## Commuter Bus Service

With convenient weekday schedules, Fort Bend County residents working in Harris County can ride the Fort Bend Transit bus into the Texas Medical Center, Greenway Plaza, or the Galleria area, where riders can transfer to Metro buses or Metro Rail to travel to other areas of Houston. Please visit our website at FBCTransit.org for more information, including maps and schedules for each of our commuter routes.

## Contact Us

Physical Address:
3737 Bamore Road
Rosenberg, TX 77471

Mailing Address:
301 Jackson St.
Richmond, TX 77469

281-633-RIDE (7433)
1-866-751-TRIP (8747)
Fax: 832-471-1843
Email: transit@fortbendcountytx.gov
FBCTransit.org

*Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, national origin, religion, sex, disability, age, or other protected status in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d).*

*Fort Bend County is committed to ensuring that no individual who uses our services is excluded from participation, denied benefits, or discriminated against. If you believe you have been subjected to discrimination, you may file a complaint by calling the Fort Bend County Title VI Coordinator at 281-633-7433.*

*You may send a written complaint to Fort Bend Transit Department, ATTN: Title VI Coordinator, 301 Jackson St., Richmond, TX 77469, or via email at transit@fortbendcountytx.gov.*

*Complaints may also be filed with the following organization no later than 180 days after the date of the alleged discrimination: Federal Transit Administration Office of Civil Rights ATTN: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.*

FORT BEND TRANSIT

1-866-751-TRIP

www.FBCTransit.org

# Fort Bend County Public Transportation Services

***Providing Fort Bend County residents with safe, efficient, and accessible public transportation services, while maintaining service quality and customer satisfaction.***

# Getting Around Fort Bend County

## Using Demand Response Service

### Scheduling a Trip

To schedule a ride, call 281-633-RIDE (7433) or toll-free 1-866-751-TRIP (8747) Monday through Friday, 8:00 a.m. to 5:00 p.m. to reserve your trip.

### *We do not offer same day rides*

Reservations can be made one business day in advance or up to 30 days in advance.

Trips will be scheduled on a time and space availability basis.

Reservationists will need the following information to set up your trip:

- Name
- Home address
- Telephone number
- Pick-up address
- Destination address
- Appointment time and/or pick-up time

### Cancelling a Trip

You must call reservations (option 2) as soon as possible to cancel a trip in advance. Cancellations received the same day as a scheduled trip will be considered a "late cancel" trip.

### Notices

- Passengers must be ready **15 minutes before to 15 minutes after** scheduled pick-up time. Not being ready or deciding not to go is considered a "no-show" trip.
- Six or more no-shows, cancels-at-door, and/or late cancels within a 90-day period may result in a 30-day suspension from service.
- All passengers must wear seat belts.
- Passengers must provide an approved seat restraint for children 40 lbs or less.
- Passengers 12 years old or younger must be accompanied by an adult 18 years old or older.
- This is a shared ride service.

### Fares and Service Information

- Fare is $1.00 per person per one-way trip. All passengers are required to pay fare, unless you are riding along solely as a personal care assistant.
- Regular service is curb-to-curb. If you require special assistance, this must be requested when the trip is reserved.
- Demand response rides are limited to pick-ups within Fort Bend County only, but passengers may be dropped off up to a mile outside the county line.
- If you would like a copy of our Passenger Guidelines, please visit our website, or you may request that a copy be mailed to you by calling our office.
- Visit FBCTransit.org for more information on all of our transit services.

### County Holidays

No bus services are provided on Fort Bend County holidays. The following holidays are observed:

| | |
|---|---|
| New Year's Day | MLK Jr. Birthday |
| Good Friday | Labor Day |
| FBC Fair Day | Independence Day |
| Memorial Day | Thanksgiving Holidays |
| Veterans Day | Christmas Holidays |