

MY RIDE

NORTH TEXAS GET-A-RIDE GUIDE

Review this guide to assist with finding transportation options in North Central Texas.

(972) 855- 8084

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INTRODUCTION

Navigating the North Central Texas region can be a challenge for people who do not drive, individuals with disabilities, and older adults.

From buses, vans and taxis to volunteer driver programs, the North Central Texas region has options available to the public. This guide was created to help you understand the transportation options available to you.

For information about transportation options, find more information about the initiative by visiting the My Ride North Texas website at www.myridentx.org.

ABOUT THIS GUIDE

This guide was created by My Ride North Texas, a collaborative effort of Community Council of Greater Dallas, My Health My Resources of Tarrant County, and the North Central Texas Council of Governments. My Ride North Texas works to remove barriers to mobility in North Central Texas.

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

It contains information on public transportation services, specialized transportation services, medical transportation services, private transportation services, vanpool and carpool service, accessible van rentals, driver safety resources, and referral resources.

If you would like to provide feedback to the North Central Texas Council of Governments about transit services in the region or learn more about regional transportation needs, you may engage with us through the Access North Texas regional coordination plan. You can find information about this plan at www.accessnorthtexas.org.

For Get a Ride Guide updates and information about transportation options, visit the My Ride North Texas website at www.myridentx.org.

FIND YOUR 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?

Types of Service

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

Demand-Response: A transit mode comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations.

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

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

Express Bus: bus service designed to run at higher speeds to connect riders to their destinations, often with fewer stops and quicker routes than normal bus services.

Fixed-Route: Services provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed route trip serves the same origins and destinations, such as rail and bus.

Paratransit: Types of passenger transportation which are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Most often refers to wheelchair-accessible, demand response (DR) service.

Taxi Service: service operated through taxicab providers with a system in place to facilitate ride sharing.

Transportation Network Company (TNC): online application platforms that facilitate ride sharing by connecting individuals to car owners.

Vanpool: A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area.



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.

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.

Specialized Transportation: Specialized Service: Providers may have limitations on populations they service, which are identified in each entry.

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

HELPFUL TIPS

- Start transportation planning and verify 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.

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GENERAL PUBLIC TRANSPORTATION

CITY AND RURAL RIDES (CARR)

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-710-2277
Website	http://www.cityandruralrides.com/
Counties Served	Erath
Cost	1-5 miles -\$1.00; 6-10 miles - \$2.00; 11-15 miles - \$3.00; 16-20 miles - \$4.00; 21-25 miles - \$5.00; 26-30 miles - \$6.00; 31-35 miles - \$7.00; 36-40 miles - \$8.00; 41-45 miles - \$9.00; 46-50 miles - \$10.00; 51-55 miles - \$11.00; 56-60 miles - \$12.00
Service Times	M-F, 8 a.m.-5 p.m.
Notice Required	One business day in advance by 3:30 p.m.
Wheelchair Accessible	Yes

CITY/COUNTY TRANSPORTATION - CITY OF CLEBURNE

Service Type	Demand-Response, Curb-to-curb and Commuter bus
Phone Number	817-645-0900
Website	https://www.cleburne.net/148/City-County-Transportation-Cletran
Counties Served	Johnson
Cost	\$3.00 within city limits; \$3.00 per 5 miles outside of city limits
Service Times	M-F, 7 a.m.-5 p.m.
Notice Required	First call-first served, Requests taken M-F 7 a.m.-6 p.m.
Wheelchair Accessible	Yes

COMMUNITY TRANSIT SERVICES (CTS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	903-872-2401
Website	Community Transit Services (CTS) – CSI (csicorsicana.org)
Counties Served	Ellis and Navarro
Cost	Bus Pass \$10.00 \$2.00 with bus pass per one way stop within hub cities \$4.00 without buss pass per one way stop within hub cities \$5.00 per stop within same county \$1.00 per mile count to county (Ellis/Navarro only)
Service Times	M-Sat, 5 a.m.-5:30 p.m. Fri., 8 a.m.-4 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

DALLAS AREA RAPID TRANSIT (DART) BUS AND RAIL SERVICE

Service Type	Fixed-Route, Bus and Rail
Phone Number	214-979-1111
Website	www.dart.org
Counties Served	Collin, Dallas, Denton, Ellis, Kaufman, and Rockwall
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.
Service Times	7 day service, 5 a.m.-12 a.m.

Notice Required	None
Wheelchair Accessible	Yes

DALLAS AREA RAPID TRANSIT (DART) GO LINK

Service Type	Demand-Response, Curb-to-curb
Phone Number	214-979-1111
Website	http://dart.org/riding/golink.asp
Counties Served	Collin, Dallas, and Ellis
Cost	<p>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.</p> <p>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.</p>
Service Times	M-F, 5 a.m.-12 a.m.
Notice Required	At least 30 minutes in advance
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) A-TRAIN

Service Type	Fixed-Route Rail
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/a-train-rail-service
Counties Served	Dallas and Denton
Cost	<p>Local AM/PM Pass - \$1.50 Day Pass - \$3.00 7-day pass, monthly pass, annual pass also available</p> <p>Passengers can ride the A-train free in the designated "free fare" zones between the Downtown Denton Transit Center and the MedPark Station, as well as between the Hebron Station and the Trinity Mills Station.</p> <p>Paratransit Certified passengers using the Local System or Regional System can ride free with their valid paratransit photo ID.</p>
Service Times	Roughly 5 a.m. to 10 p.m. Monday through Friday, roughly 8 a.m. to midnight Saturday .
Notice Required	None
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION (DCTA) CONNECT BUS SERVICE

