIES AND WAGES PT	50,300.00	49,115.14
FICA EXPENSE	7,100.00	6,988.69
VRS RETIREMENT	3,900.00	4,078.87
ANTHEM INS ACTIVE	8,100.00	7,173.00
DENTAL INS ACTIVE	0.00	120.00
VRS GROUP LIFE INSURANCE	500.00	583.08
EMPLOYEE ASSIST PROGRAM	0.00	10.07
TOTAL PERS SERV AND FRINGE BENEFITS	112,400.00	112,919.23
OTHER CONTRACTUAL SVCS	763,200.00	780,933.30
MEDIA ADVERTISING	0.00	92.00
INCTY PC REFRESH CHGS	900.00	900.00
INCTY FLEET MOTOR POOL	450.00	473.00
INCTY PRINT SHOP CHGS	1,700.00	1,676.37
INCTY TELEPHONE CHGS	1,790.00	1,820.20
POSTAL SVCS	1,250.00	1,562.34
OTHER LOCAL TELEPHONE SERVICE	230.00	255.87
MILEAGE	325.00	320.96
MISC TRAVEL EXP	400.00	200.69
OFFICE SUPPLIES	80.00	73.92
FOOD AND FOOD SRV SUPPLIES	70.00	67.57
OTHER OPERATING SUPPLIES	80.00	87.79
OTHER MATERIALS AND SUPPLIES	20.00	20.61
EXP COMPUTER EQUIP ADD	70.00	71.50
TOTAL OPERATING	770,565.00	788,556.12
TOTAL EXPENDITURES	882,965.00	901,475.35

Mobility Services

Program Results

- Provide 662 people with 32,493 one-way trips to work, medical appointments, grocery stores, family visits, etc.
- The more expensive service saw a decrease of 38%
- 22% increase in trips over FY19
- All four-service remained operational during this period despite the pandemic.
- Hanover County DASH



Karen Michael
@KMWorkLaw

[@ChesterfieldVa](#) Thank you for serving your citizens with mobility needs. My mother can only be transported via wheelchair van. In past holidays private services promised to come but didn't show up. Your service through Dependacare was amazing & on time! We value this initiative!

7:44 AM · Nov 29, 2019 · [Twitter Web App](#)



Mobility Services

For more information go to:

www.chesterfield.gov/MobilityServices or all the Mobility Services @ 804-706-2796

Questions?