



City of Round Rock

Reasonable Modification of Policies & Procedures

The City of Round Rock shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability and ensure equal access to program, benefits, and services. When feasible, you are encouraged to request modification in advance of the modified service to all the City to meet the request. The City will make every effort to communicate with you effectively and meet all reasonable requests.

Requesting a Modification

1. Call Round Rock Rides: Call 512-218-7074
2. Description: You must clearly describe what you need to use the fixed-route or paratransit service.
3. Advance Notice: Whenever feasible, requests should be made in advance.
4. On-the-Spot Requests: If a barrier (like construction or a puddle) is discovered during your trip, a determination will be made at that time by the driver or dispatch.
5. Mobility Devices: Round Rock Transit provides service for all mobility devices that fit within the lifts and ramps capacity.
6. Securement: Use of the vehicle's security system is a required condition of service.
7. Assistance: Drivers do not provide "attendant service" (going inside buildings or homes) but will assist with boarding and securing mobility devices.
8. Personal Care Attendants (PCA): If you cannot travel without assistance, you may bring a PCA, who rides for free if approved during your eligibility application.

Filing a Complaint

If a modification request is denied or you believe the policy was not followed, you can file a formal grievance:

- Contact the Transportation Coordinator at 512-671-2888 or email ejohnson@roundrocktexas.gov
- If an eligibility request is denied, you have the right to an appeal meeting and will receive a final decision within 30 days.

Edna Johnson, Transit Coordinator
City of Round Rock
3400 Sunrise
Round Rock, Texas 78665

Website: roundrocktexas.gov/city-departments/transportation/public-transportation/

