CARE and Care Plus

We can accommodate riders with: Escorts (with paid fare)

Guide Animals

Hearing Impairment

Manual wheelchairs

Personal Care Attendants

Powered wheelchairs

Vision Impairment 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 Serves older adults and people that are determined disabled under the Americans with Disabilities Act (ADA). **Intake Contact** 877-232-7433 Intake Contact Email info@adaride.com Intake Process Call the office for Specialized Transportation at 804-782-2273. Intake Contact Telephone

(877) 232-7433 **Provider Refer** Yes **Report Problems** Call the Agency Self Refer Yes **GRTC** Transit System http://www.ridegrtc.com/ http://ridegrtc.com/services/specialized-transportation/care/ https://www.facebook.com/RideGRTC www.twitter.com/GRTCtransit Main (804) 782-2273 301 East Belt Boulevard 23224 VA **United States** Monday: 6:30 am-7:00 pm Tuesday: 6:30 am-7:00 pm Wednesday: 6:30 am-7:00 pm Thursday: 6:30 am-7:00 pm Friday: 6:30 am-7:00 pm Saturday: 8:30 am-9:00 pm Sunday: 8:30 am-9:00 pm Additional Availability Comments See description for transportation hours. Service hours are Monday thru Friday 8 am until 5 pm and on Saturday 8 am until 4:30 pm. Fee Structure No Fee Payment Method(s) Cash only **Private Pay** Languages Spoken English

GRTC Transit System's CARE and CARE Plus services provide origin-to-destination service under the Americans with Disabilities Act (ADA) for individuals in the Richmond Region, including the City of Richmond, Henrico County, and Chesterfield County. CARE stands for "Community Assisted Ride Enterprise."

CARE is a specialized public transportation alternative available for seniors and persons with disabilities who are unable to ride on regular buses. CARE provides reservation, curb-to-curb paratransit service for qualified persons. A fleet of 88 cutaway vans with seating capacities for eight to 12 people and eight sedan vehicles provides curb-to-curb transportation.

CARE assists customers when boarding and exiting the vehicle. Operators will help with seat belts and securing wheelchairs. Customers may bring small parcels that fit within their personal space and up to two bags of groceries. Operators cannot carry customers' items or bags. Operators cannot leave the side or back of the van to carry or push customers up and down ramps, etc.

CARE Plus service is not required by the Americans with Disabilities Act (ADA). A trip will be designated as a CARE Plus trip if the origin or destination location is more than 3/4 of a mile from GRTC's fixed-route bus line, or if travel is desired to a destination in Henrico County on a day or time when GRTC's fixed-route buses are not running in Henrico County.

Riders 80 years old or older can apply for an ADA Paratransit photo identification card. To apply, please contact GRTC's Eligibility Coordinator at (804) 358-3871 extension 434 or <u>download and complete the application form</u> (PDF).

Visitors with paratransit eligibility can use GRTC's CARE services for up to 21 days within 12 months. Please contact the Eligibility Coordinator to receive visitor or guest privileges: (804) 358-3871 extension 434.

Service Area(s) Chesterfield County

Henrico County

Richmond City Email webcustomerservice@ridegrtc.com