



GRTC

Richmond's Public Transit System

Kelsey Calder – GRTC's Travel Training Instructor



GRTC's Travel Training Instructor

Kelsey Calder

804-474-9320 (call/voicemail or text)

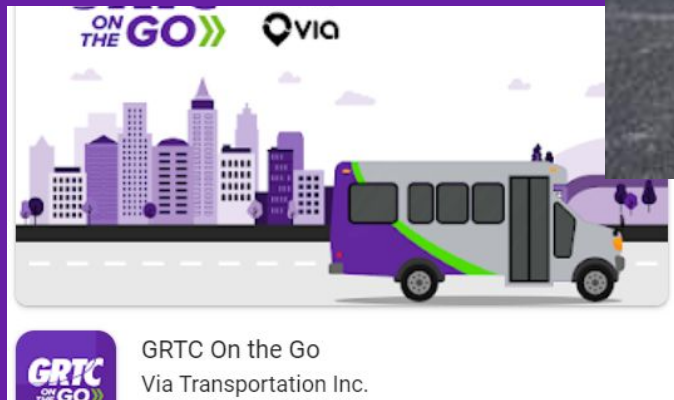
kcalder@ridegrtc.com

- Been with the program since start – over 9 years now!
- Was a licensed Special Education teacher in VA for 10 years
- First Nationally Certified Travel Trainer via EasterSeals and the University of South Florida's Center for Urban and Transportation Research
- Trained over 280 individuals and small groups
- Travel Training is very flexible, I'm always happy to accommodate when appropriate!

