

# Get a Ride Guide



For people with disabilities & older adults  
living in Dallas County

For personalized help call  
**MY RIDE: (972) 855-8084**

January 2013

## Table of contents

<b>Section</b>	<b>Page</b>
Introduction.....	1
About this guide.....	2
Tips: Find the right ride.....	4
Public transit.....	6
Specialized transportation.....	10
Medical transport only.....	16
Transportation businesses.....	21
Carpool, vanpool.....	28
Accessible van rental.....	29
Driver safety.....	30
Information and referral.....	31
Index.....	32
Acknowledgements.....	Back cover

# Introduction

Getting around town can be a challenge for people who do not drive, especially for individuals with disabilities and older adults.

From buses, vans and taxis to volunteer driver programs, the greater Dallas area has options. But sometimes finding transportation that meets your specific needs can be confusing. Providers have different service areas, hours of operation, eligibility requirements, etc.

This guide was created to help you understand the transportation options in Dallas County.\* Use this guide to find the right ride for you or someone you know.

If you would like your organization to be included in the guide, please submit a written request to:

## **MY RIDE Dallas**

Email: [myridedallas@ccgd.org](mailto:myridedallas@ccgd.org)

Tel: (972) 855-8084

Website: [www.myridedallas.org](http://www.myridedallas.org)

Community Council of Greater Dallas

1349 Empire Central Drive, Suite 400

Dallas, TX 75247

\*For transportation options in other counties:

NCTCOG Regional Transportation Provider Inventory

[www.nctcog.dst.tx.us/trans/transit/ops/tpi/map.asp](http://www.nctcog.dst.tx.us/trans/transit/ops/tpi/map.asp)

MY RIDE Tarrant

[www.myridetarrant.org](http://www.myridetarrant.org)

682-587-7099

## About this guide

This guide was created by the Community Transportation Network (CTN), a collaboration of 90 organizations led by the Community Council of Greater Dallas and the Dallas Area Agency on Aging. The CTN works to remove barriers that keep people with disabilities and older adults from getting where they need and want to go in Dallas County.

Information about transportation resources was gathered through a telephone survey and from organizations' official websites.

The guide is intended as an information source to help people with disabilities and older adults remain independent, healthy and connected.

It contains information on public transit, specialized transportation services, medical transport, taxis and shuttles, carools, accessible van rentals, older driver safety, and information and referral sources.

For Get a Ride Guide updates and information about transportation options by telephone, call MY RIDE Dallas, (972) 855-8084, email [myridedallas@ccgd.org](mailto:myridedallas@ccgd.org) or go to [www.myridedallas.org](http://www.myridedallas.org).

**Disclaimer**

*It is the responsibility of each consumer to verify information, evaluate the provider, and determine how to best meet his/her transportation needs.*

*Please confirm pricing, schedules and eligibility requirements with the provider. No guarantee of service availability is given.*

*No endorsement or evaluation of the organizations or their services is made or implied by these descriptions. Any omissions or errors are unintentional. All resource information is subject to change; therefore, the Community Transportation Network (CTN) cannot ensure the completeness or accuracy of the information. As such, all information contained in this guide is provided "as is", and without warranty of any kind, express or implied. The CTN is not responsible for any errors or omissions, or for the results obtained from the use of this information.*

*In no event will the CTN, its employees or community partners be liable for any decision made or action taken in reliance upon the information contained in this guide.*

## Find the right ride

To gather information about your options, it's helpful to ask questions and keep your specific needs in mind.

### Key Considerations

1. What is the service area?
2. What are the requirements to qualify for the service?
3. Are the vehicles wheelchair-accessible?
4. Is passenger assistance available?
5. May I travel with my personal care attendant?  
Guest? Service animal?
6. How much will the ride cost? Are discounts available?
7. How soon do I need to reserve my ride?
8. Will other passengers be riding with me? If so, how long will the wait be? How long will the ride be while others are being picked up and dropped off?

### Key Terms

**Accessible Vehicles:** Vehicles equipped with a lift or ramp that can transport individuals who use wheelchairs, scooters, and other mobility devices.

**Ambulatory:** Able to walk and generally need minimal assistance getting in/out of a vehicle.

**Guest:** Person who rides with an individual but does not perform some type of passenger assistance.

**Passenger Assistance:** Help, often provided by the driver, that may include assistance in boarding or exiting the vehicle, securing wheelchairs and seat belts, carrying packages, opening doors, verbal guidance and physical support.

Levels of **passenger assistance** include:

**Curb-to-Curb Service:** Assistance in and out of the vehicle only.

**Door-to-Door Service:** Assistance in and out of the vehicle and to and from the door of pick up and drop off locations.