Service Type	Fixed-Route Bus
Phone Number	940-243-0077
Website	https://www.dcta.net/routes-schedules/connect
Counties Served	Denton
Cost	<p>https://www.dcta.net/fare-information</p> <p>Paratransit Certified passengers using the Local System or Regional System can ride free with their valid paratransit photo ID.</p>
Service Times	Monday through Saturday, excluding major holidays

Notice Required	None
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION (DCTA) GO-ZONE ON DEMAND

Service Type	On-Demand Service
Phone Number	940-243-0077
Website	dctagozone.net
Counties Served	Denton
Cost	Promotional \$0.75 flat rate per trip during trial period; Fare information at https://www.dcta.net/fares-passes/fare-information
Service Times	Weekdays 5:00am – 10:00pm Saturday 8:00am – 11:00pm Sundays 8:00am – 6:00pm Hours vary by location. View website for most updated information.
Notice Required	None
Wheelchair Accessible	Wheelchair option available

PUBLIC TRANSIT SERVICES (PTS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	940-328-1391
Website	https://www.texvet.org/resources/public-transit-services
Counties Served	Palo Pinto and Parker
Cost	\$2 per trip (half price for senior 60 years or older)
Service Times	48 Hours
Notice Required	None

Wheelchair Accessible	Yes
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SENIOR CENTER RESOURCES AND PUBLIC TRANSIT (SCRPT) THE CONNECTION

Service Type	Demand-response, Curb-to-curb
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Phone Number	903-454-1444
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Website	https://www.scrpt.org/transportation.htm
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Counties Served	Hunt
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Cost	\$2 intra-city one way trips \$3 intra-county one way trips \$34 round trip from Hunt County into Dallas
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Service Times	M-F, 7 a.m.-7 p.m.
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Notice Required	24 Hours
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Wheelchair Accessible	Yes
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STAR TRANSIT

Service Type	Fixed-Route
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Phone Number	877-631-5278
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Website	https://www.startransit.org/
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Counties Served	Dallas and Kaufman
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Cost	\$1.00 each ride, free for qualified seniors 60+, veterans, disabled riders. Call (877) 631-5278 for eligibility information.
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Service Times	Varies by route.
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Notice Required	None
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Wheelchair Accessible	Yes
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STAR TRANSIT DIAL-A-RIDE

Service Type	Demand-Response, Curb-to-curb
Phone Number	General: 877-631-5278 ; Medicaid: 855-687-3255
Website	https://www.startransit.org/dial-a-ride/general-medicaid-transportation/
Counties Served	Dallas and Kaufman
Cost	0-5 miles - \$2.00; 5-10 miles - \$4.00; 10-15 miles - \$6.00; 15-20 miles - \$8.00; 20-25 miles - \$10.00; 25+ miles - \$12.00 Eligible seniors, veterans, and disabled riders pay half of general fare rates. Call (877) 631-5278 for eligibility information.
Service Times	Varies by service area.
Notice Required	At least 1 business day in advance, not more than 2 weeks in advance.
Wheelchair Accessible	Yes

STAR NOW

Service Type	Demand-Response, Curb-to-curb
Phone Number	877-631-5278
Website	https://www.startransit.org/starnow/
Counties Served	Dallas and Kaufman
Cost	0-5 miles - \$2.00; 5-10 miles - \$4.00; 10-15 miles - \$6.00; 15-20 miles - \$8.00; 20-25 miles - \$10.00; 25+ miles - \$12.00 Eligible seniors, veterans, and disabled riders pay half of general fare rates. Call (877) 631-5278 for eligibility information.
Service Times	Varies by service area.
Notice Required	Real-time for app users; 30 minutes for phone calls
Wheelchair Accessible	Yes

SPAN TRANSIT

Service Type	Demand-Response, Door-to-door
Phone Number	940-382-1900
Website	http://span-transit.org/
Counties Served	Denton
Cost	General - \$6.00; Disabled - \$3.00; Seniors 60+ - \$3.00; Flower Mound residents - \$5.00; Little Elm residents - \$5.00
Service Times	M-F, 7 a.m.-6 p.m.
Notice Required	Application required for transportation. Applications are generally processed within 21 days. Once registered, at least one day's notice before 2 p.m.
Wheelchair Accessible	Yes

TEXOMA AREA PARATRANSIT SERVICE (TAPS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	844-603-6048
Website	https://tapsbus.com/
Counties Served	Wise
Cost	<p>In Town One Way: General - \$2.00; Students 12+ - \$1.00; Disabled or Senior 60+ - \$1.00</p> <p>Out of Town One Way: General - \$3.00; Students 12+ - \$1.50; Disabled or Senior 60+ - \$1.50</p> <p>Out of County One Way: General - \$4.00; Students 12+ - \$2.00; Disabled or Senior 60+ - \$2.00</p> <p>Round-trips are double the one-way fare.</p>
Service Times	M-F, 6:30 a.m. - 5:30 p.m.
Notice Required	At least 2 business days before, not more than 2 weeks in advance.

