

GREATER AUSTIN TRANSPORTATION SERVICES & SENIOR RIDE GUIDE



OFFICE OF
MOBILITY
MANAGEMENT

C E N T R A L T E X A S

mytxride.com



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OFFICE OF MOBILITY MANAGEMENT

For assistance with trip planning tailored to your specific needs, contact the Office of Mobility Management at: **512-369-6047** or mytxride.com

HOW THIS GUIDE CAN HELP YOU

Many older Americans think giving up the car keys means giving up independence. In the Austin metropolitan area, that does not have to be the case. This Ride Guide will aid you in finding the transportation option that best suits your needs or the needs of someone you know. The following are common situations and suggestions for how to remain mobile and actively involved in the community.

IF YOU STILL DRIVE AND PLAN TO KEEP DRIVING AS LONG AS YOU SAFELY CAN:

- Take a driver safety course designed for older drivers to keep your skills sharp. You will learn how to deal with changes in your vision, flexibility, reaction time and medications.
- Review driver safety resources so you spot potential problems before they become serious.
- Adjust your car for comfort and safety by following CarFit practices (see page 8--Adjusting Your Vehicle).

IF YOU HAVE CUT BACK ON DRIVING AND ARE LOOKING FOR OTHER WAYS TO GET AROUND:

- Use public transportation (taxi or bus) for rides to shorter destinations.
- If using the bus is difficult, you might be eligible for a volunteer service that picks you up at home and takes you to your destination.

HOW THIS GUIDE CAN HELP YOU

IF YOU ARE CONCERNED ABOUT A FRIEND OR FAMILY MEMBER WHO PROBABLY SHOULD NOT BE DRIVING ANYMORE:

- Access publications that provide tips about how to talk to friends and family about driving.
- Get the latest information about Department of Motor Vehicles' policies on testing, reporting and license renewal.
- Help the older driver get a formal driving assessment.

IF YOU DO NOT DRIVE, BUS ROUTES JUST DO NOT GO WHERE YOU NEED TO GO, OR YOU KNOW YOU CANNOT USE PUBLIC TRANSPORTATION:

- Apply for a paratransit service like CapMetro Access or CARTS.
- Call a volunteer driving program to see if you are eligible for services.
- Use a taxi for destinations that are not far from your home.

IF YOU NEED HELP FROM ANOTHER PERSON IN ORDER TO GO ANYWHERE:

- Ask if your personal care service or home health agency has someone who can stay with you at the destination.
- Inquire if family or friends can accompany you to destinations.

LICENSE RENEWAL FOR SENIOR DRIVERS

Texas drivers who are 79 years of age or older at the time their current driver license expires are required to renew their license in person at a local Department of Transportation office. Drivers over 85 years of age can only renew it for a 2-year period. In addition to taking a vision test, you may be asked to take a written knowledge test as well. In preparation for this, you can review the Texas Drivers Handbook and take practice tests before going for your license renewal.

For license-related inquiries, call **877-452-9060** or email webhelp@texasonlinehelp.com.

TEXAS STATE IDENTIFICATION

Many older drivers continue to renew their driver licenses even after "giving up the car keys" to have it for identification. Non-drivers can obtain a State Identification card that is an official document for identification.

**THE TEXAS DEPARTMENT OF PUBLIC SAFETY
DRIVER'S LICENSES DIVISION ISSUES DRIVER'S
LICENSES AND STATE IDENTIFICATIONS**

For general Information and neighborhood bureau locations: **512-424-2000** or txdps.state.tx.us

DISABILITY PARKING PERMITS

Disability parking is available to individuals who have an approved disability placard or disability license plate. Physicians complete forms that you obtain from the county tax assessor's office. Physicians must clarify whether your disability is temporary (6 months for \$5) or permanent (4-year renewal cycle for no charge) and whether the reason is mobility, or non-mobility related.

The Disability Parking Placard is convenient to use when you are a passenger in someone else's vehicle too.



