

Get a Ride Guide



For people with disabilities & older adults
living in Dallas County

For personalized help call
My Ride: (972) 855-8084

January 2021

Community Council 
Moving families forward, leaving poverty behind.


Area Agency
on Aging
OF DALLAS COUNTY

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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@ccadvance.org

Tel: (972) 855-8084

Website: www.myridedallas.org

Community Council of Greater Dallas

1341 W Mockingbird Lane, Suite 1000W

Dallas, TX 75247

*For transportation options in other counties:

NCTCOG Regional Transit Providers List

www.nctcog.org/trans/plan/transit/transit-providers

My Ride Tarrant

www.facebook.com/MyRIDETarrant/

682-587-7099

myridetarrant@gmail.com

About This Guide

This guide was created by My Ride Dallas, a collaboration of 90 organizations led by the Community Council of Greater Dallas and the Dallas Area Agency on Aging. My Ride Dallas 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, carpools, 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@ccadvance.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, My Ride Dallas 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. My Ride Dallas is not responsible for any errors or omissions, or for the results obtained from the use of this information.

In no event will My Ride Dallas, 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 Dallas: (972) 855-8084. My Ride is a free transportation information source.

Public Transit

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

Balch Springs Midtown Express operated by STAR Transit

The Balch Springs Midtown Express Route 101 starts at Wal-Mart and ends at the Peachtree Senior Living Apartments. This bus connects to the DART Rail Green Line at the Buckner Station (8008 Elam Rd). The Balch Springs Midtown Express Route 102 loops around Balch Springs. This service connects to the MTX 101 bus. The three connecting points are the Balch Springs Recreation Center, Seagoville Rd. and Peachtree Rd. and Wal-Mart.

(877) 631-5278 Trip Planner/Customer Service

Area: Balch Springs

For: General Public

Cost: \$1.00 each way. Qualifying seniors 60+, Veterans and persons with disabilities ride FREE.

DART passes are not available on this bus. If you use this route to go to the DART Buckner Station, a DART fare is required for travel on the DART System.

Hours: Mon - Fri, 4:45 - 10 AM and 1:45 - 7 PM, Sat 8 AM - 4 PM

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

Notice: None

Accessible: Yes

www.startransit.org

Dallas Area Rapid Transit (DART)

Bus and rail services

(214) 979-1111 Trip Planner/Customer Service

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

For: General public

Cost: AM/PM Passes - Local \$3.00, Reduced \$1.50; Single Ride Bus only – Local \$2.50, Reduced \$1.25; Day Passes – Local \$6.00, Reduced \$3.00, Regional \$12.00. Weekly, Monthly, and Annual passes available online, through the DART GoPass mobile app, at the DART Store, and area grocery stores. Call or go online for locations. Reduced fares for seniors 65+ with Medicare card, and persons with qualifying 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

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.*



Public transit, continued...

DART GoLink

GoLink is a curb-to-curb shuttle serving thirteen neighborhoods by request. It's flexible and available when you need it via the smartphone app GoPass or by phone.

(214) 979-1111 Trip Planner/Customer Service

(214) 452-1827 GoLink reservation

Area: Please call or go online for specific coverage areas and hours. There are thirteen zones: Inland Port, Rylie, Kleburg, North Central Plano/Chase Oaks, Far North Plano, Legacy West, Farmers Branch, Glenn Heights, Lake Highlands, Lakewood, North Dallas, Park Cities, and Rowlett.

For: General public

Cost: Same as DART bus fares.

Hours: Mon - Fri, 5 AM – 8 PM

Notice: Phone reservations must be made at least 30 minutes in advance.

Accessible: Yes

<http://dart.org/riding/golink.asp>

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
- Anyone who asks for the vehicle lift may use the vehicle lift

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) 828-8588 Mobility Ambassador Program—personal, customizable individual or group training

Cost: \$0

www.dart.org

Regional Rail: DART connects to Trinity Metro (formerly 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 Trinity Metro Customer Service

(940) 243-0077 DCTA Customer Service

www.dart.org

www.dcta.net

www.ridetrinitymetro.org

Public transit, continued...

