



For Immediate Release

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CARE On-Demand Partner UZURV Extends Service

RICHMOND, Va. (January 8, 2018) – Beginning Saturday, January 13, 2018, CARE On-Demand customers will have more weekend service provided by partner UZURV.

UZURV will offer CARE On-Demand trips seven days a week from 7AM to 6PM, extending beyond the pilot service initially offered weekdays.

CARE On-Demand launched August 1, 2017 with pilot partner UZURV, who has completed more than 3800 trips through December 2017.

GRTC Chief Executive Officer David Green says, "GRTC is committed to responding to the needs of the communities we serve, and we heard CARE customers' desire for more weekend service. UZURV is an excellent partner to help us meet this daily need."

UZURV's Call Center will also expand service hours into the weekend, taking reservations and assisting CARE On-Demand customers on Saturdays between 9AM and 5PM. Customers traveling on Sundays may make their CARE On-Demand reservation until 5PM on Saturdays.

UZURV Chief Executive, John Donlon, says, "This partnership with GRTC Transit System and the success of this pilot project has served as a model for other transit agencies across the country. There is no doubt that there is a tremendous need for accessible on-demand travel."

CARE On-Demand is a "smart-city" solution enabling paratransit customers to utilize a same-day, direct, non-stop trip. Trips can also be scheduled farther in advance with greater flexibility. CARE customers need their CARE ID number for booking and CARE ID when riding. The CARE On-Demand service area is the same as CARE/CARE Plus, including all of the City of Richmond and Henrico County. All CARE customers are eligible for CARE On-Demand (C-VAN customers are not eligible).

CARE On-Demand is origin-to-destination service, including curb-to-curb and door-to-door. Drivers registered with UZURV meet GRTC's training and customer service expectations. Customers requiring mobility device space or special assistance are accommodated to ADA guidelines. Although customers have the freedom to ride solo, they may bring guests, a Personal Care Assistant (PCA), or a service animal.

The cost for a CARE On-Demand ride is \$6.00. GRTC will pay for up to an additional \$15.00 of the cost of the ride. Any additional cost will be the customer's responsibility, and the customer will

know in advance what the total cost will be of their trip. Trip cost is determined by trip mileage, and may be subject to peak time-of-day demand.

About UZURV:

UZURV is a Specialty Transportation Network Company serving more than 155 markets across the US. UZURV is an app and call center that allows customers to make advanced reservations with a certified driver of their choice.

Connect with UZURV:

Customer Call Center (804)-499-3400
www.uzurv.com

Connect With GRTC:

ridegrtc.com
GRTC Customer Service Center at 804-358-GRTC (4782).



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GRTC Transit System's mission is to provide clean, safe, and reliable transportation and to improve mobility and access throughout Central Virginia.