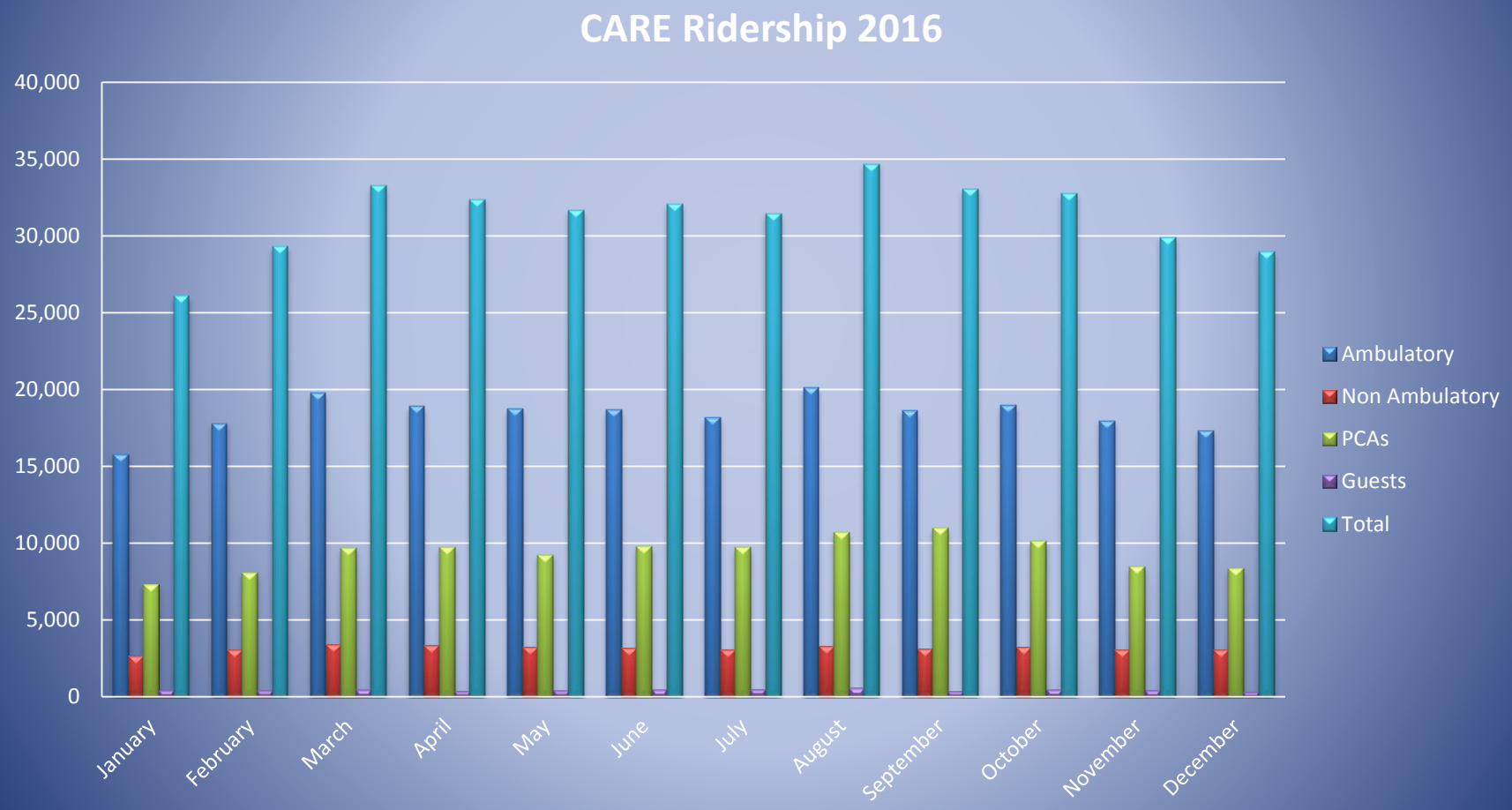
GRTC Transit System
CARE Service Update

Presented by GRTC Staff
City of Richmond
Land Use, Housing, and Transportation Standing Committee
March 21, 2017