DISABILITY PARKING PERMITS

FOR FORMS AND OTHER INFORMATION ABOUT DISABILITY PARKING:

County	Phone	Web Address
Bastrop	512-581-7100	co.bastrop.tx.us
Blanco	830-868-7178	co.blanco.tx.us
Burnet	512-756-5420	burnetcountytexas.org
Caldwell	512-398-1952	co.caldwell.tx.us
Fayette	979-968-3164	co.fayette.tx.us
Hays	512-393-5545	tax.co.hays.tx.us
Lampasas	512-556-8271	co.lampasas.tx.us
Llano	325-247-4165	co.llano.tx.us
Lee	979-542-2640	co.lee.tx.us
Travis	512-854-9473	traviscountytax.org
Williamson	512-943-1100	wilco.org

DRIVER SAFETY RESOURCES

AARP

The AARP Driver Safety Program offers local classes for drivers age 50 and over. Courses cover many topics related to being an older driver such as traffic rules, staying flexible, and medications. It covers normal age-related physical changes and how to adjust driving to allow for these changes. Many insurance companies offer a discount to AARP Driver Safety graduates.

For information on AARP Driver Safety courses in the area, and for other helpful information, call **888-AARP-NOW** or **888-227-7669** or go to aarpdriversafety.org

ADAPTIVE DRIVING PROGRAM

St. David's Rehabilitation Center offers a comprehensive driver evaluation and training program for people who experience medical or age-related difficulties that hamper the ability to drive a vehicle. Therapists use objective, standardized data from clinical tests and on the road driving to determine the patient's ability to drive; ability to use adaptive equipment if necessary; and willingness to participate in training sessions. Recommendations may include advanced driver training or the need to defer from driving.

St. David's Rehabilitation Center

1005 E. 32nd St.
Austin, TX 78705
512-544-8993 stdavids.com

AAA FOUNDATION FOR TRAFFIC SAFETY

If you are unsure of your ability to drive safely, you can measure your driving skills by doing a self-assessment. Go to exchange.aaa.com/safety/senior-driver-safety-mobility/evaluate-your-driving-ability to find ways to help you test and improve your driving. Additionally, the AAA Foundation for Traffic Safety shares how aging affects driving, how to help a senior driver plan for driving retirement, and much more at aaafoundation.org

AAA South Austin

4970 Hwy 290 W Ste 310
Austin, TX 78735
512-383-4357

AAA North Austin

13376 Hwy 183 N Ste 108
Austin, TX 78750
512-335-5222

ADJUSTING YOUR VEHICLE

Proper adjustment of seats, mirrors, headrests, and steering wheel can help keep you driving safely. Using simple devices can help compensate for physical changes or simply make a vehicle fit you more comfortably and safely. Easy to follow instructions based on the CarFit program are at car-fit.org.

FAMILY CONVERSATIONS WITH OLDER DRIVERS

The Hartford insurance company and the MIT AgeLab developed a guide to help families have productive and caring conversations with older adults about driving safety. Download a 24-page free brochure called "We Need to Talk ... Family Conversations with Older Drivers".

For information on dementia and driving, download the "At the Crossroads: Family Conversations about Alzheimer's Disease, Dementia & Driving" brochure.

Additional information is available and both booklets can be downloaded free from: safedrivingforlife.info

NATIONAL CENTER ON SENIOR TRANSPORTATION

Information and resources for older drivers and for caregivers who provide transportation for older adults is available at **866-983-3222**, or at the website seniortransportation.net

This is a comprehensive online source for various mind, muscle, vision and range of motion assessments. elderlydrivingassessments.com

Adjusting to life without a car may be difficult at first. Hopefully, you have participated in the decision to stop driving and found other ways to continue your routine activities. Some tips may help to make the transition.

REACH OUT TO OTHERS

Many seniors have difficulty asking family and friends for rides. You can be proactive and make it comfortable for everyone. Perhaps your adjustment is easier if you keep your car and have others drive it. The first few times you try out a new service or ride the bus, make it fun by asking a family member or friend to ride with you until you feel more confident.

STAY POSITIVE

Use positive language to describe your situation. For example, think about the money saved on car insurance, maintenance, registration and gasoline. If necessary, it is one of the advantages of giving up your car and leaves you able to pay for alternative transportation. Thinking about your transition as something that you can handle will speed the adjustment.

IF YOU CANNOT GO OUT TO GET SOMETHING, HAVE IT COME TO YOU

Many stores will deliver their products straight to your door.