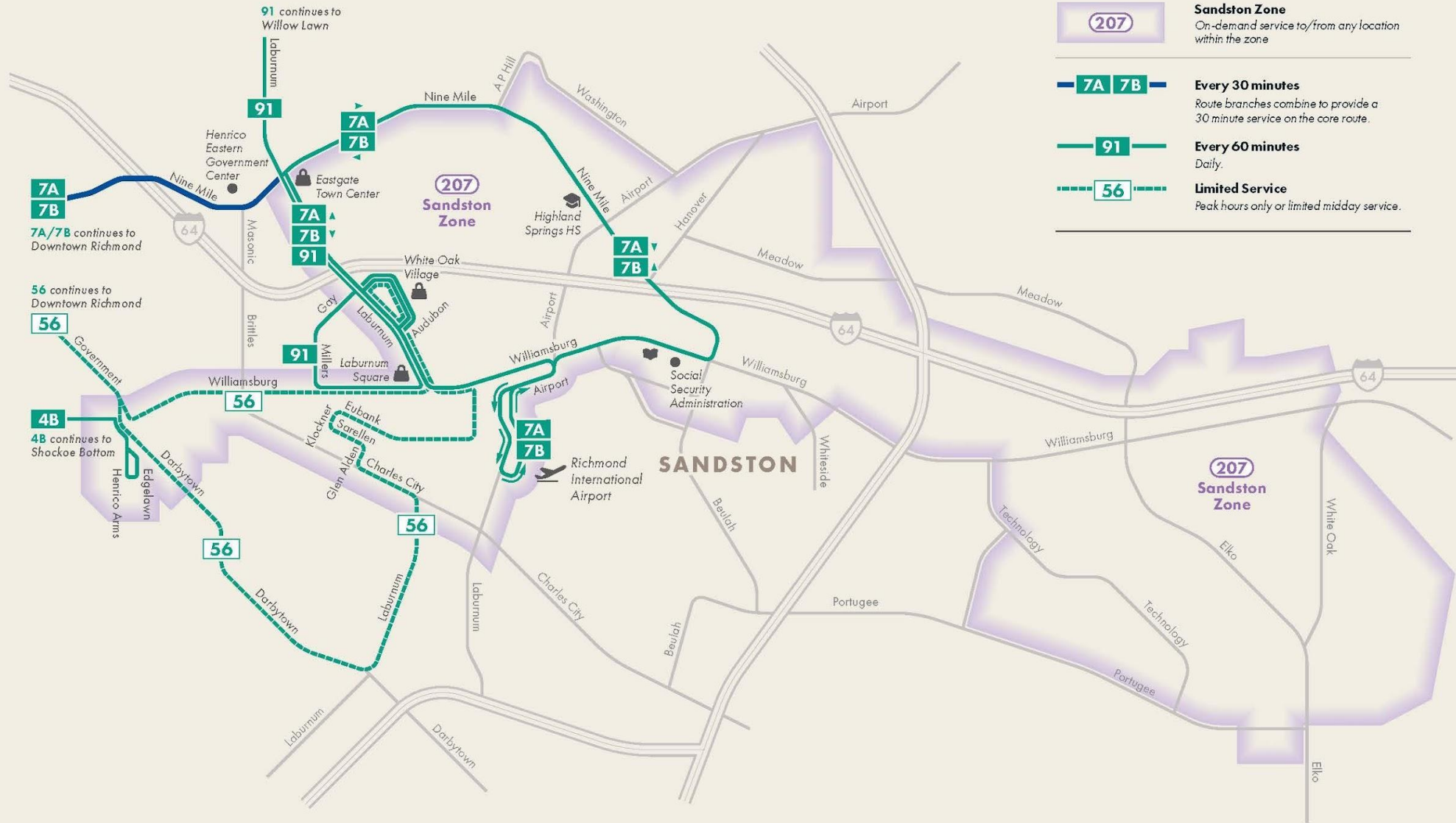
GRTC's Types of Transit Service

free until further notice

- Fixed-Route – regular/big city buses that run a specific route, anyone can use
 - Numbered buses (19, 7A) \$0.75-1.75 per trip, max \$3.50 per day with all day pass
 - Express buses (95X, 29X) think commuter, \$2-6 per trip
- Bus Rapid Transit – mimics metro/subway
 - The Pulse – Willow Lawn to Rockets Landing
 - Same price as numbered buses
- Paratransit – curb to curb service, must be found eligible for use
 - CAREvan – shared ride service, \$3-6 per ride, reservations made at least a day ahead
 - CARE On-demand – think Uber/Lyft, minimum \$6 per ride ***still costs money*** same day rides
- Microtransit – on-demand travel, must stay in the service area
 - Use app or call to schedule same day ride
 - Azalea Zone – Memorial Regional Hospital, DBVI, Henrico HS
 - Ashland Zone – Randolph-Macon college, Amtrak Station, VCC
 - Sandston Elko Zone – east end of Henrico, White Oak, Airport
 - Clover Dale Zone – Hull Street in Chesterfield
 - Powhatan Zone – Westchester Commons, Walmart, Powhatan County Library



GRTC On the Go
Via Transportation Inc.



- 207
Sandston Zone
 On-demand service to/from any location within the zone

- 7A 7B
Every 30 minutes
 Route branches combine to provide a 30 minute service on the core route.

- 91
Every 60 minutes
 Daily.

- 56
Limited Service
 Peak hours only or limited midday service.

