

## Accessible Transportation

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

Age Requirements

No Age Requirement

Other Eligibility Criteria

Call the HRT Paratransit office for eligibility requirements at (757) 222-6087. Office hours are Monday through Friday from 8:00 am - 4:00 pm.

Intake Contact

HRT Paratransit Call Center

Intake Contact Email

paratransit\_dept@hrttransit.org

Intake Process

Visit the website or call the office. You can reach Customer Service at 757-222-6100.

Intake Contact Telephone

(757) 455-8010

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) 222-6100

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

Customer Service Hours on Holidays are 9:00 am until 4 pm. Please see the website for transportation schedules.

Fee Structure

Fixed Fee

Payment Method(s)

Private Pay

Languages Spoken

English

,

Spanish

Hampton Roads Transit (HRT) serves all of North and South Hampton Roads. Public transportation on a fixed route is provided throughout the seven cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, Suffolk, and Virginia Beach. Routes and schedules are available to view and download from the website. HRT offers Paratransit Services for persons with a disability who are unable to use fixed-route public transit. Please see the website to determine eligibility.

When you receive your eligibility certification, you will receive a Paratransit ID 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 am until 5:00 pm 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.

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.

Service Area(s)

Chesapeake City

,

Hampton City

,

Newport News City

,

Norfolk City

,

Portsmouth City

,

Suffolk City

,

Virginia Beach City

Email

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