

TERMS YOU NEED TO KNOW

Pick-up Window

Pick-up window is the timeframe when your ride should arrive and be considered on-time.

No Show

A No-Show occurs when you fail to board the vehicle within 5 minutes after it arrives within the pick-up window. Trips that are not canceled at least 2 hours before your scheduled time will be considered **Same-Day Cancellations**. Same-Day Cancellations are counted as No-Shows. If you No-Show your trip going home, please call the transportation provider to reschedule your trip. You will be scheduled on the next available vehicle. **When you accumulate a total of 3 No-Shows and/or Same-Day Cancellations within a month**, the following penalties will apply:

- ◆ 1st Month—a written/verbal warning and program counseling.
- ◆ 2nd Month—10 days suspension letter and program counseling.
- ◆ 3rd Month—20 days suspension letter and program counseling.
- ◆ 4th Month—30 days suspension letter and program counseling.

An appeal hearing may be requested for any suspension. Send written requests to 8410 Lantern Point Drive, Houston, TX 77054– ATT: RIDES. Penalty progression starts new each calendar year.

Late Cancellation

A Late Cancellation occurs when you cancel a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time. For every 3 Late Cancellations, a rider will be charged 1 No-Show.

MONTHLY TOTAL Each month, the number of no-shows and late cancellations are added together. If the monthly total equals five (5) or more and represents at least five (5) percent of the customer's trips for that month, the customer is in violation of the policy. Each month's trips are calculated separately.

On-Board Travel Time

Under normal operating conditions, you should not be onboard the vehicle for more than 90 minutes.

Advanced Reservation

Non-metered providers require advance notice to reserve a ride, they also use ride sharing with other passengers.

FREQUENTLY ASKED QUESTIONS

May I travel with a companion?

You may travel with one companion when selecting a non-metered transportation provider. A companion is an adult 18 years or older. If you will be traveling with a companion, please advise the transportation provider of this need when you make your reservation. 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.

Is accessible service available?

Accessible vehicles are available. Each are equipped with a lift or a ramp. Please let the reservation agent know that you need accessible service when you reserve a trip.

May I use my wheelchair or scooter?

Wheelchairs that meet the ADA standard are permitted onboard the vehicle. Please inform the reservation agent of your wheelchair or scooter use so an accessible vehicle may be sent to pick you up. The maximum lift capacity is 650 pounds, including the person in the wheelchair.

Is passenger assistance available?

Limited passenger assistance is available (e.g. opening/closing vehicle doors).

Are portable oxygen tanks permitted?

Portable tanks are permitted onboard.

Are service animals permitted?

Service animals that assist a customer with a major life activity are permitted on board. Please inform the reservation agent that you will be using a service animal when you make your reservation. Pets are not permitted to be transported.

Is service affected during inclement weather?

During inclement weather, there may be times when the RIDES program is not operating on a normal schedule.

How can I check my balance?

- ◆ Call 1-877-250-2640 RIDES Toll Free Number.
- ◆ Register in our RIDES card member portal online, www.harriscountyrides.com
- ◆ Or any of our RIDES staff members would be happy to help you when you call 713-368-RIDE(7433).



8410 Lantern Point Drive
Houston, Texas 77054

Phone: 713-368-RIDE
(713-368-7433)

Fax: 713-437-4860

Visit our website:
www.harriscountyrides.com

PASSENGER USER GUIDE

TITLE VI NOTICE

Harris County operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Harris County.

For more information on Harris County's civil rights program and the procedures to file a complaint, contact 713-578-2000, TTY Dial 7-1-1 (1-800-735-2988); email transit@csd.hctx.net; or visit our administrative office at 8410 Lantern Point Drive, Houston, Texas 77054. For more information, visit www.harriscountytransit.com

A project serving Harris County

HARRIS COUNTY COMMUNITY SERVICES DEPARTMENT



KEEPING HARRIS COUNTY MOVING!

WHAT IS RIDES?

RIDES is a curb-to-curb subsidized program that allows eligible customers and participating agencies to purchase transportation services at a significant discount. The customer/agency pays 50% of the total trip cost. Each customer may select from two levels of service:

Shared Ride: This non-metered program is the most economical. The cost is based on the mileage distance from the point of pick-up to the destination.

Taxi Service: The cost of this metered service is based on the rate of the meter fare box. Fare cards may be used up to a maximum of \$48 towards the total trip cost.

AM I ELIGIBLE?

RIDES coordinates non-emergency transportation services for the older adults and people with disabilities residents of Harris County who are unable to access METRO services, or have no alternate transportation. To qualify, you must reside within Harris County and meet one or more of the following criteria:

- ♦ 65+ years of age (proof of age required)
- ♦ Disabled (proof of disability required: SSI Award letter or certification letter from your physician)

HOW DO I APPLY ?

To enroll, call 713-368-7433 for an appointment or for a list of participating agencies that can assist you in enrolling. Persons who qualify for Medicaid Medical Transportation and METRO Lift service should use those service options, if available. **For Medicaid Medical Transportation Call 1-855-687-4786. For METRO Lift Call 713-225-0119.**

SIX STEPS TO MAKING YOUR RESERVATION

STEP 1

Select a provider of your choice, call selected provider (Before 2:00PM if scheduling a shared ride trip).

STEP 2

Identify yourself as a RIDES customer.

STEP 3

Provide pick up and drop off address with your appointment time.

STEP 4

For shared rides, tell agent what time you need return pick up. (If needed)

STEP 5

Tell agent if you have any special needs such as trip companion, service animal, or use a wheelchair/scooter.

STEP 6

Present your RIDES fare card to the driver at the start of your trip. The driver will request that you present your picture ID. Drivers do not expect any tips. Repeat the same procedures for your return trip.

Shared Ride Pay Scale

Miles	Your Cost	Subsidized Cost	Total Cost
0-3	\$3	\$3	=\$6
4-6	\$6	\$6	=\$12
7-9	\$9	\$9	=\$18
10-12	\$12	\$12	=\$24
13-15	\$15	\$15	=\$30
16-19	\$18	\$18	=\$36
20+	\$21	\$21	=\$42

Taxi Trip: Rates are based on the meter fare box rates—call the taxi company for an estimated trip rate to specific destinations.

SHARED RIDE PROVIDERS

24 HOUR ADVANCED RESERVATION REQUIRED

HOURS OF OPERATION: MONDAY-FRIDAY 6AM-5PM
ALL WHEELCHAIR ACCESSIBLE

STARLIGHT ASSOCIATES LLC

(713) 340-9130

Wheelchair Accessibility

A NEW HAVEN TRANSPORTATION

(832) 723-5111

Wheelchair Accessibility

TAXI PROVIDERS

90 MINUTES ADVANCED NOTICE REQUIRED
HOURS OF OPERATION: 24HOURS/7DAYS A WEEK

YELLOW CAB/FIESTA TAXI

(713) 428-5844

Wheelchair Accessibility

LIBERTY & LONE STAR CAB COMPANY:

(713) 444-4444

Wheelchair—Transfer Ability

PASADENA EXPRESS TAXI:

(713) 477-6000

Wheelchair Accessibility

Suggestions, Comments and Complaints

If you have any questions or comments about a particular trip, please call the transportation provider. If you would like to provide a suggestion, comment or complaint about the RIDES program, please call (713)368-7433. All formal complaints should be provided in writing to:

Harris County RIDES

8410 Lantern Point Dr. Houston, TX 77054
713-368-RIDE (7433)

Please Note: A fee of \$30.00 will be charged to you for any stopped payments or returned items.