DeSoto Bus Route 501 operated by STAR Transit

Route 501 serves the City of DeSoto, including area industrial parks with stops located at the Kohl's e-Fulfillment Center and Wal-Mart Distribution. The route also accesses Methodist Charlton Medical Center and the UNT Dallas Station on the DART Rail Blue Line. This route connects DeSoto to cities located in the inland port area with transfer points at The Crossing Shopping Center and the UNT Dallas Station on the Hutchins Shuttle Route 401.

(877) 631-5278 Trip Planning/Customer Service Area

Area: DeSoto

For: General Public

Cost: \$1.00 each way. Qualifying 60+, veterans and persons with disabilities ride FREE. DART passes are not available on this bus. If you use this route to go to the UNT Dallas Station, a DART fare is required for travel on the DART system.

Hours: Mon – Fri, 4:45 AM – 9:36 AM and 2:45 PM – 6:36 PM

Call Hours: Mon – Fri, 8 AM – 4 PM

Notice: None

Accessible: Yes

www.startransit.org

Hutchins Bus Route 401 operated by STAR Transit

Route 401 serves the UNT Dallas Station on the DART Rail Blue line, FedEx Home Delivery, the Hutchins Senior Center, Cedar Valley College and Hutchins Gateway Apartments. This route connects Hutchins to cities located in the inland port area with transfer points at The Crossing Shopping Center and the UNT Dallas Station on the DeSoto Route 501.

(877) 631-5278 Trip Planning/Customer Service

Area: Hutchins

For: General Public

Cost: \$1.00 each way. Qualifying seniors 60+, Veterans and persons with disabilities ride free. DART passes are not available on this bus. If you use this route to go to the UNT Dallas Station, a DART fare is required for travel on the DART system.

Hours: Mon – Fri, 5:30 AM – 11:59 AM, 4 PM – 12:45 AM

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

Notice: None

Accessible: Yes

www.startransit.org

Mesquite COMPASS operated by STAR Transit

DART Express Bus Route 282 connecting downtown Mesquite to the DART system

(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: A system fare is required. DART System Passes – Day (\$7) and Monthly (\$100) – allow travel on any DART service, including the Trinity Railway Express between Dallas Union Station and CentrePort/DFW Airport Station.

Hours: Mon - Fri, 5 AM - 7 PM

Notice: None

Accessible: Yes

www.startransit.org

Public transit, continued...

Seagoville Express operated by STAR Transit

Bus route that starts at Villas of Seagoville and ends at the Seagoville Senior Center. Also connects to the DART Rail Green Line at Buckner Station. Verbal notification should be given to the driver upon boarding the bus to get to the DART Station.

(877) 631-5278 Trip Planner/Customer Service

Area: Seagoville

For: General Public

Cost: \$1.00 each way. Qualifying seniors 60+, Veterans and persons with disabilities ride free. DART passes are not available on this bus. If transferring providers, a DART fare is required for travel on the DART system.

Hours: Mon - Fri, 5:30 to 8:29 AM, 10:45 AM to 12:30 PM and 4:05 PM to 6:45 PM

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

Notice: None

Accessible: Yes

www.startransit.org

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 Dallas**, (972) 855-8084.*

STAR Transit

Curb-to-curb, demand response, shared-ride public transportation. Client Advocates are available to riders, at no additional cost, who may need assistance during trips to medical appointments only. The Advocate will travel with the client and remain in the waiting room during the appointment. Riders can book and pay for their same day trips in the Mesquite or Terrell travel zone via the STARNow mobile app which can be downloaded from the Apple App store and Google Play store.

(877) 631-5278

Area: Balch Springs, DeSoto, Mesquite, Seagoville, Kaufman county, Rockwall county. Rides may be available into surrounding counties for medical appointments only.

For: Anyone in the service area

Cost: Call for quote Mon – Fri, 8 AM – 4 PM.

Discounted fares offered to qualifying seniors 60+, Veterans and persons with disabilities.

