

Senior Transportation Program

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

How does it work?

- Services provided Monday through Friday, 8:00am - 5:00pm.
- Clients may make reservations 30 days in advance. Minimum 24 hour notice.
- Intake forms required.
- Drivers provide curb to curb service. Assistance provided when needed.

Who is eligible?

- Older Adults 60+
 - *Riders with cognitive impairments are advised to have a caregiver accompany them.
 - *Riders in a wheelchair must let the dispatcher/senior transportation staff know that they need a handicap accessible van/bus when scheduling a ride.

Types of Services

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

Reserve-a-Ride: Choose when and where you want to go within Austin City limits.

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

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

Group Travel: Do you want to travel with friends? Whether touring the Texas Hill Country or cruising to San Antonio for the afternoon, Senior Transportation can be your chauffeur. We serve groups of 7 or more in Austin area and 10 or more for out of town trips. Depending on your destination, fees range at a rate of \$2.00 per passenger for every 10 miles.

CALL 512-974-1464 to make reservations or if you have any questions

Please mail complete forms to:

Austin Parks and Recreation

Attn: Senior Transportation

200 South Lamar Blvd

Austin, TX 78704



Area Agency on Aging of the Capital Area

Client Rights & Responsibilities for Older Americans Act Programs

The Area Agency on Aging of the Capital Area welcomes you as a participant in programs for older individuals and family caregivers in our region. This program is mandated by the Older Americans Act of 1965, as amended, and provides access and assistance and other supportive services. The programs and services are administered by the Area Agency on Aging with funding provided through the Texas Department of Aging and Disability Services, client contributions and local funding.

Programs and services are designed for individuals age 60 or older and/or their family members and other caregivers. Our goal is to assist older individuals in leading independent, meaningful and dignified lives in their own homes and communities as long as possible through the provision of limited support services. Information will not be released to anyone, or any agency without your informed consent, with the exception of records subpoenaed by a court of law.

Client rights and responsibilities:

1. You have the right to be treated with respect and consideration. You have the right to have your property treated with respect.
2. You may not be denied services on the basis of race, religion, color, national origin, sex, disability, marital status, or inability and/or unwillingness to contribute.
3. You have the right to make a complaint/grievance or recommend changes to policy or service, without restraint, interference, coercion, discrimination or reprisal. To make a complaint or grievance contact the Area Agency on Aging. Contact information is identified below:

Service Provider Information	Area Agency on Aging Information
City of Austin Parks & Recreation Department	Area Agency on Aging of the Capital Area
Transportation	6800 Burleson Rd. Bldg. 310, Ste. 165
200 South Lamar	Austin, TX 78744
Austin, TX 78704	Toll Free 888 622 9111
Phone 512-974-1461; 512-477-5961	Phone 512 916 6062
Fax	Fax 512 916 6042

4. You have the right to participate in the development of a care plan to address unmet needs. N/A
5. You have the right to be informed in writing of available services and the applicable charges if the services are not covered or are unavailable by Medicare, Medicaid, health insurance, or Older Americans Act funding. N/A

6. You have the right to make an independent choice of service providers from the list furnished by the Area Agency on Aging where multiple service providers are available and change service providers when desired. N/A
7. You have the right to be informed of any change in service(s). N/A
8. You have the right to make a voluntary, confidential, contribution for services received through the Area Agency on Aging. Services will not be denied if an eligible participant is unable or chooses not to make a contribution. All contributions will be kept confidential and will be utilized to expand or enhance the service(s) for which they were provided.
9. You have the responsibility to inform the Area Agency on Aging or its service provider(s) of your intent to withdraw from the program or any known periods of absenteeism when services will not be utilized. N/A
10. You have the responsibility to provide the Area Agency on Aging or its services provider(s) with complete and accurate information.

I hold harmless this Area Agency on Aging program, its parent organization, funders, and the sponsoring state agencies for any liability arising out of the services provided in accordance with program guidelines.

Client Signature

Date