Wheelchair Accessible	Yes
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TRINITY METRO TEXRAIL

Service Type	Fixed-Route
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Phone Number	817-215-8600
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Website	https://ridetrinitymetro.org/
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Counties Served	Wise
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Cost	<p>Local (West Zone to CentrePort) - \$2.50 one-way; \$1.25 one-way reduced; Local Day Pass - \$5.00; Local Day Reduced - \$2.50; Local Week Pass - \$25.00; Local Month Pass - \$80.00; Local Month Reduced - \$40.00; Local Annual Pass - \$800.00; Local Annual Reduced - \$400.00</p> <p>Regional Day Pass - \$12.00; Regional Day Reduced - \$3.00; Regional Monthly Pass - \$192.00; Regional Monthly Reduced - \$48.00; Regional Annual - \$1920.00; Regional Annual Reduced - \$576.</p> <p>Local passes include Trinity Metro bus service. Regional passes include DART bus and rail service.</p>
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Service Times	<p>Eastbound Daily, 3:31 a.m. - 1:43 a.m. Westbound Daily, 3:20 a.m. - 2:10 a.m.</p> <p>Note early-morning and late-night trains do not run full route.</p>
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Notice Required	None
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Wheelchair Accessible	Yes
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TRINITY METRO LOCAL BUS

Service Type	Fixed-Route
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Phone Number	817-215-8600
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Website	https://ridetrinitymetro.org/
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Counties Served	Tarrant
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Cost	<p>Local - \$2.00; Local Reduced - \$1.00; Xpress - \$2.50; Xpress Reduced - \$1.25</p> <p>Day Pass - \$5.00; Day Pass Reduced - \$2.50; Week Pass - \$25; Month Pass - \$80; Month Pass Reduced - \$40; Annual Pass - \$800; Annual Pass Reduced - \$400</p> <p>Reduced fares available for seniors 65+, persons with disabilities with ID, Medicare card holders, youth ages 5-19.</p>
Service Times	M-F, 4:19 a.m. - 12:08 a.m.; Sa, 4:21 a.m. - 11:50 p.m.; Su, 4:40 a.m. - 9:00 p.m.
Notice Required	None
Wheelchair Accessible	Yes

TRINITY METRO ZIPZONE

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/
Counties Served	Tarrant
Cost	<p>Alliance ZIPZONE: Free when using promotional code. Crowley ZIPZONE: \$3.00 per passenger per ride. Mercantile ZIPZONE: \$1.00 to \$3.00 per passenger per ride depending on location. Near Southside ZIPZONE: \$3.00 per passenger per ride.</p>
Service Times	<p>Alliance ZIPZONE M-F, 4:30 a.m. - 7:30 p.m. Alliance ZIPZONE Sa-Su, 5:30 a.m. - 7:30 a.m., 4:00 p.m. - 7:30 p.m.</p> <p>Crowley ZIPZONE M-F, 6:30 a.m. - 10:00 a.m., 3:30 p.m. - 7:00 p.m.</p> <p>Mercantile ZIPZONE M-F, 5:30 a.m. - 9:00 p.m.</p> <p>Near Southside ZIPZONE Daily, 6:00 a.m. - 8:00 p.m.</p>
Notice Required	None
Wheelchair Accessible	Yes

TRINITY RAILWAY EXPRESS (TRE)

Service Type	Fixed-Route
Phone Number	817-215-8600
Website	https://trinityrailwayexpress.org/
Counties Served	Dallas and Tarrant
Cost	<p>Local (West Zone to CentrePort) - \$2.50 one-way; \$1.25 one-way reduced; Local Day Pass - \$5.00; Local Day Reduced - \$2.50; Local Week Pass - \$25.00; Local Month Pass - \$80.00; Local Month Reduced - \$40.00; Local Annual Pass - \$800.00; Local Annual Reduced - \$400.00</p> <p>Regional Day Pass - \$12.00; Regional Day Reduced - \$3.00; Regional Monthly Pass - \$192.00; Regional Monthly Reduced - \$48.00; Regional Annual - \$1920.00; Regional Annual Reduced - \$576.</p> <p>Local passes include Trinity Metro bus service. Regional passes include DART bus and rail service.</p>
Service Times	<p>Eastbound M-Th., 3:55 a.m. - 11:51 p.m. Eastbound F, 3:55 a.m. - 1:21 a.m. Eastbound Sa, 5:25 a.m. - 12:51 a.m.</p> <p>Westbound M-Th, 4:01 a.m. - 11:34 p.m. Westbound F, 4:01 a.m. - 12:00 a.m. Westbound Sa, 5:01 a.m. - 12:10 a.m.</p> <p>Note early-morning and late-night trains may not run full route.</p>
Notice Required	None
Wheelchair Accessible	Yes

VIA RIDESHARE - ARLINGTON

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-784-7382
Website	http://www.arlington-tx.gov/via
Counties Served	Tarrant
Cost	\$3.00 per ride
Service Times	M-F, 6:00 a.m. - 9:00 p.m. Sa, 9:00 a.m. - 9:00 p.m.
Notice Required	None
Wheelchair Accessible	Yes

SPECIALIZED TRANSPORTATION

SYMBOLGY KEY



MEDICAL
TRIPS



SENIORS/
DISABILITIES



PRIVATELY-OWNED
PROVIDER

ACCESS AND INFORMATION NETWORK (AIN)

Service Type	Demand-Response, Door-to-door
Phone Number	214-943-4444
Website	www.aindallas.org
Counties Served	Dallas and Ellis
Cost	\$0 for eligible clients
Service Times	M-F, 8 a.m.-4 p.m.
Notice Required	3 days in advance
Wheelchair Accessible	Yes

AET CUSTOM SHUTTLE

Service Type	Demand-Response, Door-to-door
Phone Number	214-684-0825
Website	http://www.aetcustomshuttle.com/
Counties Served	Dallas
Cost	0- 10 Miles One way \$15.00 / Round Trip \$30.00 10-20 Miles One way \$40.00 / Round Trip \$80.00 20-40 Miles One way \$65.00 / Round Trip \$130.00
Service Times	M-F, 6 a.m. - 5 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

AMERICAN CANCER SOCIETY - ROAD TO RECOVERY

Service Type	Demand-Response, Door-to-door
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Phone Number	1-800-227-2345
Website	www.cancer.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	\$0 for eligible clients
Service Times	M-F, varying hours
Notice Required	1 week
Wheelchair Accessible	No

AMERICA'S RIDESHARE KONNECTION (ARK)

