



Para-transit Holidays

- NEW YEAR'S DAY
- MEMORIAL DAY
- INDEPENDENCE DAY
- LABOR DAY
- THANKSGIVING DAY
- CHRISTMAS DAY

APPOINTMENTS

The scheduling of medical appointments or reservations may be made up to fourteen (14) days in advance of the trip date. Same day requests will be honored if scheduling permits. Reservations for next day service will be taken Monday thru Friday, 7:30am until 5:00pm by calling 804-324-5658.

Confirmation will be made the same day or the morning of the next regular business day. The paratransit service is available 6:00a.m. until 6:15p.m. Monday thru Friday and 7:00a.m. until 6:15pm on Saturday.



Petersburg Station

Petersburg Area Transit is pleased to offer para-transit service to residents of the City of Petersburg, City of Hopewell, and portions of Prince George and Dinwiddie Counties, who have a permanent or temporary physical or mental impairment that substantially limits one or more of the major life activities and/or are 70 years old or older. Call for more information today 804-324-5658.



Let's Get You There!!



Going Forward



Connecting the Tri-Cities

Para-Transit Transportation Service



**For more information
804-324-5658**



**CHARLES L. KOONCE Jr.
Director of Mass Transit**

**CYNTHIA BANKS
Paratransit Supervisor**



Para-transit Services

TRIP PURPOSE

The para-transit service is available for any trip purpose in the service area. To include but not limited to medical appointments, shopping, recreation, senior centers, group outings, and more.

QUALIFICATIONS

Petersburg Area Transit offers para-transit service to persons who have a permanent or temporary physical or mental impairment that substantially limits one or more of the major life activities and/or are 70 years old or older.

IDENTIFICATION CARDS

Photo identification cards are required of all para-transit patrons that are residents of the City of Petersburg, City of Hopewell, and portions of Prince George and Dinwiddie Counties. Photo identification cards are taken on the second Tuesday of every month from 9:00a.m. until 1:00 p.m. at 100 W. Washington Street. If a holiday falls on the day of the month, pictures are due to be taken the next business day.

VISITATION POLICY

It is Petersburg Area Transit's pleasure to provide para-transit service to any visitor with proper documentation of ADA eligibility from another public entity or anyone visiting whom is ADA eligible for para-transit transit.



Petersburg Station

S PAT paratransit service area is defined as the Petersburg Area Transit fixed route service area that is 3/4 miles outside the furthest service stop, on our fixed route system. For further information please call 804-324-5658.



FARE INFORMATION

Para-transit patrons are charged \$1.75 for each one-way trip. Certified Personal Care Attendants are limited to one per patron and not charged a fare. Guest may ride at normal fare price. The passenger must be registered with PAT as requiring a PCA. This is done as part of the eligibility process and can be updated at any time.



Going Forward

Connecting the Tri-Cities

NO SHOW POLICY

In accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary paratransit service, PAT, has developed a no-show policy to encourage responsible trip scheduling and use by its customers. The policy is necessary to reduce the negative impact no-shows have on the service provided to other customers.

A no-show occurs when you cancel a scheduled trip at the door or when you do not cancel your trip at least 60 minutes before your pick-up. If you are not ready to ride within five minutes of the arrival of your bus within the 30-minute pickup window you will receive a no-show. If a rider shows a pattern or practice of "no shows" he or she will be recommended for suspension. No-shows are reviewed each quarter.

