



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 8 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 260 individuals and small groups
- ▶ Travel Training is very flexible, I'm always happy to accommodate when appropriate!

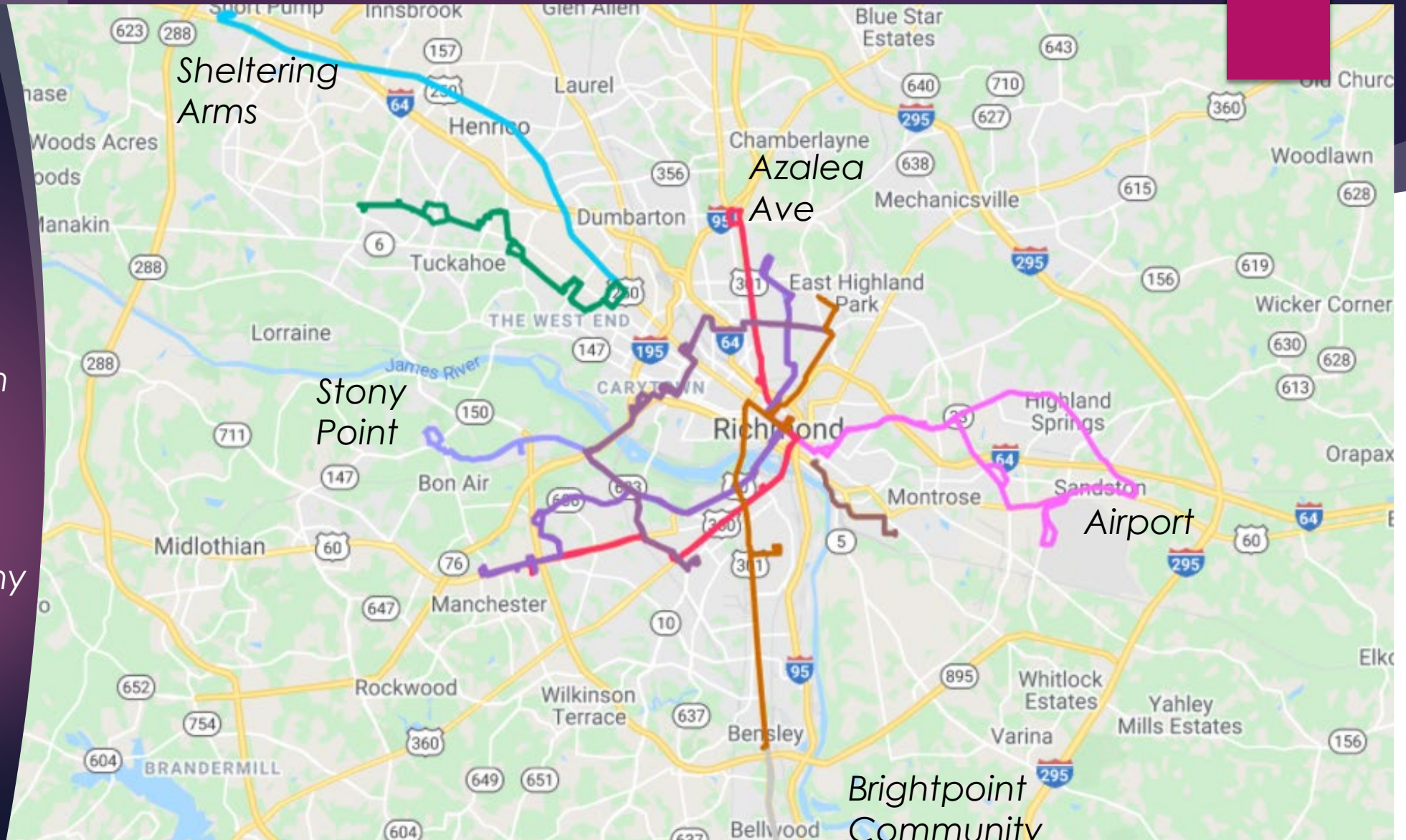
GRTC's Types of Transit Service

- ▶ **UPDATE: all GRTC fixed-route buses and the CAREvan are free until 2025**
- ▶ 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 day pass)
 - ▶ Bus rapid transit (the Pulse, mimics metro/subway, same price as numbered buses)
 - ▶ Express buses (95X, 28X, think commuter, \$2-6 per trip)
 - ▶ Microtransit (must be in the service area, use app or call to schedule ride)
- ▶ Paratransit – curb to curb service, must be found eligible before use
 - ▶ CAREvan (shared ride service, \$3/\$6 per ride)
 - ▶ CARE On-Demand (think Uber/Lyft, minimum \$6 per ride) ***still costs money***

You can play
around with
all fixed-
routes:

<http://new.grtcbustracker.com/bustime/map/displaymap.jsp>

There are many
more routes
than this!