Service Type	Demand-Response, Door-to-door
Phone Number	817-243-2255
Website	https://arktexas.com/
Counties Served	Tarrant
Cost	\$10 within Arlington, Out of Arlington \$1.25 per mile
Service Times	M-F 8 a.m.-6 p.m.
Notice Required	24 hours
Wheelchair Accessible	No

APPLE CARE & COMPANION

Service Type	Demand-Response, Door-through-door
Phone Number	469- 619-5474
Website	www.applecareandcompanion.com/
Counties Served	Collin and Dallas

Cost	\$25/hour plus \$0.60/mile, 4 hour minimum
Service Times	Call for specific hours
Notice Required	24 hours
Wheelchair Accessible	No

B&C MOBILE RESOURCES

Service Type	Demand-Response, Door-through-door
Phone Number	214-282-3958
Website	N/A
Counties Served	Collin, Dallas, Denton, and Tarrant
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.
Service Times	M-F, 5 a.m. -8 p.m.
Notice Required	24 hours
Wheelchair Accessible	Yes

BARRY BERGER TRANSPORTATION SERVICE

Service Type	Demand-Response, Door-through-door
Phone Number	469-702-0593
Website	N/A
Counties Served	Collin and Dallas
Cost	Rates are based on mileage and time. Call for quote.
Service Times	Call for specific hours
Notice Required	Call for specific instructions

Wheelchair
Accessible

No

BEC N CALL WHEELCHAIR TRANSPORTATION

Service Type

Demand-Response, Door-through-door

Phone Number

972-727-5574

Website

www.becncall.com

Counties Served

Collin and Dallas

Cost

Call for quote.

Service Times

24/7

Notice Required

24 hours

Wheelchair
Accessible

No

BECAUSE DE CARES

Service Type

Demand-Response, Door-to-door

Phone Number

817-715-2298

Website

www.becausedecares.com

Counties Served

Dallas and Tarrant

Cost

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

Service Times

M-F, 8 a.m.-5:30 p.m. (other times may be available upon request)

Notice Required

48 hours

Wheelchair
Accessible

No

BLESSED HANDS ELDERLY CARE & TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	972-201-7465
Website	N/A
Counties Served	Collin, Dallas, Ellis, Rockwall, and Tarrant
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
Service Times	M-F, 8 a.m.-5 p.m. (after-hours trips available for additional fee)
Notice Required	2 weeks preferred
Wheelchair Accessible	No

CARING AT HOME TRANSPORTATION SERVICES

Service Type	Demand-Response, Door-to-door
Phone Number	972-807-2288
Website	N/A
Counties Served	Dallas
Cost	\$30 for ambulatory, \$40 for wheelchair trip, personal care attendants and guests additional \$7
Service Times	Mon-Sun, 7 a.m.-7 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

CHISHOLM TRAIL MEDICAL TRANSPORTATION

Service Type	Demand-Response, Door-to-door
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Phone Number	817-897-7433
Website	https://cttride.com/
Counties Served	Tarrant
Cost	Rates are based on mileage and time. Call for quote.
Service Times	24/7
Notice Required	24 hours
Wheelchair Accessible	Yes

CITY OF GARLAND, SENIOR SERVICES

Service Type	Demand-Response, Door-to-door
Phone Number	972-205-2769
Website	http://www.garlandtx.gov/
Counties Served	Dallas
Cost	\$0 (for eligible clients)
Service Times	M-F, 8 a.m.-2 p.m.
Notice Required	3 days in advance
Wheelchair Accessible	No

CITY OF GRAND PRAIRIE, THE GRAND CONNECTION

Service Type	Demand-Response, Door-to-door
Phone Number	972-237-8546
Website	www.gptx.org
Counties Served	Dallas

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
Service Times	Mon/Wed/Fri, 4 AM-5 PM and Tue/Thu, 7 AM-5 PM.
Notice Required	2 business days
Wheelchair Accessible	Yes

CITY OF RICHARDSON VAN SERVICE

Service Type	Demand-Response, Door-to-door
Phone Number	972-744-7805
Website	www.cor.net
Counties Served	Collin and Dallas
Cost	\$0.25 each way
Service Times	M-F, 9 a.m.-4 p.m.
Notice Required	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
Wheelchair Accessible	Yes

CITY OF SACHSE SENIOR TRANSPORTATION PROGRAM

Service Type	Demand-Response, Door-to-door
Phone Number	972-495-6282
Website	N/A
Counties Served	Collin and Dallas
Cost	\$0.50 one way or \$1.00 round trip
Service Times	Mon - Fri, 8 AM - 3:30 PM

Notice Required	24 hours
Wheelchair Accessible	No, wheelchair accessible vehicle may be available upon request

COLLIN COUNTY TRANSIT - MCKINNEY URBAN TRANSIT DISTRICT

Service Type	Taxi Voucher Program
Phone Number	940-387-1461
Website	https://mckinneytexas.org/1944/Transit-Services
Counties Served	Collin
Cost	\$2.25 boarding fare plus \$1.80 per mile
Service Times	M-F, 6 a.m.-6 p.m. & Sat 8 a.m.-6 p.m.
Notice Required	2 Hours
Wheelchair Accessible	Yes

COMFORT KEEPERS

Service Type	Demand-Response, Door-through-door
Phone Number	972-303-4599
Website	https://www.comfortkeepers.com/care-services/in-home-care/senior-transportation
Counties Served	Collin, Dallas, Ellis, and Rockwall
Cost	\$22 per hour plus \$0.75/mile, Love Field & DFW Airport \$45 each way plus \$0.75/mile
Service Times	24/7
Notice Required	24 hours
Wheelchair Accessible	No but foldable wheelchairs and walkers are OK

