

HOW TO SCHEDULE

Call 540-343-1721 between 8am and 5pm. Rides are available during Valley Metro bus service hours: 5:45am - 8:45pm (the final pick-up time is 8:15pm). RADAR reserves the right to make adjustments to any trip time up to one hour from the time requested. Clients will be notified when making reservations.

CANCELATIONS

Cancellations must be made at least one hour before the trip.

FARES

S.T.A.R. trips cost \$3.50 (paid by pass or exact change). Monthly passes: \$112 at Valley Metro (307 Salem Ave SW). Personal Care Assistants and kids under 6 (with an adult) ride free. Trips that both start and end within 3/4 mile of the Star Line Trolley between 7am and 7pm are fare free (\$0).

HOLIDAYS

S.T.A.R. does not run when Valley Metro bus service is closed.

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Other closures will be announced on television, Facebook, and the VMGO app.

**READY TO RIDE?
FIND THE APPLICATION
HERE**



Applications can be mailed to:
Valley Metro - STAR Service
PO Box 13247
Roanoke, VA 24032-3247

Or faxed to:
540-982-2703
(Attn: STAR Service)

MORE INFO

Valley Metro
325 Salem Avenue, SW
1108 Campbell Avenue, SE
540-982-2222
info@valleymetro.com



S.T.A.R.

SPECIAL TRANSIT- ARRANGED RIDES

Operated by:



P.O. Box 13825
Roanoke, VA 24037
540-343-1721
radar@radartransit.org
711 TTY/TDD
for deaf or hard-of-hearing



WHAT IS S.T.A.R. ?

Specialized Transit-Arranged Rides (S.T.A.R.) is a paratransit service offered by Valley Metro that complements the fixed-route bus service. S.T.A.R. provides door-to-door service during Valley Metro's normal operating hours (5:45am - 8:45pm, Mon-Sat) anywhere within the Cities of Roanoke and Salem and the Town of Vinton - or within 3/4 of a mile from a Valley Metro bus route. S.T.A.R. riders must qualify with a notice from a medical professional.

WHO CAN RIDE?

S.T.A.R. provides transportation to individuals with disabilities unable to ride a Valley Metro bus. Riders are eligible with a completed application (valleymetro.com/star) and a notice from a medical professional.

Riders can obtain a S.T.A.R. identification card through the mail or at the Customer Service Center (307 Salem Avenue, SW).

MODIFICATIONS TO POLICIES

Valley Metro will make reasonable modifications to ensure people with disabilities can participate equally in its services and activities. Actions that fundamentally alter services or impose undue burdens are not required. No surcharges will be placed on individuals with disabilities to cover the cost of these accommodations.

VISITORS

If you are ADA Paratransit eligible through another transit system and visiting our service area, please contact our office in advance to arrange STAR service. Out-of-area callers can reach us toll-free at (800) 388-7005. If you are ADA Certified through STAR and visiting another city, contact the local public transportation provider for their visitor policies.

RETURN TRIPS

S.T.A.R. passengers must schedule return trips when making reservations. The van will wait five minutes after its arrival. If you miss your return time, you will be charged and must call (540) 343-1721 to arrange another pickup. RADAR will dispatch a vehicle as soon as possible without disrupting other scheduled pickups.

EFFECTIVE COMMUNICATION

Upon request, Valley Metro provides aids and services for effective communication to qualified persons with disabilities, including sign language interpreters and documents in Braille. Valley Metro will modify policies and programs to ensure equal access for people with disabilities. Contact Valley Metro at 540-982-0305 for assistance.