Get a Ride Guide

For people with disabilities & older adults living in Dallas County

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

January 2017
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Getting around town can be a challenge for people who do not drive, especially for individuals with disabilities and older adults.

From buses, vans and taxis to volunteer driver programs, the greater Dallas area has options. But sometimes finding transportation that meets your specific needs can be confusing. Providers have different service areas, hours of operation, eligibility requirements, etc.

This guide was created to help you understand the transportation options in Dallas County.* Use this guide to find the right ride for you or someone you know.

If you would like your organization to be included in the guide, please submit a written request to:

**My Ride Dallas**

Email: myridedallas@ccgd.org  
Tel: (972) 855-8084  
Website: www.myridedallas.org  
Community Council of Greater Dallas  
1341 W Mockingbird Lane, Suite 1000W  
Dallas, TX 75247

*For transportation options in other counties:

**NCTCOG Regional Transportation Provider Inventory**  
www.nctcog.dst.tx.us/trans/transit/ops/tpi/map.asp

**My Ride Tarrant**  
www.myridetarrant.org  
682-587-7099
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@ccgd.org or go to www.myridedallas.org.
**Disclaimer**

It is the responsibility of each consumer to verify information, evaluate the provider, and determine how to best meet his/her transportation needs.

Please confirm pricing, schedules and eligibility requirements with the provider. No guarantee of service availability is given.

No endorsement or evaluation of the organizations or their services is made or implied by these descriptions. Any omissions or errors are unintentional. All resource information is subject to change; therefore, 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

A commuter demand response route that starts at Wal-Mart and ends at the Peachtree Senior Living Apartments. There are nine designated stops along this route. This service also connects you to the DART Rail Green Line at the Buckner Station (8008 Elam Rd). In order for the bus to make a trip to DART, verbal notification should be given to the driver upon boarding the bus.

(877) 631-5278 Trip Planner/Customer Service
Area: Balch Springs
For: General Public
Cost: $1.00 each way. 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, 5 - 10 AM and 2 - 7 PM
Call Hours: Mon - Fri, 8 AM - 4 PM
Notice: None
Accessible: Yes
www.STARtransit.org/commuter/balch-springs-midtown-express/
Dallas Area Rapid Transit (DART)

Bus and rail services

(214) 979-1111 Trip Planner.Customer Service

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

For: General public

Cost: 1 Day Pass - Local $5, Regional $10, Reduced $2.50, Mid-Day fare $3.50, Two-Hour Pass $2.50. Monthly passes available at DART Store and area grocery stores. Call or go online for locations. Reduced fares for seniors 65+ with Medicare card, and persons with disabilities, children 5-14, high school, college and trade school students with DART photo ID. Call (214) 749-3282 for reduced ID card information. Children under 5 $0.

Hours: 7 day service, approximately 5 AM - 12 AM. Holidays service times and schedules vary.

Call hours: Mon - Fri, 6 AM - 8 PM, Sat, Sun and holidays 8 AM - 5 PM.

Notice: None

Accessible: Yes

www.dart.org

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.
DART Flex Service

*Fixed routes with curb-to-curb service to destinations within 6 flex service zones.*

(214) 979-1111 Trip Planner/Customer Service  
(214) 452-1825 Flex reservation

**Area:** Please call or go online for specific coverage areas and hours. There are six Flex Service zones: Buckner, Rowlett, East Plano, South Plano, Downtown Irving/Heritage Crossing and the Telecom Corridor.

**For:** General public  
**Cost:** Same as DART bus fares.  
**Hours:** Mon - Fri, hours vary by service area  
**Notice:** 1 hour advance notice to flex, or request upon boarding for flex drop off (schedule permitting).

**Accessible:** Yes

www.dart.org/riding/flexservice.asp

DART On-Call

*Curb-to-curb shuttle service to destinations within neighborhood and to DART bus and rail stations*

(214) 452-1827 Trip Planner/Customer Service

**Area:** Please call or go online for specific coverage areas and hours. There are eight On-Call zones: East Rowlett, Farmers Branch, Glenn Heights, Lake Highlands, Lakewood, North Central Plano, North Dallas, and Park Cities.