COWBOY CAB

Service Type	Demand-Response, Taxi Service
Phone Number	214-428-0202
Website	www.cowboycab.com
Counties Served	Collin, Dallas, Denton, and Tarrant
Cost	\$0 for eligible clients
Service Times	24/7
Notice Required	On-call taxi service. No advance notice required. Rides can be booked in advance online at www.cowboycab.com
Wheelchair Accessible	No, but foldable wheelchairs and walkers are OK

DAAA TRANSPORTATION PROGRAM (DALLAS AREA AGENCY ON AGING)

Service Type	Non-emergency medical, Curb-to-curb or Door-to-Door
Phone Number	214-871-5065
Website	https://www.ccadvance.org/seniors
Counties Served	Dallas
Cost	Free
Service Times	Mon – Fri 8:30 AM to 5 PM
Notice Required	48 hours
Wheelchair Accessible	No

DALLAS WHEELCHAIR TRANSPORT

Service Type	Demand-Response, Door-through-door	
Phone Number	469-363-1103	
Website	www.dallaswheelchairtransport.com	
Counties Served	Collin, Dallas, and Denton	
Cost	CITY OF DALLAS 1 MILE - 6 MILES \$ 45.00 After 6 Miles \$3.00 PER Mile additional	ANY OTHER CITIES 1 MILE - 6 MILES \$ 50.00 After 6 Miles \$ 3.00 Per/Mile additional
Service Times	6 AM - 9 PM, 7 days a week. We also work after hours, but you need to call us before 8:00 p.m. (central time)	
Notice Required	2 days notice preferred. Can call same day, must be 3 hours before trip is needed.	
Wheelchair Accessible	Yes	

DALLAS AREA RAPID TRANSIT (DART) COLLIN COUNTY RIDES

Service Type	Rider Assistance Program
Phone Number	469-470-2325
Website	http://dart.org/ccr/
Counties Served	Collin
Cost	Riders purchase a taxi debit amount, up to \$200 per month, at 25% of the cost. (For \$200 of taxi debit the rider pays \$50, for \$100 of taxi debit the rider pays \$25, etc.)
Service Times	Service is provided Monday through Sunday, 7 days a week. Passengers may schedule pickups and drop offs between 5:00 a.m. and 8:00 p.m.
Notice Required	Rides must be booked 1 day in advance
Wheelchair Accessible	Yes, not all vehicles are accessible, accessible service must be requested at the time of scheduling

DALLAS AREA RAPID TRANSIT (DART) PARATRANSIT

Service Type	Shared-ride service, Door-to-door
Phone Number	214-828-6717 Certifications Department 214-515-7272 Paratransit Scheduling
Website	www.dart.org/riding/accessibility.asp
Counties Served	Collin, Dallas, Denton, Ellis, and Rockwall
Cost	\$3.00 one-way trip, guest \$3. No charge for attendant.
Service Times	Approximately 5 a.m. to 11 p.m. seven days a week.
Notice Required	Rides Reservations can be made with an agent up to 2 days in advance Monday through Wednesday, and up to 4 days in advance on Thursday and Friday. However, reservations must be made at least the day before a scheduled trip by 5 p.m. DART Paratransit Services does NOT offer same day service, must be booked 1 day in advance
Wheelchair Accessible	Yes

DALLAS COUNTY HEALTH AND HUMAN SERVICES - OLDER ADULT SERVICES PROGRAM

Service Type	Curb-to-curb shuttle services
Phone Number	214-819-1860
Website	https://www.dallascounty.org/departments/dchhs/older-adult-services-program.php
Counties Served	Dallas
Cost	\$0, donations accepted
Service Times	Mon - Fri, 8 AM - 4:30 PM
Notice Required	1 day
Wheelchair Accessible	Yes

DEAF ACTION CENTER, SENIOR CITIZENS PROGRAM

Service Type	Demand-Response, Door-to-door
Phone Number	214-521-0407 V/TTY; 214-377-1898 VP
Website	www.dactexas.org
Counties Served	Dallas
Cost	\$0, donations accepted
Service Times	Mon - Fri, 8 AM - 4:30 PM
Notice Required	1 day
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) ACCESS

Service Type	Demand-Response, Curb-to-curb Paratransit
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/additional-services/access-ada-and-non-ada
Counties Served	Denton
Cost	One Way: \$3.00 10-Ride Book: \$30.00
Service Times	Denton- Monday through Friday 5:15 am to 8:15 p.m., Saturday 7:45 am to 6:45 p.m. Lewisville- Monday through Friday 5:30 am to 8:30 p.m., Saturday 8 am to 6:30 p.m.
Notice Required	At least one day in advance and up to seven days in advance
Wheelchair Accessible	Yes

DOVE TRANSPORT 

Service Type	Demand-Response, Door-through-door
Phone Number	214-763-9687
Website	www.dovetransportdfw.com
Counties Served	DentoCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	One Way: \$3.00; 10-Ride Book: \$30.00
Service Times	Monday through Friday, 6 am – 6 p.m., weekends and holidays available by appointment
Notice Required	24 hours notice, same day reservations accepted if there is availability
Wheelchair Accessible	Yes

FORGET ME NOT TRANSPORTATION 

Service Type	Demand-Response, Non-emergency medical, door-through-door
Phone Number	214-986-5699
Website	https://www.forgetmenottransportation.com/
Counties Served	Collin, Dallas, Ellis, Kaufman, Rockwall, and Tarrant
Cost	Call for quote
Service Times	Mon – Fri 6 AM to 6 PM
Notice Required	2-3 days notice
Wheelchair Accessible	Yes

FRISCO DEMAND RESPONSE - DCTA

Service Type	Demand-Response, Curb-to-curb
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/additional-services/frisco-demand-response
Counties Served	Collin and Denton
Cost	One-way local trip: \$3 (traveling within Frisco) One-way regional trip: \$5 (traveling outside Frisco)
Service Times	M-F 6 a.m. -6 p.m.
Notice Required	24 Hours
Wheelchair Accessible	Yes

