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## 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 MetroAccess 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.

# DRIVER LICENSE RENEWAL AND STATE IDENTIFICATION CARDS

## 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 LICENSES DIVISION ISSUES DRIVER 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:

<b>County</b>	<b>Phone</b>	<b>Web Address</b>
Bastrop .....	512-581-7100 .....	co.bastrop.tx.us
Blanco .....	830-868-7178 .....	co.blanco.tx.us
Burnet .....	512-756-5420 .....	burnetcountytexas.org
Caldwell.....	512-398-1830.....	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](http://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

**512-544-8140** **[stdavidsrehab.com](http://stdavidsrehab.com)**

## DRIVER SAFETY RESOURCES

### **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 **seniordrivers.org** 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 **aaaseniors.com**

#### **AAA South Austin**

4970 Hwy 290 W Ste 310

Austin, TX 78735

**512-444-4757**

#### **AAA North Austin**

13376 Hwy 183 N Ste 108

Austin, TX 78750

**512-335-5222**

### **DRIVING DECISIONS WORKBOOK**

The University of Michigan developed a 47-page workbook to help older drivers evaluate their ability to drive safely. The workbook is available online at **um-saferdriving.org**

### **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**. Contact Faith in Action Caregivers-West Austin for information about CarFit programs available in the Austin metropolitan area: **512-472-6339**.



## DRIVER SAFETY RESOURCES

### **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. A 24-page free brochure called “We Need to Talk ... Family Conversations with Older Drivers” is available by mail from:

#### **The Hartford-We Need to Talk**

200 Executive Blvd.  
Southington, CT 06489

For information on dementia and driving, write for a copy of the “At the Crossroads: Family Conversations about Alzheimer’s Disease, Dementia & Driving” brochure:

#### **The Hartford-At the Crossroads**

200 Executive Blvd.  
Southington, CT 06489

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

**[safedrivingforalifetime.com](http://safedrivingforalifetime.com)**

### **NATIONAL CENTER ON SENIOR TRANSPORTATION**

Information and resources for older drivers and for caregivers who provide transportation for older adults is available at **866-528-NCST**, or at the website **[seniortransportation.net](http://seniortransportation.net)**

This is a comprehensive online source for various mind, muscle, vision and range of motion assessments. **[elderlydrivingassessments.com](http://elderlydrivingassessments.com)**

## ADJUSTING TO LIFE WITHOUT DRIVING

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 world wide web. Contact Austin Groups for the Elderly at **512-451-4611** or visit **seniornet.org** 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?

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



# *Drive a Senior*

## *Volunteers In Motion*

Drive a Senior is a network of neighborhood-based volunteer driver organizations in the 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.

### **DRIVE A SENIOR VOLUNTEERS PROVIDE TRANSPORTATION BASED ON YOUR NEEDS:**

#### **Curb-to-Curb:**

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

## VOLUNTEER DRIVER PROGRAMS

### **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](http://driveasenior.org)** for more information.
- Call to schedule an enrollment interview.

## VOLUNTEER DRIVER PROGRAMS

### **DRIVE A SENIOR - ELGIN**

#### **Office**

P.O. Box 1368/ 1210 Hwy 290  
Elgin, TX 78621

#### **Call for scheduling rides**

512-281-6065

9:00 a.m. - 12:00 p.m., M-F

**Clients 60+ live within this service area  
but may have appointments elsewhere  
78621**

### **DRIVE A SENIOR – NORTH CENTRAL AUSTIN**

#### **Office**

901 W. Braker Ln.  
Austin, TX 78766

#### **Call for scheduling rides**

512-453-2273

9:00 a.m. - 12:00 p.m., M-F

**Clients 65+ live within this service area  
but may have appointments elsewhere**

NORTH- FM 1325 and Toll Road 45, EAST-I-35,  
SOUTH-45th St, WEST-Burnet Road to 183, to Mopac



## VOLUNTEER DRIVER PROGRAMS

### **DRIVE A SENIOR – SOUTH AUSTIN**

#### **Office**

3903 South Congress Ave. #40056  
Austin, TX 78704

#### **Call for scheduling rides**

512-445-5552

9:00 a.m. - 12:00 p.m., M-F

#### **Clients 65+ live within this service area but may have appointments elsewhere**

78704, 78739, 78745, 78748, 78749

Partial zip codes covered: 78702, 78741, 78744, 78747

## VOLUNTEER DRIVER PROGRAMS

### **DRIVE A SENIOR - SOUTHWEST AUSTIN**

#### **Office**

3801 N Capital Of Texas Hwy, #E240-77  
Austin, TX 78746

#### **Call for scheduling rides**

512-364-6501

9:00 a.m. - 12:00 p.m., M-F

#### **Clients 60+ live within this service area but may have appointments elsewhere**

Serves zip codes: 78733, 78735, 78746 and  
partial coverage of 78734, 78736, 78737, 78738

