

NEW RIVER VALLEY
TRANSPORTATION RESOURCE GUIDE
2021



New River Valley Agency on Aging & New River Valley Senior Services

Mobility Coordination Program

Transportation Resource Guide **for the New River Valley**

Provided by
New River Valley Agency on Aging & New River Valley Senior
Service, Mobility Coordination Program

The following is a guide for clients and residents of the New River Valley to inform and educate on the different transportation options. Providing detailed information on services available with contact information to encourage travel independence.

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Blacksburg Transit - 540-433-1500(M-F 8 a.m. - 5 p.m.)
Public Transportation

BT Access

BT Access is a paratransit door-to-door service complementing fixed route bus service in Blacksburg. The service is available for persons with a temporary or permanent disability who meet the criteria established under the **Americans with Disabilities Act**. Passengers must be certified to use BT Access, applications can be downloaded from their website or obtained from their office., or can be mailed by request by calling 540-443-1533.

Service Area

BT Access serves all areas within the Blacksburg town limits, including the Lewis Gale Hospital Montgomery and the doctors’ offices on the same campus. Service is offered within the Blacksburg town limits during the same days and times as fixed route bus service.

If traveling to Christiansburg, BT Access passengers may schedule a transfer at the hospital to the Go Anywhere service or to the Two Town Trolley.

How to Apply for BT Access

To determine eligibility, applicants are required to complete an application. Please note there are two parts to be completed and submitted.

Please return applications via any of the following options:

- **Email:** btaccess@blacksburg.gov
- **Fax:** Attention BT Access to 540-951-3142
- **Mail:** BT Access, 2800 Commerce St., Blacksburg, VA 24060

BT Access Eligibility After 21 Days

Staff will review applications promptly. While under review, applicants may schedule and use BT Access. Eligibility decisions will be made within 21 days of receipt of a complete application. For those applications not processed within 21 days of receipt, the applicant will be allowed to continue to use the service until such time as a written determination is made.

Feel free to contact BT for assistance, by calling 540-443-1533 or 540-961-1803, or e-mailing BTAccess@blacksburg.gov

Scheduling a Trip

If you are certified, you may begin using the BT Access service. Please call 540-443-1533 or 540-961-1803, to schedule your trip(s). Trips must be scheduled at least one day in advance, but not more than 14 days in advance.

ADA Eligibility Card

Certified BT Access passengers will receive an ADA Eligibility Card with an ID number. This non-transferable card also allows the holder temporary eligibility on any ADA compliant paratransit system in the United States. BT Access reserves the right to require a new eligibility assessment at any time. A new eligibility assessment may be required for, but not limited to:

- Possibility of improvements in a passenger's ability to use a BT accessible low floor bus.
- Any improvements in public physical barriers previously preventing a passenger use of a BT accessible low floor bus.

Visitors with Disabilities

Individuals traveling to Blacksburg, who present documentation of ADA Paratransit eligibility by a public entity, are eligible for BT Access paratransit services for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service. If service is requested beyond this period, individuals will be required to apply for certification.

Personal Care Attendant and Companion

If a passenger requires the assistance of a Personal Care Attendant they may ride with you free of charge. A companion is also permitted to ride with you, however they will be required to pay the normal fare of 50 cents.

Travel Training

Travel training is designed to teach seniors and people with disabilities how to travel safely and independently on a fully accessible low floor fixed-route bus. Travel training determines how disabilities affect travel and then travel skills are tailored to each person's needs. Remember, riding the bus does not jeopardize the ability to use BT Access services, but allows the passenger more flexibility and freedom to travel whenever they choose. For more information on BT Access, or any of the above please call [540-443-1533](tel:540-443-1533) or email btaccess@blacksburg.gov

Christiansburg Service

Blacksburg Transit operates four routes within the Town of Christiansburg, The Explorer, Go Anywhere, Commuter and the Two Town Trolley. Descriptions of each follow below. Seatbelts are required for **all Go Anywhere and Explorer adult passengers and older children big enough for seat belts to fit properly at all times when the vehicle is in motion. Child safety seats must be used, when appropriate.**

The Explorer

The Explorer route covers many of the residential areas and the businesses in Christiansburg and the shopping district near the NRV Mall. With two hourly routes and the ability to request deviations, riders can travel to a wide range of popular locations within the town.

Tips for reading the schedule:

- Stops are listed in the order served, however not all are listed.
- Stop times are estimated; please arrive at least five minutes before the posted departure time.
- A yellow triangle represents a time check, a location where the bus does not leave before the designated time.
- Several areas, especially along Roanoke Street, have stops along both sides of the street.