GOGOGRANDPARENT

Service Type	Third-party business that books rides through TNCs for curb-to-curb transportation
Phone Number	1-855-464-6872
Website	www.gogograndparent.com
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Members pay a concierge fee of \$0.27/minute + Lyft and Uber ride fare
Service Times	24/7
Notice Required	Same day or advanced notice
Wheelchair Accessible	No

GRACI & MERCI TRANSPORTATION

Service Type	Demand-Response, Door-to-door non-emergency transportation services
Phone Number	214-931-2909
Website	www.dovetransportdfw.com
Counties Served	Collin, Dallas, and Denton
Cost	Call for quote
Service Times	Call for specific hours
Notice Required	24 hours
Wheelchair Accessible	No

HANDITRAN, CITY OF ARLINGTON

Service Type	Demand-Response, Door-to-door
Phone Number	817-275-3704
Website	https://www.arlingtontx.gov/city_hall/departments/handitran
Counties Served	Tarrant
Cost	\$2 per one way trip; \$55 monthly passes
Service Times	M-F 7 a.m.-10 p.m. Sat 8 a.m.-9 p.m.
Notice Required	Same day or advanced notice
Wheelchair Accessible	Yes

HOME HELPERS TRANSPORTATION & IN-HOME CARE SERVICES

Service Type	Demand-Response, Door-through-door
Phone Number	972-233-6636

Website	www.hhdallas.com
Counties Served	Collin, Dallas, and Denton
Cost	\$50 for 1 hour plus \$25 for each additional hour or \$20/hour for 4 or more hours plus \$0.65/mile.
Service Times	24/7 with advance notice
Notice Required	24 hours preferred
Wheelchair Accessible	No

JABI

Service Type	Demand-Response, Door-to-door
Phone Number	888-570-8222
Website	www.jabicar.com
Counties Served	Dallas
Cost	Call for quote
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app, online, or over the phone
Wheelchair Accessible	Yes

JUST RIDE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	940-210-7433
Website	http://www.justride4u.com/

Counties Served	Dallas and Tarrant
Cost	Call for quote
Service Times	24/7
Notice Required	Not specified
Wheelchair Accessible	Yes

JPS TRANSPORTATION

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-702-1377
Website	N/A
Counties Served	Tarrant
Cost	Free Service
Service Times	8 a.m. – 3 p.m. M-F
Notice Required	One day in advance
Wheelchair Accessible	No

MEDICAID TRANSPORTATION, LOGISTICARE

Service Type	Demand-Response curb-to-curb rides, passes for public transportation, mileage reimbursement and bus/air travel between cities.
Phone Number	855-687-3255 TTY: 866-288-3133
Website	http://www.txmedicaidride.net/
Counties Served	Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Tarrant
Cost	\$0 for eligible clients

Service Times	Scheduling Mon - Fri, 8 AM - 5 PM
Notice Required	At least 2 business days within service area, same day/urgent trips not guaranteed
Wheelchair Accessible	Yes

MEDIXCAR LLC NON-EMERGENCY TRANSPORTATION

Service Type	Demand-Response, Door-through-door
Phone Number	817-789-5524
Website	https://medixcar.com/
Counties Served	Dallas and Tarrant
Cost	Load fee \$45 + \$4 per mile
Service Times	24/7 service
Notice Required	Prefer 24-hour notice if possible
Wheelchair Accessible	Yes

METROCREST SERVICES

Service Type	Demand-Response, Door-through-door
Phone Number	972-446-2100
Website	www.metrocrestservices.org
Counties Served	Collin, Dallas, and Tarrant
Cost	Ranges from \$3 to \$10 each way, fee may be reduced when there is a financial need
Service Times	Mon - Fri, 9 AM - 3:30 PM
Notice Required	1 week notice

Wheelchair Accessible	Yes
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NON-EMERGENCY TRANSPORTATION INC. (NETI)

Service Type	Demand-Response, Door-through-door wheelchair and stretcher service
Phone Number	817-885-8662
Website	http://netitx.com/
Counties Served	Tarrant
Cost	\$35 one-way wheelchair plus \$4 per month, \$60 round trip wheelchair, \$60 stretcher one-way, \$120 stretcher service round trip
Service Times	Daily, 8:00 a.m. - 10:00 p.m.
Notice Required	At least two days in advance
Wheelchair Accessible	Yes

NORTHEAST TRANSPORTATION SERVICE (NETS)

Service Type	Demand-Response, Door-to-door
Phone Number	817-336-8714
Website	https://www.ridenets.com/
Counties Served	Tarrant
Cost	\$3.25 one way trips
Service Times	M-F 6 a.m.-6 p.m.
Notice Required	48 Hours
Wheelchair Accessible	Yes

PAMOBILITY

Service Type	Demand-Response, Door-through-door
Phone Number	469-254-3424
Website	N/A
Counties Served	Collin, Dallas, Tarrant
Cost	General - \$15.00 plus \$2.50 per mile Accessible - \$25 plus \$2.50 per mile Weekend and holiday rates subject to change.
Service Times	24/7
Notice Required	At least 24 hours in advance.
Wheelchair Accessible	Yes

PARKLAND SENIOR OUTREACH SERVICES

Service Type	Demand-Response, Curb-to-curb
Phone Number	214-590-0646
Website	https://www.parklandhospital.com/geriatrics
Counties Served	Dallas
Cost	Free for eligible seniors in ZIP codes 75215, 75216, 75217, 75241
Service Times	M-F, 8:00 a.m. - 2:00 p.m.
Notice Required	Prefer two weeks notice
Wheelchair Accessible	Yes

