

## **Paratransit Service**

We can accommodate riders with:

Escorts (with paid fare)

,

Hearing Impairment

,

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

,

Vision Impairment

To accommodate riders, we offer:

Lift equipped vehicle(s)

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Riders must meet the paratransit certification requirements of the Americans with Disabilities Act.

Family

Yes

Intake Process

All persons who use this service must be issued a para-transit card. Applications are available in the Transit office located at 301 East Cork Street. Call for an application to be mailed if you cannot get to the office. Application instructions will be given within the application. Applications are also available on the website. You may request an application through the mail by contacting the office. For further information, please contact the Transit Office at (540) 662-3982. Trips are scheduled

on a first-come, first-served basis.

Intake Contact Telephone

(540) 662-3982

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Residents and paratransit certified visitors of the City of Winchester

Self Refer

Yes

Winchester Transit

<https://www.winchesterva.gov/public-transportation>

<https://www.winchesterva.gov/Services-Payments/Public-Transit/Paratransit>

Main

(540) 662-3982

301 East Cork Street

22601 VA

United States

Monday: 6:00 am-8:00 pm

Tuesday: 6:00 am-8:00 pm

Wednesday: 6:00 am-8:00 pm

Thursday: 6:00 am-8:00 pm

Friday: 6:00 am-8:00 pm

Saturday: 8:50 am-5:00 pm

Sunday: Closed

Additional Availability Comments

The service is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving, Christmas Eve, and Christmas Day. And all Sundays.

Fee Structure

No Fee

Payment Method(s)

Cash only

Languages Spoken

English

The Complimentary Para-Transit Service is a public transportation service that operates within the City of Winchester for people whose disability prevents them from riding fixed-route transit some or all of the time.

This is an origin-to-destination service whereby passengers are picked up at the curb of their pick-up point and delivered to the curb of their destination. Paratransit service is provided within the City and to those destinations which are within 3/4 of a mile from any city fixed-route bus stop.

Wheelchair-accessible vans and buses serve the patron. Please call at least a day in advance to make an appointment. Drivers are not allowed to enter homes or assist passengers with packages. But drivers are required to provide assistance from the vehicle to the first doorway for customers who need additional assistance to complete their trip.

The required application is available on the website.

Para-transit service is public transportation; therefore, drivers will only wait 5 minutes past the scheduled pick-up time. All passengers must be at the curb ready to board when the driver arrives. Trips are to and from destinations only.

Service Area(s)

Winchester City

Email

[transit@winchesterva.gov](mailto:transit@winchesterva.gov)