



**Hampton Roads Transit
Paratransit Department**
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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 are 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. You may call as early as 8:00 a.m. until 5:00 p.m. the day before 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 specific 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:

When boarding the vehicle, please have ready the exact cash fare, a Paratransit trip ticket, or you may establish credit card fare payments (through a linked account in advance). The current 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 pickup 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.

DRIVER ASSISTANCE:

- Drivers are required to offer customers assistance with stability when boarding or exiting a vehicle, securing your mobility device, and securing your seatbelt or safety harness.
- Drivers are not required to assist in the operation of mobility devices at any time or act as a customer's personal care attendant.
- Drivers are also not permitted to assist with or handle service animals.
- Because our Paratransit Service is an origin-to-destination service, drivers are not required to assist you to or from your door. Should you require additional assistance to or from the vehicle, let the person who is arranging your reservation know in advance. In the event a customer requests additional 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.
- Drivers have no medical certification to be able to assist in any medical situation other than contacting Dispatch to coordinate with emergency responders. It is recommended that the certification department has a current emergency contact on file for you.

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 reservation's 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.