Welcome to
Fort Bend County Transit . . .

We appreciate the opportunity to provide your transportation needs.

General Information

Schedule A Ride:

- To schedule a ride, call **281-633-RIDE (7433) or 1-866-751-TRIP (8747)** and select option 2, "**Fort Bend County Reservations**". You may call Monday through Friday between the hours of 8 a.m. to 5 p.m.
- Information needed to schedule a ride:
  - Name
  - Home address
  - Telephone Number
  - Pick-up Location
  - Address of Destination
  - Requested Pick-Up Time and/or Appointment Time.
- Reservations may be made 30 days in advance or up to one business day in advance of the appointment time.
- Rides are typically scheduled for first "destination" drop-off by 8 a.m. & last pick-up will be no later than 5 p.m.
- Repeat rides may be scheduled in advance.
- Rides will be accepted on a "time and space" available basis.
- Time and space is reserved for registered New Freedom passengers.
- If a passenger needs to cancel or change their ride, they must call the Reservationists at **281-633-RIDE (7433) or 1-866-751-TRIP (8747)** as soon as possible. Cancellations received 2 hours or less before a scheduled ride will be considered a "late cancel" trip.

Passenger Guidelines:

- This is a shared ride service.
- Passengers must be ready 15 minutes before scheduled pick up time. If passenger is not ready, or decides not to go, the trip will be considered a "no show" trip. If a passenger receives three "no show" trips in a one year period, their services can be suspended.
- All passengers must wear seat restraints.
- Passenger must provide approved seat restraints for children 40 pounds or less.
- Passengers 12 years or younger must be accompanied by another person 18 years or older.
- To receive a complete copy of our Passenger Guidelines call **281-633-RIDE (7433) or visit our website at www.co.fort-bend.tx.us**

Service Information:

- Fare for a one-way trip is $1.00 per person each way.
- Service is curb-to-curb with door-to-door service available for people with disabilities. This **request must** be made during the time of your reservation.
- Rides are provided within Fort Bend County. Fort Bend County Public Transit currently offers three fixed route commuter services into Harris County; Fort Bend Express Greenway Plaza, Uptown/Galleria, and Texas Medical Center.
- Fort Bend County Transit is closed and does not provide service on County holidays.

For more information, comments, or concerns about the Fort Bend County Public Transportation Department please call 281-633-RIDE (7433) or 1-866-751-TRIP.

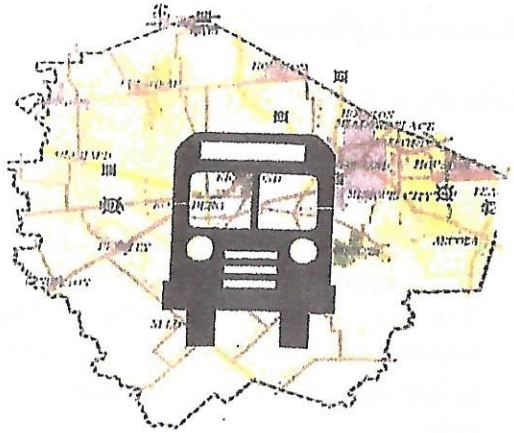
Fort Bend County Public Transit services are provided through matching grant programs with the Texas Department of Transportation and the Federal Transit Administration. A portion of the funds come from the Fort Bend County general budget.

Transportation is an additional service performed by the County, but not required by the State legislature. Our Commissioners Court has determined local citizens have an unmet need for transportation and voted to fund a portion of transportation through the annual budget as long as grant funds are available.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 2000d).

Fort Bend County is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Fort Bend County Title VI Coordinator at 281-633-RIDE (7433).

Fort Bend County
Public Transportation Department
12550 Emily Ct, Suite 400
Sugar Land, TX 77478
281-633-RIDE (7433)
1-866-751-TRIP
TTY: Reservations, 281-243-6781
TTY: Admin. Offices, 281-494-7160
www.FortBendCountyGov.com



Fort BendCounty Transit

Providing residents with safe and efficient public transportation services while maintaining service quality and customer satisfaction.