- Consider having your groceries delivered. Many stores have free delivery or deliver for a low fee. You can also ask your family, friends, or volunteers from your local community center, church, or synagogue, to pick up your groceries for you.
- Order your medicines by mail. Not only is this more convenient—it is often less expensive. Only order from pharmacies that you know and trust.
- Consider having your meals delivered to you or order meals online from a meal delivery service.
- Learn to shop on the internet. There are many conveniences and interesting information at your fingertips on the internet. Contact Austin Groups for the Elderly at **512-451-4611** or visit ed2go.com for special computer courses for older adults.

QUESTIONS TO ASK

CONSIDER THE FOLLOWING QUESTIONS BEFORE DECIDING ON A TRANSPORTATION OPTION:

1. What is the service area?
2. Is there a limitation on distance?
3. How much will the service cost?
4. Do insurance companies pay for rides provided by the service?
5. Are there requirements to qualify for the service? If so, what are they?
6. Is there an evaluation that must take place prior to the first ride?
7. Is there a required membership fee that must be paid before scheduling rides with the service?
8. How far in advance must riders make reservations?
9. Are rides available in the evenings, on weekends or on holidays?
10. Are rides only for medical appointments?
11. Is service only curb-to-curb or can riders have assistance?

QUESTIONS TO ASK

12. Are riders who use wheelchairs able to use the service?
13. Do riders stay in their wheelchair, or must they transfer to a seat during the ride?
14. Is there an escort or attendant in the vehicle with the driver?
15. Does someone stay with the rider during appointments?
16. Can a family member serve as an escort? If so, is there an extra cost associated?
17. Will there be a wait when picked up from home? If so, how long?
18. Will there be a wait when picked up for my return trip? If so, how long?
19. Will the driver or attendant come into the office/building for the return trip?
20. Will other passengers be riding? If so, what is the maximum length of time of the ride while others are being picked up or dropped off?
21. Is there a cancellation policy?

If planning to relocate, please consider available transportation options in your new area.

VOLUNTEER DRIVING ORGANIZATIONS IN THE GREATER AUSTIN METROPOLITAN AREA

The volunteers, who use their own vehicles, can serve as your companions while providing transportation.

Volunteers will drive you to the grocery store, bank, medical appointments, beauty shops, or on errands. You can also get a ride to attend social or recreational activities. You can ask for a round trip ride or a one-way ride.

VOLUNTEERS PROVIDE TRANSPORTATION BASED ON YOUR NEEDS

Curb-to-Curb:

You walk to the volunteer's vehicle on your own when they arrive. The volunteer drops you off at your destination and returns to pick you up later for the return trip to your home.

Door-to-Door:

A volunteer comes to your door, assists you into the vehicle, and escorts you to the door of your destination. A volunteer returns later to pick you up and assists you home to your door.

Door-through-Door:

A volunteer comes into your home, assists you into the vehicle and escorts you into your destination, staying for the duration. A volunteer then drives you home, assisting you into your home.

- There is no charge to riders. Service is supported through contributions from riders and community funders.
- Enrollment is available to older adults who are still living independently in the community.
- Volunteers do not transport wheelchairs, but will bring a wheelchair to the car if there is one available at your destination.
- All services are based on volunteer availability; weekdays, evenings and weekends service, with 3-5 business days' notice.
- Go to driveasenior.org for more information, find the agency located in your area and contact them for more information.

VOLUNTEER DRIVING ORGANIZATIONS

CHARIOT – SERVING SOUTH, SOUTHEAST, SOUTHWEST AUSTIN, ELGIN, LAKEWAY, AND DRIPPING SPRINGS

Call for scheduling rides
512-445-5552
info@chariot.org

DRIVE A SENIOR ATX – SERVING NORTH CENTRAL AND WEST AUSTIN

Call for scheduling rides
512-472-6339
driveasenioratx.org

DRIVE A SENIOR-FAITH IN ACTION NORTHWEST – SERVING NW AUSTIN, LEANDER, AND CEDAR PARK

Call for scheduling rides
512-250-5021
rides@driveaseniornorthwest.org

VOLUNTEER DRIVING ORGANIZATIONS

FAITH IN ACTION – GEORGETOWN

Call for scheduling rides
512-868-9544
faithinactiongt.org

SENIOR ACCESS – SERVING MANOR, PFLUGERVILLE, ROUND ROCK, HUTTO, NORTHEAST AND EAST AUSTIN

Call for scheduling rides
512-310-1060
admin@senioraccesstx.org
senioraccesstx.org

AMERICAN CANCER SOCIETY – ROAD TO RECOVERY

Transportation to and from treatment for individuals with cancer.