Brightpoint
Community
College

Serviced during "Snow Routes"

Stop ID Number

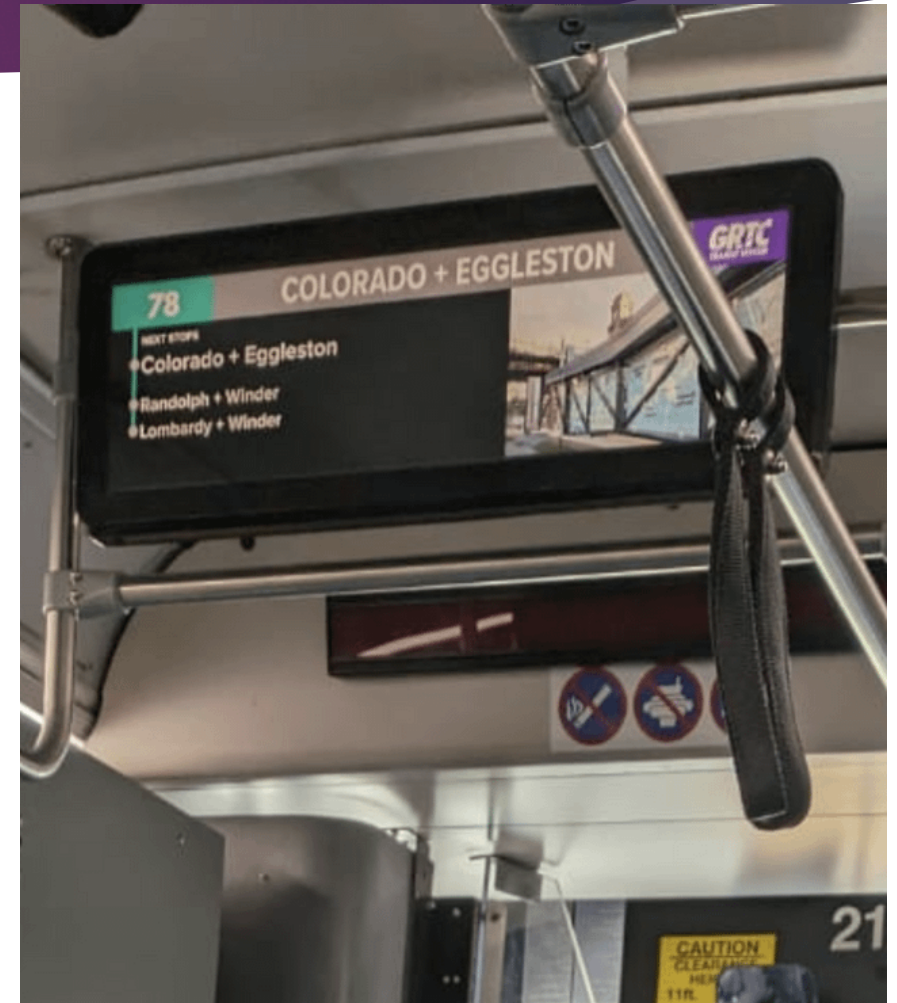
*Customer Service
Phone Number*

