



For Immediate Release

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GRTC Debuts CARE Online & App Customer Tool

CARE Customers Can Conveniently Manage Trips Without Calling Customer Service

RICHMOND, Va. (September 28, 2018) – GRTC announces a new, convenient way for CARE customers to request, view, and cancel CARE trips. Through “Amble,” customers can manage trips [online](#) or through mobile apps available on [Android](#) and [iPhone](#) devices.

GRTC Director of Information Systems Rob Taggart explains, “GRTC is committed to providing convenient technology solutions for our customers. Adding online and app reservations to the CARE system is a win-win for us and the customers. It gives CARE customers the flexibility to manage trips whenever they want without waiting on the call queue.”

Amble is provided by technology partner Routematch. Riders who prefer to manage their trips via computer or mobile device can access scheduling features anytime.

“We have heard an increasing interest from our CARE riders in recent years to explore innovative technology and offer more ways to book, change or cancel trips. Although we will still provide the option for customers to speak with a CARE Customer Service Representative on the phone, we expect many of our customers will be pleased with the new ways to manage their trips,” says GRTC Chief of Transit Operations Tim Barham.

In addition to riders, caretakers and family members can also use the app and website to request trips or monitor activity for their loved ones or patients. These digital tools also allow GRTC to reduce calls associated with reservations or cancellations, freeing Customer Service Representatives to more quickly focus on clients with additional needs over the phone.

Customers can explore the new [User Guide](#) (PDF) now. This guide is also being mailed to CARE customers.

GRTC Transit System’s CARE and CARE Plus services provide origin-to-destination service under the guidelines of the Americans with Disabilities Act (ADA) for the citizens of the Richmond Region. CARE and CARE Plus provide public transportation access to individuals with disabilities who may not be reasonably able to use GRTC fixed route bus service.

Learn more about GRTC’s CARE service here: <http://ridegrtc.com/services/specialized-transportation/care/>.

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.