Call for scheduling rides
800-227-2345 (toll free). Apply by phone.

UNITED FOR THE PEOPLE

Transportation for Veterans for a fee, from their homes to VA appointments in Cedar Park, Austin, Georgetown, Hutto, Round Rock, Leander, and Pflugerville.

737-249-0695

admin@unitedforthepeople.org
unitedforthepeople.org

US. DEPARTMENT OF VETERANS AFFAIRS

The VA's Veterans Transportation Program offers Veterans many travel solutions to and from their VA health care facilities. This program offers these services at little to no cost to the eligible Veterans through the following services.

- Beneficiary Travel (BT)
- Veterans Transportation Services (VTS)
- Highly Rural Transportation Grants (HRTG)

For more information about their services, call **877-222-VETS (8387)**

VETRIDES

FREE rides to veterans, their dependents and caregivers living in Burnet, Llano and Lampasas counties to destinations necessary to maintain lifestyle and health (Hospital, clinic, doctor's offices, pharmacies, grocery store). Transport to Temple and San Antonio for VA hospital appointments.

For more information about their services, call **877-851-8838 or 830-613-9982**

CITY OF AUSTIN'S PARKS AND RECREATION DEPARTMENT SENIOR TRANSPORTATION PROGRAM

Senior Transportation is part of the City of Austin Parks and Recreation Department, Senior Programs Division. The goal is "to provide a special system of transportation to enhance the quality of life and promote independence for persons 60 years or older".

How does it work?

Services provided Monday through Friday, 8:00 a.m. - 5:00 p.m.

- Clients may make reservations 30 days in advance. Minimum 24-hour notice.
- Intake forms required.
- Drivers provide curb-to-curb service. Assistance provided when needed.

OTHER RESOURCES

Who is eligible?

- Older Adults 60+

Riders with cognitive impairments are advised to have a caregiver accompany them.

Riders in a wheelchair must let the dispatcher/senior transportation staff know that they need a wheelchair accessible van/bus when scheduling a ride.

Types of Services

Regular Routes / Lunch Program: Provides reliable service from your door to congregate meal lunch locations and back home again. FREE / \$1.00 donation optional

Reserve-a-Ride: Choose when and where you want to go within Austin city limits. \$3.00 a destination.

Errands (non-medical): Destinations include grocery store, shopping centers, bank, hair salon, etc.) \$3.00 each way / \$6.00 round trip

Medical Appointments: Destinations include: doctor, dentist, etc. (non-emergency appointments). \$3.00 each way / \$6.00 round trip

OTHER RESOURCES

Group Travel

Do you want to travel with friends? Whether touring the Texas Hill Country or cruising to San Antonio for the afternoon, Senior Transportation can be your chauffeur. We serve groups of 7 or more in Austin area and 10 or more for out of town trips. Depending on your destination, fees range at a rate of \$6.00 per person per destination.

512-974-1464 for reservations
austintexas.gov/seniors

CAPITAL CITY VILLAGE

Stay Where You Live, Live Well Where You Stay.
3710 Cedar St., Suite 283
Austin, TX 78705

512-524-2709
capitalcityvillage.org

MEDICAL TRANSPORTATION

Medical transportation services are available for Medicaid and CHIP cardholders and these services are free and can be arranged through HHSC call centers.

To inquire or schedule these services for people using Texas Health Steps and other Medicaid programs, call **877-633-8747**.

hhs.texas.gov/services/health/medicaid-chip

Elderly Medicaid recipients living in the Austin metropolitan area may qualify for free transportation to doctor or dentist appointments and pharmacies if they are not residing in a long-term care facility, or do not have dual enrollment in Medicare and Medicaid. You also must not have any other way to get to the doctor, dentist or drug store.

Medicaid toll free:

877-MED-TRIP (877-633-8747)

8 a.m. to 5 p.m., M-F

Complete details available online at:

hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-programs-services

Call at least 2 work days or more before you need a ride. If you need to travel a long way out of town to see your doctor, call at least 5 work days before you need a ride.

Some home health and personal care companies provide transportation as part of the package of services offered to enrolled clients.