*Bus Route,
when it comes*





Inside a GRTC bus



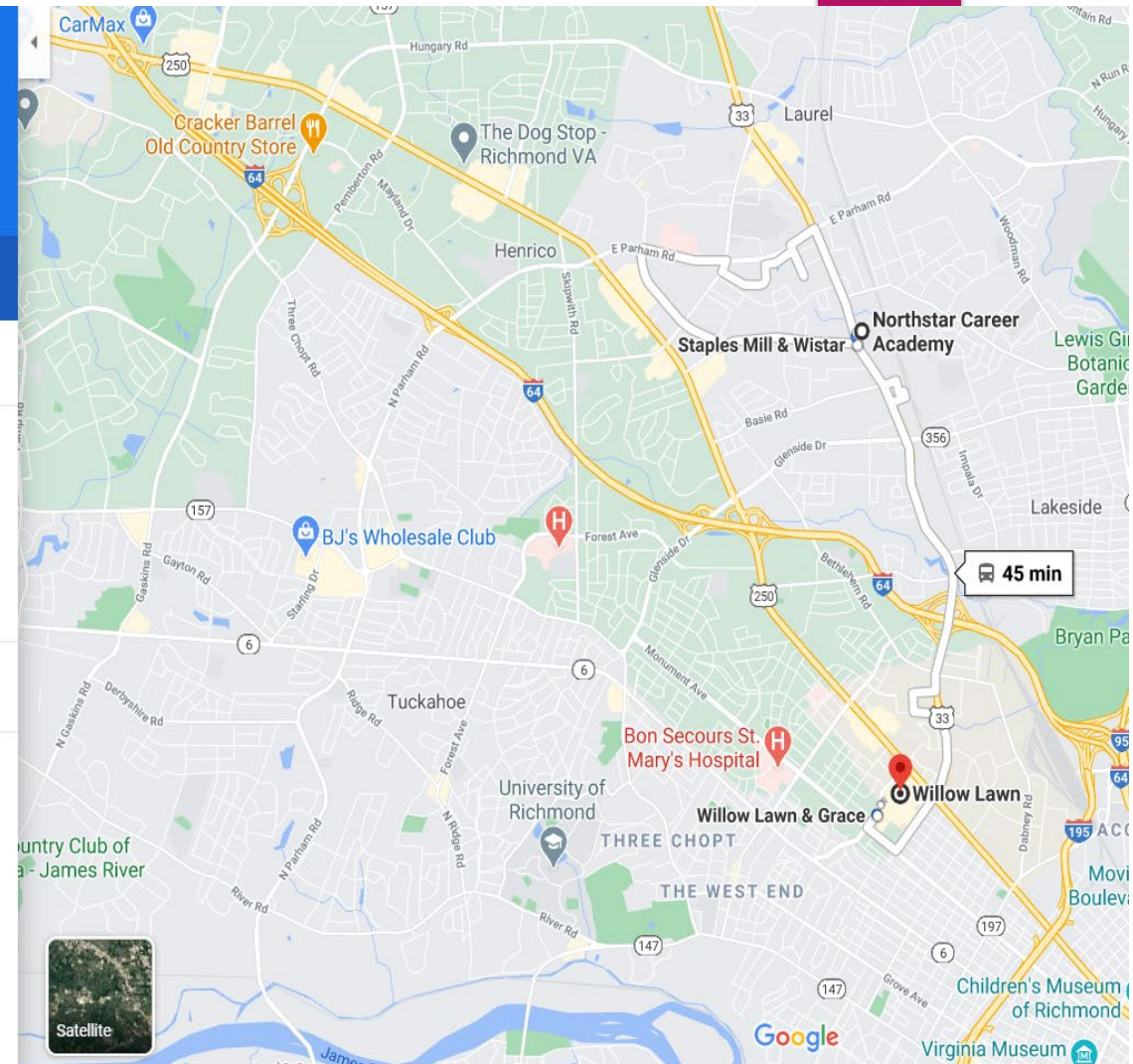
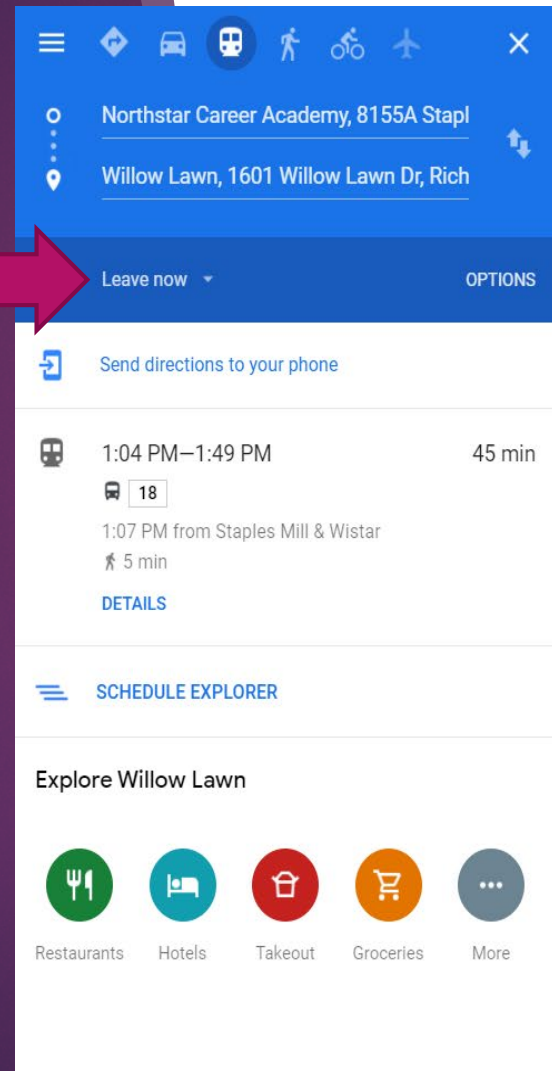