**Door-through-Door Service:** Assistance through the doors of residences and destinations, as needed.

**Personal Care Attendant (hereafter called Attendant):**

Person who assists in opening doors, getting in/out vehicles, pushing wheelchairs, carrying packages, communicating with the driver, navigating, etc.

**Shared-Ride Service:** Other passengers ride in the vehicle at the same time.

**Subscription Service:** A person's trips to the same place at the same time are automatically scheduled

## **Helpful Tips**

- Start transportation planning and eligibility proactively.
- Stay flexible on trip times when possible.
- Give as much advance notice as possible to reserve a trip at the time you need.
- Before hanging up, confirm trip date and time.
- Mixing modes might help, i.e., take the bus to the grocery store and a taxi home.
- If you are trying a new service for the first time, consider asking someone you know to ride with you.
- Ask questions and ask for help when you need it.
- To better understand your options or work through a problem, call MY RIDE: (972) 855-8084. MY RIDE is a free transportation information source.

## Public transit

*Available to all riders.  
Typically runs on regular schedules and routes.*

### Dallas Area Rapid Transit (DART)

*Bus and rail services*

**(214) 979-1111** Trip Planner/Customer Service

**(214) 749-3628** TDD

**Area:** Member cities of Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park

**For:** General public

**Cost:** 1 Day Pass - Local \$5, System \$7, Regional \$10, Reduced \$2.50. Monthly passes available at DART Store and area grocery stores. Call or go online for locations. Reduced fares for seniors 65+ with Medicare card, and persons with disabilities, children 5-14, high school, college and trade school students with DART photo ID. Call (214) 749-3282 for reduced ID card information. Children under 5 \$0.

**Hours:** 7 day service, approximately 5 AM - 12 AM. Holidays service times and schedules vary.

**Call hours:** Mon - Fri, 6 AM - 8 PM, Sat, Sun and holidays 8 AM - 5 PM.

**Notice:** None

**Accessible:** Yes

**[www.dart.org](http://www.dart.org)**



## **DART Flex Service**

*Fixed routes with curb-to-curb service to destinations within 6 flex service zones.*

**(214) 979-1111** Trip Planner/Customer Service  
**(214) 749-3628** TDD

**Area:** Please call or go online for specific coverage areas and hours. There are six Flex Service zones: Buckner, Garland, East Plano, South Plano, South Irving and the Telecom Corridor.

**For:** General public

**Cost:** Same as DART bus fares.

**Hours:** Mon - Fri, hours vary by service area

**Notice:** 1 hour advance notice to flex, or request upon boarding for flex drop off (schedule permitting).

**Accessible:** Yes

**[www.dart.org/riding/flexservice.asp](http://www.dart.org/riding/flexservice.asp)**

## **DART On-Call**

*Curb-to-curb shuttle service to destinations within neighborhood and to DART bus stops and rail stations*

**(214) 452-1827** Trip Planner/Customer Service  
**(214) 749-3628** TDD

**Area:** Please call or go online for specific coverage areas and hours. There are eight On-Call zones: East Rowlett, Farmers Branch, Glenn Heights, Lake Highlands, Lakewood, North Central Plano, North Dallas and Richardson.

**For:** General public

**Cost:** Same as DART bus fares.

**Hours:** Mon - Fri, hours vary by service area

**Notice:** At least 1 hour in advance, may be made up to a week in advance. No notice required for service from a transit center.

**Accessible:** Yes

**[www.dart.org/riding/dartoncall.asp](http://www.dart.org/riding/dartoncall.asp)**

*Public transit, continued...*

### **Did you know?**



***Public transit has never been more accessible:***

- All trains and buses are wheelchair accessible
- New low floor buses allow people to ride without climbing stairs
- Seniors 65+ and individuals with disabilities qualify for reduced fares
- Paratransit customers ride free
- Transit centers are wheelchair accessible
- There is priority seating for seniors and people with disabilities at the front of buses and trains
- Major stops are announced

***DART offers free travel training for individuals and groups on how to plan a trip, pay a fare, etc.***

**(214) 749-2582** Group Transit Education  
**(214) 828-8576** Travel Training (for individuals)  
**(214) 749-3628** TDD  
**Cost: \$0**  
**[www.dart.org](http://www.dart.org)**

***Regional Rail: DART connects to the Fort Worth Transportation Authority (The T) and the Denton County Transportation Authority (DCTA), making travel possible across the three service areas.***

**(214) 979-1111** DART Trip Planner/Customer Service  
**(817) 215-8600** The T Customer Service  
**(940) 243-0077** DCTA Customer Service  
**[www.dart.org](http://www.dart.org)**  
**[www.the-t.com](http://www.the-t.com)**  
**[www.dcta.net](http://www.dcta.net)**

