



RIDE THE RIO RULES

Introduction

The New Braunfels Transit District (NBTD) provides demand-response curb-to-curb public transportation. To increase efficiency and maximize capacity, we strive to pick up as many passengers as possible before dropping passengers off at their destination, we **ARE NOT** a taxi service. All origin and destination locations must be in the microtransit zone.

Hours Of Operation

Service: 7:00AM – 8:00PM; Monday – Sunday

Office: 8:00AM – 5:00PM; Monday – Friday

Location: 550 Landa St, New Braunfels, TX 78130

Contact: New Braunfels Transit Manager: 830.221.4083

Via Dispatch: 830.282.3413

No service will be provided on the following holidays:

Christmas Day Independence Day

Labor Day Memorial Day

New Year's Day Thanksgiving Day

Booking A Ride

The NBTD service is an on-demand service. There is no scheduling in advance unless you are approved for pre-booking (Concessory Form Needed). All openings are filled on a first-come, first-served basis. The Concessory Form can be requested through the Transit Manager at rio@newbraunfels.gov

When calling (830.282.3413) to schedule your ride, please have the following information ready:

1. The time you are due at your destination and the time you would like to return.
2. Destination address and description.
3. If you use a mobility device and/or if an aide or guest will be accompanying you.
4. If you are a new client, some additional information will be needed, such as your home address and telephone number.

Fares

\$4.00 one-way – general public

\$2.00 one-way – senior, disabled, veteran, student

To be eligible for a reduced pass, a passenger must be 65 years of age or older, disabled, a veteran, or a current/active student.

Verification for the discounted fares will be available in late December, as the fares start on January 2, 2026.

Fares must be paid by cash, online, or through the transit application. *No change will be provided; make sure you have the exact amount.*

Customer Rights

Customers using public transit are given equal access, seating, and treatment without regard to race, color, national origin, or disability. (49 CFR, Part 37 and FTA Circular 4702.1A)

How To File A Complaint

Customers wishing to file a complaint including discrimination due to disability, race, color, or national origin may call 830.221.4083 or e-mail jsitton@newbraunfels.gov. Complaints may also be filed with the Texas Department of Transportation at 214.320.4471.

How Complaints Are Processed

All complaints received are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken if warranted.

Cancellations

Trips must be canceled at least 30 minutes before the scheduled pick-up time. If a passenger cancels the ride less than 30 minutes prior to the pick-up time, the ride will be considered a no-show.

No Shows

When a passenger schedules a trip and fails to cancel 30 minutes before our arrival time or does not show up for a scheduled trip, it is considered a no-show.

If a rider has 3 or more No Shows in a month, their profile is suspended and will not be able to ride for 30 calendar days.

Wait Time

When a driver arrives at the pick-up location, they will wait two (2) minutes for the passenger before leaving the stop. The driver will not leave if the passenger is in their sight and will wait for them to enter the vehicle. There is an option in the rider profile to select “slow mover” to assist the driver. If the passenger does not appear for transportation, the passenger will be considered a no-show.

Loading Assistance

NBTD drivers may not enter your home or other building to assist you. If you need help beyond what the drivers are allowed to perform, you need to arrange for a PCA to accompany and assist you. If you require assistance on or off the van, please let the driver know what they can do to assist you.

Personal Care Attendant (PCA) or Companion

A PCA is allowed to travel with you at \$1 if approved through dispatch, however, companions are required to pay the appropriate fare. Only one PCA is allowed per passenger and no more than one companion per passenger is allowed if space is available. PCAs and companions must have the same origin and destination as the passenger. A PCA is responsible for the loading, securement or unloading of the passenger. The PCA is responsible for the personal items of the passenger, such as handbags, grocery bags, coats, etc.

Passengers Ill/Injured

Passengers who are extremely ill, have contagious diseases or are severely injured may not be transported. Passengers who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered. NBTD drivers are not emergency medical personnel.

Service Animals/Pets

Persons with disabilities who use service animals are allowed to board with their service animal. Operators may ask any passenger if their animal is a service animal and/or if the animal assists them with their disability. Passengers using service animals must keep their animals under control and the animal must not pose a threat to other passengers. Failure to do so may result in the passenger being requested to exit the vehicle. Pets must be transported in a portable pet carrier that can be held on their lap. Carriers must have a door that closes and locks or that can be secured.

Portable Oxygen

Individuals requiring the use of portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle/seat.

Transporting Mobility Aids

A mobility aid is any class of three or more wheeled devices that are usable indoors and designed for and used by individuals with mobility impairments. It may be operated manually or powered. NBTD will transport any mobility aid that fits safely on the vehicle lift and the user and the wheelchair do not exceed 800 pounds. NBTD vehicles may not be able to accommodate mobility aids exceeding these standards due to safety concerns. Reasonable efforts shall be made to transport persons in oversized mobility aids. However, transportation cannot always be guaranteed to a person with an oversized mobility aid.

Forward vs Backward Mobility Aid

For safety reasons, passengers using mobility aids are encouraged to back onto the lift when boarding; however, passengers are not required to do so.

Mobility Aid Brakes

When occupying a lift or securement area, it is required that passengers apply the brakes on their mobility devices. With power chairs and scooters, it is recommended the power switch be turned to the “off” position.

Mobility Aid Securement

Mobility aids must be properly secured whenever possible. Operators will use their best efforts to correctly use the appropriate number of securement points. Lap belts and shoulder harnesses shall be offered for the safety of the passenger and may be mandatory. Passengers using mobility devices may transfer to a vehicle seat if one is available, however, passengers using mobility devices are not required to move to a vehicle seat.

Children

No child 14 or under will be allowed to ride unaccompanied. Children are required to always wear their seat belts.

Food/Drink/Smoking

Eating in the vehicle is not permitted, unless medically necessary. You may transport sealed containers. Drinking (non-alcoholic) in the vehicle is allowed if it is in a spill-proof or screw-top container. The consumption of alcoholic beverages or possessing an open container is not allowed. Intoxicated passengers who are not a threat to the driver, other passengers, or themselves will be allowed to ride at the discretion of the driver.

Disruptive Passengers

NBTD reserves the right to refuse service to any passenger. Passengers must observe all NBTD rules and conduct.