



Quick Start Guide

For Paratransit-Eligible Customers

Transferring Between Round Rock and Austin's ADA Service Areas

*Customers must be enrolled in both Round Rock **AND** Capital MetroAccess Paratransit services to transfer between the two agencies.*

Service Operates:

Monday – Friday
6:30 AM – 6:30 PM
Service will not operate on major holidays

Transfer Point:

Howard Station
3710 Howard Ln
Austin TX 78727
In front of the Ticket Vending Machines

ADA Service Areas:

Round Rock Transit
roundrocktexas.gov/departments/transportation/public-transportation/ada-paratransit-service/

Capital MetroAccess (Austin)
capmetro.org/service_maps/ada001.aspx

Making a Reservation/Cancellation/Checking Where's My Ride:

Reservations for Transfer Trips Accepted:
Monday – Friday
8:00 AM – 5:00 PM
Next day reservations must be received by 4:00 PM.

Reservations for service on Monday must be received by Friday at 4:00 PM.

Round Rock and Capital Metro are independent transit agencies and do not share scheduling software. Unfortunately, this means that two calls are required to book a round trip.

For trips from Round Rock to Austin, please contact Round Rock Transit at: 512-244-RIDE (7433)

For trips from Austin to Round Rock, please contact Capital MetroAccess* at: 512-852-7272

No Show policies apply. Cancellations must be received at least one (1) hour before the pickup window of the originating trip to avoid a no show assessment. Example: a no show on the Round Rock leg of the trip will result in a no show on the Austin leg of the same trip.

**Automated trip booking, cancellation, and trip status notifications are not available for transfer trips. Please speak with a call center agent for assistance.*

Fares:

Round Rock and Capital Metro are independent transit agencies and fares are non-transferrable at this time. A separate fare must be paid to each transit agency for their leg of the transfer trip.

Round Rock Paratransit Service:

roundrocktexas.gov/departments/transportation/public-transportation/ada-paratransit-service/

Capital Metro Fares: capmetro.org/fares

Paratransit Eligibility:

Round Rock ADA Paratransit Application:

roundrocktexas.gov/wp-content/uploads/2017/05/ADA-Eligibility-Application.pdf

Capital MetroAccess ADA Paratransit Eligibility Information:
capmetro.org/eligibility

Rules of the Road:

Round Rock ADA Paratransit Plan:
roundrocktexas.gov/wp-content/uploads/2014/12/ADA-Complementary-Paratransit-Plan-Accessible.pdf

Capital MetroAccess Rider Guide:
capmetro.org/accessguide/

Standby and Open Return services are not available on transfer trips.

Subscription Service is available as capacity allows.

Customer Feedback:

Please direct your feedback to the applicable transit agency.

Round Rock Transit Customer Service
512-218-7074

Capital Metro Customer Service
Go Line: 512-474-1200
Email: customer.service@capmetro.org