As with other services, transportation is usually booked in 2 – 4 hour segments for a fee. If you are currently enrolled for these services, ask your provider whether transportation is an optional service.

Contact the Area Agency on Aging of the Capital Area **512-916-6062** or toll free **888-622-9111** for information and referral.

capcog.org/divisions/area-agency-on-aging

GEORGETOWN

GoGeo limited paratransit is a service for qualified people with disabilities and seniors aged 65 and older. Eligibility and screening for limited paratransit customers is through a paper application. Seniors aged 65 and older who reside in the Georgetown service area can bypass the eligibility process and sign up for GoGeo limited paratransit service with a phone call. For more information, call **512-478-RIDE (7433)**.

Please visit the City's public transportation page georgetown.gov/transportation.

rideGTx

The rideGTx service is a City of Georgetown program that partners with Uber and zTrip to provide accessible transportation 24/7, year-round.

For wheelchair-accessible rides (WAV Service), call **512-337-9796** at the 24/7 call center.

Download or use your existing Uber app (iOS or Android).

If you do not have a smartphone, call **1-833-USE-UBER (1-833-873-8237)**.

KYLE

The Uber Kyle \$3.14 program is a partnership with the Uber rideshare platform to provide transportation options to all Kyle residents and visitors. Riders can take a trip to anywhere that begins and ends within Kyle City Limits. For more information call **512-234-3122**.

Please visit the public transportation page.

cityofkyle.com/planning/page/uber-kyle-314

The Uber Kyle \$3.14 program offers Wheelchair Accessible Vehicles (WAV). For more information, call **210-227-1900, option 4**.

PFLUGERVILLE

The City of Pflugerville operates the Pfetch a Ride program in partnership with Uber rideshare. Download the app and take a ride in the city limits and service area. Visit pflugervilletx.gov/rideshare for more details.

Uber direct dial number

1-833-USE-UBER (1-833-873-8237).

The Pfetch a Ride program offers Wheelchair Accessible Vehicles (WAV). For more information call **512-607-4599**.

ROUND ROCK

The City of Round Rock partners with CapMetro to provide fixed-route bus service within Round Rock, including hourly service to CapMetro's Tech Ridge Park & Ride and a daily Commuter Express route between the Round Rock Transit Center Parking Garage and downtown Austin.

For more information, please call **512-474-1200**.

ROUND ROCK RIDES

Round Rock Rides is an on-demand ride-sharing program, with over 800 designated pickup points within the city limits of Round Rock. Rides can be scheduled by downloading the "Round Rock Rides" app and are available to anyone age 14 and older. Powered by Austin-based "zTrip", riders can book, pay for, and track their rides via the mobile app, website, or by calling **512-312-2124**.

CURB-TO-CURB SERVICE FOR PERSONS WITH DISABILITIES

Individuals with functional disabilities may apply for our curb-to-curb service by completing an application, which will be reviewed for eligibility. This is a shared-ride, curb-to-curb service provided by Round Rock Rides. It is available for any trip purpose and can be scheduled in advance.

For more information, please call **512-218-7074**.

Visit City of Round Rock Public Transit:
roundrocktexas.gov/city-departments/transportation/public-transportation



CARTS

CARTS is a rural transit district serving the non-urbanized areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties. Providing community-based regional transportation, CARTS delivers tailored transit solutions to 169 communities. It also offers reliable connections between these communities and the national intercity bus network, including Greyhound and FlixBus, as well as CapMetro services. To meet the diverse needs of its riders, CARTS offers four types of service:

CARTS NOW (On-Demand): A same-day, app-based or call-in ride service available in Bastrop, Elgin, Taylor, La Grange, Lockhart, and Marble Falls.

Interurban Coach (Regional Intercity Fixed Routes):

Scheduled routes connecting rural communities to major urban centers.

Metro Connector (Commuter): A transit service designed for workday commuters traveling between rural areas and metropolitan centers, offering connections to CapMetro and other regional services.

Country Bus Service (Curb-to-Curb Reservation-Based): A countywide, reservation-based transportation service providing personalized rides. Service frequency varies by location.

CARTS operates from ten strategically placed transit stations throughout its district, all of which also function as Greyhound stations. These stations are located in Bastrop, Round Rock, Georgetown, Taylor, San Marcos, Smithville, Marble Falls, the Richard A. Moya Eastside Bus Plaza, Downtown Elgin, and the CARTS Headquarters in Cedar Creek.

