Community Transit Go

Rider Guide

Revised: 7/15/2026

Introduction

This guide will outline the policies and procedures for using Community Transit Go.

Community Transit Go will provide first come first serve reservation based on-demand transportation to the elderly and individuals with disabilities (including substance use disabilities) in the Counties of Montgomery, Floyd, Giles, and Pulaski, as well as the City of Radford. This service uses 5310 grant funding which limits its riders to those who are elderly, 65 and older, and to those with a disability.

Community Transit Go is not intended to be used within the service areas of already existing public transit. Requests that are within the boundaries of other services will not be accepted and riders will be directed to those transit systems.

Any questions about this service can be directed to Community Transit via phone, email or mail.

Service Hours

Community Transit Go operates Monday – Friday from 7:00am – 10:00pm

Community Transit Go will not operate on any NRVCS observed holidays.

- New Year's Day January 1st
- Martin Luther King, Jr. Day Third Monday in January
- Memorial Day Last Monday in May
- Juneteenth June 19th
- Independence Day July 4th
- Labor Day First Monday in September
- Veteran's Day November 11th
- Thanksgiving Day Fourth Thursday in November
- Friday Following Thanksgiving Day Friday following Thanksgiving Day
- Christmas Eve December 24th
- Christmas Day December 25th

If the holiday falls on Sunday, the following Monday will be observed as a holiday. If Monday is also a holiday then Tuesday will be recognized as a holiday. If the holiday falls on a Saturday, the preceding Friday will be observed as a holiday. If Friday and Saturday are both holidays, according to the holidays listed above, then the holidays will observed on the Thursday (and Friday) before that holiday.

Customer Service Hours

Customer Service hours are Monday – Friday from 7:00am – 5:00pm

Fares

Currently Community Transit Go is operating as fare free. Community Transit will announce if fares are required in the future along with the established rate. Fares will be collected and charged through the app, no cash fares will be accepted on the vehicle.

Registering

Individuals can only have one account for Community Transit Go. Individuals who create duplicate or false accounts may be suspended or terminated from using Community Transit Go. Individuals are only allowed to use their account, those found scheduling and riding under other individuals may be suspended or terminated from services.

To see if you qualify or to register for our service, please contact us at 540-831-4020

OR

Please see the linked document for full details on how to download, register, and schedule trips.

https://blaisetransit.notion.site/Blaise-Transit-Guidebook-EN-7e7daded4be14433a462adb38d514e3a

Scheduling a trip

Trips can be scheduled using the Blaise Transit App, the Blaise Transit website, or by calling 540-831-4020

Minimum wait time between trips.

We recommend a minimum of 30 minutes between a drop off and a pickup. Our system treats each trip separately. If you schedule less than 30 minutes between rides, you may get marked as a **no-show** if your first trip runs late due to traffic or other delays.

If your wait time is under 30 minutes, and you miss your return trip we may not be able to reschedule because of existing reservations.

Additional Passengers/Personal Care Attendants

If you are travelling with company or personal care attendant, they can be added as a passenger on each trip. For each additional passenger, you must indicate the type of user and indicate if they have a mobility device

Additional passengers cannot ride without the scheduled rider. If the individual who is scheduled to ride is not present, the trip will be marked as a no show and other passengers will not be allowed to board.

Canceling a trip

Trip cancellations can be done through the app or by calling the Community Transit office at 540-831-4020. Trips must be cancelled at least thirty (30) minutes in advance.

Late Cancellation and No-Show Policy

Late cancellations occur anytime a trip is cancelled within thirty (30) minutes of the scheduled pickup time.

A no-show is anytime a rider does not take their scheduled trip. If a passenger has not boarded the vehicle within three (3) minutes of their scheduled pickup time, they will be marked as a no-show and the driver will depart to keep the vehicle on schedule.

If a rider is a no-show on their first trip leg, all additional trips that day will automatically be cancelled. If a trip is missed, Community Transit Go cannot guarantee the ability to reschedule that trip for that day.