## **Mesquite COMPASS**

*DART shuttle service connecting downtown Mesquite to the DART system during morning and evening commute*

**(214) 979-1111** DART Trip Planner/Customer Service  
**Route:** Scyene Rd between the Hanby Stadium visitor parking lot and DART's Green Line Lawnview Station  
**For:** General public  
**Cost:** \$7/day or \$100/month, covers all DART buses and trains and a trip on the TRE to DFW Airport  
**Hours:** Mon - Fri, 5 AM - 9 AM and 3 PM - 7 PM  
**Notice:** None  
**Accessible:** Yes  
**[www.cityofmesquite.com/compass](http://www.cityofmesquite.com/compass)**

## **Trinity Railway Express (TRE)**

*Train service links downtown Fort Worth, downtown Dallas and DFW Airport*

**(214) 979-1111** DART Trip Planner/Customer Service  
**(817) 215-8600** The T Customer Service  
**Area:** Dallas, Irving, Hurst, Richland Hills, Fort Worth  
**For:** General public  
**Cost:** 1 Day Pass - 1 Zone (east or west) \$5, Regional \$10, Reduced \$2.50. Reduced fares for children 5-14, students, 65+ and persons with disabilities. Fare includes transfer to other services provided by DART and The T.  
**Hours:** Mon - Sat, approximately 5 AM - 12 AM  
**Notice:** None  
**Accessible:** Yes  
**[www.trinityrailwayexpress.org](http://www.trinityrailwayexpress.org)**

## Specialized transportation

*These transportation services are only for individuals enrolled in the program. Must pre-qualify before riding. Restrictions may apply. Services may be limited.*

### **AIDS Interfaith Network, Inc.**

*Door-to-door van service, bus passes and taxi support to medical, dental, vision, social services, counseling appointments, substance abuse services, children's services, and food pantries*

**(214) 941-7696**

**Area:** Dallas County

**For:** HIV positive clients

**Cost:** \$0

**Hours:** Mon - Fri, 8 AM - 4:30 PM

**Notice:** 48 hours

**Accessible:** Yes

**[www.aidsinterfaithnetwork.org](http://www.aidsinterfaithnetwork.org)**

### **City of Grand Prairie, The Grand Connection**

*Curb-to-curb shared-ride service to medical and dental appointments, grocery store, school and work*

**(972) 237-8546**

**Area:** Within Grand Prairie, to Dallas County Hospital District (Parkland, etc.)

**For:** Residents of Grand Prairie who are 60+ or have a disability

**Cost:** \$1 each way to grocery store, school and work. No charge to/from senior nutrition centers

and medical/dental appointments at Dallas County Hospital District (Parkland). Guests \$1 each way, attendants ride free.

**Hours:** Mon, Wed, Fri, 4 AM - 5 PM and Tue, Thu, 7 AM - 5 PM. No service on major holidays.

**Notice:** At least 2 business days, up to 14 days in advance. Subscription service available.

**Accessible:** Yes

[www.gptx.org](http://www.gptx.org)

### **City of Mesquite, Mesquite Transportation for the Elderly/Disabled (MTED)**

*Curb-to-curb shared-ride service to work destinations and senior centers in Mesquite and to/from non-emergency medical appointments in Balch Springs, Dallas, Garland, Seagoville and Sunnyvale*

**(972) 329-6833**

**Area:** Within Mesquite, to Balch Springs, Dallas, Garland, Seagoville and Sunnyvale

**For:** Residents of Mesquite who are 60+ or have a disability

**Cost:** \$1 ride coupon for each one-way trip, guests \$1, attendants ride free. Ride coupons must be purchased in advance from the dispatch office.

**Hours:** Mon - Fri, 6 AM - 6 PM. Scheduling Mon - Fri, 7:30 AM - 4:30 PM. Limited service on holidays.

**Notice:** 2 business days, 1-2 weeks notice preferred, last-minute trips accommodated when space available. Waiting list for subscription service.

**Accessible:** Yes

[www.cityofmesquite.com/mted](http://www.cityofmesquite.com/mted)

*Specialized transportation, continued...*

### **City of Richardson Van Service**

*Door-to-door transportation to senior center, doctor, errands, DART stations, etc.*

**(972) 744-7805**

**Area:** Within Richardson

**For:** Residents of Richardson 55+

**Cost:** \$0.25 each way

**Hours:** Mon - Fri, 9 AM - 4 PM

**Notice:** Reservations are taken beginning at 8:30 AM every Friday for ride requests the following week

**Accessible:** Yes

**[www.cor.net](http://www.cor.net)**

### **City of Seagoville, Senior Citizens Activities & Transportation Department**

*Curb-to-curb senior medical transportation within Seagoville. Transportation is also available to get to/from senior center which provides outings to grocery store, library, post office, etc.*

