



# HAMPTON ROADS TRANSIT

Hampton Roads Transit (HRT)  
**Unified Service Plan and Policy** for  
Complementary Paratransit Services  
Under The American with Disabilities Act  
(ADA) Revised October 6, 2016

## **Policy**

Hampton Roads Transit's policy is to strictly comply with the Americans with Disabilities Act (ADA) complementary Paratransit regulations issued by the U.S. Department of Transportation.

## **Eligibility**

Eligibility for Paratransit Service is strictly limited to persons who, because of their disability, are unable to use the fixed route public transit service. If an individual meets the eligibility criteria for some trips but not for others, the individual will receive Paratransit Service only for those trips for which they are eligible. Persons accompanying an eligible individual will receive services as required by the ADA regulations.

## **Service Criteria**

Paratransit Service is available only in strict compliance with the requirements of the ADA regulations

- Area of service must be within ¾-mile of the current fixed route service
- Service is provided on an appointment basis with limits on advance reservations. Reservations will be taken up to 7 days prior but not less than 5 PM on the day prior to the requested trip.
- Availability of Subscription Service will be maintained
- Current fare is \$3.50 for each trip
- No trip purpose restrictions or priorities other than conditions specified within a customer's eligibility assessment
- Daily hours of available service are regulated by the current operating schedules of HRT fixed route services
- No capacity constraints
- In the event a customer requests addition assistance in getting from their origin or to their destination, reasonable assistance shall be given providing the driver shall have a clear sightline to the vehicle and/or the other passengers left on board the vehicle would not be presented with a direct threat to their safety.

Premium Paratransit Service will be made available providing there is space available to fulfill the same day trip request and the request is able to be accommodated without significant scheduling delays to other Paratransit riders while adhering to the following parameters:

- Area of service must be within  $\frac{3}{4}$ -mile of the current fixed route service
- Premium service is provided on an appointment basis and is limited by availability, Premium service one-way fare is \$7.00
- No trip purpose restrictions or priorities other than conditions specified within a customer's eligibility assessment
- Daily hours of available service are regulated by the current operating schedules of HRT fixed route services

### **Passenger Rights and Responsibilities**

This plan includes a policy statement on passenger rights and responsibilities.

Paratransit passengers have the following rights:

- Courtesy and respect from public transit personnel, including timely phone service and accurate information
- Service comparable to fixed route
- Information available in accessible format(s)
- Open public involvement process for changes in service or fares
- Reasonably well-maintained vehicles

Paratransit passengers have the following responsibilities:

- Respect for other passengers and public transit personnel
- Obey vehicle and service rules, including but not limited to:
  - No eating, drinking or smoking
  - Origin to Destination service
  - Comply with service rules for scheduled pick up time
  - Keep service animal under control
  - Schedule and use Paratransit Service only when fixed route service cannot be used because of disability
  - Limit “no shows” and late cancellations since these affect the availability and timeliness of service to others. Refer to HRT’s Paratransit No Show and Late Cancellation Policy for definitions, guidelines, and applicable sanctions.
  - When using audio or video devices, please use earphones; loud music will not be tolerated on any HRT vehicle
  - When using cell-phones, please talk quietly

### **Appeals**

Appeals for denials of eligibility or for suspension of Service will be handled by a volunteer three member panel, including not more than one member of HRT staff and at least one member of the Hampton Roads Transit Advisory Committee for Persons with Disabilities. Refer to HRT’s Appeals Policies and Procedures for ADA Complementary Paratransit Services for applicable guidelines.

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