**For:** General public  
**Cost:** Same as DART bus fares.  
**Hours:** Mon - Fri, hours vary by service area  
**Notice:** At least 1 hour in advance, may be made up to a week in advance. No notice required for service from a transit center.

**Accessible:** Yes

www.dart.org/riding/dartoncall.asp
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) 828-8576 Travel Training (for individuals)
(214) 828-8588 Travel Ambassador Program
Cost: $0
www.dart.org

Regional Rail: DART connects to the Fort Worth Transportation Authority (The T) and the Denton County Transportation Authority (DCTA), making travel possible across the three service areas.

(214) 979-1111 DART Trip Planner/Customer Service
(817) 215-8600 The T Customer Service
(940) 243-0077 DCTA Customer Service
www.dart.org
www.the-t.com
www.dcta.net
Public transit, continued…

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. 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/commuter/compass-dart-connection/

Trinity Railway Express (TRE)

Train service links downtown Fort Worth, downtown Dallas and DFW Airport

(214) 979-1111 DART Trip Planner/Customer Service
(817) 215-8600 The T Customer Service
Area: Dallas, Irving, Hurst, Richland Hills, Fort Worth
For: General public
Cost: 1 Day Pass - 1 Zone (east or west) $5, Regional $10, Reduced $2.50. Reduced fares for children 5-14, students, 65+ and persons with disabilities. Fare includes transfer to other services provided by DART and The T.
Hours: Mon - Fri approximately 5 AM - 12 AM, Sat approximately 6 AM - 11 PM
Notice: None
Accessible: Yes
www.trinityrailwayexpress.org
STAR Transit

Curb-to-curb 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.

(877) 631-5278
Area: Kaufman county, Rockwall county, Seagoville, Balch Springs, Mesquite. 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
Hours: Bus hours vary by location. Most buses run 6 AM - 6 PM, Balch Springs 8 AM - 5 PM. Client Advocates can be requested when scheduling a trip.
Notice: 24 hours
Accessible: Yes
www.STARtransit.org

Seagoville Express operated by STAR Transit

A commuter demand response route that starts at Villas of Seagoville and ends at the Seagoville Senior Center. This service 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. 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, 5:30 to 8:29 AM, 10:45 AM to 12:30 PM and 5 to 7:40 PM
Call Hours: Mon - Fri, 8 AM - 4 PM
Notice: None
Accessible: Yes
www.STARtransit.org/commuter/seagoville-express/
Specialized Transportation

These transportation services are only for individuals enrolled in the program. Must pre-qualify before riding. Restrictions may apply. Services may be limited.

AIDS Interfaith Network, Inc.

Door-to-door van service, bus passes and taxi support to medical, dental, vision, social services, counseling appointments, substance abuse services, children's services, and food pantries in English and Spanish

(214) 943-4444
Area: Dallas County
For: HIV positive clients
Cost: $0 (for eligible clients)
Hours: Mon - Fri, 8:30 AM - 4:30 PM
Notice: 3 days notice
Accessible: Yes
www.aidsinterfaithnetwork.org
City of Grand Prairie, The Grand Connection

Curb-to-curb shared-ride service to medical and dental appointments, grocery store, school and work

(972) 237-8546

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

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

Cost: $1 each way to grocery store, school and work. No charge to/from senior nutrition centers and medical/dental appointments at Dallas County Hospital District (Parkland). Guests $1 each way, attendants ride free.

Hours: Mon, Wed, Fri, 4 AM - 5 PM and Tue, Thu, 7 AM - 5 PM. No service on major holidays.

Notice: At least 2 business days, up to 14 days in advance. Subscription service available.

Accessible: Yes

www.gptx.org
Specialized transportation, continued...