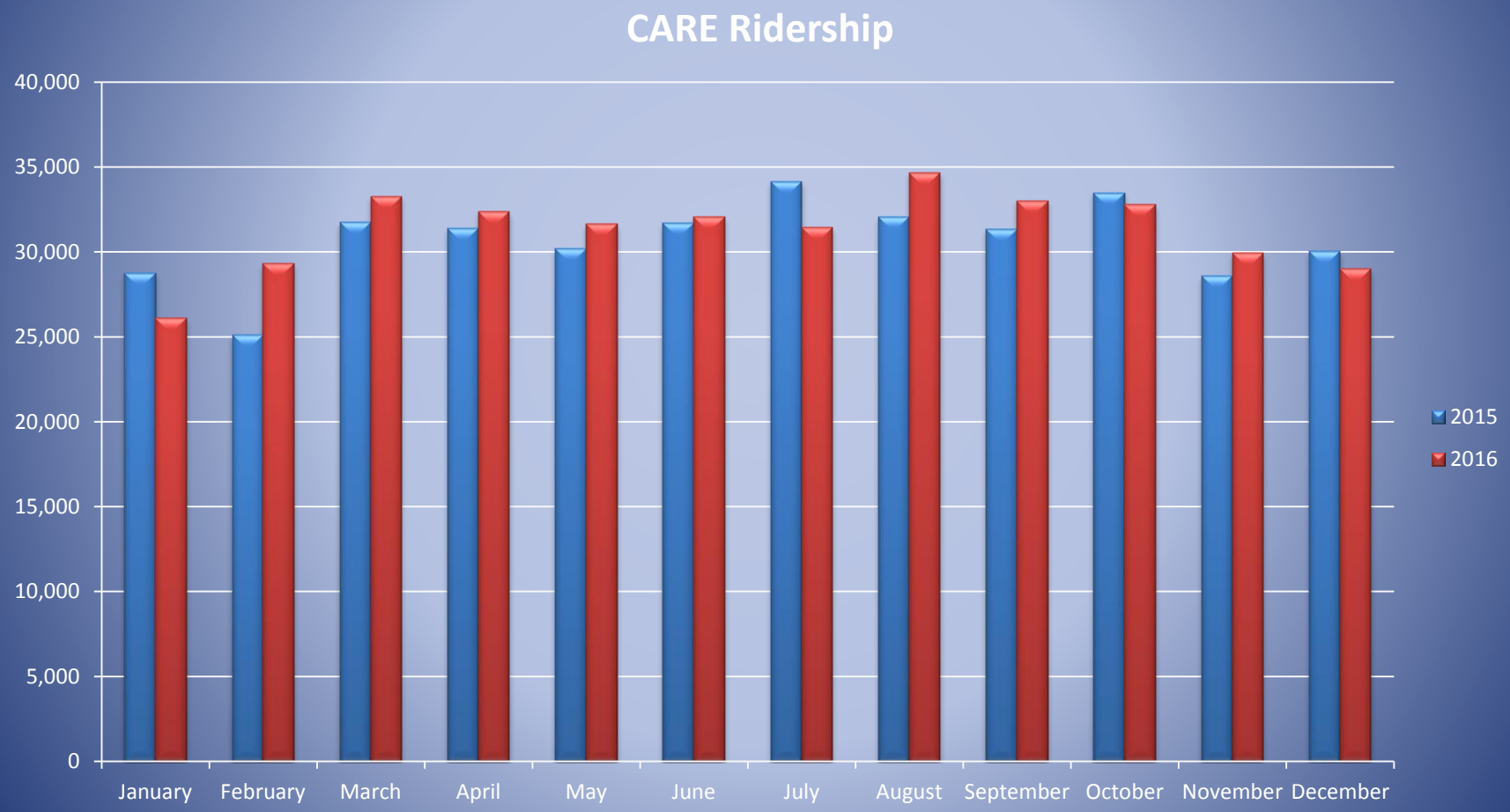
Overview

- CARE provides paratransit service for the elderly and people with disabilities.
- Under the FTA/ADA Guidelines, CARE is a complementary service to the local fixed route service.
- CARE/CARE Plus/CVAN serves the City of Richmond and Henrico County.

