

Rides 4 TX Heroes

1-888-724-8387 (1-888-SA4-VETS) or TXVeteransnetwork.com

Q: How many rides are provided?

A: Rides Vary on funding, but most rides receives assistance with at least 2-3 rides. Additional rides may be provided on a case-by-case basis. All clients registered with the program are provided information on other services in their area that can provide long-term transportation support.

Q: Is the service provided door-to-door?

A: Yes, rides are provided from the home of the rider directly to the destination and then back to the home.

Q: Can the program provide rides to people with disabilities?

A: Yes. Rides can be provided to those who use walkers, canes wheelchairs, electric wheelchairs, and scooters, or have other conditions such as vision impairments.

Q: Can a helper accompany me if I need assistance?

A: Yes, any caregiver (spouse, friend, paid caregiver, adult child, etc.) can accompany the rider to the rider's destination and return trip.

Q: Are the drivers insured?

A: R4TH utilizes only fully licensed and insured transportation vendors to provide rides. These include government and non-profit ride services, such as Alamo Regional Transit, as well as commercial Vendors such as taxi services.

Q: What are the age and income requirements for the rider?

A: Riders must be over 18 or a qualifying child accompanied by the parent. There are no income requirements for riders. No disability status is required – the program is open to all veterans.

Q: How much notice is needed to arrange a ride?

A: After registration/documentation process is completed, a minimum of 4 BUSINESS DAYS is needed. This does not include weekends/ holidays.

Q: What are some of the reason I should register even if I don't usually need rides?

A: Several reasons, first, registering can allow a "donation" of your rides to veterans who need more rides (such as vets who have repeat medical treatments) Also, registering ahead allows

quicker assistance when on the few occasions you might need a ride, such as when your vehicle is in the shop or a family member can't transport you to the airport!

Q: What forms do I have to fill out?

A: NONE! Registration can be completed over the phone with Rides 4 Texas Heroes (R4TH) Staff. Verification of Veterans or Veteran Spouse status is required; however, R4TH staff will assist you with the verification process.

Q: What type of verification are required?

A: This varies from client to clients. If the client is registered with the VA, and provides the VA permission, the VA can verify eligibility with the R4TH staff. Or, riders can fax in a copy of their VA ID, retiree ID, or a Texas Driver's License with the "Veteran Identifier."

Q: If I have to provide my DD214 (Proof of Discharge), how is the information kept secure?

A: Most riders do not have to provide a DD214 (See above). In cases where this is the only documentation available, riders can FAX the DD214 directly to AACOG via a secure fax-line. Because AACOG is a government agency, it has strict privacy requirements and secures computer systems. The documentation is stored on server accessible only to R4TH staff and is used only for verification of eligibility for this one services.

Q: What's the catch?

A: NONE! This program is supported by a grant from the Texas Veterans Commission Fund for Veterans' Assistance. The Fund for Veterans' provides grants to organizations serving veterans and their families. WE LOOK FORWARD TO SERVING YOU!