POINT A2B RIDESHARE

Service Type	Demand-Response, Curb-to-curb
Phone Number	682-232-3902
Website	https://pointa2brideshare.com/
Counties Served	Ellis and Johnson
Cost	Call for pricing information
Service Times	M-Sa, 8:00 a.m. - 5:00 p.m. After-hours service available.
Notice Required	None except for after-hours service.
Wheelchair Accessible	No

RIDE N SAFE

Service Type	Demand-Response, Door-through-door
Phone Number	817-778-9747
Website	https://www.ridensafe.com/
Counties Served	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, and Tarrant
Cost	Walk-on - \$30.00 base; Wheelchair - \$50.00 base; Stretcher - \$150.00 base All trips also charge cost-per-mile.
Service Times	M-F, 4:00 a.m. - 12:00 a.m. Sa, 8:00 a.m. - 10:00 p.m. Su, 8:00 a.m. - 8:00 p.m.
Notice Required	24 hours in advance.
Wheelchair Accessible	Yes

SENDARIDE

Service Type	Demand-Response, Door-through-door
Phone Number	800-731-1885
Website	https://www.sendaride.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Call for pricing information.
Service Times	Daily, 7:00 a.m. - 9:00 p.m.
Notice Required	Doctor schedules on-demand or in advance.
Wheelchair Accessible	Yes

SENIOR RIDES - PATIENT ADVOCATES

Service Type	Demand-Response, Door-through-door
Phone Number	972-267-7433
Website	N/A
Counties Served	Collin, Dallas, and Denton
Cost	\$25/hr + \$1/mile, \$5 per additional passenger each way, DFW Airport service \$70 each way
Service Times	Daily, 7:00 a.m. - 7:00 p.m. with flexibility
Notice Required	1 week advance notice preferred
Wheelchair Accessible	No

SENIORS HELPING SENIORS

Service Type	Demand-Response, Door-through-door
Phone Number	214-478-4198
Website	https://seniorcaredallasnorth.com/
Counties Served	Dallas
Cost	Call for pricing information.
Service Times	Call for specific hours
Notice Required	Call for specifics
Wheelchair Accessible	Call for specifics

SPAN TRANSIT - VETERANS SERVICE

Service Type	Fixed-Route, Door-to-door
Phone Number	940-382-1900
Website	http://span-transit.org/
Counties Served	Dallas and Denton
Cost	Free for veterans registered with Span Transit. Provides transportation to Fort Worth and Dallas VA hospitals. Fixed-route buses depart from specific locations. Door-to-door service available for disabled veterans.
Service Times	Call for specifics
Notice Required	Application required for transportation. Applications are generally processed within 21 days. Notice required one day prior, call Span between 5:00 and 5:30 p.m. for pickup times.
Wheelchair Accessible	Yes

TEXAS KIDNEY HEALTH CARE (KHC) PROGRAM +

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-222-3986
Website	https://hhs.texas.gov/services/health/kidney-health-care
Counties Served	Collin, Dallas, and Denton
Cost	Reimbursement of 13 cents per mile for travel to dialysis appointments or transplant appointments. Must apply for services and meet eligibility criteria.
Service Times	Daily, 7:00 a.m. - 7:00 p.m. with flexibility
Notice Required	1 week advance notice preferred
Wheelchair Accessible	No

THE TRANSIT SYSTEM (TTS) +

Service Type	Demand-Response, Curb-to-curb
Phone Number	254-897-2964
Website	https://thetransitsystem.net/
Counties Served	Hood and Somervell
Cost	\$6-10 one way within the county; prices vary outside of the county, call for exact pricing
Service Times	M-F, 7 a.m.-6 p.m.
Notice Required	24 Hours
Wheelchair Accessible	Yes

TLC ENTERPRISE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	469-514-2581
Website	https://www.tlc-enterprise-dfw.com/medical-transport-services
Counties Served	Collin, Dallas, and Denton
Cost	\$30 per trip up to 8 miles, \$2.50 each additional mile, additional rates for holidays and after hours.
Service Times	M-F, 6:00 a.m. - 5:00 p.m.
Notice Required	Two to three days in advance.
Wheelchair Accessible	No

TRANSCARE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	817-563-5020
Website	N/A
Counties Served	Tarrant
Cost	Based on patient's needs.
Service Times	24/7
Notice Required	24 hours in advance.
Wheelchair Accessible	No

TRINITY METRO ACCESS

Service Type	Demand-Response, Door-to-door
Phone Number	817-215-8600

Website	https://ridetrinitymetro.org/rider-services/access/
Counties Served	Tarrant
Cost	ACCESS Van: One-way - \$4.00; 10 Ride Book - \$40.00 ACCESS On Local Bus: One-way - \$1.00 ACCESS Personal Care Attendant on Bus: One-way - \$1.00
Service Times	M-F, 4:19 a.m. - 12:08 a.m. Sa, 4:21 a.m. - 11:50 p.m. Su, 4:40 a.m. - 9:00 p.m.
Notice Required	One day in advance, no more than seven days in advance.
Wheelchair Accessible	Yes

VA NORTH TEXAS HEALTH CARE SYSTEM TRAVEL BENEFITS PROGRAM

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-849-3597
Website	https://www.va.gov/health-care/get-reimbursed-for-travel-pay/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	\$3.00 one-way deductible, \$6.00 round-trip deductible. Reimbursement offered for veterans traveling to VA hospitals for appointments.
Service Times	N/A
Notice Required	N/A
Wheelchair Accessible	Yes

