

## On Demand Public Transportation

We can accommodate riders with:

Manual wheelchairs

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Powered wheelchairs

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves all people of all ages, for all reasons. Children younger than age 12 must be accompanied by an adult.

Family

Yes

Intake Process

Call as far in advance as possible to schedule a ride. 24 hours advance notice required with two business days notice preferred. If you leave a message on voice mail, call back to talk to a dispatcher to confirm your ride.

Intake Contact Telephone

(877) 869-6046

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Bay Aging

<http://www.bayaging.org>

<https://www.baytransit.org/scheduling-new/>

Main

(804) 250-2011

Toll-Free

(877) 869-6046

111 Commerce Parkway  
22572 VA  
United States

#### Additional Availability Comments

Call Monday through Friday anytime between 6:00 am and 6:00 pm to talk directly with a dispatcher. The toll-free Ride Line accepts calls 24 hours per day. Buses run Monday through Friday 6 am until 6 pm

#### Fee Structure

Call for Information

#### Payment Method(s)

Cash only

#### Languages Spoken

English

Bay Transit is a nonprofit community transit service. Bay Transit is a program of Bay Aging. Bay Transit provides transportation for people of all ages, for all reasons. Accessible and safe transportation to the local destination of a rider's choice is provided without regard for disability, age, or economic status. Bay Transit provides on-demand service and offers fixed routes in some communities.

Dispatch telephone numbers include toll-free calls 24 hours per day from all areas (877) 869-6046.

To schedule during Monday through Friday, the dispatch hours are 6:00 am - 6:00 pm.

For Charles City, King and Queen, King William and New Kent Counties call (804) 966-8743;

For Essex, Lancaster, Middlesex, Northumberland, Richmond, and Westmoreland Counties and in Colonial Beach call (804) 250-2011;

For Gloucester and Mathews Counties call (804) 693-6977.

Fare exceptions include Colonial Beach is \$1.00 per stop and Colonial Beach Discount Ticket Books are 10 tickets per book for \$8.00; Dahlgren daily is \$3.00 one way and Monthly Pass (both ways) are \$60.00; Spotsylvania Mall from Colonial Beach is \$4.00 one way; New Kent and Charles City to Williamsburg or

Richmond is \$3.00 one way; West Point Around Town is 50 cents; and Seasonal Trolleys are 50 cents.

If using cash, exact change is required.

Service Area(s)

Charles City County

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Essex County

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Gloucester County

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King William County

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King and Queen County

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Lancaster County

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Mathews County

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Middlesex County

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New Kent County

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Northumberland County

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Richmond County

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Westmoreland County