Suspension Policy

Suspensions for late cancellations and no shows will result with any combination of three (3) late cancellations or no-shows in a two (2) month period and will be issued as follows:

First suspension will be issued for one (1) week from the date of the late cancellation or no-show.

Second suspension will be issued for two (2) weeks from the date of the late cancellation or no-show.

Third suspension will be issued for one (1) month from the date of the late cancellation or no-show.

Community Transit Go service may be suspended or terminated due to inappropriate, aggressive, threatening or abusive behavior toward other customers or NRVCS employees, any illegal conduct, and non-payment of Community Transit Go fare. Service suspensions may also result from abusive behaviors such as verbal assault, intentionally tying-up Community Transit Go telephone lines and repeat violations of Community Transit Go policies. This policy is not only limited to customers, but also to those acting on behalf of the customers, such as personal care attendants (PCAs).

Seatbelt Policy

All riders of Community Transit are required to wear seat belts.

Child Safety Seats

In compliance with Virginia law, all passengers under age 8 must ride in an appropriate Child Restraining System (CRS), such as a safety seat or booster; and all passengers under age 2 must ride in appropriate rear-facing safety seat. Caregivers must provide an appropriate safety seat and install it in the vehicle. Unfortunately, while drivers can provide information about LATCH attachment points, they cannot assist caregivers with installation.

Clothing

Proper clothing, including a shirt and shoes, is required**.**

Lost and Found

Community Transit is not responsible for lost or stolen items. Lost and found items will be kept on the vehicle during the remaining time the vehicle is in service. Once the vehicle returns to the Community Transit shop lost and found items will need to be picked up from that location, 2B Corporate Drive, Radford, VA 24141. Lost and found items will be stored for 30 days prior to being disposed of.

Groceries/ Shopping Bags/carry-out item policy

We permit passengers to bring a reasonable amount of purchased goods/groceries with them on board. Goods must be kept to a size manageable by the passenger and not requiring multiple trips to load. Groceries must fit in within the passenger's area, may not block aisles or emergency exits, and not present a hazard or prevent seats or wheelchair securement areas from being used. Community Transit Go reserves the right to refuse service to anyone with excessive quantities of purchased items. Drivers cannot assist with loading or unloading these items.

Stroller/Cart Policy

Customers with strollers are to remove the child from the stroller and stow the stroller between the seats. The child should be held by the parent/guardian for the remainder of the trip.

Carts must not block the aisle or emergency exits and must be secured by the rider so as not to present a hazard to other passengers. Carts may not prevent seats or wheelchair securement areas from being used by other passengers.

Bicycles

Bicycles are not permitted inside the transit vehicle**.**

Cancellation of Service

Community Transit reserves the right to modify, suspend, or cancel service during times of hazardous weather conditions that may jeopardize the safety of our rides, employees, or vehicles.

Travel Training

Travel Training teaches persons with disabilities how to ride public transportation. Trainers work with passengers in their home and on the buses and trains they will be riding, providing them with the practice they need to feel comfortable and confident when riding.

Travel Training is available to anyone who requests it.

Smoking and Vaping Policy

Smoking and vaping in vehicles are strictly prohibited at all times.

Phone Call Policy

Please be mindful of other passengers, they may not be interested in your phone call. Please limit phone conversations while riding.

Service Animal Policy

You may travel with a service animal. Service animals are trained to perform tasks for individuals with disabilities. Comfort or therapy animals, which are used solely to provide emotional support, are not considered to be service animals.

Service animals will be transported in accordance with ADA law and FTA guidelines.

Eating and Drinking Policy

Please help us keep our vehicles clean and fresh and avoid eating and/or drinking in the vehicles. Drinking alcohol and carrying open containers of alcohol in our vehicles is not allowed.

Weapons Policy

All facilities, vehicles (agency and employee-owned vehicles used during the provision of agency services) and parking lot areas of NRVCS are designated “Firearms/Weapons Free” areas.

Drivers Rights

Drivers reserve the right to refuse service to anyone not observing regulations or whose behavior is hazardous to passengers or vehicular safety.