

## Accessible Transportation

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

Age Requirements

No Age Requirement

Intake Contact

Angela Allah

Intake Contact Email

aallah@ridegrtc.com

Intake Process

Visit the website or call for information about specialized transportation, ADA (Americans with Disabilities Act), or eligibility inquiries.

Intake Contact Telephone

(804) 358-3871 x434

Report Problems

Call the Agency

Self Refer

Yes

GRTC Transit System

<http://www.ridegrtc.com/>

<http://ridegrtc.com/need-help/accessibility/>

<https://www.facebook.com/RideGRTC>

[www.twitter.com/GRTCtransit](http://www.twitter.com/GRTCtransit)

Main

(804) 358-4782

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

Customer Service hours. Hours vary according to the individual

Fee Structure

Fee Range

Payment Method(s)

Cash only

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Private Pay

Languages Spoken

English

GRTC fixed route buses have the required features and equipment to allow individuals with disabilities to board, ride, and exit vehicles easily and comfortably. GRTC also operates a Specialized Transportation service for individuals who require additional assistance.

GRTC Transit System's CARE and CARE Plus services provide origin-to-destination service under the guidelines of the Americans with Disabilities Act (ADA) for the citizens of the Richmond Region. CARE stands for "Community Assisted Ride Enterprise." CARE and CARE Plus provide public transportation access to individuals with disabilities who may not be reasonably able to use GRTC fixed route bus service.

According to the ADA, "origin-to-destination" service means providing service from a passenger's origin to the passenger's destination. GRTC primarily provides a curb-to-curb mode of service. However, GRTC also assists those passengers who need assistance beyond the curb to use the service unless such assistance would result in a fundamental alteration or direct threat.

Please contact the Eligibility Coordinator at (804) 358-3871 ext. 434 for more information.

Service Area(s)

Chesterfield County

,

Henrico County

,

Richmond City

Email

[webcustomerservice@ridegrtc.com](mailto:webcustomerservice@ridegrtc.com)