Hours: Bus hours vary by location. Most buses run 6 AM - 6 PM, Balch Springs 8 AM - 5 PM.

Notice: At least one (1) business day but not more than two (2) weeks in advance of the desired trip

Accessible: Yes

www.startransit.org

Public transit, continued...

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 Trinity Metro Customer Service

Area: Dallas, Irving, Hurst, Richland Hills, Fort Worth

For: General public

Cost: AM/PM Passes - Local \$3.00, Reduced \$1.50;
Single Ride Bus only – Local \$2.50, Reduced \$1.25;

Day Passes – Local (between Union Station and CentrePort Station only) \$6.00, Reduced \$3.00, Regional (all stations between T&P Station in Fort Worth and CentrePort Station) \$12.00. Weekly, Monthly, and Annual passes available. Reduced fares for children 5-14, students, 65+ and persons with disabilities. Regional fare includes transfer to other services provided by DART and Trinity Metro.

Hours: Mon - Fri approximately 5 AM - 12 AM, Sat approximately 6 AM - 11 PM

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.*

Access and Information Network (AIN)

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 in English and Spanish

(214) 943-4444

Area: Dallas County

For: HIV positive clients

Cost: \$0 (for eligible clients)

Hours: Office open Mon - Fri, 9 AM - 5 PM, rides available Mon - Fri, 8 AM - 4 PM

Notice: 3 days' notice

Accessible: Yes

www.aindallas.org

Specialized transportation, continued...

City of Grand Prairie, The Grand Connection

*Door-to-door shared-ride service to medical and dental appointments, grocery store, school and work.
Registration is required.*

(972) 237-8546

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

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

Cost: \$1.00 each way to grocery store, school and work. No charge to/from Dallas County Health and Human Services Nutrition Program or medical/dental appointments. 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 Richardson Van Service

Door-to-door transportation to the senior center, medical appointments, 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.

Reservations for medical appointments only begin Thursdays at 3:00 PM

Accessible: Yes

www.cor.net

City of Sachse Senior Transportation Program

Door-to-door transportation for seniors to the senior center, doctors, errands, grocery shopping, etc.

(972) 495-6282

For: Residents of Sachse age 50+

Area: Within Sachse

Cost: \$0.50 each way

Hours: Mon - Fri, 8 AM - 3:30 PM

Notice: 24 hours

Accessible: No, wheelchair accessible vehicle may be available upon request

City of Wilmer Transportation Program

Door-to-door transportation for seniors and adults 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, 7:30 AM – 4:30 PM

Notice: 1 week notice preferred, may be able to book with less notice depending on availability

Accessible: Yes

Specialized transportation, continued...

DART Paratransit

Door-to-door shared-ride service within DART member cities

(214) 828-6717 Certifications Department

(214) 515-7272 Paratransit Scheduling

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

For: ADA certified only

Cost: \$3.00 one-way trip, guest \$3. No charge for attendant.

Hours: 7 day service, Mon - Sat 5 AM - 12 AM, Sun 7 AM - 12 AM. Scheduling Mon - Fri, 8 AM - 5 PM, 24/7 automated phone and web booking available.

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

DART Rides

Riders are issued debit-like cards that can be reloaded with up to \$100 worth of subsidized transportation credit per month, to be used for payment with approved providers.

(972) 728-6760

Area: Trips with an origin or destination in your resident city

For: Residents of the cities of Carrollton, Plano, Rowlett and zip codes 75001 (Addison), 75212, 75217, 75228 (Dallas), 75006, 75234 (Farmers Branch), 75060, 75061, 75062, 75038 and 75039 (Irving) who are 65 and older or have a qualifying disability, are not eligible for DART Paratransit, and have no other means of transportation available. Application and proof of eligibility are required.

Cost: Rider pays 25% of the cost, for a maximum of \$100 subsidized funds per month, Personal Funds up to \$200 per month may be used for travel with card after subsidized funds are exhausted.

