

Reasonable Modification of Policies & Procedures

The City of Round Rock is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). The City of Round Rock provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transit services.

Individuals requesting a modification should clearly describe what they need in order to use the fixed route bus and paratransit services. When feasible, please make any requests for modifications in advance by contacting Capital Metro fixed route customer service a 512-474-1200, and Round Rock paratransit service at 512-281-7074. Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on fixed-route or paratransit service about which an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

Mail: Edna Johnson
City of Round Rock
300 W. Bagdad
Round Rock, Texas 78664
Email: ejohnson@roundrocktransit.com
Phone: 512-281-7074