**(972) 287-4113**

**Area:** Seagoville

**For:** Residents of Seagoville 60+

**Cost:** Suggested donation of \$2 each way for medical trips

**Hours:** Mon - Fri, 8 AM - 4 PM

**Notice:** 24 hours

**Accessible:** Yes

**[www.seagoville.us](http://www.seagoville.us)**

## **City of Wilmer Transportation Program**

*Door-to-door transportation for seniors and people with disabilities*

**(972) 441-3069**

**For:** Residents of Wilmer age 55+ and adults with disabilities

**Area:** Wilmer and destinations in Dallas County

**Cost:** \$0

**Hours:** Mon - Fri, 6 AM - 6 PM

**Notice:** 1 week notice preferred

**Accessible:** Yes

## **DART Paratransit**

*Curb-to-curb shared-ride service within DART member cities, door-to-door service available twice per week*

**(214) 515-7272** Paratransit Scheduling

**(214) 828-6729** TTY

**Area:** Member cities of Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park

**For:** ADA certified only

**Cost:** \$3 one-way trip, guest \$3. No charge for attendant.

**Hours:** 7 day service, approximately 5 AM - 12 AM. Scheduling Mon - Fri, 8 AM - 5 PM, 24/7 automated.

**Notice:** At least 1 day, may schedule 2 - 4 days in advance. Subscription service available for trips to the same place at the same time at least once a week.

**Accessible:** Yes

**[www.dart.org/riding/accessibility.asp](http://www.dart.org/riding/accessibility.asp)**

*Specialized transportation, continued...*

### **Deaf Action Center, Senior Citizens Program**

*Door-to-door transportation to center, weekly trips to the grocery store/pharmacy*

**(214) 521-0407** V/TTY

**Area:** Dallas County

**For:** Clients 55+ enrolled in the program

**Cost:** \$0, donations accepted

**Hours:** Mon - Fri, 8 AM - 4:30 PM

**Notice:** 1 day

**Accessible:** Yes

**[www.dactexas.org](http://www.dactexas.org)**

### **Parkland Senior Outreach Services**

*Curb-to-curb shared-ride service to health care appointments (not just Parkland), errands, etc.*

**(214) 590-0646**

**Area:** Dallas County

**For:** Residents age 65+ of four zip codes only, 75215, 75216, 75217 and 75241

**Cost:** \$0

**Hours:** Mon - Fri, 8 AM - 2 PM

**Notice:** 3 days, 2 weeks notice preferred

**Accessible:** Yes

**[www.parklandhospital.com/medical\\_services/outpatient/geriatrics.html](http://www.parklandhospital.com/medical_services/outpatient/geriatrics.html)**

### **Rosemont Christian Church, Community Senior Services**

*Transportation, errand and companion services*

**(214) 330-8710**

**Area:** Oak Cliff, Cedar Hill, DeSoto, Duncanville, Lancaster



**For:** Senior citizens, people with disabilities  
**Cost:** \$12.50 per hour weekdays, \$13 per hour weekends, plus \$0.48 per mile if employee's vehicle is used. \$2.00 per hour surcharge on holidays.  
**Hours:** 24/7  
**Notice:** As much as possible  
**Accessible:** No  
[www.senioraid.org](http://www.senioraid.org)

## Senior Adult Services

*Volunteer-based door-to-door transportation to social activities, medical trips, errands, etc.*

**(972) 242-4464**

**Area:** 5 miles beyond the city limits of Addison, Carrollton, Coppell and Farmers Branch  
**For:** Residents of Addison, Carrollton, Coppell or Farmers Branch who are 60+ or have a disability  
**Cost:** \$10 each way. Fee may be reduced when there is a financial need. Attendants ride free.  
**Hours:** Mon - Thu, 9 AM - 3 PM, Fri, 9 AM - 12 PM  
**Notice:** At least 3 days, 1 week notice preferred  
**Accessible:** Yes  
[www.senioradultservices.org](http://www.senioradultservices.org)

### Did you know?

- *Most **senior centers** provide rides to and from the center for seniors enrolled in the lunch program. Many centers offer weekly or monthly group shopping trips and other outings. Contact your senior center to find out if transportation is available.*
- *To find your nearest senior center, call 2-1-1.*



## Medical transport only

**Non-emergency transportation to medical appointments. For emergency transport call 911.**

### **American Cancer Society, Road to Recovery**

*Volunteer-based curb-to-curb transportation to cancer treatment, limited bus passes and cab vouchers to cancer-related appointments*