All CARTS vehicles are ADA-compliant, wheelchair accessible, and CARTS accommodates service animals. Seniors 60 and older ride the Country Bus Service for free, and half-fares are available for seniors, persons with disabilities, and children under 12.

Established in 1978, CARTS is the longest-serving public transit agency in the region, recognized for its innovative approach to rural transportation, practical problem-solving, and strong partnerships that enhance regional mobility.

For more information visit RideCARTS.com or contact us at **512-478-RIDE (7433)**.

RURAL TRANSPORTATION

HILL COUNTRY TRANSIT DISTRICT (THE HOP)

Serves Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, Bell and San Saba counties.

254-933-3700 ext. **5013** or toll-free at

800-791-9601 ext. **5013**

takethehop.com

LAGO VISTA VOLUNTEERS

Serves Jonestown and Lago Vista areas

512-267-1567

LAKEWAY SERVICE LEAGUE

Serves Lakeway and The Hills areas

512-261-3514

lakeway-tx.gov/1092/Service-League-of-Greater-Lakeway

COMMUNITY RESOURCE CENTER OF TEXAS

Provides rides to non-critical Medical and Dental appointments. Serves Burnet, Llano, and Blanco counties.

830-693-0700

CRCTX.ORG

RURAL TRANSPORTATION

NON-EMERGENCY TRANSPORTATION PROVIDERS, SERVING AUSTIN AND SURROUNDING AREAS.

ELDER WHEELS

Call for scheduling:

512-779-8383

AMERA

Call for scheduling:

281-872-6400

myamera.com

VETRIDES

FREE rides to veterans, their spouses and caregivers living in Burnet, Llano and Lampasas counties to destinations necessary to maintain lifestyle and health (Hospital, clinic, doctor's offices, pharmacies, grocery store). Transport to Temple and San Antonio for VA hospital appointments.

877-851-8838 or **830-613-9982**

G.J. TRANSPORTATION

Call for scheduling:

512-203-5495

STAR-SENIOR TRANSPORTATION SERVICE-BUDA, TX

Call for scheduling:

512-523-1014

LONE STAR MTC

Call for scheduling:

512-323-0160

ETA TRANSPORTATION

Call for scheduling:

737-272-847

admin@etatransportationtx.com

SEND A RIDE

Call for scheduling:

800-731-1885

BEST NEIGHBOR TRANSPORTATION

Call for scheduling:

512-588-9454

CAPMETRO ACCESS

CapMetro Access is a demand-response, shared-ride service offered by CapMetro for people whose disabilities prevent them from riding local and commuter bus and rail service. CapMetro Access is an advanced reservation system with the service area and the hours of operation dictated by the service area and the hours of the CapMetro Bus service. Reservations can be made up to three days in advance over the phone or up to 6 days in advance online or using the CapMetro Access app. capmetro.org/access

For Reservations, Cancellations, Open Returns and Where's My Ride, please call: **512-852-7272** to speak with a reservation agent.

Individuals interested in becoming a CapMetro Access rider must go through an eligibility process. For information about the eligibility process, to request a CapMetro Access application or to schedule an appointment, please call the CapMetro Access Eligibility Department at **512-389-7501** for more information or apply online capmetro.org/access

Most transportation options include a cancellation or no-show policy. When using transportation options, consideration of your fellow passengers in this matter is greatly appreciated to ensure others can get to their important appointments, can meet their shopping needs, or get to work on time.

WHEELCHAIR ACCESSIBLE SERVICES

If you have to cancel your transportation, please do so as you know you are unable to keep it. No-shows, cancellations, and late cancellations, result in trips that could have been used by other passengers and, at times, may have associated costs. For more information regarding cancellation or no-show policies, please check with the individual transportation provider.

PICKUP BY CAPMETRO

Pickup by CapMetro is an on-demand transit service that can take you from your home to an appointment, a shopping trip or anywhere within its service zones.

Each trip is just \$1.25, the same as CapMetro Bus and CapMetro Rapid.

Download the Pickup App from your phone's app store to get started. Call **512-369-6200** for more information or visit Capmetro.org to see all service zones.