Hours: Riders call an hour before desired pick up time, vehicles may arrive within 30 minutes

Accessible: Yes, upon request at time of booking
www.dart.org/rides

Specialized transportation, continued...

Dallas County Health and Human Services— Older Adult Services Program

Curb-to-curb shuttle services to and from HHS partnered senior centers in Dallas County. Senior Centers provide shuttle trips to grocery stores, retail stores, museums, parks, zoos, movies, and other areas of interest. Shuttle services are round-trips from senior center to destination. (Check calendars for scheduled shuttles). Call to register and/or request a senior center calendar.

(214) 819-1860

For: Seniors 60+ enrolled in the program

Area: Dallas County

Cost: \$0, donations accepted

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

Notice: 1 day

Accessible: Yes

Deaf Action Center, Senior Citizens Program

Door-to-door transportation to the Deaf Action Center, weekly trips to the grocery store and other destinations, to and from the center

(214) 521-0407 V/TTY

(214) 377-1898 VP

Area: Dallas County

For: Clients 60+ enrolled in the program

Cost: \$0, donations accepted

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

Notice: 1 day

Accessible: Yes

www.dactexas.org

Metrocrest Services

Door-through-door transportation to medical trips, grocery stores and Metrocrest Services only

(972) 446-2100

Area: The city limits of Addison, Carrollton, Coppell, Farmers Branch and Dallas zip code 75287 (Denton County). Exceptions are Parkland/UT Southwestern, Baylor Plano (Preston/190 Bush Turnpike), Texas Health Resources (formerly Plano Presbyterian) and USMD Las Colinas (6750 N. MacArthur Blvd).

For: Residents of Addison, Carrollton, Coppell, Farmers Branch, and city of Dallas in Denton County who are 65+ or have a disability

Cost: Ranges from \$3 to \$10 each way, fee may be reduced when there is a financial need

Hours: Mon - Fri, 9 AM - 3:30 PM

Notice: 1 week notice

Accessible: Yes

www.metrocrestservices.org

Parkland Senior Outreach Services

Curb-to-curb shared-ride service to health care appointments (not just Parkland) and non-medical rides for social service related places such as social security, food bank, HUD, etc. Does not provided rides to dialysis.

(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: 2 weeks' notice preferred

Accessible: Yes

www.parklandhospital.com/medical_services/outpatient/geriatrics.html

Specialized transportation, continued...

SPAN Transit – City of Coppell

Door-to-door shared ride transportation helping people with disabilities and/or adults over 60 get where they need to go. Individuals must have an approved application on file prior to using the service.

(940) 382-1900

Area: Within Coppell, northward to Vista Ridge Mall in Lewisville, Westward to Baylor Scott and White Grapevine, Southward to Las Colinas Medical Facility and Eastward along the I-35 Corridor

For: Residents of Coppell who are 60 years or older and/or have a professionally verified disability. Application and proof of eligibility are required.

Cost: \$3.00 one-way trip, Personal Care Attendants travel for free and one Companion may ride for \$3.00. Additional Companions may travel for \$3.00 per person on a space available basis.

Hours: Mon - Fri, 6 AM to 6 PM, no service on major holidays

Call Hours: Mon - Fri, 8 AM to 2 PM

Notice: Requests are taken from 2 PM the day before the desired trip up to 14 days in advance. Customers are encouraged to call as close to two weeks in advance as possible. Subscription service available on a case-by-case basis.

Accessible: Yes

www.span-transit.org

Medical Transport Only

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

City of Garland, Senior Services

Senior medical transportation for residents of Garland who participate in the lunch program.

(972) 205-2769

Area: Within Garland

For: Garland residents 60+

Cost: \$0

Hours: Mon - Fri, 8 AM - 2 PM

Notice: 3 days preferred

Accessible: No but foldable wheelchairs and walkers are OK

<http://www.garlandtx.gov/>

Medicaid Transportation, LogistiCare

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 greater D/FW area.