7A/7B continues to Downtown Richmond

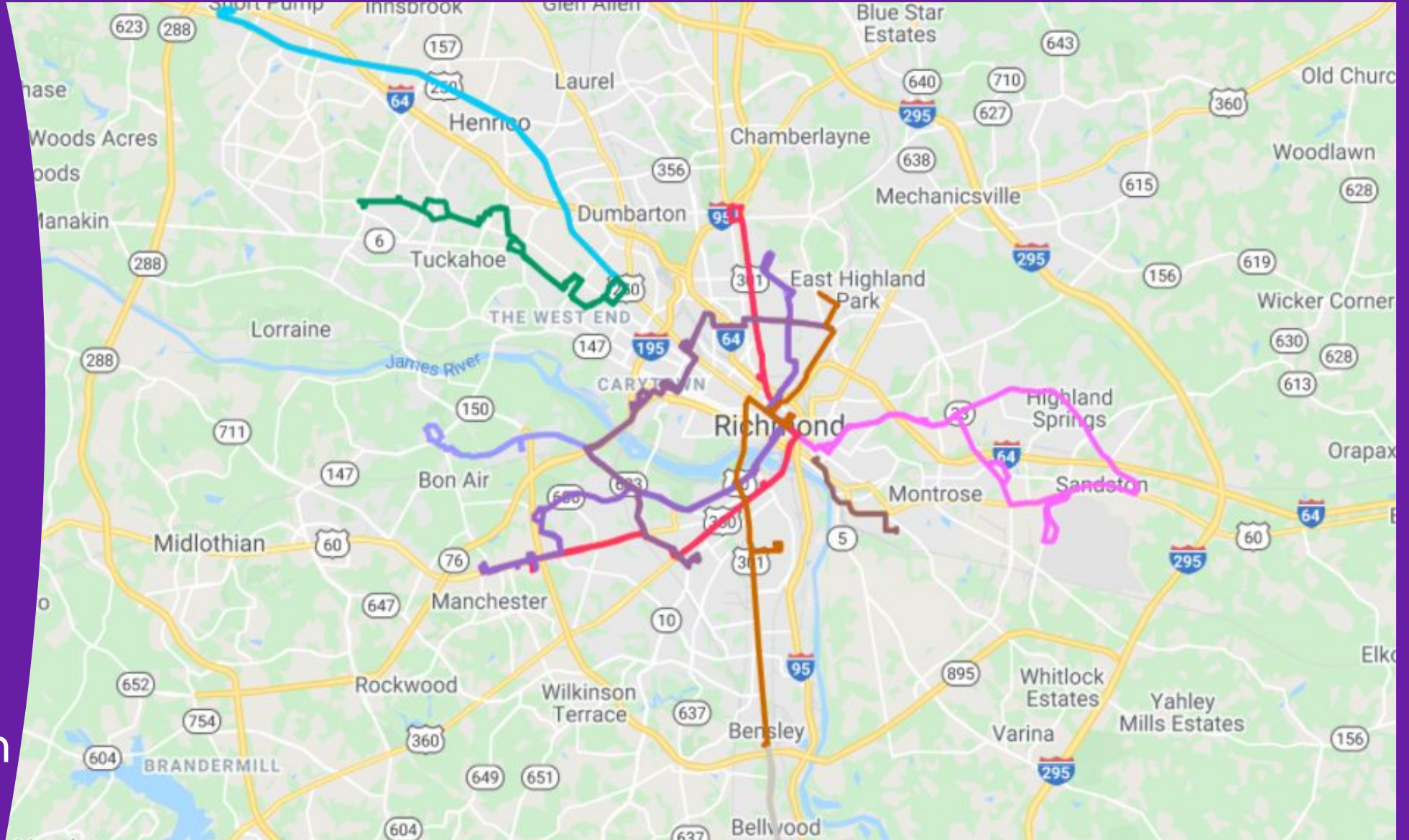
56 continues to Downtown Richmond

4B continues to Shockoe Bottom

91 continues to Willow Lawn

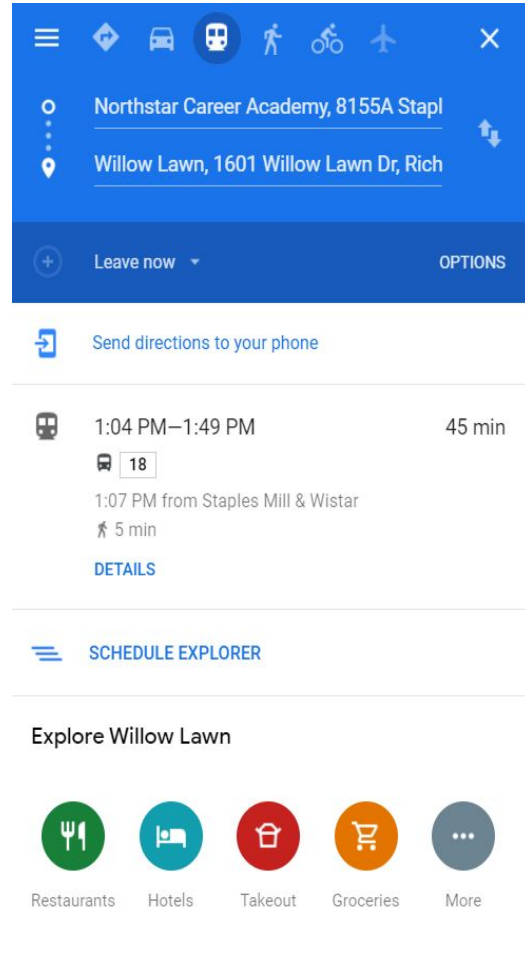
Fixed Route Service Area

More routes
than shown
Find a full
service map
on
ridegrtc.com

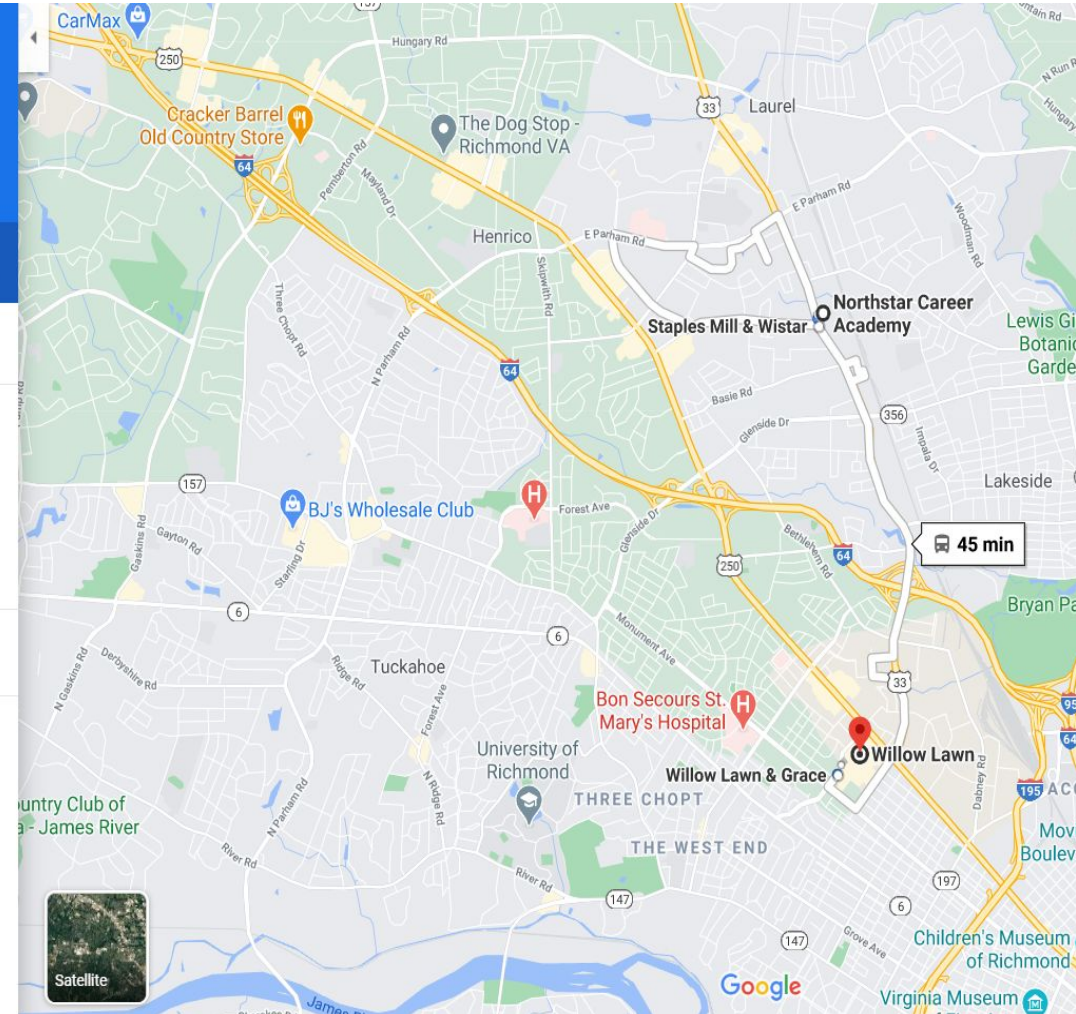


How do I use the fixed-route bus?

- Make sure to click on the transit button
- Google allows you to play around with departure/arrival time, day of travel, walking details



A screenshot of the Google Maps transit interface. At the top, there are navigation icons for home, car, transit (highlighted), walking, bicycle, and airplane. Below the icons, the start and end points are listed: "Northstar Career Academy, 8155A Stapl" and "Willow Lawn, 1601 Willow Lawn Dr, Rich". There is a "Leave now" dropdown menu and an "OPTIONS" button. Below this, there is a "Send directions to your phone" button. The main transit information shows a bus icon, the time "1:04 PM–1:49 PM", a duration of "45 min", a bus number "18", and a walking time of "5 min" from the destination. There is a "DETAILS" link. Below the transit information is a "SCHEDULE EXPLORER" section with a menu icon. At the bottom, there is a section titled "Explore Willow Lawn" with icons for Restaurants, Hotels, Takeout, Groceries, and More.



Navigation icons: Home, Car, Train, Pedestrian, Bicycle, Airplane, Close.

Origin: Northstar Career Academy, 8155A Staples Mill Rd, Richmond, VA 23228

