

Fort Bend County Public Transportation Reservation Guidelines

Reservations

- **To Register**— fill out the registration form and mail, fax or e-mail to Fort Bend County Transit—New Freedom Initiative. To request a registration form call 281-633-RIDE (7433) or 1-866-751-TRIP (8747).
- Schedules need to be determined in advance. Riders have to be notified when they call if there is availability or not. Availability is based on the pre-determined windows of availability and the daily ride cap.
- Reservations can be made up to 30 business days in advance or within 1 business day (24hrs) of the appointment time, based on availability. **To Schedule each ride— call 281-633-RIDE (7433) or 1-866-751-TRIP (8747)** You may call between the hours of 8:00 and 3:00 pm., Monday—Friday.
- Riders are scheduled for first destination drop-off no earlier than 8:00 am and last pick-up no later than 5:00 pm. Riders must be ready 15 minutes before scheduled pick-up time. Driver will wait 5 minutes after scheduled pick-up time. If rider 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, their transit service will be suspended for 90 days.
- In order to schedule your ride we will need your first and last name, home address, telephone number at your pick-up location, address of destination, and requested pick-up time and/or appointment time.
- Fare is \$1.00 per person each way. One service companion is allowed to ride at no additional charge. Exact change only. Cash only (no vouchers or tickets will be accepted).
- Demand Response service is not an “on-call” service. It is a scheduled ride service. A return pick-ups must be scheduled in advance.
- In subsequent phases New Freedom will be providing assistance and bus stop monitors.
- If a rider needs to cancel or change their ride, they must call the reservationists as soon as possible. Cancellations received 2 hours or less before a scheduled ride will be considered a “no-show” trip.
- All riders must wear seat restraints. Passengers must provide approved seat restraint for children 40 pounds or less.
- All riders under the age of 12 must be accompanied by another person 18 years of age or older.
- New Freedom transit service will not be provided during Fort Bend county holidays.

FOR MORE INFORMATION e-mail Transit@co.fort-bend.tx.us