VETERAN TRANSPORTATION SERVICE +

Service Type	Demand-Response, Door-through-door
Phone Number	800-924-8387
Website	https://www.va.gov/HEALTHBENEFITS/vtp/veterans_transportation_service.asp
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free
Service Times	Daily, 9:00 a.m. - 1:00 p.m.
Notice Required	30 days in advance
Wheelchair Accessible	Yes

YELLOW CAB

Service Type	Demand-Response, Door-to-door
Phone Number	214-426-6262
Website	http://www.dallasyellowcab.com/
Counties Served	Collin, Dallas, Denton, Rockwall, and Tarrant
Cost	\$2.25 initial meter fee; \$0.20 each additional 1/9 of mile; \$0.45 per 1.5 minutes of traffic delay; \$2.00 for each extra passenger
Service Times	24/7
Notice Required	Prefer two days notice for accessible vehicle.
Wheelchair Accessible	Yes

SMARTPHONE-BASED TRANSPORTATION

SYMBOLOLOGY KEY



MEDICAL
TRIPS



SENIORS/
DISABILITIES



PRIVATELY-OWNED
PROVIDER

LYFT 

Service Type	TNC, Demand-Response, Curb-to-curb
Phone Number	N/A
Website	https://www.lyft.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Prices vary, quotes can be found in the app, prices may increase during times of high demand
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app
Wheelchair Accessible	Accessible vehicles may be available

UBER 

Service Type	TNC, Demand-Response, Curb-to-curb
Phone Number	N/A
Website	https://www.uber.com/us/en/ride/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Prices vary, quotes can be found in the app, prices may increase during times of high demand
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app
Wheelchair Accessible	Accessible vehicles may be available

CARPOOL/VANPOOL

DALLAS AREA RAPID TRANSIT (DART) VANPOOL

Service Type	Vanpool
Phone Number	214-747-7433
Website	https://www.dart.org/about/rideshare.asp
Counties Served	Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall,
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	No

DENTON COUNTY TRANSIT AUTHORITY (DCTA) COMMUTER VANPOOL

Service Type	Vanpool
Phone Number	214-688-8333
Website	Commuter Vanpool DCTA
Counties Served	Denton
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	Yes

TRINITY METRO VANPOOL

Service Type	Vanpool
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/vanpool/
Counties Served	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant, Wise
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	No

ACCESSIBLE VAN RENTALS

SYMBOLOLOGY KEY



MEDICAL
TRIPS



SENIORS/
DISABILITIES



PRIVATELY-OWNED
PROVIDER

MOBILITY WORKS

Service Type	Accessible Van Rental
Phone Number	877-275-4915
Website	www.mobilityworks.com/
Counties Served	Dallas and Tarrant
Cost	N/A
Service Times	24/7
Notice Required	Recommend a couple of weeks notice
Wheelchair Accessible	Yes

WHEELCHAIR ACCESSIBLE VAN RENTALS

Service Type	Accessible Van Rental
Phone Number	800-557-1996 Local
Website	www.wheelersvanrentals.com
Counties Served	Dallas and Tarrant
Cost	N/A
Service Times	24/7
Notice Required	Not specified - check availability online
Wheelchair Accessible	Yes

WHEELCHAIR GETAWAYS

Service Type	Website that works with accessible van rental partners
Phone Number	877-275-4915
Website	www.accessiblevans.com
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	N/A
Service Times	N/A
Notice Required	N/A
Wheelchair Accessible	Yes

DRIVER SAFETY PROGRAMS

AARP DRIVER SAFETY PROGRAM

Service Type	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.
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Phone Number	1-800-350-7025
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Website	www.AARPDriverSafety.org
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BAYLOR ADAPTIVE DRIVING PROGRAM

Service Type	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
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Phone Number	214-820-9225
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Website	www.bswhealth.com
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NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

Service Type	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
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Phone Number	866-983-3222
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Website	www.nadtc.org
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REFERRAL SERVICES

SYMBOLOLOGY KEY



MEDICAL
TRIPS



SENIORS/
DISABILITIES



PRIVATELY-OWNED
PROVIDER

MY RIDE NORTH TEXAS

Service Type	Free 24-Hour phone number for personalized help finding transportation options in North Central Texas.
Phone Number	1-800-898-9103
Website	www.myridentx.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

2-1-1 TEXAS

Service Type	Information on state and local health and human services
Phone Number	2-1-1; 214-871-5065 Aging Information
Website	www.myridentx.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

AARP RIDE@50+, POWERED BY FEONIX MOBILITY RISING

Service Type	One-stop shop to find and book transportation providers for essential trips, like medical appointments and grocery stores – all without driving.
Phone Number	1-888-485-4223
Website	aarp.org/ridgedallas
Counties Served	Trips departing from or ending in Dallas County
Cost	Free to access, rates set by providers listed.

CONNECT TO CARE - AGING AND DISABILITY RESOURCE CENTER

Service Type	Online service directory in English and Spanish
Phone Number	888-743-1202
Website	www.connecttocaredallas.org
Counties Served	Dallas
Cost	Free to access, rates set by providers listed.

GOOGLE TRANSIT

Service Type	Online trip planner with detailed transit directions for DART, DCTA, Trinity Metro and the TRE
Phone Number	N/A
Website	www.google.com/transit
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

NORTH CENTRAL TEXAS AREA AGENCY ON AGING

Service Type	A coordinated network of health and social services for older adults and family caregivers
Phone Number	800-272-3921
Website	www.nctcog.org/aging-services
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

TRY PARKING IT

Service Type	Vanpool
Phone Number	N/A
Website	https://tryparkingit.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Based on vanpool service, visit website for cost information
Wheelchair Accessible	No

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Disclaimer

It is the responsibility of each consumer to verify information, evaluate the provider, and determine how to best meet individual transportation needs. Please confirm pricing, schedules and eligibility requirements with the provider. No guarantee of service availability is given.

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