## VOLUNTEER DRIVER PROGRAMS

### **DRIVE A SENIOR – WEST AUSTIN**

#### **Office**

2601 Exposition Blvd.  
Austin, TX 78703

#### **Call for scheduling rides**

512-472-6339

9:00 a.m. - 5:00 p.m., M-F

#### **Clients 60+ live within this service area but may have appointments elsewhere**

NORTH-183, EAST-Burnet Road to 45th St, then East to  
I-35, SOUTH-Lady Bird Lake, WEST- Capital of TX Hwy  
to Lady Bird Lake

## VOLUNTEER DRIVER PROGRAMS

### **DRIVE A SENIOR NORTHWEST: A FAITH IN ACTION PROGRAM**

Volunteer drivers take clients to doctor appointments, grocery stores and on errands. Other support services offered: friendly visiting in the home or by phone and minor home repair.

#### **Fare:**

No cost to riders. Rider donations and community contributions

No wheelchairs

Call for scheduling initial assessment appointment to enroll

#### **Scheduling:**

9:00 a.m. – 4:00 p.m., M-F

#### **Advance notice required:**

3 business days

#### **Level of assistance:**

Curb-to-curb, door-to-door and door-thru-door

#### **Geographic boundaries:**

NORTH-FM 2243, EAST-Parmer Lane, SOUTH-Loop 360 to Duval, SOUTHWEST border is the Lake, WEST-620 to Steiner Ranch & River Place

**512-250-5021**

Email: [rides@driveaseniornorthwest.org](mailto:rides@driveaseniornorthwest.org)  
[driveaseniornorthwest.org](http://driveaseniornorthwest.org)

## VOLUNTEER DRIVER PROGRAMS

### **FAITH IN ACTION-GEORGETOWN**

Volunteer drivers take clients to doctor appointments, grocery stores and on errands. Other support services offered: friendly visiting in the home or by phone and minor home repair.

#### **Fare:**

No cost to riders. Rider donations and community contributions

No wheelchairs

Call for scheduling initial assessment appointment to enroll

#### **Scheduling:**

9:00 a.m. – 12:00 p.m., M-F

#### **Advance notice required:**

3 business days

#### **Level of assistance:**

Curb-to-curb, door-to-door and door-thru-door

#### **Geographic boundaries:**

Georgetown city limits

**512-868-9544**

Email: [gt@fiacaregivers.org](mailto:gt@fiacaregivers.org)

[faithinactiongeorgetown.org](http://faithinactiongeorgetown.org)

## VOLUNTEER DRIVER PROGRAMS

### **SENIOR ACCESS - SERVING ROUND ROCK/ PFLUGERVILLE/NORTH AUSTIN**

#### **Office**

2498 E. Palm Valley Blvd.  
Round Rock, TX 78665

#### **Call for scheduling rides**

512-310-1060

9:00 a.m. - 1:00 p.m., M-F

#### **Clients 60+ live within this service area but may have appointments elsewhere**

Weekly van service to HEB and Walmart.

Senior Access also provides weekly scheduled shopping trips to Walmart for seniors in Manor.

### **AMERICAN CANCER SOCIETY - ROAD TO RECOVERY**

This volunteer staffed program picks up patients from their homes and takes them to any cancer-related appointment.

#### **Call for scheduling:**

M-F, 24 hours a day, 365 days of the year.

#### **Advance notice:**

3 business days

#### **Level of assistance:**

Depends on driver

#### **Geographic boundaries:**

Travis and surrounding counties.

**1-800-227-2345** (toll free). Apply by phone.

## VOLUNTEER DRIVER PROGRAMS

### **UNITED FOR THE PEOPLE**

Transportation for Veterans from their homes to VA appointments in Cedar Park and Austin.

**512-298-2532** Toll free **888-298-3220** or

Email: [admin@unitedforthepeople.org](mailto:admin@unitedforthepeople.org)  
[unitedforthepeople.org](http://unitedforthepeople.org)

### **BUSINESS SHUTTLES**

Some health care providers in the Austin metropolitan area provide transportation to and from appointments for specific procedures or services. Typically, these services are for adult day care programs, ophthalmology care, physical therapy programs, or Medicare Advantage programs. Contact your service provider to inquire about transportation.

### **AUSTIN'S PARKS AND RECREATION DEPARTMENT (PARD)**

Provides rides along set routes to senior centers and senior lunch programs.

