

## **Valley Metro STAR**

We can accommodate riders with:

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

To accommodate riders, we offer:

Lift equipped vehicle(s)

,

Staff training on assisting people with mobility problems

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Call Valley Metro at (540) 982-2222 if you would like tickets or passes or to request an ADA Paratransit eligibility application.

Intake Contact Email

[radar@radartransit.org](mailto:radar@radartransit.org)

Intake Process

Contact Valley Metro and request an application for the STAR program to be mailed to you or go to ADA Application Section on the website and download Valley Metro STAR Application. Fill out the application completely and send it back to Valley Metro for approval. The approval process generally takes about two weeks.

After Valley Metro application is approved, Reservations are taken between the hours of 8:00 a.m. and 5:00 p.m., Monday through Sunday. Reservations must be made at least one day in advance of desired transport time. Reservations can be made up to fourteen days in advance of the needed time.

Intake Contact Telephone

(540) 982-2222

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of Roanoke and Salem cities and the town of Vinton.

Self Refer

Yes

RADAR Transit

<http://radartransit.org/>

<https://radartransit.org/valley-metro-star/>

<https://www.facebook.com/radartransit.org/>

Main

(540) 343-1721

Toll-Free

(800) 964-5707

PO Box 13825

24037 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Bus service is available from 5:45 am - 8:45 pm, Monday - Saturday. The last pick-up time scheduled is 8:15 p.m. Service is not provided on New Years Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, and Christmas Day.

Fee Structure

Fixed Fee

Payment Method(s)

Cash only

Languages Spoken

English

Valley Metro STAR provides origin-to-destination transportation for consumers in the Town of Vinton only in Roanoke County and the Cities of Roanoke and Salem. Vans are accessible to people with disabilities, including wheelchair users.

The service provided is Origin to Destination. The driver will provide assistance in boarding and un-boarding; however, the driver may not enter a building to provide assistance. Drivers are trained in passenger assistance, defensive driving, cardiopulmonary resuscitation, and wheelchair securement procedures.

To apply for STAR services, contact Valley Metro if you live in the City of Roanoke, Salem, or the town of Vinton. Call (540) 982-2222 and request an application for the STAR program to be mailed to you or go to [ADA Application Section](#) on the website and download Valley Metro STAR Application.

Download the [Valley Metro STAR Application](#) from the website. Return the completed application to Valley Metro for eligibility approval. The approval process generally takes about two weeks.

Call (540)-343-1721 to make reservations. Reservations are taken between the hours of 8:00 AM and 5:00 PM, Monday through Sunday. Reservations must be made at least one day in advance of desired transport time. Reservations can be made up to fourteen days in advance of the needed time. Tickets or passes can be purchased in advance by calling (540) 982-2222.

Service Area(s)

Roanoke City

,

Roanoke County

,

Salem City

Email

[radar@radartransit.org](mailto:radar@radartransit.org)