

WHAT IS THE RIDES FARE CARD PROGRAM?

The RIDES fare card program is a subsidized program that coordinates non-emergency transportation services at a significant discount for qualified users. The fare card program serves the elderly (65+) and disabled population residing in Pearland, League City, and Friendswood.

ELIGIBLE RESIDENTS MUST PROVIDE THE FOLLOWING:

- State issued identification/driver's license
- Proof of Disability (SSI Award letter or certification letter from your physician)
- Proof of Residency (if ID has different address)
- Proof of Employment (Job Access Trips Only)

For more information on registration please contact Customer Service at 1-800-266-2320

Please send all correspondence to:
ATTN: Customer Service Rep
4352 E.F. Lowry Expressway
Texas City, Texas 77591

Please note the **only** forms of payment accepted are money orders or through the Gulf Coast Center website using PayPal.
www.gulfcoastcenter.org

If you are qualified for Medicaid Medical Transportation please call:
Medical Transportation Management
1-855-687-4786

After we receive payment you will be mailed a RIDES fare card that works electronically like a gift card. The card can only be used up to a maximum of \$48 towards the total cost of a one-way trip.

SERVICE PROVIDERS:

GREATER HOUSTONTRANSPORTATION:
90 MINUTES ADVANCE NOTICE
REQUIRED
713-428-5844
7 DAYS WEEK, 24 HOURS DAY

MAKING YOUR RESERVATIONS:

STEP 1

Call your selected provider a minimum of 90 minutes in advance. Please allow enough time to arrive at your appointment/destination on time.

STEP 2

Tell the agent you're a "RIDES" customer, give your card number, and your address

STEP 3

Tell agent where you want to go and give your appointment time.

STEP 4

Tell the agent if you have any special needs such as you will be traveling with a companion, service animal, or you use a wheelchair/scooter.

STEP 5

Write down your reservation number, your pick up time, and the fare amount quoted. Please present a picture ID and your RIDES fare card when boarding the vehicle.

WHAT TO EXPECT:

The driver will swipe your fare card twice

- The 1st swipe checks your balance before your trip begins
- The 2nd swipe occurs at the end of your trip and it deducts the cost of your trip.
- Your updated balance will be on the receipt your driver provides at the end of your trip.

FREQUENTLY ASKED QUESTIONS

May I travel with a companion?

Taxi service allows four passengers (including you) to ride for the price of one passenger, providing it is the same pick-up address and same destination.

May I use my wheelchair/scooter?

ADA standard devices are permitted.

Please inform dispatcher of your wheelchair/scooter so appropriate vehicle is sent. Lift capacity is 660 pounds, including the person in the wheelchair.

Is passenger assistance available?

Drivers may assist you into and out of the vehicle, and assist you with some small packages weighing less than 20 pounds.

Is service affected during bad weather?

Every effort will be made to provide minimal service interruption for customers needing a life-sustaining service such as dialysis.

How do I add money to my card in the future?

Log on the Gulf Coast Center website and add money using PayPal or

Send money orders to:

ATTN: Customer Service Rep

4352 E.F.L. Expressway

Texas City, TX 77591

How will I know the balance on my card?

At the end of your trip, your receipt will contain the dollar amount left on your card

or Visit us online at:

www.harriscountyrides.com and registering your card. You will easily be able to see your account balance and usage history.

TERMS YOU NEED TO KNOW

No-Show

If the rider fails to take a schedule ride when the vehicle arrives, or if the rider does not have their fare card with them. Three no-shows within 30 days will result in suspension of service & reimbursement of costs spent.

Late Trip

If a driver fails to pick up within 90 minutes contact the provider and make the reservation agent aware that they have not been picked up.

KNOW YOUR RIGHTS

Title VI

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance under the Civil Rights Act of 1964 (42 U.S.C. Section 2000d).

Harris County Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Harris County Title VI Coordinator at (713) 578-2014.

For more information visit us on the web at

www.harriscountytransit.com

Rides



4352 E.F. Lowry Expressway

Texas City, TX 77591

Phone: 1-800-266-2320

Fax: 409-948-1411

www.gulfcoastcenter.org

PASSENGER USER GUIDE

A partnership serving Pearland
and League City