



September 12, 2016

Dear Paratransit Customer:

Hampton Roads Transit (HRT) would like to inform you of the following information:

- Fare change to \$3.50 one-way beginning October 9th
- Free fares on all HRT fixed-route services beginning October 9th
- Current Paratransit Policy updates

Fare Change: Effective Sunday, October 9, 2016

The Paratransit one-way fare will be \$3.50 and ten trip ticket books will be \$35.00 beginning Sunday, October 9, 2016. You may still use tickets and ticket books purchased before October 9th without paying an additional fee.

Free Fares on Fixed-Route Services: Effective Sunday, October 9, 2016

Free fares on fixed-route services only will be available to all certified Paratransit customers beginning October 9, 2016 allowing you to ride HRT's fixed-route buses, light rail, and ferry services for free. For information on fixed-route services, please call (757) 222-6100.

How To Ride Fixed-Route For Free

Certified Paratransit customers **must choose one** of the following identifying options in order to ride fixed-route for free:

Option 1: Show your HRT Paratransit Certification Card (the blue and white card) to the driver. You may be asked to show a picture ID. If you do not have a picture ID with you, you may be charged a fare. An example of a picture ID is a state-issued photo ID.

Option 2: Show the new HRT Paratransit Photo ID Card. To obtain this card you will need:

1. Your Paratransit Certification Card (the blue and white card)
2. State issued photo ID
3. Passport size photo of you. HRT cannot produce one for you. Passport size photos are available for purchase at Wal-Mart, Walgreens and other pharmacies.
4. Bring all of the above items to one of the HRT locations below Monday-Friday between 8:30 a.m. and 4:30 p.m.:

HRT Administration Building
509 East 18th Street
Norfolk, Virginia 23504

or

Hampton Transit Center (HTC)
2 West Pembroke Avenue
Hampton, Virginia 23669

Paratransit customers may contact HRT Customer Service at (757) 222-6000 Monday-Friday between 8 a.m. and 5 p.m. to make an appointment. An appointment is not required, however HRT cannot be responsible for wait times that may affect scheduled Paratransit trips.

- There is no fee to process and create the HRT Paratransit photo ID card.
- However, there is a \$15 fee for replacement Paratransit photo ID cards.
- The Paratransit ID Card will expire on the same date as your Paratransit Certification Card.



Paratransit Policy Updates

The updates below are to HRT's Paratransit Service No-Show Late Cancellation Policy effective June 8, 2016. You can view the entire updated policy at www.gohrt.com or call (757) 222-6087 Monday-Friday between 8 a.m. and 5 p.m. to obtain a copy in its entirety.

- Customer suspension levels for excessive violations were reduced to no greater than 30 days (formerly up to 365 days). New levels are:
 - 1st Violation – Seven (7) day suspension of service
 - 2nd Violation – Fourteen (14) day suspension of service
 - 3rd Violation – Twenty-one (21) day suspension of service
 - 4th Violation – Thirty (30) day suspension of service
- Excessive violations are now defined as follows:
 - Any combination of three (3) late cancellations or no shows in any consecutive three month period **and** the total number of violations exceed 10% of the total trips taken during the three month period
- Consecutive three month periods are now calculated on a quarterly basis:
 - 1st quarter – January 1 to March 31
 - 2nd quarter – April 1 to June 30
 - 3rd quarter – July 1 to September 30
 - 4th quarter – October 1 to December 31
- Customers will be notified in writing of excessive violations on a monthly basis to offer an opportunity for early resolution of misunderstandings or circumstances beyond the customers control, prior to reaching a suspension level.
- With the implementation of this revised policy, as of June 30, 2016 all customers prior suspension levels will not be considered under this policy and will revert back to the 1st violation level (amnesty for prior violations).

Contact Information Recap:

- For information on free fixed-route services call (757) 222-6100
- For questions about the new Paratransit ID Card call (757) 222-6000
- For Paratransit policy updates and questions call (757) 222-6087
- For Paratransit ticket sales call (757) 455-8010 choose option 3
- Dial 711 for TTY/TDD
- Website www.gohrt.com

Thank you.