

## Paratransit Transportation

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

To become certified as eligible to use the Handi-Ride service, submit an "Application for ADA Complementary Paratransit Service". Certification is for a maximum period of up to 3 years.

Family

No

Intake Contact Email

paratransitdept@hrtransit.org

Intake Process

Call to request an application for paratransit services or apply online. A complete application is required for new applicants and those needing to apply for re-certification. A minimum of one medical, rehabilitative or healthcare professional must be listed as a reference on your application. You can use a web portal or app to request a ride.

Intake Contact Telephone

(877) 232-7433

Provider Refer

No

Report Problems

Call the Agency

Self Refer

Yes

Hampton Roads Transit

<https://gohrt.com/>

<https://gohrt.com/paratransit/>

<https://www.facebook.com/hrtfan>

[https://twitter.com/gohrt\\_com](https://twitter.com/gohrt_com)

Main

(757) 455-8010

Toll-Free

(877) 232-7433

TTY/TTD

711

3400 Victoria Boulevard

23661 VA

United States

Monday: 5:00 am-7:00 pm

Tuesday: 5:00 am-7:00 pm

Wednesday: 5:00 am-7:00 pm

Thursday: 5:00 am-7:00 pm

Friday: 5:00 am-7:00 pm

Saturday: 7:00 am-7:00 pm

Sunday: 8:30 am-5:00 pm

Additional Availability Comments

Paratransit service operates the same days and hours as the fixed route schedule.

Fee Structure

Fixed Fee

Payment Method(s)

Private Pay

Languages Spoken

English

,

Spanish

Paratransit service works side-by-side with Hampton Roads Transit (HRT) fixed route services in a “demand-response” capacity, meaning eligible customers call in advance for the service to be delivered. This service is an origin-to-destination, shared-ride service for the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. HRT provides Paratransit services to and from locations within 3/4 of a mile of our existing fixed-route services, using a variety of

vehicles including lift-equipped vans.

A fare is required for each ride. These services are federally mandated because of the Americans with Disabilities Act (ADA) of 1990. Hampton Roads Transit's HRT paratransit service is not door-to-door, as may be provided in other areas. All HRT vehicles, except light rail, are equipped with electronic fare boxes. Fare boxes accept cash, coins, and GoPasses. Fare boxes and/or vehicle operators cannot make change, so please have the exact fare when boarding. All sales are final. HRT does not give refunds on any purchases

Paratransit ticket books may be purchased at HRT Customer Service windows and many retail locations in Hampton Roads. Riders may also pay for the paratransit trip by putting a credit card on file.

To apply or recertify for Hampton Roads Transit Paratransit services, call ADARIDE toll-free at (877) ADA-RIDE (1-877-232-7433) and request an application by mail.

Service Area(s)

Chesapeake City

,

Hampton City

,

Newport News City

,

Norfolk City

,

Portsmouth City

,

Virginia Beach City

Email

[customerservice@hrtransit.org](mailto:customerservice@hrtransit.org)