(855) 687-3255 Schedule a trip (LogistiCare)

(866) 288-3133 TTY

(877) 564-9834 Where's My Ride (Ride Help Line)

Area: D/FW and surrounding counties

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

Cost: \$0

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

Medical transportation, continued...

Texas Kidney Health Care (KHC) Program

Mileage reimbursement for dialysis

(800) 222-3986

Area: Texas

For: Texas Kidney Health Care Program Clients, must qualify

Cost: Partial mileage reimbursement based on program policy

Hours: Mon - Fri, 8 AM - 5 PM

<https://hhs.texas.gov/services/health/kidney-health-care>

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.

(800) 849-3597

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 you receive a VA pension, or your income does not exceed the maximum annual VA pension rate, or you are traveling for a scheduled compensation or pension

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

[www.va.gov/healthbenefits/vtp/](http://www.va.gov/healthbenefits/vtp/Beneficiary_Travel.asp)

[Beneficiary_Travel.asp](http://www.va.gov/healthbenefits/vtp/Beneficiary_Travel.asp)

www.northtexas.va.gov

Transportation Businesses

AET Custom Shuttle

Door-to-door transportation to doctors' appointments and prescription pick-ups.

(214) 684-0825

Area: 25 miles surrounding City of Dallas

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

Cost: Call for rates. Up to a 5% discount available to seniors.

Hours: Mon - Fri, 6 AM - 5 PM

Notice: At least 48 hours

Accessible: No

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. Requires no charge assessment before service.

Cost: \$25/hour plus \$0.60/mile, 4 hour minimum

Hours: Office hours Mon - Fri, 9 AM - 5 PM, call for specific ride hours

Notice: 24 hours notice preferred

Accessible: No but foldable wheelchairs and walkers are OK

www.applecareandcompanion.com/

Transportation businesses, continued...

B&C Mobile Resources

Door-through-door transportation to any destination. Drivers can help with carrying packages and can attend medical appointments with the rider as needed. Rides can also be booked online at www.bcmobileresources.com

(469) 702-0593

Area: Collin, Dallas, Denton, Grayson, and Tarrant Counties

For: General public

Cost: Ambulatory - \$18 each way + 1.75 per mile, wheelchair - \$28 each way + 2.50 per mile, additional passenger - \$7 each way. Call for exact quote.

Hours: Monday through Friday, 5 am – 8 pm, weekends available by appointment

Notice: Riders schedule at least the day before the trip but no later than 2-3 hours before trip on the day of service.

Accessible: Yes

Barry Berger Transportation Service

Door-through-door transportation and assistance to doctors' appointments, grocery shopping, beauty salon, airport trips, etc.

(214) 282-3958

Area: North, Central, and East 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 required

Accessible: No but foldable wheelchairs and walkers are OK

Bec N Call Wheelchair Transportation

Door-through-door transportation to any destination.

(972) 727-5574

Area: Collin County, Dallas County, out of state when pre-arranged

For: General public

Cost: Call for quote

Hours: 24/7

Notice: Same day requests are accepted but reservations are recommended

Accessible: Yes

www.becncall.com

Because De Cares

Door-to-door transportation to any destination. Drivers can help with carrying packages and can attend medical appointments with the rider as needed.

(817) 715-2298

Area: Arlington, Bedford, Benbrook, Cedar Hill, Coppell, Duncanville, Euless, Forest Hill, Fort Worth, Grand Prairie, Haslet, Hurst, Irving, Lake Worth, North Richland Hills, Saginaw, Watauga, White Settlement

For: General public

Cost: \$35.00 for the first 1-hour minimum plus \$13.00 surcharge for traveling outside of pick up area. Call for exact quote.

Hours: Monday through Friday, 8 am – 5:30 pm. Early morning, evening, holiday and weekend rides may be available upon request.

Notice: 1-2 days preferred but can schedule same day trips as schedule allows.

Accessible: No but foldable wheelchairs and walkers are OK

www.becusedecares.com

Transportation businesses, continued...

Blessed Hands Elderly Care & Transportation Services

Door-to-door non-emergency transportation services for seniors to medical appointments, social events, grocery shopping, errands, etc. Will accompany riders into medical appointments and take notes or wait during appointment for an additional \$20/hr.