**(214) 819-1200**

**Area:** Dallas County

**For:** Ambulatory cancer patients

**Cost:** \$0

**Hours:** Vary

**Notice:** 3 days, 1 week if possible

**Accessible:** No

**www.cancer.org**

### **Another Chance Ministry Youth Ministry Health Care Commute**

*Door-to-door non-emergency medical transportation*

**(469) 324-6253**

**Area:** Oak Cliff, Lancaster, Desoto, Duncanville, Cedar Hill

**For:** Seniors, people with disabilities, general public (ambulatory)

**Cost:** Within Oak Cliff \$14 round trip, beyond Oak Cliff \$24 round trip. Call for rates.

**Hours:** Mon - Fri, 6:00 AM - 6:00 PM

**Notice:** 2 days

**Accessible:** No. Foldable wheelchairs OK.

## **City of Dallas, Senior Medical Transportation**

*Door-to-door transportation for medical appointments*

**(214) 670-7235**

**Area:** Dallas

**For:** Residents of zip codes 75206, 75209, 75210, 75211, 75212, 75215, 75216, 75217, 75235 and 75241 who are 60+. Please leave a detailed message. Applications are completed over the phone.

**Cost:** \$0

**Hours:** Mon - Fri, 9 AM - 4 PM

**Notice:** 5 days notice preferred

**Accessible:** Call for information

## **City of Garland, Senior Services**

*Senior medical transportation*

**(972) 205-2769**

**Area:** Within Garland

**For:** Garland residents 60+ who participate in the lunch program at the senior center

**Cost:** \$0

**Hours:** Mon - Fri, 8 AM - 5 PM

**Notice:** 3 days

**Accessible:** No

**[www.ci.garland.tx.us](http://www.ci.garland.tx.us)**

*Medical transport only, continued...*

## **Irving Cares**

*Curb-to-curb transport to medical appointments  
and Parkland pharmacies*

**(972) 721-9181**

**Area:** City of Irving and specific destinations in Dallas such as the Dallas County Hospital District (Parkland, UT Southwestern, etc.), Metrocare, DeHaro-Saldivar Health Center, Adapt of Texas

**For:** Irving residents only

**Cost:** \$0

**Hours:** Mon, Wed, Fri, 8 AM - 2 PM, and the 1st and 3rd Thu of the month, 8 AM - 2 PM

**Notice:** 24 hours, 1 week or more notice preferred

**Accessible:** No

**[www.irvingcares.org](http://www.irvingcares.org)**

## **Jewish Family Service of Greater Dallas**

*Door-to-door transportation for medical appointments*

**(972) 437-9950**

**Area:** Greater North Dallas area

**For:** Seniors, people with disabilities, general public (all faiths). Home visit with JFS social worker is necessary before service can be used.

**Cost:** \$10 each way, sliding scale available, no charge for attendants

**Hours:** Mon - Fri, 9 AM - 4 PM

**Notice:** At least 3 days, 1 week notice encouraged

**Accessible:** Yes

**[www.jfsdallas.org](http://www.jfsdallas.org)**

## Medicaid Medical Transportation Program

*Medicaid recipient transportation to the doctor, dentist or other covered services (e.g., pharmacy). May include curb-to-curb rides, passes for public transportation, mileage reimbursement and bus/air travel between cities. The State of Texas contracts with a company called Logisticare to operate the program in the D/FW area.*

**(855) 687-3255** Schedule a trip (Logisticare)

**(800) 735-2989** TTY

**Area:** Texas

**For:** Children and adults who receive Medicaid. Must have Medicaid ID #.

**Cost:** \$0

**Hours:** Scheduling Mon - Fri, 8 AM - 5 PM

**Notice:** At least 2 days (travel within county), can try same day but service not guaranteed

**Accessible:** Yes

**[www.hhsc.state.tx.us/QuickAnswers/index.shtml](http://www.hhsc.state.tx.us/QuickAnswers/index.shtml)**

### Did you know?

***Are you eligible for Medicaid or Medicare transportation benefits?***



- *To find out if you qualify for the **Medicaid Medical Transportation Program**, call (855) 687-3255.*
- *Are you enrolled in **STAR+PLUS**? Molina and Superior offer transportation benefits when the Medicaid Transportation Program isn't an option, call member services number listed on card. Main line: **Molina** (866) 449-6849, **Superior** (866) 529-0294.*
- *Contact your **Medicare** plan to see if you qualify for any transportation benefits (only a few plans have them; plans change on a yearly basis)*
- *Need help? Call **MY RIDE**, (972) 855-8084.*

*Medical transport only, continued...*

## **Texas Kidney Health Care (KHC) Program**

*Mileage reimbursement for dialysis*

**(800) 222-3986**

**Area:** Texas

**For:** TX residents with end-stage renal disease, not eligible for Medicaid and less than \$60,000/year income (must prequalify).

