



Launching February 1: The HRT Paratransit service you know, with a brand new operator!

HRT is now partnering with Via to operate your paratransit service. Almost everything will work the same way – keep reading for more details.

Book rides in advance by calling 757-455-8010 or
using our web portal: hrt.ridewithvia.com

gohrt.com/paratransit



Everything you need to know.

What is changing with the service?

Not much! Our new HRT Paratransit service will be virtually the same. HRT is simply teaming up with Via to bring you faster and more efficient shared trips. Any small differences are designed to improve your experience, and there will be staff available on the phone, online, and on the ground to help support you along the way.

How do I book a ride with the new service?

You'll still call 757-455-8010 to book a ride. Starting on February 1, you'll also be able to book a ride using our new web portal: hrt.ridewithvia.com. Simply type in your pickup and dropoff addresses in the booking window and we'll offer you a few ride choices, including the ability to base your pickup window on either a pickup time or an arrive-by time.

Via's expert team will be on hand to provide your login information and offer assistance (e.g. with vehicle and pickup proximity requirements).

How do I locate my driver with the new service?

You'll still need to be ready for your pickup during the window the operator provides, and one of our expertly trained drivers will arrive to pick you up in an HRT-branded vehicle! If the driver isn't able to find you at the pickup location, they'll either exit the vehicle and audibly announce themselves to anyone waiting at the curb before offering assistance with boarding, or will securely call you to coordinate through their driver app. If you have any issues, you can always call us for support at 757-455-8010.

How will I pay for my ride?

Each one-way trip still costs \$3.50. You can pay using cash or tickets, but tickets will no longer be available for purchase in the vehicles.

How can I contact the HRT Paratransit team?

Starting February 1, there are a few ways to contact us:

For booking and support: call 757-455-8010

For eligibility and other policies:
email paratransitdept@hrtransit.org or
visit gohrt.com/paratransit/faqs/