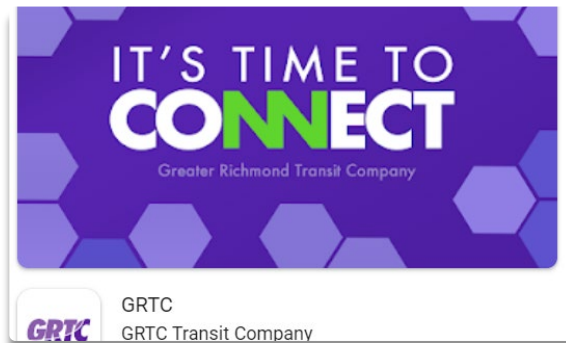
How do I use
fixed-route/the
regular bus?

Make sure to click
the transit button

Google allows you to
play around with when
you want to leave/arrive
by, what day of travel,
walking details



GRTC Apps



Track buses

Get current arrival time

See where the bus is on your route

Plan your route

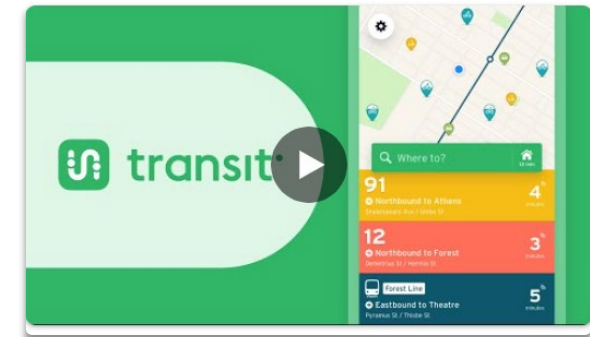


Link-Microtransit

Currently operating in the Henrico
HS-Mechanicsville area

Known as the Azalea Zone

Use this app to order a ride, must
take place in service area



Track buses

Get current arrival time

See where the bus is on your route

Plan your route

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 Travel 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, fixed-route buses (purple/silver), Pulse buses (blue/green)
- ▶ Identifying GRTC's drivers 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.

How to apply for the CAREvan

Powered by Google Translate Select Language

GRTC
TRANSIT SYSTEM

(804) 358-4782

CEO

Search

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

GRTC REGIONAL PUBLIC TRANSPORTATION PLAN
REVIEW THE COMMISSIONER'S REPORT 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!

- 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



*How to
apply for
the
Carevan*

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

The screenshot shows the GRTC (Greater Richmond Transit Company) website. At the top, the GRTC logo is on the left, and the phone number (804) 358-4782 and social media icons for Facebook, Twitter, and Instagram are on the right. Below the header is a navigation bar with links: HOME, PULSE, TRIP PLANNING, SERVICES, FARES, NEED HELP?, and ABOUT US. The 'SERVICES' link is highlighted, and a dropdown menu is open, showing options: Local Riders, Express Riders, Specialized Transportation (which is highlighted with a green bar and a right arrow), Travel Training Program, Commuter Vanpools, and RideFinders. Below the navigation bar, there is a breadcrumb trail: Home > Services > Specialized Transportation. To the left of the main content area, there are three links: > TRIP PLANNER, > BUS TRACKING, and > SCHEDULES & ROUTES. Below these links is a purple box with the text 'STABLE NEW CAREER GREAT BENEFITS!' and a photo of a woman. The main content area features a green banner with the text 'GRTC REGIONAL PUBLIC TRANSIT' and 'FOR INFO & TAKE OUR S'. Below this banner, there is a section for 'CARE On-Demand' with a green bar and the text 'CARE On-Demand'. To the right of this section, there is a large image of a bus with the word 'DEMAND' visible. Below the image, there is a paragraph of text: 'C... from a precedent-setting progr... their mobility needs. "CARE On-Demand" enables CARE cu... day, direct, non-stop trip. CARE On-Demand is an *optional* p... CARE customers are not required to use CARE On-Demand... CARE to be eligible to utilize CARE On-Demand.' Below this paragraph, there is another paragraph: 'Schedule your trip at least two hours in advance. Trips can a... with greater flexibility. You will need your CARE ID number f... riding.'



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