Deviation stops

- The Explorer Blue and Gold routes may deviate off the route to drop off or pick up passengers as long as the deviation meets certain criteria.
- Passengers may request a deviation stop in two ways:
 - **After boarding** - ask the operator to request approval for a deviation stop.
 - **Before boarding**, e.g. when the location begins off the route - call BT two hours in advance of the desired pickup time, and request a deviation stop.

Requests are considered on a first come, first served basis, and will be approved if: (1) the requested stop is an approved location, (2) the deviation will take not more than five minutes, and (3) the deviation will not result in the route being late. To request a deviation please call two hours in advance on the day the deviation is being requested. Between 7 a.m. and 12 p.m. call [540-443-7111](tel:540-443-7111), between 12 and 5 p.m. call [540-443-1500](tel:540-443-1500).

Go Anywhere

The Go Anywhere route will pick you up and take you anywhere within the Town of Christiansburg. Reservations are required.

Tips for scheduling a Go Anywhere trip:

- Reserve your trip by calling **540-443-7111**, between the hours of 7 a.m. and 12 p.m., Monday through Friday. Reservations are not accepted by voicemail.
- Reservations can be made up to fourteen days in advance. All reservations are first come, first served, including same day reservations.
- Cancellations must be made at least two hours prior to the scheduled pick-up time, and can be left on voicemail.

Commuter

As of December 2020, this service has been suspended. Please use Go Anywhere at this time.

The Commuter route provides service between Christiansburg and Blacksburg, Monday through Friday based around a traditional work schedule of 8 a.m. and 5 p.m. One trip in a morning takes riders from Christiansburg to Blacksburg, and a return trip in the afternoon takes riders from Blacksburg back to Christiansburg. The bus makes multiple stops in Christiansburg, the Virginia Tech campus and surrounding area.

Two Town Trolley

The **Two Town Trolley** provides an hourly connection between Blacksburg and the shopping district near the NRV mall in Christiansburg. This route is a semi-express service between the two towns. The bus makes multiple stops in Christiansburg and limited stops between Christiansburg and Blacksburg. The Two Town Trolley operates seven days a week.

Pulaski Area Transit

Public Transportation

The Town of Pulaski transit service includes two fixed routes that have key transfer points located at Walgreen's on the corner of Memorial Drive and Route 11 and the Commerce Street Shopping Center.

Each bus arrives approximately every 30 minutes at each bus stop.

Route A

Commerce Center	Poor Boys
Fast Shop 1	Meadowview Apartments
Tom's Drive In	Fast Shop 2
Kiwanis Park	Washington Square
Medical Arts	YMCA
Community Action	Skyline Circle
5th and N Washington	Walgreens
Lewis Gale Hospital	

Route B

Commerce Center	Family Dollar
National Bank DT	Food Lion
Agency on Aging	Laurel Wood
Senior Center	Food City
Budget Inn	CVS
Subway	Ollies
Speedway	Magic Mart
McDonalds	Pulaski Village
Hardees	Walgreens

\$0.75 fare for fixed route service in the Town of Pulaski. Monthly Bus Passes are available for \$20.00.

Hours of Operation: **Monday - Friday** 6:30 a.m. - 5:30 p.m.
 Saturday 9:00 a.m. - 3:00 p.m.
 Sunday Closed

**Reservations must be made at least one day in advance (up to 14 days in advance.) \$1.50 fare (not included with monthly bus pass) ADA Complementary Paratransit available for those that qualify. Those that qualify for ADA services may ride the fixed route free of charge. If you have any questions, suggestions or concerns please feel free to call us at 540-[980-5040](tel:540-980-5040).*

Radford Transit Public Transportation

Operates in the City of Radford and into Fairlawn, offering set routes. To see routes and times offered please visit their website www.radfordtransit.com

Fare Information

- **General Public Fare: \$1.00**
- **Adults 65 & Older, Persons with Disabilities: Free**
- **Children 12 & Under: Free** (*when accompanied by an adult*)
- **Radford University: RU ID Card Radford University Students, Faculty & Staff:** *No charge when proper [RU identification](#) is presented.*
- **Monthly Pass: \$20.00**

Exact fares only. Passengers are required to have exact fare when boarding buses. One-dollar bills and coins are accepted. ***Drivers do not carry money and cannot make change.***

Accessibility

All Radford Transit buses are accessible for mobility devices, such as wheelchairs, electric scooters, walkers, and crutches. Drivers are trained to assist disabled passengers boarding or exiting the vehicle.