**Cost:** \$0

**Hours:** Mon - Fri, 8 AM - 5 PM

**[www.dshs.state.tx.us/kidney](http://www.dshs.state.tx.us/kidney)**

## **VA North Texas Health Care System Travel Benefits Program**

*Travel pay (mileage reimbursement) or special transport (ambulance, accessible van) to/from VA. Go to Beneficiary Travel window after appointment to collect travel pay*

**(214) 857-1350** (Dallas)

**Area:** North Texas

**For:** Eligible individuals have a service-connected (SC) rating of 30% or more, or are traveling for treatment of a SC condition, or receive a VA pension, or have incomes below the maximum annual pension, or are traveling for a scheduled compensation or pension examination

**Cost:** \$0

**Hours:** Mon - Fri, 7:30 AM - 5 PM

**Notice:** No notice required for travel pay, preauthorization needed for special transport except for emergencies

**<http://www.northtexas.va.gov/patients/travel.asp>**

## Transportation businesses

### Did you know?



- Some **home care agencies** provide transportation as part of the package of services offered to enrolled clients. Transportation is usually booked by the hour with a fee for service.
- Check the **phone book** for additional taxi, shuttle, ambulance, chauffeur and home health services.

### AET Custom Shuttle

*Door-to-door transportation and personal assistance to doctors' appointments, errands, the airport, etc.*

**(214) 684-0825**

**Area:** 25 miles surrounding Dallas

**For:** 55+, people with disabilities, general public (ambulatory)

**Cost:** Call for rates. Senior discounts available.

**Hours:** Mon - Fri, 6:30 AM - 6:00 PM,  
Sat, 9 AM - 6 PM

**Notice:** At least 24 hours

**Accessible:** No

**[www.aetcustomshuttle.com](http://www.aetcustomshuttle.com)**

*Transportation businesses, continued...*

### **Apple Care & Companion**

*Door-through-door transportation, personal assistance, in-home care, and errand service*

**(469) 619-5474**

**Area:** Dallas, Collin counties

**For:** Adults, seniors and people with disabilities. May require free assessment before service.

**Cost:** \$25/first hour + \$20/additional hour + \$0.60/mile

**Hours:** Service is 24/7 with advance notice, office hours Mon - Fri, 9 AM - 5 PM

**Notice:** 24 hours notice preferred

**Accessible:** No

**<http://www.applecareandcompanion.com/>**

### **Assisted Transport Services**

*Door-through-door transportation service*

**(214) 207-1821**

**Area:** D/FW Metroplex

**For:** General public

**Cost:** Rates are based on zones. Call for quote.

**Hours:** Mon - Thu, 6 AM - 10 PM, Fri 6 AM - 6 PM, Sat 6 PM - 10 PM, closes in observance of Jewish holidays

**Notice:** 24 hours notice preferred

**Accessible:** Yes

**[www.ats-dfw.com](http://www.ats-dfw.com)**



## **Barry Berger Transportation Service**

*Door-through-door transportation and assistance to doctors' appointments, personal errands, airport trips, etc.*

**(214) 824-1541** (Business)

**(214) 282-3958** (Cell)

**Area:** North/Central Dallas, Richardson, Plano.

Other areas subject to availability.

**For:** General public (ambulatory)

**Cost:** Rates are based on mileage and time. Call for quote.

**Hours:** Call for availability

**Notice:** Advance notice preferred

**Accessible:** No. Foldable wheelchairs OK.

## **Julie Bethz Transportation Service**

*Door-to-door transportation, errand assistance and pet sitting*

**(214) 810-8790**

**Area:** Addison, Farmers Branch, North Dallas, Richardson, other areas subject to availability

**For:** Seniors and people with disabilities

**Cost:** Call for quote (approximately \$13 flat fee + \$0.55/mile)

**Hours:** Mon- Fri, 7 AM - 7 PM

**Notice:** 24 hours preferred

**Accessible:** No

*Transportation businesses, continued...*

**Cowboy Cab (taxi service)**

**(214) 428-0202**

**Area:** Dallas County, surrounding counties

**For:** General public

**Cost:** Meter. Accepts cash, credit, and TaxiCard (www.taxicard.com, 1-866-499-8294). Call for quote.

**Hours:** 24/7

**Notice:** On-call taxi service. No advance notice required.

**Accessible:** No. Foldable wheelchairs OK.

**www.cowboycab.com**

**Dallas Wheelchair Transport**

*Door-through-door non-emergency medical transportation*

**(469) 363-1103**

**Area:** D/FW Metroplex

**For:** Seniors, people with disabilities, parents and children with special needs.

**Cost:** Call for quote. Flat rate 0-20 miles.

**Hours:** 24/7

**Notice:** 2 days notice preferred. Can call same day.

**Accessible:** Yes

**<http://www.dallaswheelchairtransport.com>**

## **Gentle Touch Services, Inc.**

*Door-to-door non-emergency medical transportation and concierge services*

**(817) 289-0106** (Office)

**(817) 709-0914** (Cell)

**Area:** Dallas, Johnson, Tarrant and surrounding counties

**For:** Seniors and people with disabilities

**Cost:** \$20 one-way within Dallas, Tarrant and Johnson counties. An additional \$10 for surrounding counties. Accepts Medicaid.