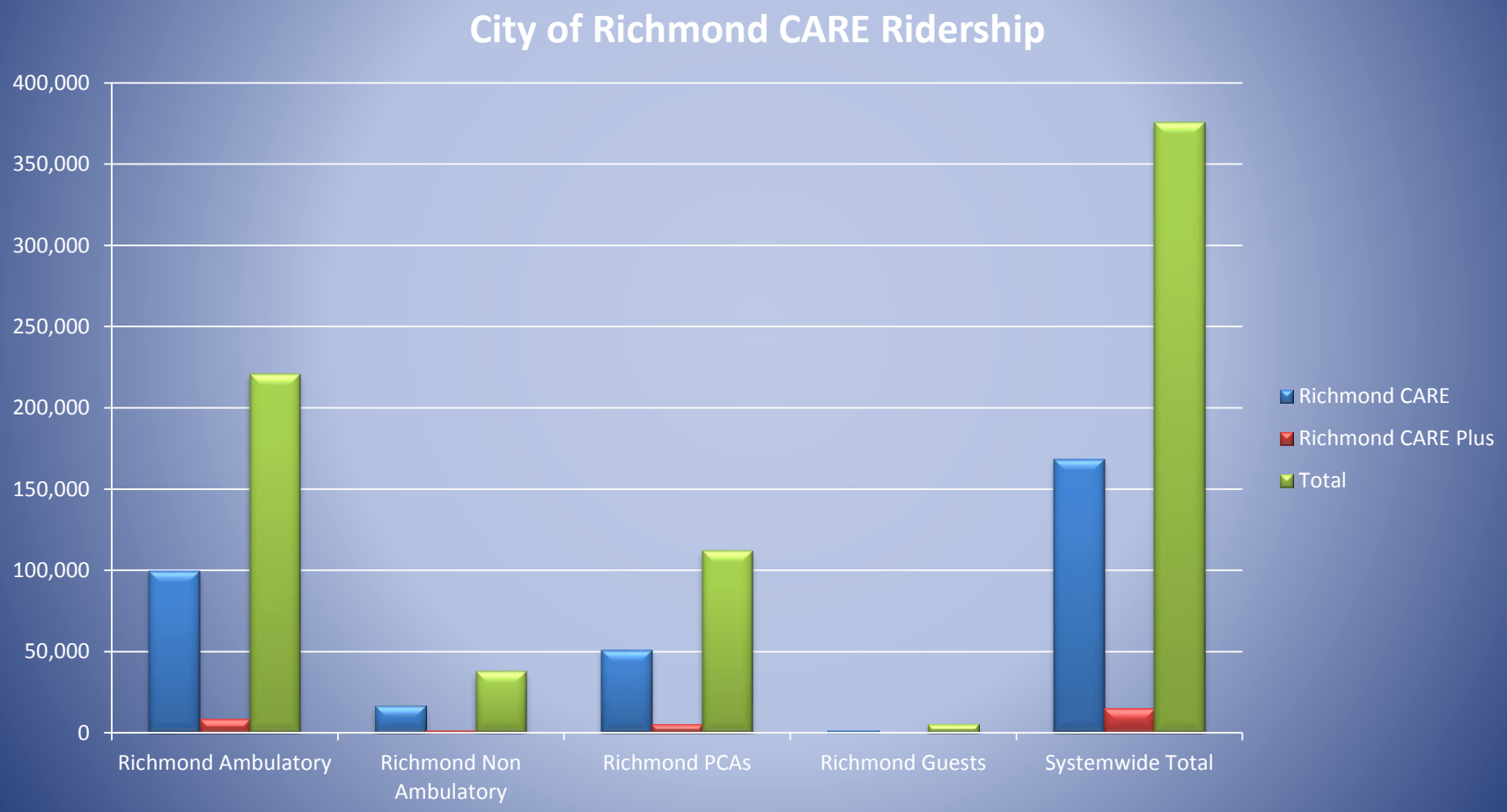
CARE Ridership 2016



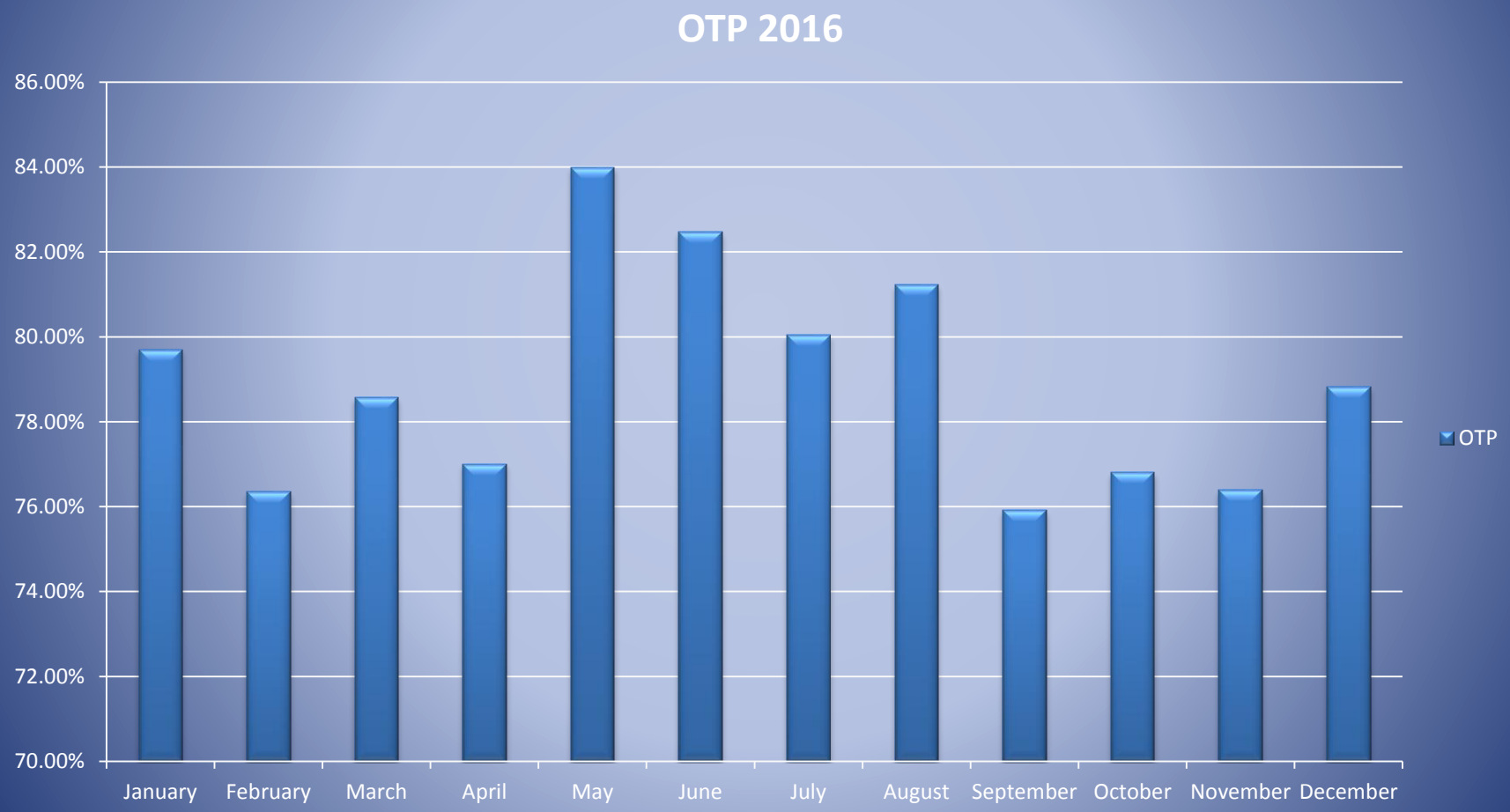
CARE Ridership Comparison



