



For Immediate Release

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GRTC EXPANDS CARE ON-DEMAND SERVICE

RICHMOND, Va. (November 21, 2017) – GRTC announces an expansion of the pilot paratransit program, “CARE On-Demand,” which launched August 1, 2017. Beginning December 1, 2017, CARE customers can choose from two CARE On-Demand partners, including new partner RoundTrip.

“We’re excited to work with GRTC and the Richmond community to provide specialized transportation services” said Mark Switaj, CEO of RoundTrip. “We want to make it simple to receive access to transportation services in RVA. CARE customers can book a trip directly through our app, or by calling our Navigation Center.”

CARE On-Demand enables 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.

With two partners, there are two easy ways to use CARE On-Demand.



DELIVERED BY:  RoundTrip

RoundTrip is a web-based reservation system, where customers can book trips easily and securely through a **RoundTrip webpage** available at ridegrtc.com's CARE On-Demand page (URL:

<http://ridegrtc.com/services/specialized-transportation/care-on-demand/>). RoundTrip is also actively working on a mobile app option.

For customers requiring or preferring phone assistance, please call **RoundTrip at 1-877-396-8080**.

RoundTrip Service Hours:

Monday to Friday from 7AM to 7PM

Saturday from 9AM to 5PM

(These service hours may expand during the pilot program).

Customers may begin booking the last week of November 2017 for RoundTrip trips effective December 1, 2017 and beyond. Please book at least two hours in advance.

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



POWERED BY: UZURV
customers.

UZURV is another CARE On-Demand option, where customers can call to schedule trips at least two hours in advance with the **UZURV Call Center: (804)-499-3400**. Since launching August 1st, UZURV has delivered nearly 2,500 CARE On-Demand trips for GRTC, now averaging 50 trips per day. UZURV is also actively working on a mobile app for CARE

UZURV Service Hours: Monday to Friday from 7AM to 6PM

(These service hours may expand during the pilot program).

CARE ON-DEMAND GENERAL INFORMATION

CARE Customer Benefits:

- Direct, non-stop service
- Same-day reservation service
- Reserve up to 30 - 90 days in advance (varies by provider)
- Freedom to ride solo
- Bring guests (space permitting), a Personal Care Assistant (PCA), or a service animal
- Travel anywhere within the GRTC CARE service area
- Request favorite driver(s)
- ADA accommodations

Cost: (Credit/Debit cards are accepted, but not CARE tickets or Cash)

- Customer pays initial \$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, which is known at booking.
- Trip cost is determined by trip mileage, and may be subject to peak time-of-day demand.

Connect With GRTC:

ridegrtc.com

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



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