**Hours:** Mon - Fri, 8 AM - 5 PM. Closed holidays and inclement weather.

**Notice:** 1 day advance notice. Can call same day.

**Accessible:** Yes

**[www.gts3.net](http://www.gts3.net)**

## **Home Helpers Transportation Service**

*Door-through-door transportation to medical appointments, social activities, etc.*

**(972) 233-6636**

**Area:** Addison, Carrollton, Dallas, Farmers Branch, Garland, Grand Prairie, Highland Park, Irving, Mesquite, Rowlett, University Park

**For:** General public, in-home assessment required before services can begin

**Cost:** 1 hour \$39, 2 hours \$50, 3 hours \$75, 4+ hours \$18.50/hour plus \$0.66/mile

**Hours:** 24/7 with advance notice

**Notice:** 24 hours preferred

**Accessible:** No

**[www.hhdallas.com](http://www.hhdallas.com)**

*Transportation businesses, continued...*

## **Metro Transporters**

*Door-through-door transportation service*

**(972) 247-1111**

**Area:** Dallas County and nearby counties subject to availability

**For:** General public

**Cost:** Rates are based on mileage. Call for quote.

**Hours:** Mon - Sat, 6 AM - 6 PM, Sun and after hours by appointment only

**Notice:** 24 hours notice preferred

**Accessible:** Yes

**[www.metrotransporters.com](http://www.metrotransporters.com)**

## **Senior Rides**

*Door-through-door transportation for any purpose, also accompanies patients during medical appointments*

**(972) 267-7433**

**Area:** Addison, Dallas, Carrollton, Farmers Branch, Frisco, Garland, Mesquite, Plano, Richardson, Rockwall, Rowlett

**For:** General public

**Cost:** \$25/hour + \$1/mile, \$5 per extra person each way, no tips allowed, Love Field \$25 each way, D/FW Airport \$50 each way

**Hours:** 7 days per week, 7 AM - 7 PM, with flexibility

**Notice:** 1 week advance notice preferred

**Accessible:** No

## **Silver Star Transportation**

*Door-to-door non-emergency medical transportation in a wheelchair accessible van with a lift*

**(469) 672-7290**

**Area:** Dallas, Oak Cliff, Lancaster, Desoto, Duncanville and Cedar Hill

**For:** Seniors and people with disabilities

**Cost:** \$60 round trip up to 14 miles and \$2.50/mile over 14 miles, \$35 one-way up to 7 miles and \$2.50/mile over 7 miles. Medicaid accepted. Discounts for dialysis.

**Hours:** Mon - Fri, 6 AM - 5 PM

**Notice:** 2 day notice preferred

**Accessible:** Yes

## **Yellow Cab (taxi service)**

**(214) 426-6262**

**Area:** Dallas County, surrounding counties

**For:** General public

**Cost:** Meter. Accepts cash, credit, and TaxiCard ([www.taxicard.com](http://www.taxicard.com), 1-866-499-8294). Call for quote.

**Hours:** 24/7

**Notice:** On-call taxi service. No advance notice required, 2 days notice preferred for accessible taxis.

**Accessible:** Yes, limited availability.

**[www.dallasyellowcab.com](http://www.dallasyellowcab.com)**

## **Carpool • vanpool**

*Online lists of ridesharing opportunities*

### **Try Parking It**

*Online ride matching within the North Texas region*

[www.tryparkingit.com](http://www.tryparkingit.com)

### **Dallas Area Rapid Transit, Vanpool, Carpool**

*Vanpool within Dallas, Denton, Collin and Ellis Counties  
and carpool within the DART service area*

**(214) 747-RIDE**

[www.dart.org/about/rideshare.asp](http://www.dart.org/about/rideshare.asp)

### **Colleges and Community Colleges**

*Many area colleges list commuting options including  
carpool information online. Check your school's website  
under commuting options for more information.*

## **Accessible van rentals**

### **Advanced Mobility Systems of TX**

(866) 211-8267  
(972) 270-7114 Local  
[www.advancedmobility.net](http://www.advancedmobility.net)

### **Wheeler's Accessible Van Rentals**

(800) 456-1371  
(817) 737-3355 Local  
[www.wheelersvanrentals.com](http://www.wheelersvanrentals.com)