Destination: Willow Lawn, 1601 Willow Lawn Dr, Richmond, VA 23228

Depart at: 12:38 PM, Thu, Mar 11

Options: +

Send directions to your phone

	1:04 PM–1:49 PM	45 min
	18	
	1:07 PM from Staples Mill & Wistar	
	5 min	
	DETAILS	
	2:04 PM–2:49 PM	45 min
	18	

[SCHEDULE EXPLORER](#)

Navigation icons: Home, Car, Train, Pedestrian, Bicycle, Airplane, Close.

Origin: Northstar Career Academy, 8155A Staples Mill Rd, Richmond, VA 23228

Destination: Willow Lawn, 1601 Willow Lawn Dr, Richmond, VA 23228

Route options: CLOSE

Prefer:

- Bus
- Subway
- Train
- Tram and light rail

Routes:

- Best route
- Fewer transfers
- Less walking
- Wheelchair accessible

Send directions to your phone

	1:04 PM–1:49 PM	45 min
	18	
	1:07 PM from Staples Mill & Wistar	
	5 min	
	DETAILS	
	2:04 PM–2:49 PM	45 min
	18	

[SCHEDULE EXPLORER](#)

← from Northstar Career Academy, 8155A Staples Mill Rd, Richmond, VA 23228 to Willow Lawn, 1601 Willow Lawn Dr, Richmond, VA 23228

1:04 PM - 1:49 PM (45 min)

18

1:07 PM from Staples Mill & Wistar

5 min

[ADD TO CALENDAR](#)

[SCHEDULE EXPLORER](#)

1:04 PM **Northstar Career Academy**
8155A Staples Mill Rd, Richmond, VA 23228

Walk
About 3 min, 0.1 mi

1:07 PM **Staples Mill & Wistar**

18 Henrico Government Center
40 min (25 stops) · Stop ID: 3802

1:47 PM **Willow Lawn & Grace**

Walk



12 Church Hill

see timepoint location on route map above

IT'S TIME TO **CONNECT**

Greater Richmond Transit Company

GRTC GRTC Transit Company

transit

Where to?