City of Richardson Van Service

*Door-to-door transportation to senior center, doctors, errands, DART stations, etc.*

(972) 744-7805  
**Area:** Within Richardson  
**For:** Residents of Richardson 55+  
**Cost:** $0.25 each way  
**Hours:** Mon - Fri, 9 AM - 4 PM, no Sunday service  
**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:** A card for 12 rides can be purchased for $5  
**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, will not provide return trip to Wilmer from Dallas County destinations
Cost: $0
Hours: Mon - Fri, 6 AM - 6 PM
Notice: 1 week notice preferred, may be able to book with less notice depending on availability
Accessible: Yes

DART Paratransit

Curb-to-curb shared-ride service within DART member cities, door-to-door service available upon request

(214) 515-7272 Paratransit Scheduling
Area: Member 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 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.
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
Deaf Action Center, Senior Citizens Program

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

(214) 521-0407 V/TTY
(214) 377-1898 VP
Area: Dallas County
For: Clients 60+ enrolled in the program, must be able to communicate using sign language
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 social activities, medical trips, errands, etc.

(972) 446-2100
Area: 5 miles beyond the city limits of Addison, Carrollton, Coppell and Farmers Branch for any trip.
For: Residents of Addison, Carrollton, Coppell, Farmers Branch, and city of Dallas in Denton County who are 60+ or have a disability
Cost: $10 each way. Fee may be reduced when there is a financial need. Attendants ride free.
Hours: Mon - 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

Rowlett Senior Shuttle Service operated by STAR Transit

Service provides Senior residents of Rowlett FREE bus transportation from their home to the Community Centre and/or Rowlett Public Library and back home.

(877) 631-5278 Customer Service
Area: Rowlett
For: Rowlett citizens 60 and older
Cost: Free
Hours: Monday 12 - 3 PM, Tuesday 8:30 - 11:30 AM, Wednesday 9 AM - Noon, Thursday 9 AM - Noon, Friday Noon - 3 PM
Call Hours: Call 877-631-5278 and press 5. This line has a dedicated scheduling agent and will be answered Mon - Fri, 10 AM - 2 PM
Notice: At least one business day
Accessible: Yes
www.STARtransit.org
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: $2.50 one-way trip, Personal Care Attendants travel for free and one Companion may ride for $2.50. Additional Companions may travel for $2.50 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

http://span-transit.org/
Wellness Center for Older Adults Plano Taxi Subsidy Program

Riders are issued debit-like cards that can be reloaded with up to $100 worth of riders per month. The subsidy card can be used with Yellow Cab, Jet Taxi, Eagle Cab Company, and Freedom Cab. Rides are booked by calling dispatch at the number listed on the back of the card.

(972) 941-7335
Area: Plano and surrounding cities
For: Residents of the City of Plano who are 65 and older, 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, maximum of $100 worth of rides per month.
Hours: Mon - Fri, 9 AM - 4 PM, funds can be loaded via cash, check, or credit/debit card by phone
Accessible: Yes
http://www.wellnesscenteronline.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)
Non-emergency transportation to medical appointments. For emergency transport call 911.

American Cancer Society, Road to Recovery

Volunteer-based curb-to-curb transportation to cancer treatment, limited bus passes and cab vouchers to cancer-related appointments

1-800-227-2345
Area: Dallas, Collin counties
For: Ambulatory cancer patients
Cost: $0
Hours: Vary, available Monday - Friday
Notice: 4 business days, 1 week if possible
Accessible: No
www.cancer.org

City of Dallas, Senior Medical Transportation

(214) 670-7235
Area: Dallas
For: Residents of Dallas zip codes beginning in 752 who are 60+. Call for registration.
Cost: $0
Hours: Mon - Fri, hours may vary
Notice: 5 days notice preferred
Accessible: No
City of Garland, Senior Services

Senior medical transportation

(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. Walkers and foldable wheelchairs OK.
http://www.garlandtx.gov/gov/lq/parks/senior/transportation.asp

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)
(800) 735-2989 TTY
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
Notice: At least 2 business days within service area, same day/urgent trips not guaranteed
Accessible: Yes
www.hhsc.state.tx.us/QuickAnswers/index.shtml
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  
[www.dshs.state.tx.us/kidney](http://www.dshs.state.tx.us/kidney)

VA North Texas Health Care System Travel Benefits Program

*Travel pay (mileage reimbursement) or special transport (ambulance, accessible van) to/from VA. Go to Beneficiary Travel window after appointment to collect travel pay*

**(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/Beneficiary_Travel.asp](http://www.va.gov/HEALTHBENEFITS/vtp/Beneficiary_Travel.asp)  
[www.northtexas.va.gov](http://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, 6:00 AM - 5:00 PM
Notice: At least 48 hours
Accessible: No

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.