### **Wheelchair Getaways**

(877) 688-4695  
(214) 536-2120 Local  
[www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)

## **Driver safety**

### **AARP Driver Safety Program**

*Driver safety courses in local classrooms and online. Resources on planning for driver retirement and how to talk with a loved one about older driver issues*

**(888) 227-7669**  
**www.aarp.org**

### **Baylor Adaptive Driving Program**

*Evaluation, driver instruction, and prescription of adaptive equipment by a certified driver rehabilitation specialist for individuals with disability- or age-related functional difficulties that affect driving*

**(214) 820-8982**  
**www.baylorhealth.com**

### **National Center on Senior Transportation**

*Information on older driver safety and transition for the mature driver. Resources on senior transportation options for use by communities, transportation providers, state and local governments, aging and human service providers, and older adults and their caregivers*

**(866) 528-NCST**  
**(202) 347-7385 TDD**  
**www.seniortransportation.net**



## Information and referral

*Free information and assistance  
to find community resources*

### **MY RIDE Dallas**

*Your source for personalized help finding transportation  
options in Dallas County*

**(972) 855-8084**

**Email:** [myridedallas@ccgd.org](mailto:myridedallas@ccgd.org)

**Call hours:** Mon - Fri, 8:30 AM - 5 PM

### **2-1-1 Texas**

*Information on state and local health and human services*

**Dial 2-1-1**

**(214) 379-4636** Aging Information

**Call hours:** Available 24/7 in 140+ languages

**[www.ccgd.org](http://www.ccgd.org)**

### **Connect to Care**

#### **Aging and Disability Resource Center**

*Online service directory in English and Spanish*

**(888) 743-1202** Service Navigators

**Call hours:** Mon - Fri, 8 AM - 5 PM

**<https://connecttocaredallas.org>**

### **Google Transit**

*Online trip planner with detailed transit directions for  
DART, DCTA, The T and the TRE*

**[www.google.com/transit](http://www.google.com/transit)**

## Index (A - I)

<b>Name</b>	<b>Page</b>
2-1-1 Texas.....	31
AARP Driver Safety Program.....	30
Advanced Mobility Systems of Texas.....	29
AET Custom Shuttle.....	21
AIDS Interfaith Network, Inc., .....	10
American Cancer Society, Road to Recovery.....	16
Another Chance Ministry Youth Ministry.....	16
Apple Care & Companion.....	22
Assisted Transport Services.....	22
Barry Berger Transportation & Errand Service.....	23
Baylor Adaptive Driving Program.....	30
City of Dallas, Senior Medical Transportation.....	17
City of Garland, Senior Services.....	17
City of Grand Prairie, The Grand Connection.....	10, 11
City of Mesquite, MTED.....	11
City of Richardson, Senior Transportation.....	12
City of Seagoville, Senior Transportation.....	12
City of Wilmer, Transportation Program.....	13
Connect to Care Aging & Disability Resource Center	31
Cowboy Cab.....	24
Dallas Wheelchair Transport.....	24
DART Bus and Rail Services.....	6
DART Transit Education and Travel Training.....	8
DART Flex Service.....	7
DART On-Call.....	7
DART Paratransit.....	13
DART Vanpool, Carpool.....	28
Deaf Action Center, Senior Citizen Program.....	14
Did you know?.....	8, 15, 19, 21
Gentle Touch Transportation Service.....	25
Home Helpers Transportation Service.....	25
Irving Cares.....	18

## Index (J - Z)

<b>Name</b>	<b>Page</b>
Jewish Family Service of Greater Dallas.....	18
Julie Bethetz Transportation Service.....	23
Medicaid Medical Transportation Program.....	19
Mesquite COMPASS.....	9
Metro Transporters.....	26
MY RIDE Dallas.....	31
National Center on Senior Transportation.....	30
Parkland Senior Outreach Services.....	14
Regional Rail.....	8
Rosemont Christian Church, Community Sr Services	14, 15
Senior Adult Services.....	15
Senior Rides.....	26
Silver Star Transportation.....	27
STAR+PLUS Program, Transportation Benefits.....	19
Texas Kidney Health Care Program.....	20
Trinity Railway Express.....	9
TryParkingIt.com.....	28
VA North Texas, Travel Benefits Program.....	20
Wheelchair Getaways.....	29
Wheelers Accessible Van Rentals.....	29
Yellow Cab.....	27



For latest updates and personalized help

Call MY RIDE: (972) 855-8084

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

MY RIDE Dallas is a free transportation resource linking people with disabilities and older adults to the transportation options they need.

MY RIDE is a program of the Community Council of Greater Dallas and Dallas Area Agency on Aging.

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