

Attention Customers!

Effective July 1, 2014

There will be some changes to CARE service.

- **All CARE trips will be identified as either CARE or CARE Plus service. All CARE customers must present a ticket and CARE ID card when boarding.**

CARE trips are required by the Americans with Disabilities Act (ADA). This service operates within GRTC's fixed route coverage area and including 3/4 of a mile beyond GRTC's fixed route bus lines.

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.

CARE Fare:

\$3.00 per trip (each way) for all CARE customers.

CARE Plus Fare:

\$6.00 per trip (each way)

for City of Richmond residents only.

Daily Service Hours: 6:00 AM - 8:00 PM

\$3.00 per trip (each way)

for Henrico County residents only.

Daily Service Hours: 6:00 AM - 11:00 PM

- **Reminder...Fixed Routes FREE (with a valid CARE ID card)**

Qualified CARE customers may ride most GRTC fixed routes for FREE. CARE customers must present a valid CARE ID card each time boarding a GRTC fixed route bus. Free fare is not available on express routes or the 19 Pemberton. The entire fleet of GRTC vehicles is equipped with wheelchair lifts and each operator has been properly trained and is prepared to provide assistance to riders as needed.

- **No-Show / Late Cancellation Policy**

The NEW policy will apply to ALL CARE customers. Individuals may view the policy online at ridegrtc.com or may contact CARE Customer Service at 804-782-CARE (2273) to request a copy by mail.

- **Reservations Policy**

There will be no changes to the Reservations Policy at this time.