**Fee:** Free (\$1.00 donation optional)

Reserve-a-ride is for non-emergencies such as medical appointments and grocery stores for a fee of \$3 one-way. Rides outside of the set routes require 24-hour reservations and are subject to availability of the program's vehicles.

**(512) 974-1464**

M-F, 8:30 a.m.-4:30 p.m.

## MEDICAID RECIPIENT TRANSPORTATION

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:

**[hhsc.state.tx.us/QuickAnswers/  
index.shtml-Get\\_Ride](https://hhsc.state.tx.us/QuickAnswers/index.shtml-Get_Ride)**

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.



## HOME HEALTH AND PERSONAL CARE SERVICES

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.

Check the Yellow Pages of the local phone directories for listings under HOME HEALTH SERVICES or contact the Area Agency on Aging of the Capital Area **512-916-6062** or toll free **888-622-9111** for information and referral.



### **CARTS**

Capital Area Rural Transportation System (CARTS) provides curb to curb transportation services to people in Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, and Lee counties as well as the non-urbanized areas of Travis and Williamson counties. Please reserve 24 hours in advance for wheelchair accessible buses. As service frequency varies, specific information relative to your community can be found at [ridecarts.com](http://ridecarts.com) or calling **800-456-RIDE (7433)**. Destinations can include nutrition sites, Senior Activity Centers, shopping, medical facilities, governmental or social services. Fares can vary based upon the destination.

CARTS also provides fixed Route and Paratransit Services in Georgetown called GoGeo. Schedule updates can be found at [GoGeo.Georgetown.org](http://GoGeo.Georgetown.org) or by calling **512-864-RIDE (7433)**

## RURAL TRANSPORTATION

### **CELEBRATION LIMO:**

(Airport service) serves central Texas  
830-693-0800

### **HAYS TAXI:**

Serves San Marcos and Hays counties  
512-665-0048

### **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  
1-800-791-9601 ext. 5013  
[takethehop.com](http://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.org](http://lakeway.org)

## RURAL TRANSPORTATION

### RURAL OPPORTUNITIES

#### **PROVIDING ENCOURAGEMENT (ROPE):**

Provides rides to non-critical medical and dental appointments. Serves Burnet and Llano counties.

**830-693-0700**

**ropeagency.com**

#### **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.

**877-851-8838 or 512-550-8337**

#### **10/10 TAXI SERVICE**

Currently serving the following cities:

Round Rock, Pflugerville, Cedar Park,

Georgetown, and Hutto. Coming soon to Leander.

**512-444-1010**

## RURAL TRANSPORTATION

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

#### **CITY TRANSPORT SERVICES:**

Paratransit Services, Medical Transportation and charter services. Provides service throughout the Austin and surrounding areas.

**512-550-8337**

#### **S&S TRANSPORT SERVICE:**

Paratransit Services, Medical Transportation and charter services. Provide service throughout the Austin and surrounding areas.

**512-961-0491**

#### **ELDER TRANSPORT AUSTIN:**

Elder Transportation Services is a demand responsive transport (DRT) business that provides cost efficient and reliable transportation accommodation in the five-county metro area of central Austin and the surrounding cities.

**512-963-9676**

**[eldertransportaustin.com](http://eldertransportaustin.com)**

#### **SILVER LIFT PROS**

**512-663-4035**

**[silverliftpros.com](http://silverliftpros.com)**

#### **AMERA SOLUTIONS**

**281-872-6400**

**[amerasolutions.com](http://amerasolutions.com)**

## WHEELCHAIR ACCESSIBLE SERVICES

### **METROACCESS**

MetroAccess is a demand-response, shared-ride service offered by Capital Metro for people whose disabilities prevent them from riding regular bus and rail service. MetroAccess is an advanced reservation system with the service area and the hours of operation dictated by the service area and the hours of the Capital Metro bus service. Reservations can be made up to three days in advance over the phone or up to six days in advance online.

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 MetroAccess rider must go through an eligibility process. For information about the eligibility process, to request a MetroAccess application or to schedule an appointment, please call: MetroAccess Eligibility Dept. at **512-389-7501** for more information.

# 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. Check the TAXICAB listing in the Yellow Pages of the local phone book. Some taxi companies that accommodate power wheelchairs and scooters are:

Austin Cab.....	512-478-2222
Lone Star Cab.....	512-836-4900
Yellow Cab.....	512-452-9999
ATX Taxi.....	512-333-5555
North Austin Taxi .....	512-553-7777

## ACCESSIBLE VEHICLE RENTALS & VEHICLE CONVERSIONS

See yellow pages or web search under VANS RENTING & LEASING, WHEELCHAIR ACCESSIBLE VEHICLES



## AMBULANCE SERVICES

### **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 the Yellow Pages of local phone directories for listings under AMBULANCE SERVICE.



