



PARA-TRANSIT HOLIDAYS

- NEW YEARS DAY
- MEMORIAL DAY
- JUNETEENTH DAY
- LABOR DAY
- INDEPENDENCE 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. Reservation for next day service can be made 24 hours a day by calling 804-324-5658. If you receive an answering service leave a message and someone will return you call the next day of service.

Confirmation will be made the same day or morning of the next regular business day. The paratransit service is available 5:45 a.m until 6:15 p.m. Monday thru Friday and 7:15 a.m. until 6:15 p.m 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 the City of Colonial Heights, 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 65 years old or older. Call for more information 804-324-5658.

PAT is committed to making reasonable modifications in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability.

Requests for reasonable accommodations should be made at the time of reservation by calling 804-324-5658.

Accessible formats to requests reasonable accommodations may be made available upon request.



Going Forward

Connecting the Tri-Cities

Para-Transit Transportation Service



For more information call
804-324-5658



CYNTHIA BANKS
Paratransit Supervisor



Para-transit Services

TRIP PURPOSE

The para-transit services 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 65 years or older.

SERVICE ANIMALS

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. The use of a service animal must be identified on the ADA application. In order to ride PAT Transit:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- You are responsible for any damage caused by the animal (49 CFR 37.167 (d)).

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 for anyone visiting whom is ADA eligible for para-transit.



Petersburg Station

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

NOTE: PAT is currently offering

FREE fare rides until further notice.

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.