(972) 201-7465

Area: Allen, Arlington, Balch Springs, Bedford, Cedar Hill, Coppell, Dallas, DeSoto, Duncanville, Euless, Farmers Branch, Frisco, Glenn Heights, Grand Prairie, Grapevine, Hurst, Irving, Lancaster, McKinney, Mesquite, North Dallas, Plano, Red Oak, Richardson, Rockwall, Rowlett

For: General public

Cost: \$25 Ambulatory or \$35, an additional charge of \$1 per mile will be added to trips over 20 miles, \$10 per each additional passenger, \$20/hour for staff to wait during appointments, DFW Airport \$50 each way, \$40 Love Field Airport each way

Hours: Mon- Fri 8 AM - 5 PM, additional fee of \$10 for after-hours trips. Weekend Services by advanced reservations only.

Notice: 2-3 days' notice, 2 weeks' notice preferred, may be able to offer same day services if available

Accessible: No

Caring at Home Transportation Services

Door-to-door transportation to non-emergency medical appointments, pharmacy, shopping, etc.

(972) 807-2288

Area: DFW Metroplex

For: General public

Cost: \$30 for ambulatory, \$40 for wheelchair trip, personal care attendants and guests additional \$7

Hours: Mon – Sun 7 AM to 7 PM

Notice: 2-3 days' notice, 2 weeks' notice preferred

Accessible: Yes

Comfort Keepers

Door-through-door transportation and personal assistance, errand services, in-home care, and grocery shopping.

(972) 303-4599

Area: Dallas, Collin, Ellis, and Rockwall Counties

For: General public

Cost: \$22 per hour plus \$0.75/mile, Love Field & DFW Airport \$45 each way plus \$0.75/mile

Hours: 24/7

Notice: 24 hours

Accessible: No but foldable wheelchairs and walkers are OK

www.dallas-333.com/comfortkeepers.com

Transportation businesses, continued...

Cowboy Cab (taxi service)

(214) 428-0202

Area: Dallas County, surrounding counties

For: General public

Cost: Meter. Accepts cash and credit cards. Call for quote.

Hours: 24/7

Notice: On-call taxi service. No advance notice required. Rides can be booked in advance online at www.cowboycab.com

Accessible: No, but foldable wheelchairs and walkers are OK

www.cowboycab.com

Dallas Wheelchair Transport

Door-through-door non-emergency transportation services for seniors and people with disabilities to medical appointments, errands, etc.

(469) 363-1103

Area: D/FW Metroplex

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

Cost: Call for quote. Flat rate 0-10 miles.

Hours: 6 AM – 9 PM, rides must be booked before 8 PM

Notice: 2 days' notice preferred. Can call same day, must be 3 hours before trip is needed.

Accessible: Yes

www.dallaswheelchairtransport.com

Dove Transport

Door-through-door transportation to any destination within 100 miles the DFW Metroplex. Caregiver assistance available upon request.

(214) 763-9687

Area: DFW Metroplex within 100 miles

For: General public

Cost: Call for quote

Hours: Monday through Friday, 6 am – 6 pm, weekends and holidays available by appointment

Notice: 24 hours notice, same day reservations accepted if there is availability

Accessible: Yes

www.dovetransportdfw.com

Forget Me Not Transportation

Non-emergency medical, door-through-door transportation to any destination.

(214) 986-5699

Area: Arlington, Carrollton, Dallas, Duncanville, Garland, Grand Prairie, Irving, Mansfield, Mesquite, Plano, Richardson, Rowlett plus Rockwall County

For: General public

Cost: Call for a quote

Hours: Mon – Fri 6 AM to 6 PM

Notice: 2-3 days notice

Accessible: Yes

<https://www.forgetmenottransportation.com/>

Transportation businesses, continued...

GoGoGrandparent

Third-party business that books rides through Transportation Network Companies (Uber/Lyft) over the phone. Curb-to-Curb transportation to non-emergency medical appointments, pharmacy, shopping, etc.