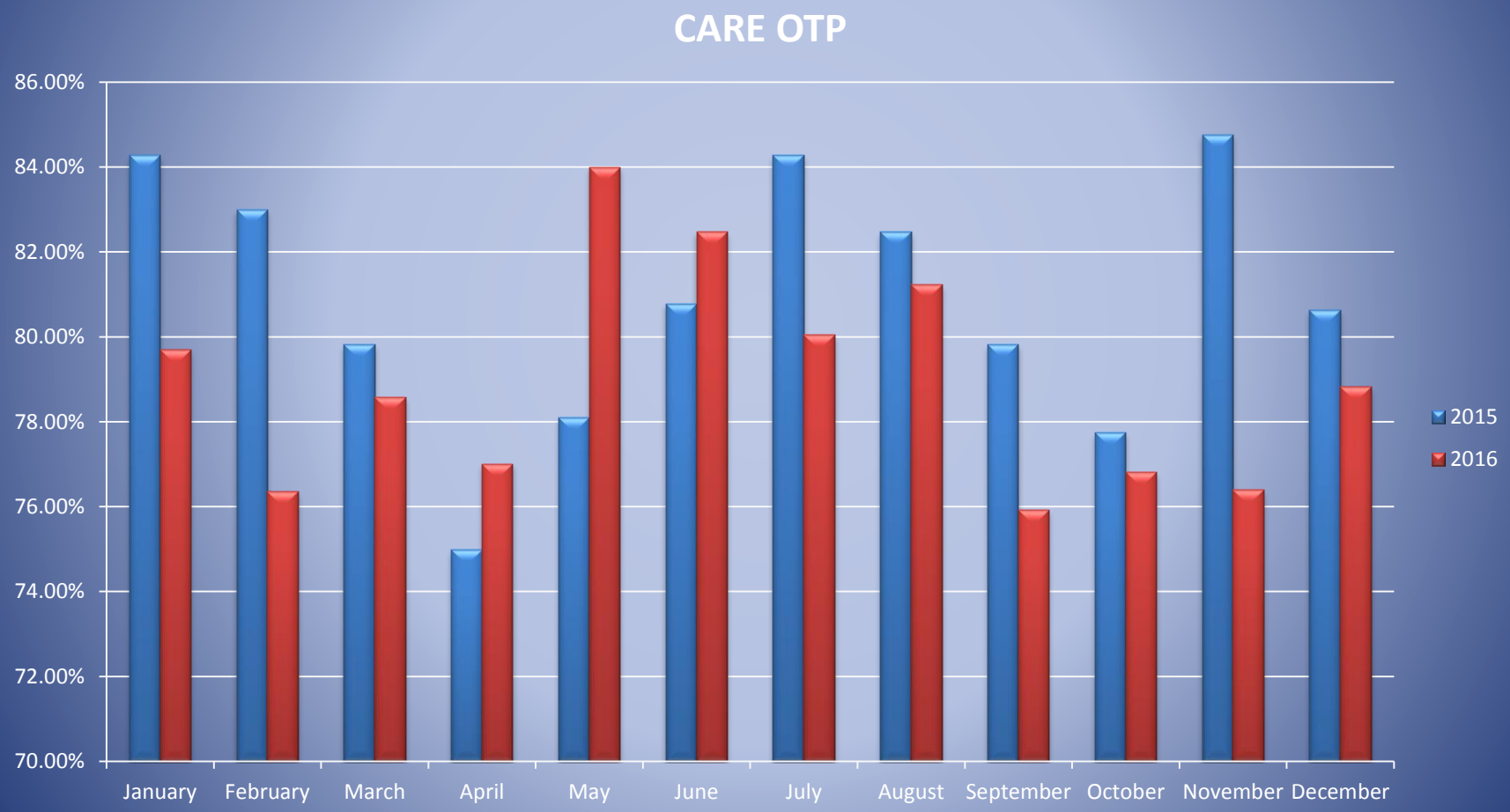
City of Richmond CARE Ridership



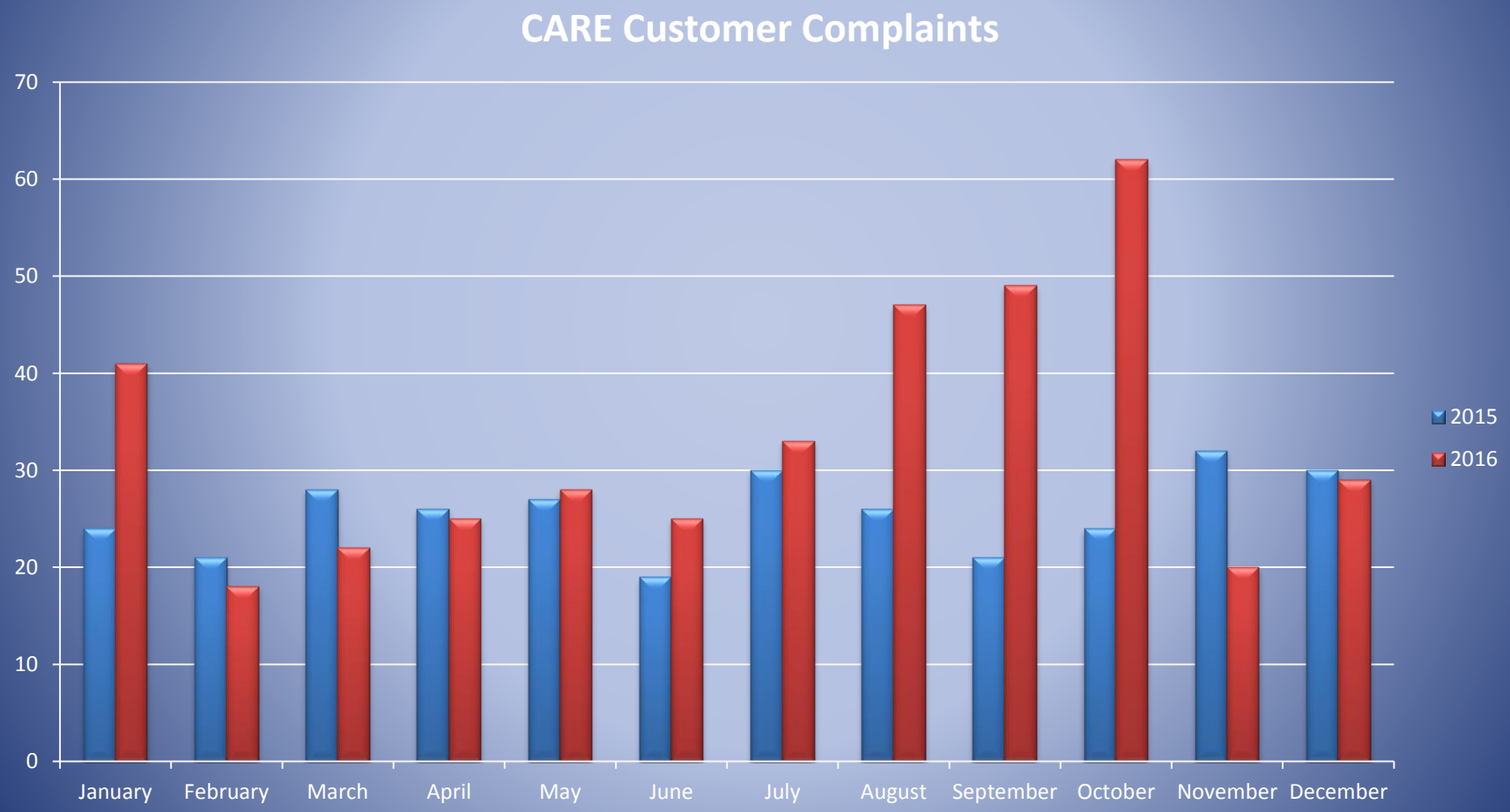
CARE OTP 2016



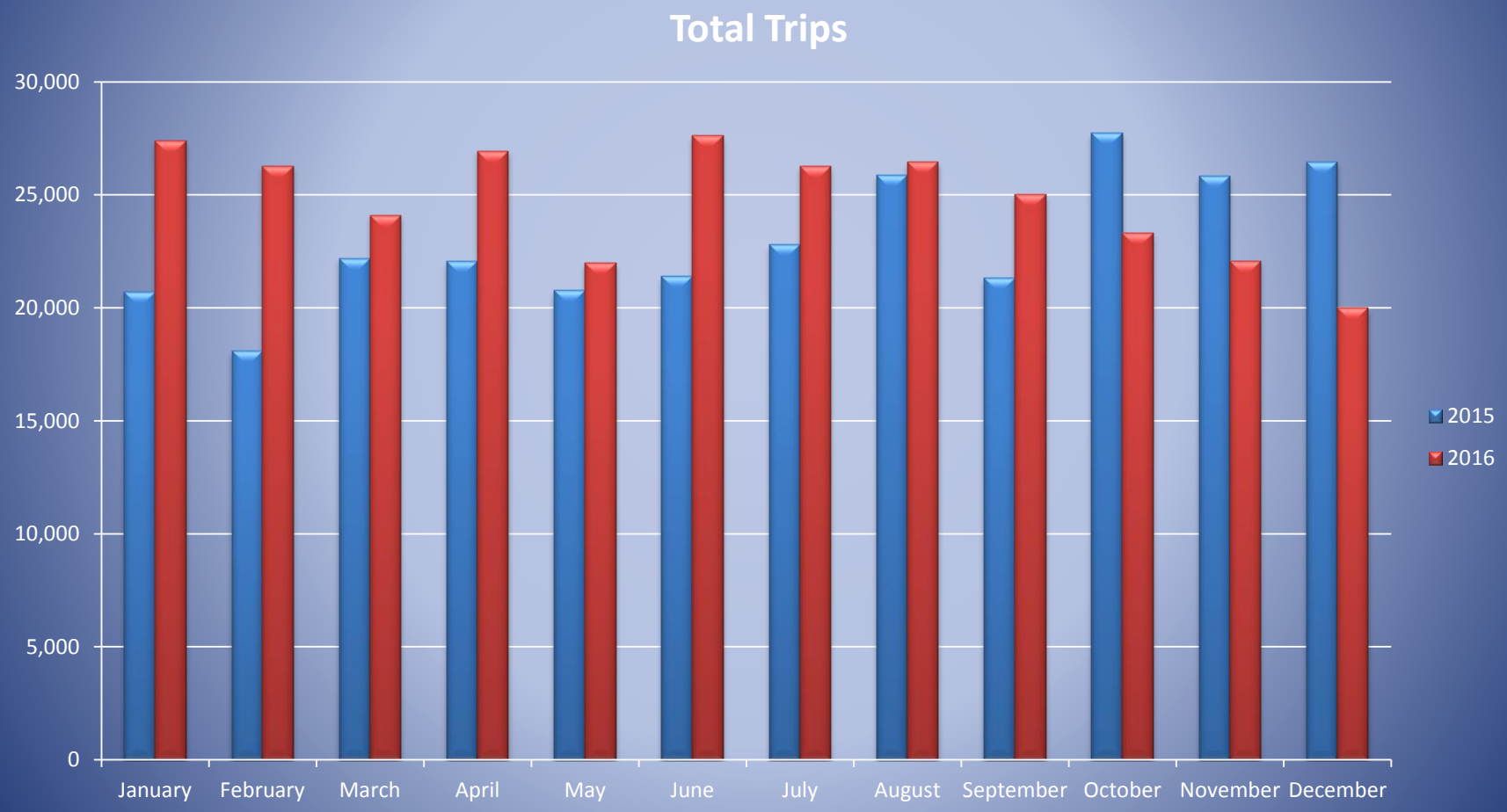
CARE OTP Comparison



CARE Customer Complaints



Total Trips Comparison



Next Steps

- Continue to hire and train more operators
- Increase the fleet size
- Implement the taxi voucher program (CARE-On-Demand)
- Subcontract the service
- Improve the scheduling software
- Continue with the Travel Training Program
- Improve the fare media with the implementation of validators

Thank You

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