

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 residing within Austin city limits.

How does it work?

- Services provided Monday through Friday, 8:30am - 4:30pm.
- Clients may request a ride 30 days in advance; Rides are confirmed one (1) business day prior to request
- Intake forms required.
- Drivers provide curb to curb service. Assistance provided when needed.

Who is eligible?

Residents residing within the Austin city limits age 60 and older

*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. (Pick up within 6 mile radius of location)

FEE: FREE / \$1.00 donation optional

PARC Senior Congregate Meal (partnered by Meals on Wheels and More) locations:

- Alamo Recreation Center, 2100 Alamo Street, 512-974-5680
- Conley-Guerrero Senior Activity Center, 808 Nile Street, 512-978-2660
- Dove Springs Recreation Center, 5801 Ainez Dr, 512-447-5875
- Gus Garcia Recreation Center, 1201 East Rundberg, 512-339-0016
- Metz Recreation Center, 2407 Canterbury Street, 512-478-8716
- South Austin Neighborhood Center-Durwood, 2508 Durwood, 512-972-6840
- South Austin Senior Activity Center, 3911 Manchaca Road, 512-448-0787
- Virginia Brown Recreation Center, 7500 Blessing Avenue, 512-974-7865

Reserve-a-Ride: Door-to-door service to/from requested destination within the Austin city limits.

FEE: \$3.00 each destination (\$6.00 round trip)

Errands (non-medical): Destinations include grocery store, shopping centers, bank, hair salon, etc.

Medical Appointments (non-emergency/routine appointment): Destinations include general/specialty doctor, dentist, etc.; Surgical procedures are classified as an emergency.

Group Travel: Group excursion/field trip travel to destinations within the Austin city limits (Groups must have minimum of 7 riders)

FEE: \$6.00 round trip per rider

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

*The City of Austin is committed to compliance with the Americans with Disabilities Act.
Reasonable modifications and equal access to communications will be provided upon request.*

Rider's Guide Overview

Eligibility: Residents residing within the Austin city limit age 60 and older

Registration: Submit completed Area Agency on Aging of the Capital Area (AAACAP) Client Intake Form and Clients Rights and Responsibilities of Older Americans Act Program

Eligibility Confirmation: Approval of eligibility and registration guidelines are set by the Older Americans Act and confirmed by CAPGOC under the Department of Aging and Disability Services.

CAPGOC takes up to three (3) weeks to approve eligibility. Senior Transportation Staff contact resident via phone to inform of eligibility approval and begin transportation scheduling.

Requesting a Reservation – Regular Route and Reserve-a-Ride: After receiving eligibility confirmation, reservations may be scheduled by calling **512-974-1464**. Transportation is available Monday through Friday between 8:30AM and 4:30PM (Observed City Holidays excluded). Rides are confirmed one (1) business day prior to request.

Scheduling a Group Travel Reservation: Riders participating in the Group Travel service must submit reservation request at least one (1) month prior to the anticipated travel date. Group Travel approval is based on vehicle availability and subject to capacity limitations.

Cancelling a Ride: To cancel a ride, call **512-974-1464**. Rides must be canceled at least one (1) day prior to the scheduled trip time. Late cancellations are considered no-show. Regular Route/Lunch Route riders must cancel at least one (1) day in advance.

Riding Rules and Tips

- Smoking (e-cigarettes included) is not permitted
- Eating and drinking in the vehicle is not permitted
- Riders must remain seated until the vehicle comes to a complete stop and the driver has indicated it is safe to prepare to exit the vehicle
- Riders who fall asleep on board the bus are at risk of being injured from unexpected movements or stops. Please stay alert for the best possible experience
- Playing a radio or musical instrument is not appropriate on the vehicle
- Please be considerate of fellow riders with chemical sensitivities by limiting use of colognes and perfumes
- Riders with disabilities who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered
- Any rider may be refused access to transportation whose personal conduct or physical condition is disruptive to transportation services. Disruptive or inappropriate behavior may include but not be limited to the following:
 - o Verbal or physical abusive behavior
 - o Use of language that is obscene, threatening or derogatory
 - o Being in possession of weapons of any kind
 - o Deteriorating personal hygiene presents a health or safety hazard to others, including open scores/wounds not properly covered and visible body fluid leakage or dripping

No Show and Late Cancellation Policy

Riders who frequently fail to properly cancel a reservation, do not show up in time for scheduled reservation, or are not ready at time of departure, will be subject to a progressive penalty that may lead to service suspension.

Please visit <http://austintexas.gov/seniors> view complete Senior Transportation Rider's Guide or contact 512-974-1464 to request a mailed copy.

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