WHEELCHAIR ACCESSIBLE SERVICES

ACCESSIBLE TAXI SERVICES

Some taxi companies in the greater Austin area offer pre-arranged and response/demand sedans and vans for riders with wheelchairs. Taxi companies that accommodate power wheelchairs and scooters are:

zTrip Austin **512-452-9999**

ATX Taxi **512-333-5555**

ACCESSIBLE VEHICLE RENTALS

& VEHICLE CONVERSIONS

Search online under VANS RENTING & LEASING, WHEELCHAIR ACCESSIBLE VEHICLES.



FOR EMERGENCY TRANSPORT ALWAYS CALL 911

For non-emergency situations, call the ambulance company in advance to determine cost and payment arrangements. Insurance coverage for ambulances is usually restrictive so it is best to check with your insurance company ahead of time to determine coverage.

Ambulance companies often require cash payment at the time of transfer. Billing is on a flat fee plus mileage basis, with extra charges for additional service such as oxygen. Check online for AMBULANCE SERVICE.

CapMetro is the regional transportation provider in Central Texas offering bus routes and a commuter rail service. The agency provides bus and rail service in the Austin metropolitan area, serving the City of Austin, and the surrounding communities of Leander, Lago Vista, Jonestown, Manor and portions of Travis County and Williamson County, including Round Rock (see pg. 26).

For additional bus and rail information, call the **GO Line at 512-474-1200** or visit capmetro.org.

Kids 18 and younger ride free on **all** CapMetro services:

- K-12 students, with valid ID
- 10 and younger must be accompanied by someone 12 or older

Reduced fares are available for qualifying riders, including adults over the age of 65. You can enjoy 50% off standard fares by applying for a Reduced Fare ID card, which costs \$3 and is valid for 2 years. Visit capmetro.org/RFID for details on eligibility and how to apply or call:
512-389-7454

PUBLIC TRANSPORTATION TRAINING

Many people have never ridden public transportation before and it can be a confusing experience. At no extra cost, CapMetro helps new users learn to read a schedule, make a reservation, get on, pay for, and ride their vehicles. Contact the Travel Trainer for details at:
512-369-6083

CAPMETRO I.D.'S, MAPS, SCHEDULES AND INFO

Customer Service Center/Transit Store

1705 Guadalupe St

Austin, Texas 78701

512-474-1200 GO Line (for specific route information)

512-389-7454 Transit Store

Relay Texas (711)

(for people with hearing disabilities)

Speech-to-Speech Relay Services

(for people with speech disabilities)

877-826-6607

CapMetro provides an online trip planner at

capmetro.org, in addition to individual route maps and a complete service guide called Destinations, which is available free of charge online at

capmetro.org/destinations.

Customers can purchase a printed copy at the Transit Store and Individual route maps are available free of charge on board your bus. Route schedules are at major bus stops.

CAPMETRO I.D.'S, MAPS, SCHEDULES AND INFO

CapMetro offers four routes for seniors and passengers with mobility difficulties. Routes #490 HEB, #491 Allandale ,#492 Delwood and #493 Eastview, these routes make stops at several of the area's major medical complexes, service facilities, shopping malls and grocery stores.

Visit the CapMetro web site at capmetro.org or contact the **GO Line** at **512-474-1200** for more info.

SPECIAL ACCOMMODATIONS FOR FIXED ROUTES

CapMetro accommodates the special needs of senior citizens and passengers with disabilities who choose to use the fixed route service:

- Large print schedules
- General and schedule information TDD line call: **711** or contact the **GO Line** at **512-474-1200**
- Courtesy stop requests due to accessibility barriers
- Automated stop announcement for major stops
- Bus driver-announced stops by special request
- Reserved front of bus seating
- Lift and ramp access on all buses

GROCERIES TO GO

Meals on Wheels & More

Call to schedule and in-home assessment for enrollment. Volunteers shop for you or take you to the store twice a month.

Fare

FREE to clients. Call for scheduling: 8:00 a.m.- 5:00 p.m., M-F. Service hours determined by your needs and volunteer availability.

Geographic Boundaries

Travis County and surrounding area

512-476-MEAL (6325)

mealsonwheelsandmore.org

Contact these participating retailors for more info:

HEB 800-432-3113

WHOLE FOODS 512-358-2460

CENTRAL MARKET 512-899-4300

COSTCO WHOLESALE 800-955-2292

FARMHOUSE DELIVERY INC. 512-582-2888

AMTRAK

250 North Lamar Blvd.
Austin, TX 78703

Discounted rates are available for seniors age 62 and older and people with disabilities. Call ahead to inquire about accessibility of station.