91	Northbound to Athens	4
12	Northbound to Forest	3
Forest Line	Eastbound to Theatre	5





1 NORTHBOUND

GRTC

2412

352L

WE ALL SCREAM FOR ICE CREAM

HANDMADE

FLORIAN @ #WEAR_GREYS

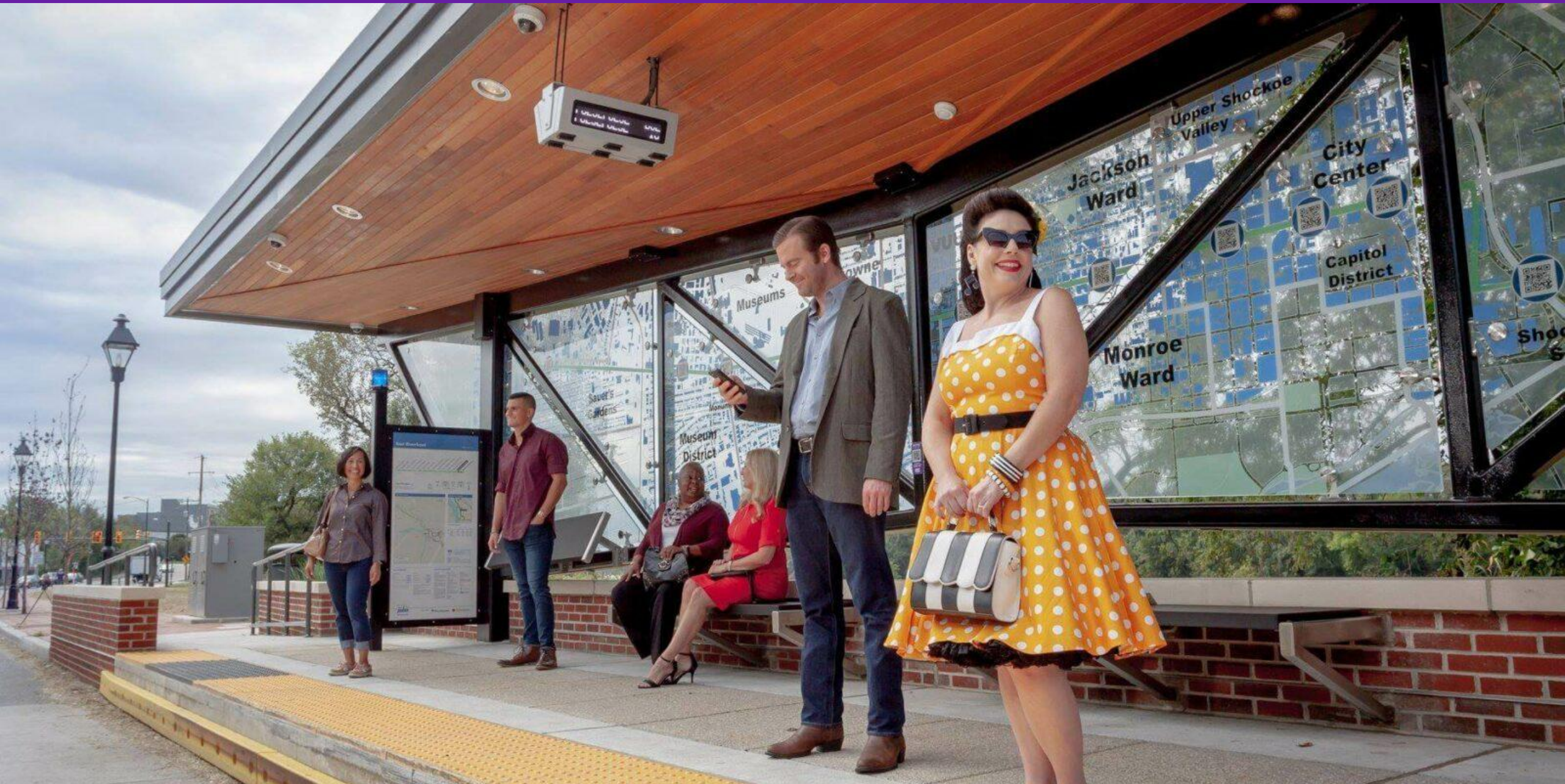


Inside of a GRTC bus



Inside of a GRTC bus

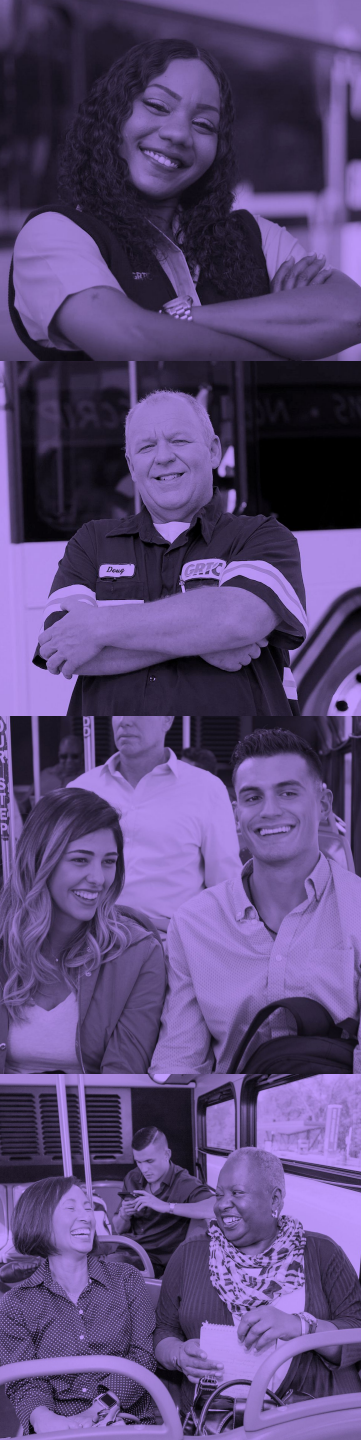






What is Travel Training?

- FREE for anyone 15 years and older
- One-on-One Training
- Personal Mobility Device Training
- Bus Orientation



One-on-One Travel Training

-Most popular

-Open to anyone

-Free

**-First come, first serve
basis**

- Starts with an in-person meeting, usually at the person's home, caregivers/case managers welcome
 - I ask a series of questions, they sign a liability waiver
- Depending on what the trainee needs determines next course of action
 - Walking to nearest bus stop
 - Taking a trip on the bus
 - Learning how to utilize technology
 - Learning how to plan trips
- No time frame, we work together until the trainee can safely and independently travel
 - Open conversations with trainee and/or caregiver on skills learned and skills needed
- Can work together multiple times
 - Needing to learn different routes or refresher
 - Changes to typical routes

Personal Mobility Device Training

-Open to CARE
customers only

-Free

-Not necessary to do

- Schedule a time to come to the office via the CARE van (free to trainee)
- Practice boarding and alighting on the different types of fixed route buses in the yard
- Take the CARE van home (free to trainee)

Bus Orientation Travel Training

-Open to anyone

-Free

-Good for groups or
seasoned bus riders

- Depending on needs determines where to start
 - Training on how to use technology to plan trips
 - Taking a bus trip to familiarize self with our system
- Usually one/two meetings



How to start learning bus skills without a bus

