



Paratransit Service
Scheduling Revisions for a Pending or Declared Emergency
Effective 08/01/2013; Revised 10/06/2016

Requesting Your Same Day Ride:

Regular service reservations are generally accepted from one (1) to seven (7) days in advance of your requested ride and up until 5:00 p.m. the day before. In the case of a declared or pending emergency, Hampton Roads Transit may respond to same day trip requests for evacuation and transportation within the regular Paratransit service area. Announcements will be made on our website and all our normal media communication systems that the same day trip requests will be considered.

Please note: Only requests related to an evacuation or the emergency situation will be considered. Same day trips may be scheduled as long as fixed route service operations continue within the area requested and providing vehicles with operators remain available. Following an emergency situation, Hampton Roads Transit will consider same day trip requests from clients returning to their residences providing fixed route service has been restored to the area requested. All other standard policies for utilizing Paratransit Services will remain in effect and emergency trips will not be considered as part of the Premium service program.

Passenger responsibilities remain in effect at all times and each certified rider is limited to two (2) grocery bags or similar sized carry-on packages. The operator cannot carry packages for anyone. As always, trained service dogs are permitted in accordance to the ADA Guidelines, but they must be kept under your control. Pets can only be transported on Paratransit vehicles as stated in regular HRT guidelines.

Personal trips to and from the grocery store or pharmacy, for example, will not be considered “emergency” related during pending or declared emergency situations. Plan on stocking necessities and filling prescriptions well before transportation services may be affected and schedule your regular trips accordingly.

Paratransit pick-ups will still be based on a thirty (30) minute window. You will be given a 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 you will be accompanied by a personal care attendant (PCA) or companion (guest), please tell the reservationist. A PCA may accompany a certified client at no additional charge. Your eligibility status must indicate that you are eligible to have a PCA travel with you. Companions and any 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.