

Frequently Asked Questions About Paratransit



Is Paratransit a service for the elderly?

Paratransit provides public transportation service for persons with disabilities, who because of their disability cannot utilize fixed route bus service. A person's age has nothing to do with their eligibility for Paratransit service.

How do I become eligible to ride Paratransit

To use Paratransit one must become certified to use the service in accordance with the Americans with Disabilities Act (ADA). To become certified, call 1-(877) ADA RIDE 1-(877) 232-7433 between 11:00 AM – 7:00 PM (ET) to begin the application process; or access the application service online at www.wadaride.com. 24/7

Is Paratransit available to all persons with disabilities

If a person's disability is determined to prevent one from being able to use fixed route bus transportation, Paratransit service is available. The disability may not always be apparent. More specifically, the disability must prevent or affect a person from being able to get to or from a fixed route boarding location, or it must require one to need the assistance of a boarding device and that device not be available (such as a wheelchair lift-equipped bus), or the disability must prevent one from boarding, riding or disembarking from an accessible bus.

Will Paratransit take me anywhere I want to go

Once certified, you may use the Paratransit service for any purpose so long as you are traveling within the Paratransit service area. Some individuals may be certified to ride Paratransit only under specific conditions or for a specified length of time based on their abilities.

What is the Paratransit service area

The Paratransit service area, mandated by the ADA is any location within 3/4 mile of any fixed route bus service, which in the Hampton Roads Transit region includes the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth and Virginia Beach. Areas outside of the 3/4 mile corridor are not serviced and if you are outside of the service area, you must come into the area to receive service.

Can I get Paratransit the day I am certified

We do not offer same day reservations. Currently, you must reserve your ride by 5 PM the day before you wish to travel. For example, if you need a ride at 12 noon on Wednesday, you must call before 5 PM on Tuesday. You can also make reservations up to seven (7) days in advance. The reservation call center operates between the hours of 8 AM to 5 PM, 7 days a week, and 365 days a year including all holidays.

How much does it cost to ride Paratransit

There is a \$3.50 one-way fare

What are the days and hours of operation for Paratransit

Paratransit hours of available service are regulated by the current operating schedules of fixed route service, if there is a change in fixed route bus schedules it will be reflected in Paratransit service also.

When I make a reservation, do I need to have proof that I am certified

When you receive certification, you will be issued a Paratransit ID card with an identification number. You will be required to use this number when making reservations.

How Do I Board

Please have the exact cash or Paratransit fare ticket when boarding the vehicle. Paratransit is an origin to destination service. The drivers are required to assist the rider on and off at the curb which means you will need to meet the vehicle at the curb when it arrives. If you feel you need additional reasonable assistance to or from the vehicle, please let the reservationist know when scheduling your trip. Refer to our Unified Service Policy for more information. The driver will not announce upon arrival, it is the responsibility of the rider to be on watch for the vehicle when it arrives. Please be ready to board the vehicle immediately upon its arrival. The driver will wait no longer than 5 minutes for you at the pick-up location during your pickup window. Paratransit is public transportation and is a shared ride service; others may be sharing a ride with you. Your safety is very important to us. Please comply with the Paratransit rules, and be considerate of your driver and fellow passengers. Each certified rider is limited to two (2) grocery bags or similar sized carry-on packages. The driver cannot carry packages for anyone. We

welcome trained service animals, but they must be kept under your control.

What happens if I need to cancel my Paratransit

reservation Paratransit pick-ups are based on a thirty (30) minute pick-up window. You will be given that pick-up window time frame when making your reservation. For example, if you have a 2:00 p.m. pick-up, the driver may arrive anytime between 1:45 and 2:15 and be considered on time. The wait time of five (5) minutes is allowed after the driver arrives within the pickup window. If you fail to board the vehicle after the waiting of five (5) minutes, a no-show violation occurs. As long as you cancel your reservation at least 2-hours before your thirty (30) minute pick-up window begins, there is no violation. If you do not call before that time, you will be charged with a late cancellation violation. It is also important to remember that if you “no show” or “late cancel” three (3) times in a 90-day period, your service could be suspended.

- To apply for Paratransit, visit www.adaride.com online or call toll free 1-877-232-7433 TDD Line (310)410-0985
- For Reservations and Operations Departments call:
- 757-455-8010 (TDD Customers call 711 Virginia Relay)
- Option 1 - Reservations
- Option 2 - Check on a scheduled ride
- Option 3 - Cancel a trip or Purchase tickets
- Option 4 - Operations Department (Dispatch, Lost and Found, etc)

For questions about certification or services or to remove yourself as a Paratransit passenger call:

**757-222-6087 OPT # 4 or TDD Customers call
711 Virginia Relay**