



## Frequently Asked Questions:

### What is Harris County Transit Plus?

Harris County Transit Plus is an On-Demand transportation service which operates between two zones (North Zone and South Zone) within the Generation Park area. Trips can be schedule by downloading our FREE App (Harris County Transit Plus) or by booking online on our website HarrisCountyTransit.com under New Projects. Simply add your desired pick up and drop off location and the app will direct you to the closest Flex Stop location to meet your bus.

### How much does it cost to ride?

(Payments are made in CASH, please have exact amount, drivers cannot make change)

<b>FEE SCHEDULE / TARIFAS</b>	
<b>Adults/Children 12yrs +</b> Adultos/Ninos 12yrs +	<b>\$1.00 Each Way</b> Por Viaje
<b>Children (2–11 yrs.)</b> Ninos (2-11yrs.)	<b>\$0.50 Each Way</b> Por Viaje
<b>Seniors (62 &amp; older with ID)</b> Mayor (62 & mayor con ID)	<b>\$0.50 Each Way</b> Por Viaje
<b>Medicare/Medicaid Card</b> Tarjeta de Medicare/Medicaid	<b>\$0.50 Each Way</b> Por Viaje
<b>Disabled with ID</b> Discapacitado con ID	<b>\$0.50 Each Way</b> Por Viaje
<b>Children under 2</b> Menores de 2 Años	<b>FREE</b> GRATIS

### What days and times do you run?

- Monday through Friday – 7AM to 6PM
- Saturday – 8AM to 6PM

### How far in advance can I schedule my trip?

- 3 days in advance

### **Can your bus transport me with my electric scooter?**

- Yes. Our vehicles are equipped with ramps and safety straps to accommodate all types of wheelchairs and scooters.

### **If I have a vet appointment, can I bring my pet with me on the bus?**

- Yes. However, your pet must be in a secure carrier at all times during transport (service animals exempted)

### **Can I take my bike?**

- Yes, the vehicles are equipped with bike racks which can hold up to 2 bicycles (in the event the bike racks are full, you may bring your bike inside the vehicle and store it in the back of the bus to keep aisle clear)

### **Can I travel from the Gen North “blue zone” to Gen South “red zone”?**

- Yes. You will need to schedule a trip to transfer from the Gen North bus to the Gen South bus at **Generation Park Transfer Anchor Point** (parking lot of Kroger’s in Generation Park)

#### Example of trip:

- Pick Up, Carrington at Park Lakes Apartments (Gen North)
- Drop Off, Wal-Mart E Beltway (Gen South)

1<sup>st</sup> trip: Carrington at Park Lakes Apartments to **Generation Park Transfer Anchor Point**

2<sup>nd</sup> trip: **Generation Park Transfer Anchor Point** to Wal-Mart E Beltway

### **What if I lost something on the bus or left something behind by accident?**

- Call the Harris County Transit Plus Call Center at 832-927-4953 to report your missing item. The representative will coordinate with you and the driver to retrieve your lost item if found.

**Have a question but don’t see the answer here? Give us a call!**

**832-927-4953**