- Practice pedestrian street skills - crosswalks, pedestrian signals, crossing with only a stop light, construction
- Identifying GRTC's vehicles – CAREvan, LINK vans, fixed-route buses (purple/silver), Pulse buses (blue/green)
- Identifying GRTC's operators by our uniform
- Use map app to plan trips, use walking feature to walk around neighborhood or bus route
- Practice with our How to Ride YouTube videos - <https://www.youtube.com/user/ridegrtc/playlists>
- Figure out how much money you'd save by taking public transit versus Uber/Lyft
- Dressing for the weather
- Follow a bus in a car – look at where it goes, bus stops on the route, how many riders, etc.
- Don't have public transit? Check to see if you have a mobility manager or a disability advisory board in your area



How to apply for the CAREvan



Powered by Google Translate Select Language

GRTC
TRANSIT SYSTEM

(804) 358-4782 CEO

HOME PULSE TRIP PLANNING SERVICES FARES NEED HELP? ABOUT US NEWS & INITIATIVES STATS & REPORTS

GRTC REGIONAL PUBLIC TRANSPORTATION PLAN
REVIEW THE CO
NOW!
[CLICK HERE FOR DETAILS](#)

- Local Riders
- Express Riders
- Specialized Transportation >
 - CARE
 - CARE On-Demand
- Travel Training Program
- Commuter Vanpools
- RideFinders

GRTC REGIONAL PUBLIC TRANSPORTATION PLAN: CLICK FOR INFO & TAKE OUR SURVEY!



How to apply for the CAREvan

- Eligibility
- Paratransit Riders 80 years or older
- Service Areas & Operating Hours
- Paratransit Fare
- Local Route Bus Fares
- Scheduling a Reservation
- CARE On-Demand
- No Show/Late Cancellation Policy
- Replacement CARE cards
- Holiday Schedules
- Contacting CARE
- CARE Advisory Committee (CAC)

Eligibility

The ADA requires an eligibility process for the ADA Paratransit service. To apply for eligibility, please see contact information for ADARide below:

Website: www.adaride.com

Phone: (877) 232-7433 | **Phone TTY:** (310) 410-0985 | **Fax:** (310) 410-0239

(Mon-Fri. 11:00am - 7:00pm ET)