Tips for boarding a bus:

- Wait in line with other passengers and inform the driver you wish to board the bus.
- A driver will use a lift or ramp when necessary for boarding or exiting. The total weight of a wheelchair and passenger cannot exceed 800 pounds.
- For your safety, drivers may suggest that a passenger back a wheelchair onto the lift.
- Passengers using the lift or ramp may exit at any designated stop, unless the lift cannot be deployed or other conditions make the stop unsafe. If the lift cannot be deployed or other conditions make the stop unsafe, the driver will make reasonable accommodations to assist the passenger such as moving the vehicle to a location where it would be safe to stop.
- All mobility devices should be properly stored, outside the aisle and in the securement area as necessary, for the safety of all passengers.
- On rare occasions when a lift is inoperable or the securement and priority seating areas are full, a disabled passenger may be unable to board. In either situation, if the next bus is not due to arrive for more than 30 minutes, the driver will offer the passenger a transfer, and arrange alternative transportation.

Securement Area and Priority Seating

Passengers with disabilities are not required to use priority seats; however, if you're a disabled passenger needing to sit in priority seating, the operator will ask individuals sitting in the area to move. Other disabled or elderly customers may remain seated, while all other passengers should comply with the operator's request. While Radford Transit makes every effort to inform passengers of the policy regarding the securement and priority seating area, an operator cannot force

passengers to move. Customers traveling with children in strollers may sit in the securement and priority seating area, but should comply with the operator's request to collapse the stroller or relocate to other seating to accommodate an elderly or disabled passenger.

Wheelchair Securement: Customers using a wheelchair must use the designated securement area and may secure or unsecure their wheelchair without assistance from the operator. All mobility devices must be secured using a four-point securement system before the bus may resume service.

Smart Way Bus

The Smart Way is a commuter bus service that links the Roanoke Valley to the New River Valley. The service begins in downtown Roanoke at Valley Metro's Campbell Court Transportation Center and ends at the Virginia Tech Squires Student Center. The route from the New River Valley to the Roanoke Valley is the exact reverse.

Free copies of the Roanoke Times are available for our passengers to enjoy while riding the Smart Way Bus. They are available on a first come, first served basis.

Smart Way Express Bus

The Smart Way Express (SWX) is a commuter bus service operated by Valley Metro. The Smart Way Express connects the Virginia Tech main campus in Blacksburg with the Virginia Tech Carilion School of Medicine and Research Institute (VTCRI) on the Roanoke campus.

Both the Smart Way and the Smart Way Express are operated by Valley Metro. For more information you may call or email to the following:

Smart Way Bus Phone: 540-982-6622

Bus Information Phone: 540-982-2222

Valley Metro Office: 540-982-0305 Fax: 540-982-2703

Valley Metro Toll Free: 800-388-7005

Email: info@valleymetro.com

Administrative Office
1108 Campbell Ave., SE
Roanoke, VA 24013

Mailing Address
P.O. Box 13247
Roanoke, VA 24032

Virginia Department of Motor Vehicles:

The Virginia Department of Motor Vehicles is the governmental agency responsible for registering and titling automobiles and other motor vehicles as well as licensing drivers in the Commonwealth of Virginia. Online services include over 30 online transactions, available at www.dmv.virginia.gov. The central office is located in Richmond, **Phone:** (804) 497-7100. Local New River Valley Office, Customer Service Center locations: Note you may want to call ahead to verify services and make an appointment if necessary.

Christiansburg: Customer Service Center
385 Arbor Drive, Christiansburg, VA 24073-6577
Monday - Friday: 8:00 a.m. - 5:00 p.m.
Saturday: 8:00 a.m. - 12:00 p.m.

Pulaski: Customer Service Center
1901 Bobwhite Boulevard, Pulaski, VA 24301-4233
Monday - Friday: 9:00 a.m. - 5:00 p.m.
Saturday: 8:00 a.m. - 12:00 p.m.

Note: No tickets for testing will be issued 30 minutes before closing.

Ambulance Providers in the NRV:

Richardson Ambulance Service
2520 Tyler Road
Christiansburg, VA
276-783-4357

Blue Ridge Ambulance Service
276-620-7433 ask for Leon

Christiansburg Rescue

100 E. Main Street
Christiansburg, VA
Phone: 540-382-9518

Enterprise Car Rentals and Sales

Offering options for ownership visit the website at www.enterprise.com

New River Valley Locations for rentals:

2793 Virginia Ave, Narrows, VA 24124

1500 Tyler Ave, Radford, VA 24141

1601 Tech Center Dr, Blacksburg, VA 24060

55 Ponderosa Dr NE, Christiansburg, VA 24073

Freedom First Credit Union

Responsible Rides® Program: Anyone who has driven an unreliable vehicle knows it can limit your ability to earn, spend time with family, and choose your housing, schools, and social activities.