Get a Ride Guide 2016
Transportation businesses, continued...

Apple Care & Companion

Door-through-door transportation, personal assistance, in-home care, and errand service

(469) 619-5474
Area: Dallas, Collin counties
For: Adults, seniors and people with disabilities. May require free assessment before service.
Cost: $25/hour plus $0.60/mile (transportation) $20.00/hour with 4 hour minimum (personal assistance and errands)
Hours: Office hours Mon - Fri, 9 AM - 5 PM
Notice: 24 hours notice preferred
Accessible: No. Walkers and foldable wheelchairs OK.
http://www.applecareandcompanion.com/

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. Foldable wheelchairs OK.
Blessed Hands Elderly Care & Transportation Services

Door-through-door transportation services for seniors and people with disabilities to senior centers, medical appointments, errands, airport trips, etc.

(972) 201-7465
Area: Addison, Allen, Bedford, Carrollton, Cedar Hill, Coppell, Dallas, Desoto, Duncanville, Euless, Farmers Branch, Grand Prairie, Grapevine, Hurst, Irving, Lancaster, Lewisville, Mesquite, North Dallas, Plano, Richardson
For: General public (ambulatory)
Cost: $50.00 round trip up to 20 miles and $0.50/mile over 20 miles, $25.00 one-way up to 10 miles and $0.50/mile over 10 miles. Discounts for dialysis trips available.
Hours: Call for availability
Notice: 24-48 hours
Accessible: No. Foldable wheelchairs OK.

Bucketlisters

Door-through-door service to appointments and social events, driver will accompany client to appointments if requested at no extra charge. Pre-planned social day tours are available for groups of 3-5 people.

(214) 306-5245
Area: Addison, Carrollton, Coppell, North Dallas, Farmers Branch, Flower Mound, Northeast Grapevine, Highland Village, North Irving, Lewisville, other areas subject to availability
For: Seniors (60+) and people with disabilities.
Hours: Mon – Fri 8 AM – 6 PM, other times available upon request
Cost: Rates are based on time and distance. An additional mileage charge of $0.75 per mile will be added after the first 20 miles. Call for a quote.
Notice: 2-3 days advance notice
Accessibility: Folding wheelchairs and walkers OK
www.bucketlisters.org
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: $20 per hour plus $0.75/mile, Love Field $40 each way
Hours: 24/7
Notice: 24 hours
Accessible: No. Foldable wheelchairs and walkers OK.
www.comfortkeepers.com

Cowboy Cab (taxi service)

(214) 428-0202
Area: Dallas County, surrounding counties
For: General public
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. Foldable wheelchairs 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 0-20 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

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: Carrollton, Dallas, Farmers Branch, Frisco, Irving, Lewisville, McKinney, Plano, and surrounding areas
For: General public
Cost: Call for quote
Accessible: No
Notice: 24 hours
www.graciandmerci.com
Healthy Motives Delivery & Transportation Services

Door-to-door transportation to medical appointments, grocery store, pharmacy pickups, etc. Grocery trips are limited to 4 packages per rider.

(469) 765-6595
Area: Dallas County
For: General Public
Cost: $65 round trip for up to 20 miles, $2 per mile for each additional mile.
Hours: 24/7
Notice: 48 hour notice preferred, not required
Accessible: Call for more information

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 our more hours plus $0.85/mile.
Hours: 24/7 with advance notice
Notice: 24 hours preferred
Accessible: No
www.hhdallas.com
Med Ride Now

Door-through-door transportation to medical appointments, grocery stores, religious events, pharmacy pickups, etc.