Email: info@adaride.com

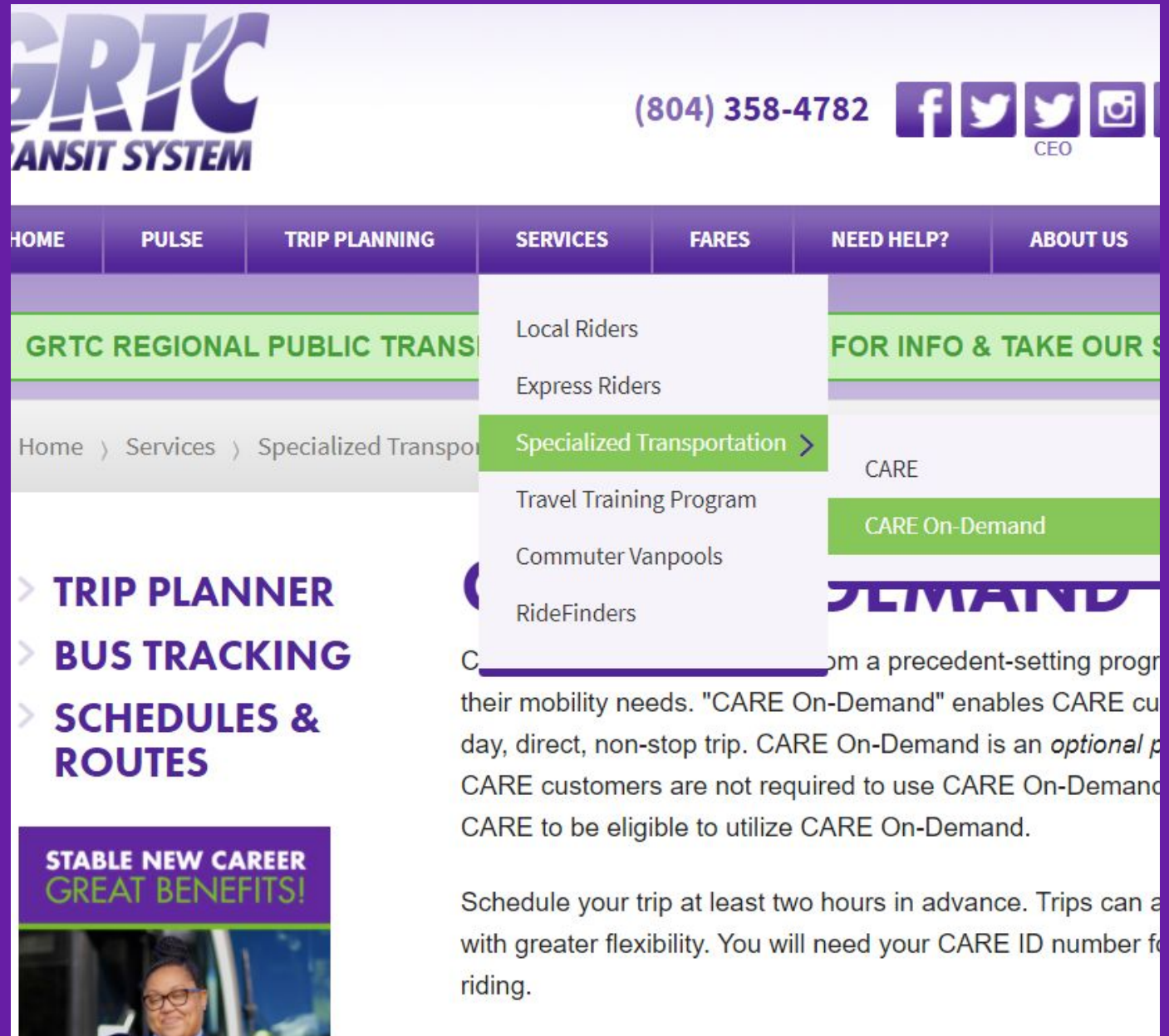
Mail: ADARide, 19300 S. Hamilton Ave, Suite #120, Gardena, CA 90248

For assistance with eligibility at GRTC or ID cards, please contact GRTC's Eligibility Coordinator at:

Phone: (804) 358-3871 ext. 434

Mail: Eligibility Coordinator, GRTC Transit System, 301 East Belt Boulevard, Richmond, VA 23224

If found eligible for the CAREvan, you can use CARE On-Demand



The screenshot shows the GRTC website header with the logo, phone number (804) 358-4782, and social media icons for Facebook, Twitter, and Instagram. The navigation menu includes HOME, PULSE, TRIP PLANNING, SERVICES, FARES, NEED HELP?, and ABOUT US. A dropdown menu is open under SERVICES, listing Local Riders, Express Riders, Specialized Transportation (highlighted), Travel Training Program, Commuter Vanpools, and RideFinders. The main content area features a 'TRIP PLANNER' section with links to BUS TRACKING and SCHEDULES & ROUTES. A banner for 'STABLE NEW CAREER GREAT BENEFITS!' is visible. The text below the dropdown describes the CARE On-Demand service, noting it is an optional program for eligible customers and requires scheduling at least two hours in advance.

