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ADA Curb to Curb Service **How to Schedule Your Ride?**

You will need to create an account with Round Rock Rides/zTrip. Please have your email address and/or phone number, which will also be used when scheduling and accessing your account.

You can book your ride:

- ♦ On the Round Rock Rides app
- ♦ Online at *book.roundrock.rideco.com*
- ♦ Calling 512-312-2124

Call Center Hours

Monday-Friday 5:30am to 8:30pm

Saturday 8am to 6:00pm

You can now sign into the booking site and begin booking your rides.

If you need to cancel your ride, you can do this through the app or by calling the call center. If you do not cancel you may be suspended and charged for the ride.

If you need to cancel your ride, you can do so through the app or by calling the call center.

Additional Reservations Information Needed

Please choose one of the following:

General

Wheelchair Accessible (If accessible vehicle required)

General (Senior 65+)

PCA (has to be approved and traveling with you)

General (Active Military)

One box must be checked for the person riding and any additional passengers.

Book From the App



Book Online

book.roundrock.rideco.com

Phone Reservation

512-312-2124

Call Center Hours

Monday-Saturday 8:30 AM – 4:30 PM

What are the service hours?

Monday to Friday 6:00am—8:00pm

Saturday 8:00am-6:00pm

Fares

One-Way Trip \$4.00

Reduced Fares* \$2.00

**Senior Citizens 65+ (ID Rq'd)*

**Paratransit Eligible*

**Activity-Duty U.S. Military*

How do I pay for my rides?

Cash - Must have correct fare, drivers cannot make change.

Credit Card— To be entered in the app or booking site only!

Reservation Staff cannot take credit card numbers over the phone.

****For Paratransit (curb-to-curb) you will need to complete a ADA paratransit application and be approved.***

Additional Details

The Driver can arrive any time within the “pick-up window” Please be ready to board the vehicle when it arrives. For example, if your pick up window is 6:10PM—6:20PM that means the driver can arrive anytime within that timeframe. You will need to arrive at the pick up area at 6:10PM.

Drivers will wait 5 minutes for Curbt to Curb riders upon arrival at your pick up area.

Drivers do not provide attendant service, if unable to travel without assistance riders may bring a Personal Care Attendant (PCA) which should be requested during the application process. Approved PCAs ride free of charge.

Drivers do not come to the door and are not allowed to go into the house, or go into stores, doctor offices, etc.

Passengers are expected to only bring what they can safely carry in their lap I.e. backpack, purse, a grocery bag.

If you wish to use a debit/credit card as a payment method, you are required to create a profile through Round Rock Ride’s phone application or website.

Use of a wheelchair does not imply automatic eligibility for Round Rock Rides Curb to Curb service.

You may book your journey up to 7 days in advance.

Subscriptions (reoccurring) trips may be scheduled, depending on availability. We are limited to the number of subscriptions trips we can have scheduled.

For additional information, policies and procedures, reasonable modifications and filing a complaint please visit our website at roundrocktexas.gov/paratransit or call 512-218-7074.

Round Rock Rides operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964.