

Application

Complete the ADA Application, return and a staff member will contact you to set up an interview. After the interview a eligibility determination will be made within 21 days. Once certified, the applicant will be sent a letter specifying the type of eligibility granted and an expiration date.

Additional information and the application can be found on the city’s website at roundrocktexas.gov/city-departments/transportation/public-transportation/ or by calling 512.218.7074 to request application through the mail.

How to Make a Reservation?

Once approved you will need to create an account with Round Rock Rides prior to riding. It will require an email address and phone number these will also be used for scheduling and accessing your account. If you need assistance creating your account please call us at 512-218.7074.

Service hours

Monday to Friday 6:00am—8:00pm
 Saturday 8:00am —6:00pm

Paying Your Fare

One-Way Trip \$4.00
 Reduced Fares* \$2.00

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

**Paratransit Eligible*

**Activity-Duty U.S. Military*

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

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

Drivers & Reservation Staff cannot take credit card numbers over the phone or on the vehicles.

If you do not cancel prior to the vehicle being in route your credit card will be charged and refunds cannot be given through your credit card.

Preferred Method

Booking & Tracking your Ride

Download the Round Rock Rides App on phone



Other Method for Scheduling Your Ride

Online book.roundrock.rideco.com

Calling 512-312-2124

Call Center Hours

Monday-Friday 6:00am to 7:30pm

Saturday 8:00am to 5:30pm

Recommend to call between 8:00am & 5:00pm and 24 hours in advance.

One box must be checked for each person riding.

Persons requiring a **wheelchair accessible vehicle** must check the box for “wheelchair.” If you do not choose a wheelchair, it may result in no service for that day.

Once a request is submitted, the system provides estimated pickup and drop off times.

Depending on demand and with limited resources, riders may not get the exact times requested and we cannot always guarantee same day service.

The driver will wait five minutes from the time the vehicle arrives.

A pickup window will be provided at the time of booking. It is recommended you be ready to board 10 minutes before the pickup window.

Round Rock Rides schedules pick-ups and returns separately.

Additional Details

Pickup Times/Window: Drivers strive to maintain prompt schedules to ensure all passenger reservations are honored. It is recommended passengers be ready to board 10 minutes before their scheduled time. Upon vehicle arrival passengers have five (5) minutes to board the bus.

Origin to Destination: Round Rock Rides provides curb-to-curb service, enhanced service may be requested during the interview process. Drivers do not go to the door and are not allowed to go into buildings. Passenger assistance is not rendered other than for actual boarding and alighting. Riders must be able to get from the door to the curb on their own or with a personal care attendant/caregiver.

Reservations: We recommend reservations to be made 24 hours in advance. Customers who fail to notify Round Rock Rides that they are taking a mobility device may not be transported if there is no room on the vehicle to secure the device. Vehicle Operators do not call the customer when the vehicle arrives, customers are expected to be ready

Apartment Complex/Independent Living Centers: If living in an apartment complex, independent living centers you maybe required to meet your driver at the front entrance.

Personal Care Attendants (PCA): Personal care attendants (PCA) are eligible to accompany the ADA eligible passengers, at not charge. PCA's must be requested during the application process.

Shared Rides: The service allows for picking up and dropping off other people. By sharing rides it helps to reduce costs for passengers while making transportation more efficient.

Service Boundaries: Round Rock Rides does not travel outside City Limits. Under ADA transit systems are only required to provide service within 3/4 mile of the fixed route, currently the city's ADA corridor goes above and beyond this requirement.

Subscriptions (reoccurring) trips: Maybe scheduled, depending on availability and must be made through the dispatch center by calling 512-312-2124. We are limited to the number of subscriptions trips we can have scheduled.

Packages: Passengers are expected to only bring what they can safely carry on their own. Packages cannot take up another seat, block the aisle or pose a safety hazard.

No-show and late cancellations: Round Rock Rides has a no-show/late cancellation policy for persons who establish a pattern of missing scheduled trips, that are beyond their control. Be sure to cancel your rides to avoid suspension of your service. Suspended service means Round Rock rides will not accept new reservations.

Rides to Public Schools: Round Rock Rides does not provide service to school age kids (K-12) for required educational purposes. Transportation to and from classroom is the responsibility of the public schools. However, Round Rock Rides can provide transportation for personal reasons to kids 13 and above without a parent or Guardian.

Service Animal: Service animals who are trained to do work or perform tasks to assist a qualified individual with a disability is welcome to ride. Dogs whose sole function to provide comfort or emotional support do not qualify as service animals under ADA. Transportation Services for Individuals with Disabilities (ADA).

For additional information please see Round Rock Rides Policy & Procedure visit City of Round Rock Public Transportation website or by calling 512-218-7074.