

Heads up! Temporary Changes to HRT Paratransit Support starting June 14th.



Download Rider App

We're making some improvements to the HRT Support Line, which means there will be the following temporary changes:

Starting Friday evening, June 14th:

- You will still call into (757) 455-8010 please be prepared with your Paratransit Identification Number!
- Instead of using our automated system, you will now be assisted by one of our live support agents for anything you need, including to check the status of your ride, cancel an upcoming ride, or to add a payment method.

Mid July onward

- You will still be able to connect with a live agent
- You will have the ability to use the automated system to check the status of your ride or cancel an upcoming ride

Don't worry, you will still have visibility to the timing of all of your upcoming trips through text messages and courtesy phone calls the night before and day of your trip

That's it! Everything else related to call center experience will stay the same

Visit <https://gohrt.com/paratransit/> for more about HRT Paratransit.

Call (757) 455-8010 to book a ride or with any questions.