## LOCAL BUS AND RAIL

Capital Metro 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

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

Children five and younger with an accompanying adult, and Emergency/Military personnel in uniform ride free.

Reduced fares are available for qualifying riders. Program requires enrollment and the purchase of a Reduced Fare ID Card. Visit **capmetro.org/RFID** for details on eligibility and how to apply or call: **512-389-7454** for more information.

### **PUBLIC TRANSPORTATION TRAINING**

Many people have never ridden public transportation before and it can be a confusing experience. Capital Metro 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**

## LOCAL BUS AND RAIL

### **CAPITAL METRO I.D., MAPS, SCHEDULES AND INFO Customer Service Center/Transit Store**

209 W. 9th St.

Austin, TX 78701

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

**512-389-7454 Transit Store**

**512-385-0190 Complaint Line**

### **Relay Texas (711)**

(for people with hearing disabilities)

### **Speech-to-Speech Relay Services**

(for people with speech disabilities)

**1-877-826-6607**

Capital Metro 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. Customers can purchase a printed copy at the Transit Store for \$3, or can order one by phone or online for \$5 (includes \$2 shipping and handling). Individual route maps are available free of charge on board your bus.

Route schedules are at major bus stops.

### **CAPITAL METRO I.D., MAPS, SCHEDULES AND INFO**

Capital Metro offers three routes for older riders and passengers with mobility difficulties. Routes #490 HEB, #491 Allandale and #492 Delwood operates with 15-passenger lift-equipped vans and make stops at several of the area's major medical complexes, service facilities, shopping malls and grocery stores.

Visit the Capital Metro web site at [capmetro.org](http://capmetro.org) or contact the **GO Line** at **512-474-1200** for more info.

### **SPECIAL ACCOMMODATIONS FOR FIXED ROUTES**

Capital Metro 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

# GROCERY TRANSPORTATION AND DELIVERIES

## **GROCERIES TO GO:**

### **Meals on Wheels & More**

Call to schedule an 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](http://mealsonwheelsandmore.org)**

## **HEB/INSTACART.COM**

Offers grocery delivery in as little as an hour to Austin and Round Rock for \$3.99 for orders over \$35.00. HEB also offers free deliveries for two or more prescriptions, and \$5.00 if the order is for one prescription. Contact these participating retailers for more info:

**HEB 1-800-432-3113**

**WHOLE FOODS 512-476-1206**

**CENTRAL MARKET 512-899-4300**

**COSTCO WHOLESALE 1-800-955-2295**

## **GREENLING.COM**

Organic Delivery has a minimum order of \$25.00, and delivers to certain zips on certain days, with no additional fee. **512-529-8569**

## LONG DISTANCE TRAVEL

### **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**

### **GREYHOUND BUS**

916 E Koenig Lane  
Austin, TX 78751

**512-458-4463**

**greyhound.com**

Customers with Disabilities Travel Assistance Line

**800-752-4841 (Toll Free)**

**800-345-3109 (TTY)**

### **KERRVILLE BUS COMPANY**

With daily routes to Houston.

**512-389-0090** or **800-256-2757**

or in Spanish at **800-531-5332**

**iridekbc.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 SHUTTLES

### **AIRPORT SUPER SHUTTLE**

Has wheelchair accessible vans

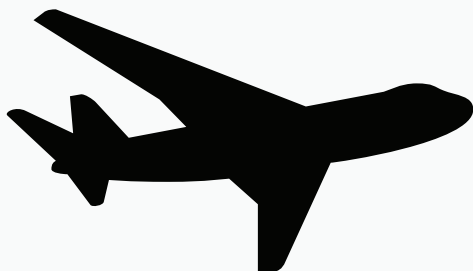
TDD Reservations **512-258-3826**

or **800-258-3826** and **866-472-4497**

### **CAPITAL METRO BUS AIRPORT FLYER**

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

or visit **capmetro.org**



## USEFUL NUMBERS

### **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.

**800-458-9858**

**[dads.state.tx.us](http://dads.state.tx.us)**

## 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 1-888-622-9111**

*Visit our web site at [www.aaacap.org](http://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

Drive a Senior - West Austin published the original RIDE GUIDE in 2004 as a project for the Beverly Foundation. In 2010 and 2014, the RIDE GUIDE was updated. And, in 2018, the RIDE GUIDE was updated again by the Office of Mobility Management.

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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MOBILITY  
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