

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

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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

Tel: (972) 855-8084

Website: 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

MY RIDE Tarrant

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 or go to 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

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

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

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

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
www.the-t.com
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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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 Bethez 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

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

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

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, 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

Carpool • vanpool

Online lists of ridesharing opportunities

Try Parking It

Online ride matching within the North Texas region

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

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

Wheeler's Accessible Van Rentals

(800) 456-1371
(817) 737-3355 Local
www.wheelersvanrentals.com

Wheelchair Getaways

(877) 688-4695
(214) 536-2120 Local
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

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

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

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For latest updates and personalized help

Call MY RIDE: (972) 855-8084

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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