



**Hampton Roads Transit  
Paratransit Department**  
**3400 Victoria Boulevard Hampton, Virginia 23661**  
**Office: (757) 222-6087 Fax: (757) 222-6025**  
[gohrt.com](http://gohrt.com)

## **HOW TO RIDE HAMPTON ROADS PARATRANSIT SERVICE**

### **SCHEDULING YOUR RIDE:**

When you receive your eligibility certification, you will receive a Paratransit I.D. number and card. You will be required to use this number when making reservations. Reservations can be made from one (1) to seven (7) days in advance of your requested ride, until 5:00 p.m. the day before. You may call as early as 8:00 a.m. to schedule your ride, and reservations are taken seven (7) days a week. Paratransit Services does not accept requests for same day reservations.

Paratransit pick-ups are based on a thirty (30) minute window. You will be given that pick-up window when making your reservations. For example, if you have a 2:00 p.m. pick-up, the driver may arrive anytime between 1:45 and 2:15 and will be considered on time. If a requested time is not available, under ADA regulations, we must offer you an alternate time within one hour prior or one hour after the time you are requesting. This will be discussed with you at the time of your call.

If you will be riding with a personal care attendant (PCA) or companion (guest), please tell the reservationist. A PCA may accompany a certified user at no additional charge. Your eligibility status must indicate that you are eligible to have a PCA travel with you. Companions and additional guest(s) must pay the \$3.50 Paratransit fare, just as you do. If you request to have more than one companion travel with you, your request may or may not be accommodated depending on space availability.

### **HOW TO BOARD:**

Please have the exact cash fare or trip ticket when boarding the Paratransit vehicle. The fare is \$3.50 per trip. HRT Paratransit is origin to destination service. Please meet the vehicle at the curb when it arrives. Paratransit Service is part of the public transportation network and therefore is a shared ride service; you will be most likely riding with other paratransit customers.

Please be ready to board the vehicle immediately upon its arrival. The driver cannot wait any longer than 5 minutes for you at the pick-up location during the scheduled pickup window. Should you require special assistance getting to or from the vehicle, be sure to inform the reservationist when scheduling your pick up or the operator bringing you to your destination.

Your safety is very important to us. Please comply with 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 operator cannot carry packages for anyone. We welcomed trained services animals, but they must be kept under your control.

### **CANCELLING AND CHANGING YOUR RIDE:**

If you wish to cancel your Paratransit trip, you must do so at least two (2) hours before your pick-up window. If your vehicle arrives and you do not board or have not cancelled more than two hours in advance, you will be charged with a “No Show”. If you have excessive “No Shows” or “late cancellations within a consecutive three (3) month period, you may be subject to a suspension of service. Please refer to HRT's No Show and Late Cancellation Policy for more information.

Paratransit drivers cannot take scheduling changes, cancellations, etc., from you. All changes or cancellations must be called into the reservations office. Confirmation numbers for cancellations as well as reservation are given at the time of booking or cancelling. Make a note of your confirmation number for future reference. If you are unable to speak with someone when you call, leave a message with the cancellation information and request a call back to receive your confirmation number.