Mobility Management and Scheduling Programs

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

Age Requirements

No Age Requirement

Intake Process

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

Provider Refer

No

Report Problems

Call the Agency

Self Refer

Yes

Hampton Roads Transit

https://gohrt.com/

https://gohrt.com/customer-service/

https://www.facebook.com/hrtfan

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
Fee Structure
Fee Range
Payment Method(s)
Private Pay
Languages Spoken
English
,
Spanish

Hampton Roads Transit offers multiple transportation options, including bus service, light rail, shuttle, taxi, and ferry throughout the region. Visit [Customer Service](#) to learn about Frequently Asked Questions, and Transit Center hours, and to review service alerts, service delays, or cancellations. Get assistance with Get a Note, Language Interpreter Support, Holiday Schedules, Inclement Weather Plan, and Passenger Code of Conduct.

If you have a bike, only fold-up bicycles are allowed inside the bus and must be folded prior to bringing them on board. If you do not have a fold-up bicycle and the rack is full, you must wait for the next bus.

Bus operators cannot make change on buses. If you are using cash, please present the exact fare as you board.

The complaints Section is open on weekdays, 8:00 am until 5:00 pm. Customers may leave a voicemail if a Complaint Specialist is unavailable. Contact Customer Service for the Lost and Found department.

Service Area(s)
Chesapeake City
,
Hampton City
,
Newport News City
,
Norfolk City
,
Portsmouth City

,
Virginia Beach City
Email
customerservice@hrtransit.org