GRTC Transit System
CARE On-Demand Service
RRTPO Meeting
October 4, 2018
Overview

• Specialized Transportation (SpecTran) provides paratransit service for the elderly and people with disabilities.

• Under the FTA/ADA Guidelines, SpecTran is a complementary service to the local fixed route service.

• CARE/CARE Plus/CVAN serves the City of Richmond and Henrico County.
Overview (cont.)

• From 2014 to 2016 there was steady growth in CARE ridership.

• The steady growth created operational challenges coupled with increased cost and resource constraints.
SpecTran Trip Comparison

SpecTran Trip Comparison

FY2017
FY2018
Service Model Process

• Researched alternative solutions by consulting with other agencies, taxi companies, various service providers, and the FTA.
• Pilot Program was created to provide greater flexibility in meeting CARE customers’ mobility needs.
• RFP was posted on October 31, 2016.
• UZURV submitted a bid and started on August 1, 2017.
• Ride RoundTrip submitted a bid and started on December 1, 2017.
UZURV

• UZURV is a Richmond based Reservation Network Company (RNC) founded in 2015 by two Uber Partners, Matt Donlon and Harold Frans.
• The company was created to enhance the on-demand transportation experience.
• Currently operating in 155 cities, UZURV combines the convenience and affordability of on-demand transportation with the security of a reservation service to give riders personal service that matches their specific needs.
• UZURV partners with Lyft and companies with accessible vehicles to provide all customers with equal access to the service.
Ride RoundTrip

- Roundtrip is a medical transport company headquartered in Philadelphia, Pa.
- Delivers medical transportation services to healthcare organizations and patients.
- RoundTrip has an easy-to-use, web-based portal which gives riders, patients, and care coordinators alike a way to quickly book on-demand and scheduled non-emergency medical transportation.
- RoundTrip partners with Lyft and companies with accessible vehicles to provide all customers with equal access to the service.
CARE On-Demand Features

• Care On-Demand enables CARE customers the option to utilize a same-day, direct, non-stop trip.
• Care On-Demand is available to all certified CARE customers.
• CARE On-Demand is an optional program; CARE customers are not required to use CARE On-Demand.
• Customers can schedule trips by way of a call center at least two hours in advance. Trips can also be scheduled farther in advance with greater flexibility.
CARE On-Demand Features (cont.)

• Transportation for CARE customers within the Care service area.
• Origin-to-destination service to include curb-to-curb and door-to-door.
• Maintain the ability to bring along one Personal Care Assistant (PCA), guests (space permitting), and a service animal at no additional cost.
• Extended hours of service are also available.
• Customers can request favorite driver(s).
Payment Process

- Customer pays initial $6.00.
- GRTC will pay for up to an additional $15.00 of the cost of the ride.
- Any additional cost will be the customer’s responsibility. (Total cost of trip is set prior to trip so customer knows in advance.)
- Trip cost is determined by trip mileage, and may be subject to peak time-of-day demand.
- Provider documents trip and fare information to include customer name, trip origin, trip destination, date and time.
- Provider submits documentation to GRTC on a monthly basis for reimbursement.
CARE On-Demand Trips

CARE On-Demand Trips

UZURV
RoundTrip
Total

August
September
October
November
December
January
February
March
April
May
June

0
200
400
600
800
1,000
1,200
1,400
1,600
1,800
2,000
<table>
<thead>
<tr>
<th>Month</th>
<th>CARE Trips</th>
<th>CARE On-Demand Trips</th>
<th>CARE &amp; CARE On-Demand Total Trips</th>
<th>Percentage of CARE On-Demand Trips</th>
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</thead>
<tbody>
<tr>
<td>August</td>
<td>21,232</td>
<td>484</td>
<td>21,716</td>
<td>2.23%</td>
</tr>
<tr>
<td>September</td>
<td>19,308</td>
<td>519</td>
<td>19,827</td>
<td>2.62%</td>
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<tr>
<td>October</td>
<td>20,559</td>
<td>808</td>
<td>21,367</td>
<td>3.78%</td>
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<td>November</td>
<td>19,178</td>
<td>908</td>
<td>20,086</td>
<td>4.52%</td>
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<tr>
<td>December</td>
<td>17,568</td>
<td>972</td>
<td>18,540</td>
<td>5.24%</td>
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<tr>
<td>January</td>
<td>17,459</td>
<td>1,132</td>
<td>18,591</td>
<td>6.09%</td>
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<tr>
<td>February</td>
<td>18,109</td>
<td>1,391</td>
<td>19,500</td>
<td>7.13%</td>
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<tr>
<td>March</td>
<td>19,800</td>
<td>1,659</td>
<td>21,459</td>
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<td>April</td>
<td>19,014</td>
<td>1,575</td>
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<td>May</td>
<td>20,106</td>
<td>1,803</td>
<td>21,909</td>
<td>8.23%</td>
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<td>June</td>
<td>18,326</td>
<td>1,708</td>
<td>20,034</td>
<td>8.53%</td>
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Next Steps

• Continue to monitor the pilot program
• Solicit feedback from customers and stakeholders
• Extension of the current contracts
Questions