



VaccineAccess: Your Ride to Receive the Vaccine

CapMetro is offering complimentary curb-to-curb service for eligible community members to receive the COVID-19 vaccination.

Our MetroAccess vehicles are now accepting requests from community members and healthcare providers for transportation assistance to obtain COVID-19 vaccinations through phases I and II. Complimentary trips are currently available to individual customers only at this time. Visit [CapMetro.org/vaccine-access](https://www.capmetro.org/vaccine-access) to learn more.

Capital Metro is only providing transportation, not the vaccine itself. Customers must secure and schedule their vaccine dose with their healthcare provider.

How to Make Your Reservation

Call 512-369-6050 Monday-Friday 8 a.m. to 3 p.m. to request your trip at least 1 day in advance.

When making the reservation, customers will need the following information:

- Pickup address
- Vaccine location destination address
- Requested appointment and return times
- If the customer is traveling with another person or utilizing any mobility aids.

Service hours are Monday - Friday 7 a.m. to 6 p.m. and Saturday - Sunday 8 a.m. to 5 p.m.. Service is available within the current MetroAccess ADA service area.



Customers should expect their ride to arrive within 30 minutes before or after their scheduled pickup time. When the appointment has finished, customers may call for their return pickup to be dispatched.

FAQs

Curb-to-curb or door-to-door?

Curb-to-curb. MetroAccess drivers will not be able to provide assistance in getting the customer into the vehicle. Customers will need to arrange any necessary assistance to and from the vehicle.

Who is currently eligible for a reservation?

At this time, customers who are eligible for Phase I A/B and Phase II will be able to take advantage of our complimentary service. We will monitor demand for this program and adjust the scope of the program as needed.

Will this potentially be a shared ride?

While Austin and Travis County are in stages 4 or 5 for COVID-19 Risk-Based Guidelines, we work to provide non-shared rides unless customers are riding to/from the same location. When capacity increases or we are locally in stage 3 or above, customers may experience shared rides.