1-855-464-6872

Area: Where Uber/Lyft available

For: General public

Cost: Call for a quote

Hours: 24/7

Notice: Same day or advanced notice

Accessible: No

www.gogograndparent.com

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.



Graci & Merci Transportation

Door-to-door non-emergency transportation services for seniors and people with disabilities to medical appointments, errands, airport, etc.

(214) 931-2909

Area: Addison, Carrollton, Dallas, Farmers Branch, Frisco, Irving, Plano, Richardson, and surrounding areas

For: General public

Cost: Call for quote

Notice: 24 hours

Accessible: No

Home Helpers Transportation & In-Home Care Services

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

(972) 233-6636

Area: Addison, Carrollton, Dallas, DeSoto, Farmers Branch, Garland, Highland Park, Irving, Lancaster, Las Colinas, Plano, Richardson, etc.

For: General public, for in-home care services, an assessment visit may be required (at no charge)

Cost: \$50 for 1 hour plus \$25 for each additional hour or \$20/hour for 4 or more hours plus \$0.65/mile.

Hours: 24/7 with advance notice

Notice: 24 hours preferred

Accessible: No

www.hhdallas.com

Transportation businesses, continued...

Jabi

Door-to-door transportation to any destination that can be booked via smartphone app, online at www.jabicar.com, or over the phone.

(888) 570-8222

Area: DFW Metroplex

For: General public

Cost: Call for quote

Hours: 24/7

Notice: Not required, riders can book trips in advance in the app, online, or over the phone

Accessible: Yes

www.jabicar.com

PAMobility

Door-through-door transportation to any destination. Medical trips may be prioritized over other trips.

(469) 254-3424

Area: DFW Metroplex

For: General public

Cost: \$15 plus \$2.50 per mile or \$25 plus \$2.50 per mile for adults who need a wheelchair accessible vehicle. Call for a quote. Weekend and holiday rates subject to change.

Hours: 24/7

Notice: 24 hour notice

Accessible: Yes

SendaRide

HIPAA compliant, concierge, door-to-door transportation to any destination. Rides can be booked by calling customer service or through the SendaRide iPhone app.

(800) 731-1885

Area: DFW Metroplex

For: General public

Cost: Call for quote

Hours: Monday through Sunday, 7 am – 9 pm

Notice: Recommend 90 minutes prior to pick up time

Accessible: No

www.sendaride.com

Senior Rides - Patient Advocates

Door-through-door transportation primarily to medical appointments and procedures, Patient Advocates accompany patients into medical appointments and take notes. Senior Rides can also be contacted by email at SRRIDES@gmail.com.

(972) 267-RIDE (7433)

Area: Addison, Carrollton, Dallas, Denton, Farmers Branch, Frisco, Garland, Plano, Richardson

Now serving Austin, TX. Travel within, to & from DFW

For: General public

Cost: \$25/hour + \$1/mile, \$5 per extra person each way, D/FW Airport \$70 each way

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

Notice: 1 week advance notice preferred

Accessible: No but foldable wheelchairs and walkers are OK

Transportation businesses, continued...

TLC Enterprise Transportation

Door-to-door transportation to any destination within the service area. Advocate services and waiting at appointments are available upon request for an extra fee.

(469) 514-2581

Area: Garland, Richardson, Plano, Allen, The Colony, Frisco, Little Elm, McKinney, Prosper

For: General public

Cost: \$60, additional \$1.50 per mile for trips over 8 miles, no show fee \$15, cancellation within in 24 hours \$15, call for quote

Hours: Monday through Friday, 6 am – 4:30 pm

Notice: 2-3 days in advance

Accessible: No

www.tlc-enterprise-dfw.com/medical-transport-services

Yellow Cab (taxi service)

(214) 426-6262

Area: Dallas County, surrounding counties

For: General public

Cost: Meter. Accepts cash and credit card. Call for quote.

