

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 [download and complete the application form](#) (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