

MICROTRANSIT SERVICE

Bay Transit Express microtransit is a shared-ride, on-demand service operating in select areas.

Book rides via the app, or call the local office, and get picked up in minutes!

\$1 per boarding

Pay in-app or with exact cash.



SELECT MICROTRANSIT AREAS

Bay Transit Express - Gloucester

Weekdays 8 AM to 5 PM
804-693-6977

www.baytransit.org/express

Bay Transit Express - Paper Trail West Point and King & Queen

Weekdays 8 AM to 5 PM
804-966-8743

www.try.baytransit.org

Bay Transit Express - Rivah Ride Town of Tappahannock

Weekdays 7 AM to 4 PM
804-250-2011

www.try.baytransit.org

Bay Transit Express - New Kent

Weekdays 8 AM to 4 PM
804-966-8743

www.try.baytransit.org

RULES OF THE ROAD

- Be ready 15 minutes early
- Drivers wait about 5 minutes for Demand Response and 2 minutes for Microtransit
- **IT'S THE LAW --**
Passengers **MUST** wear seat belts
- No smoking, eating, or drinking
- Tipping the driver is not allowed
- Bus service may be canceled due to weather—**listen to local radio for updates** or check our Facebook page at www.facebook.com/BayTransitVA
- Children 12 and under must be accompanied by an adult

Scan the QR code
for route maps
and schedules

or visit
www.baytransit.org



Scan me

Bay Transit (a division of Bay Aging) hereby gives public notice that it is Bay Transit's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA) Circular 4702.1A, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of or otherwise subjected to discrimination under any FTA program or other activity for which Bay Transit receives Federal financial assistance.

Persons wishing to request additional information on Bay Transit's Title VI obligations may contact Bay Aging/Bay Transit at 804-758-2386, or write to the following address:
Title VI Compliance Officer, Bay Aging/Bay Transit,
PO Box 610, Urbanna, VA 23175

5/2026



Public Transportation for
the Middle Peninsula,
Northern Neck, Charles
City, and New Kent

**For ALL People
For ALL Reasons**

1-877-869-6046
www.baytransit.org



DEMAND RESPONSE

“Curb to Curb” Service

Bay Transit Demand Response rides must be scheduled in advance.

Schedule a Ride!
1-877-869-6046

Monday - Friday
6 AM to 6 PM



SERVICE AREAS

Gloucester office:

Gloucester County
Mathews County

New Kent / Charles City office:

Charles City County
King & Queen County
King William County
New Kent County
Town of West Point

Warsaw office:

Essex County
Lancaster County
Middlesex County
Northumberland County
Richmond County
Town of Colonial Beach
Westmoreland County

HOW TO SCHEDULE A RIDE

Call at least 24 hours in advance.
If you reach the voicemail system, leave a message with your phone number. Staff will return your call to confirm your ride.

Ride Line: 1-877-869-6046

Monday - Friday
6 AM to 6 PM

Please have the following information ready when you call:

- Your name and phone number
- Pick up and drop off location
- Appointment or drop off time

CANCELLATIONS

If you need to cancel your ride, please call at least 24 hours in advance.
Your advance cancellation allows someone else to use Bay Transit. Messages may be left 24-hours a day.

Bay Transit must approve changes to the transportation schedule or stops to board unscheduled passengers.

NO-SHOW POLICY

Not canceling your ride in advance may be considered a NO-SHOW.
Three (3) no-shows or five (5) same-day cancellations in six (6) months will result in thirty (30) days suspension of riding privileges or a \$25 reinstatement fee.

NEW FREEDOM MOBILITY MANAGEMENT

Designed to help older adults and people with disabilities access social and recreational activities, retail shopping, work, and medical appointments.*

If your appointment or event is outside Bay Transit service area and/or service hours, New Freedom may be able to assist with transportation.

ELIGIBILITY

- Live in the 12-county Middle Peninsula, Northern Neck, New Kent, Charles City region
- Are at least 60 years old OR have a disability (short-term or long-term)
- Do not qualify for Medicaid health transportation

HOW IT WORKS

- 0-50 miles round trip: \$5
- 51-90 miles round trip: \$10
- 72-hour advance notice required

If New Freedom cannot provide the trip, they will attempt to arrange another option.

New Freedom Office:
804-824-2546

*Medicaid recipients are not eligible for medical transportation. Call Logisticare: 1-866-386-8331 (five days in advance).

Books of 10 tickets are available for \$12. Purchase from your driver or any Bay Transit office.