800-872-7245 (Toll Free)

800-523-6590 (TTY)

amtrak.com

FLIXBUS AND GREYHOUND

363 Shady Ln.,
Austin, TX 78702

800-531-5332

512-458-4463

greyhound.com

Customers with Disabilities Travel Assistance Line

800-752-4841 (Toll Free)

800-345-3109 (TTY)

**AVALON CHARTER &
GROUP TRANSPORTATION SERVICE**

Call for more information.

800-256-2757

Avalon.com

Both bus lines require 48-hour notice prior to departure for a lift equipped bus. Personal care assistants travel at no cost. Certain rules apply.

AIRPORT SUPER SHUTTLE

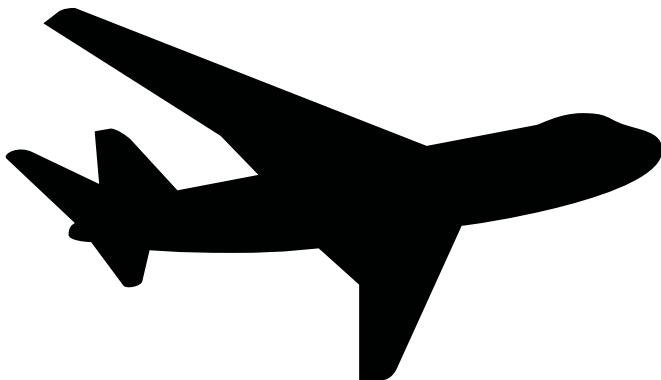
Call for more information.

TDD Reservations **512-258-3826** or **800-258-3826**

CAPMETRO FIXED BUS ROUTE 20

For schedules, call: **512-474-1200**

or visit capmetro.org



2-1-1 TEXAS (DIAL 211)

Formerly called First Call for Help, 2-1-1 Texas, is the new abbreviated dialing code for free, bilingual information and referrals to health and human services and community organizations. 2-1-1 links individuals and families to services provided by nonprofit organizations and government agencies in their community.



TEXAS DEPARTMENT OF AGING & DISABILITY

This state agency helps seniors and their caregivers with information beyond transportation. You can get help with medical needs, caregiver support, daytime programs, hospice, residential services and more.

512-438-3011

dads.state.tx.us

CONNECTATX

Use ConnectATX to find up-to-date information on food, housing, transportation, parenting, job training and more. For more information call **833-512-2289**.

unitedwyaustin.org/connectatx

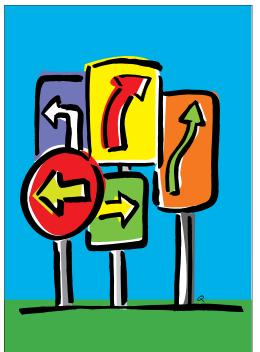
IMPORTANT PHONE NUMBERS

Where do you go *for answers on aging?*

Aging can create a variety of challenges for caregivers and older adults. Remaining independent and living with dignity become important issues.

Often, you may need advice from experienced and knowledgeable sources. That's where we come in.

When you or someone you care for needs help, call us. We've got most of the answers. If we don't have one for you, we know where to turn.



Austin local 512-916-6062 or Toll free 888-622-9111

Visit our web site at www.aaacap.org

Serving the ten county Capital Area since 1982:

Bastrop Blanco Burnet Caldwell Fayette Hays Lee Llano Travis Williamson

OFFICE OF MOBILITY MANAGEMENT

For assistance with trip planning tailored to your specific needs, contact the Office of Mobility

Management at:

512-369-6047

mytxride.com

NAME

NUMBER

THE OFFICE OF MOBILITY MANAGEMENT

The Office of Mobility Management (OMM) strives to integrate our regional network of transit services to find ways that connect people to needed goods and services in our Central Texas area. The office is a collaboration between CapMetro and CARTS.

An online version of this guide is available at:

mytxride.com

The online guide has live links to all the web resources listed in this print version.

If you have any questions, or would like additional copies of this booklet, please contact:

Office of Mobility Management

512-369-6047

mytxride.com



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