(888) 909-6368
Area: Dallas, Collin, Denton, Ellis, Rockwall, Tarrant, Navarro, and Kaufman Counties
For: General Public
Cost: $40 one way for adults, 5% discount for seniors, 10% discount for people with disabilities. $35 one way for students and children. 10% discount for regularly scheduled trips (more than twice a week). A $10 per hour charge is added if rider requests a Certified Nurse Assistant or if rider needs to use a vehicle with stretcher capabilities.
Hours: Mon – Fri 5 AM – 11 PM, Sat 6 AM – 11 PM, Sunday 7 AM – 6 PM
Notice: 24 hour notice preferred
Accessible: Yes
www.medridenow.com


**Senior Rides**

*Door-through-door transportation, will accompany patients into medical appointments and take notes.*

**Phone:** (972) 267-RIDE (7433)

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

**For:** General public

**Cost:** $25/hour + $1/mile, $5 per extra person each way, no tips allowed, D/FW Airport $50 each way

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

**Notice:** 1 week advance notice preferred

**Accessible:** No. Foldable wheelchairs and walkers OK.

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**Vision of Valley**

*Door-through-door transportation to medical appointments, grocery store, religious events, pharmacy pickups, etc.*

**Phone:** (972) 201-5700

**Area:** South Dallas, Desoto, Duncanville, Cedar Hill

**For:** Seniors 50 years and older and students

**Cost:** $25 trip charge for 20 miles, $.50 each mile over 20 miles, $20 after 2 hours, $10 each hour after, 1 guest rides free, $5 each additional guest

**Hours:** Mon – Fri, 7:30 AM to 4 PM

**Notice:** 24 hour notice preferred

**Accessible:** Yes
We Care Senior Services

Door-through-door transportation services for the elderly

(214) 683-5214
Area: Oak Cliff, Cedar Hill, Desoto, Duncanville, Lancaster
For: General public
Cost: Rates start at $35 round trip, $45 airports
Hours: Mon - Fri to 6 PM, with flexibility
Notice: 1 week
Accessible: No, foldable wheelchairs and walkers OK. Must be able to transfer from seat to vehicle.

Yellow Cab (taxi service)

(214) 426-6262
Area: Dallas County, surrounding counties
For: General public
Hours: 24/7
Notice: On-call taxi service. 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
Online lists of ridesharing opportunities

Try Parking It

*Online ridematching within the North Texas region*

www.tryparkingit.com

Dallas Area Rapid Transit, Vanpool, Carpool

*Vanpool within Dallas, Denton, Collin and Ellis Counties and carpool within the DART service area*

(214)747-RIDE

www.dart.org/about/rideshare.asp

Colleges and Community Colleges

*Many area colleges list commuting options including carpool information online. Check your school’s website under commuting options for more information.*
Accessible Van Rentals

Advanced Mobility Systems of TX
(866) 211-8267
(972) 270-7114 Local
www.advancedmobility.net

Wheelers Accessible Van Rentals
(800) 456-1371
(817) 737-3355 Local
www.wheelersvanrentals.com

Wheelchair Getaways
(877) 688-4695
(800) 642-2042
www.wheelchairgetaways.com
Driver Safety

AARP Driver Safety Program

Driver safety courses in local classrooms and online. Resources on planning for driver retirement and how to talk with a loved one about older driver issues

(888) 227-7669
www.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) 820-8982
www.baylorhealth.com

National Aging and Disability Transportation Program

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@ccgd.org
Call hours: Mon - Fri, 8:30 AM - 5 PM

2-1-1 Texas

Information on state and local health and human services

Dial 2-1-1
(214) 379-4636 Aging Information
Call hours: Available 24/7 in 140+ languages
www.ccgd.org

Connect to Care
Aging and Disability Resource Center

Online service directory in English and Spanish

(888) 743-1202 Service Navigators
Call hours: Mon - Fri, 8 AM - 5 PM
https://connecttocaredallas.org

Google Transit

Online trip planner with detailed transit directions for DART, DCTA, The T and the TRE

www.google.com/transit
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For latest updates and personalized help

Call My Ride 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.