GRTC
TRANSIT SYSTEM

(804) 358-4782

Facebook Twitter Instagram
CEO

HOME PULSE TRIP PLANNING SERVICES FARES NEED HELP? ABOUT US

GRTC REGIONAL PUBLIC TRANSPORTATION

FOR INFO & TAKE OUR SURVEY

Home > Services > Specialized Transportation

- Local Riders
- Express Riders
- Specialized Transportation >**
- Travel Training Program
- Commuter Vanpools
- RideFinders

CARE

CARE On-Demand

DEMAND

> **TRIP PLANNER**

> **BUS TRACKING**

> **SCHEDULES & ROUTES**

**STABLE NEW CAREER
GREAT BENEFITS!**

CARE On-Demand is a continuation of a precedent-setting program that addresses the unique mobility needs of our customers. "CARE On-Demand" enables CARE customers to take a day, direct, non-stop trip. CARE On-Demand is an *optional* program. CARE customers are not required to use CARE On-Demand. However, CARE customers are required to be eligible to utilize CARE to be eligible to utilize CARE On-Demand.

Schedule your trip at least two hours in advance. Trips can be scheduled with greater flexibility. You will need your CARE ID number for riding.



CARE On-Demand

- With UZURV, you get a private ride with a courteous, credentialed, ADA-compliant driver in a vehicle matched to your specific needs. The ride is a direct, non-stop, door-to-door service. Rides can be booked in as little as 60 minutes ahead of time.
- Eligible riders can use UZURV's direct line call center or the UZURV Ride App to schedule rides, manage reservations, track trips, and favorite drivers. The app is WCAG 2.1 AA Certified for accessibility and ease of use.
Are you ready to take transportation back in your hands and enjoy a safer and more convenient UZURV experience?
[Click here to download the app](#)
Or UZURV Call Center & Service Hours:
7 days a week
Monday - Friday from 5:30AM to 10:00PM
Saturday - Sunday from 7:30AM to 7:30PM
- **Like Your UZURV Driver? You can also select favorite drivers and request them again.**
- CALL the UZURV Care On Demand Team at **(804)-499-3400**. We look forward to assisting you!





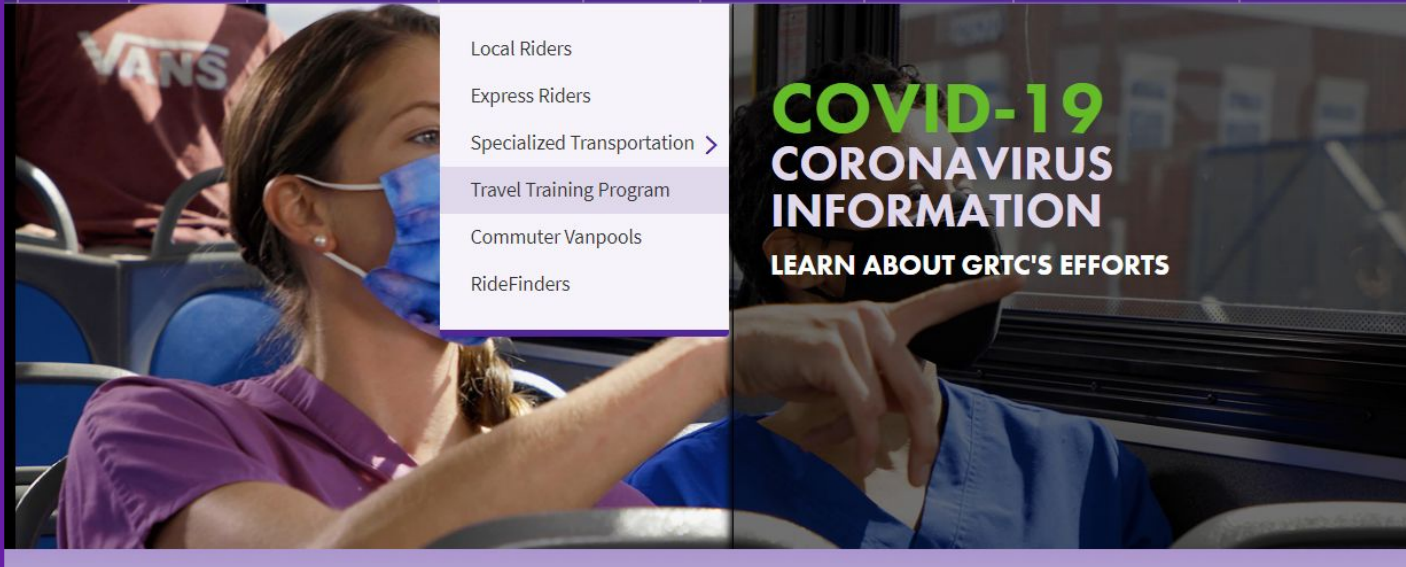
Powered by Google Translate | Select Language

(804) 358-4782



Search

- HOME
- PULSE
- TRIP PLANNING
- SERVICES
- FARES
- NEED HELP?
- ABOUT US
- NEWS & INITIATIVES
- STATS & REPORTS



Questions?
Kelsey Calder – Travel Training Instructor
804-474-9320 (call/text)
kcalder@ridegrtc.com