Hours: 24/7

Notice: No advance notice required, 2 days' notice preferred for accessible taxis. Rides can be booked in advance online at www.yellowcab.com

Accessible: Yes, limited availability.

www.dallasyellowcab.com

Smartphone-Based Transportation Businesses

Rides are only booked through smartphone apps found in the Apple Store, Google Play Store, and Microsoft Store- cannot book rides over the phone. Riders cannot be denied service because they travel with a service animal.

Lyft

Curb to Curb transportation to non-emergency medical appointments, pharmacy, shopping, church, etc.- trip destinations are not restricted.

Area: DFW Metroplex, check app for availability

For: General public

Cost: Prices vary, quotes can be found in the app, prices may increase during times of high demand

Hours: 24/7, depending on driver availability

Notice: Not required, riders can book trips in advance in the app

Accessible: Accessible vehicles may be available in the City of Dallas, look for Lyft Access in the app

Uber

Curb to Curb transportation to non-emergency medical appointments, pharmacy, shopping, church, etc.- trip destinations are not restricted.

Area: DFW Metroplex, check app for availability

For: General public

Cost: Prices vary, quotes can be found using the app, prices may increase during times of high demand

Hours: 24/7, depending on driver availability

Notice: Not required, riders can book trips in advance in the app

Accessible: No but foldable wheelchairs and walkers are OK

Mobility as a Service

Travel planning platforms where riders can plan, book, and pay for multiple types of mobility services.

AARP Ride@50+ Program

One-stop shop for accessing public and private transportation options, providing a single point of access to review, compare, and book local transportation alternatives. Rides can also be booked through the Feonix smartphone app.

(888) 485-4223

Area: Dallas County

For: General public, no AARP membership required

Cost: Rates are set by the transportation providers and are displayed during search

Hours: Call Center operates Monday through Friday, 8 am - 4 pm

Notice: Trips can be booked on-demand or in advance

Accessible: Yes, wheelchair or gurney

www.aarp.org/rideDallas

Carpool • Vanpool

Online lists of ridesharing opportunities

Try Parking It

Online ridematching within the North Texas region to find greener commute options like carpool, vanpool, and transit to earn rewards.

www.tryparkingit.com

Dallas Area Rapid Transit Vanpool

Vanpool within Dallas, Ellis, Collin, Hunt, Rockwall, Kaufman and Navarro counties.

(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

Online lists of ridesharing opportunities

Mobility Works

(877) 275-4915

www.mobilityworks.com/

Wheelers Accessible Van Rentals

(800) 557-1996 Local

www.wheelersvanrentals.com

Wheelchair Getaways

(877) 275-4915

www.accessiblevans.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.

1-800-350-7025

www.AARPDriverSafety.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) 820-9225

www.bswhealth.com

National Aging and Disability Transportation Center

Information on older driver safety and transition for the mature driver. Resources on transportation options for seniors and people with disabilities for use by communities, transportation providers, state and local governments, aging and human service providers, and riders and their caregivers

(866) 983-3222

www.nadtc.org

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@ccadvance.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) 871-5065 Aging Information

Call hours: Available 24/7 in 140+ languages

www.ccadvance.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

www.connecttocaredallas.org

Google Transit

Online trip planner with detailed transit directions for DART, DCTA, Trinity Metro and the TRE

www.google.com/transit

My Ride North Texas

Your source for help finding regional transportation options in and across 16 North Texas Counties, including Dallas County **(800) 898-9103**

www.MyRideNorthTexas.org

Email: info@myridenorthtexas.org

Options by City Index

Be sure to confirm service area with the transportation provider, no guarantee of service availability is given.

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DALLAS MY RIDE

keeping you mobile

For latest updates and personalized help

Call My Ride Dallas: (972) 855-8084

myridedallas.org

Find us on Facebook!

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.

Special thanks to all of the community partners who contributed to the creation of this guide and to the North Central Texas Council of Governments for providing funding for My Ride Dallas.

Community Council 
Moving families forward, leaving poverty behind.

**Area Agency
on Aging**
OF DALLAS COUNTY