This partnership between Freedom First, TAP in the Roanoke Valley, NRCA in the New River Valley, STEP, Inc. in Franklin County, and multiple auto dealers incorporates financial education and vehicle maintenance classes with our loan product.

Anyone who has driven an unreliable vehicle knows it can limit your ability to earn, spend time with family, choose housing, schools and social activities. The partnership between Freedom First, Total Action for Progress (TAP) in the Roanoke Valley, New River Community Action in the New River Valley, STEP, Inc. in Franklin County, and multiple auto dealers incorporates financial education and vehicle maintenance classes with our loan product. This Program helps working families avoid the high interest rates offered by predatory lenders, high down payments, hidden purchase costs, and the limitations caused by a poor credit history. **Responsible Rides®** includes financial education and vehicle maintenance training. For more information contact the Responsible Rides Coordinator **(540) 904-4445** or at Info@responsiblerides.com

Virginia CARES – New River Community Action

The mission of Virginia CARES (Virginia Community Action Re-Entry System) is to assist newly released ex-offenders and their families in making a successful transition from prison to their community.

The social services Virginia CARES assists newly released ex-offenders by providing transportation, food, clothing, and shelter, guidance for job interviews, job leads,

and referrals to other agencies that would further benefit the client's stability in the community.

110 Roanoke Street
Christiansburg, VA 24073
540-382-9382

Giles Health and Family Center – Giles County, Virginia

Providing transportation services to and from doctor's appointments. Rates are based on mileage and whether the rider requires a wheelchair accessible vehicle. Residents of Giles County are offered economical rates for transportation to Giles County medical offices, hospital and therapy clinics. Self-pay rate options for traveling outside the Giles County area is available.

701 Wenonah Ave
Wenonah Ave.
Pearisburg, VA 24134
540-921-3024

New River Valley Community Services – Community Transit

Community Transit (CT) serves individuals in our community who live with behavioral health issues. Specifically, providing transportation to and from day support and treatment programs for clients of NRVCS. Transportation is also provided to hospital and doctors' visits for individuals with Medicaid transportation funds. Community Transit's service area includes the counties of Floyd, Giles, Montgomery and Pulaski, as well as the City of Radford.

CT has a fleet of 10 body-on-chassis buses and 6 mini-vans. All CT vehicles are accessible with wheelchair lifts or ramps and securement areas. All CT drivers are certified in Passenger Service and Safety (PASS) training.

CONTACT INFORMATION:

Phone: 540-831-5911
Fax: 540-831-6187

ADDRESS:

2B Corporate Drive
Radford, VA 24141

Learn more at radfordtransit.com

The New River Valley Senior Services

Has more than one non-emergency medical transportation program and other programs to assist clients in identifying options available within their community

and to assist when program eligibility is met. If clients live in a transit service area or have Medicaid transportation coverage they must use those resources.

Mobility Coordination – Offering transportation resource options, travel training, education, and assistance. The program serves NRV adult residents with no age restriction for eligibility. Depending upon the resources available and the needs of the individual will determine options for transportation. Accessible transportation available.

Med-Ride Volunteer Driving Program – Serves adults living within the New River Valley and have no other options for non-emergency medical transportation; no insurance coverage for transportation, do not own or operate an automobile, no access to public transportation or no family/friends to assist with transportation to non-emergency medical appointments. A co-pay of \$5, \$10 or \$15 per transport depending upon gross monthly income. Eligibility and enrollment will be determined based on client information. Services are subject to program funding. Accessible transportation when available.

Detailed Travel Training offered to anyone calling with questions on how to use any of the public transit providers serving the NRV. Phone coaching and written detailed trip itinerary for those who ask can be provided by the Mobility Coordinator, 540-980-7720

For additional information contact the Mobility Coordinator at 540-980-7720. Priority scheduling for seniors 60 and older and those with disabilities.

Self-Pay transportation options available, with accessible vehicles if needed, for in the NRV or outside the NRV to non-emergency medical appointments, therapies or other specialty non-medical appointments.

Main Office number: 540-980-7720
6226 University Park Drive, Suite 3100
Fairlawn, Virginia 24141

New River Valley Agency on Aging

Senior Transportation Services - Individuals 60 years old and above may qualify for transportation to non-emergency medical appointments within the NRV. Client fees are based on individual's gross monthly income and the fee schedule. Clients must live in the NRV and have no other means of transportation. Caregivers may accompany client. Accessible transportation.

6226 University Park Drive, Suite 3100
Fairlawn, Virginia 24141
Phone: 540-980-7720