

# GRTC CARE SERVICE PROVIDER CHANGE

**RICHMOND, Va. (April 5, 2017)** – In a special Board of Directors meeting this morning, GRTC's Board voted to award a paratransit services contract to First Transit, Inc., effective Sunday, April 30, 2017. Notification was also sent to MV Contract Transportation, Inc. to discontinue GRTC's paratransit services contract with MV effective Saturday, April 29, 2017. CARE and C-VAN are specialized transportation services that have been provided by MV on behalf of GRTC since December 1, 2014.

To ensure smooth and continuous service for customers, First Transit will temporarily provide specialized transportation from April 30, 2017 through November 30, 2017, when MV's contract was scheduled to expire. First Transit staff is on site today to assist with the transition through the end of this month. GRTC is confident partnering with First Transit is the best path forward to continue improving the CARE/C-VAN customer experience.

Simultaneously, GRTC is preparing to solicit proposals for a new contract effective December 1, 2017. The Request for Proposals (RFP) should be issued this month.

CARE and C-VAN customers can [still book trips through the same methods as today](#), but please note the new email address for reservations effective April 30, 2017: [webcarecvan@ridegrtc.com](mailto:webcarecvan@ridegrtc.com).

Drivers currently employed by MV are eligible to apply for their same job with First Transit now. These employees provide a crucial service to the communities we serve, and GRTC is committed to ensuring the drivers have every opportunity to transition from driving for MV to First Transit without interruption. When CARE drivers are comfortable and confident, GRTC knows they can provide exceptional customer service.

First Transit will also provide comparable benefits in compliance with the existing Union contract for paratransit drivers. Drivers will be eligible for those benefits the first day of the month after they are hired, rather than after a 90-day waiting period.

GRTC continues to maintain and grow its paratransit fleet, with 13 new vans placed into service in March. First Transit also commits to provide drivers to meet our need to complete 1100 to 1200 trips daily.

Although there is an increased cost for GRTC to end its contract with MV and bring on First Transit temporarily, GRTC is prepared to absorb that cost with other efficiencies for the benefit of our customers and the community as a whole. There will not be a fare increase to customers.

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**Connect With GRTC:**

Visit [ridegrtc.com](http://ridegrtc.com)

Call GRTC Customer Service Center at 804-358-GRTC (4782).



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**Contact for GRTC Media Inquiries:**

Carrie Rose Pace

Director of Communications

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

804-358-3871, Ext. 354

After Hours: 804-516-4148

GRTC Transit System's mission is to provide clean, safe, and reliable transportation and to improve mobility and access throughout Central Virginia.