



RIO is here!! Rio is a transit service funded by the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT). It provides trips within the microtransit zone. The City of New Braunfels contracts with Via Transportation (*not the Via in San Antonio*) to provide the service.

This form is for contingent riders who need scheduled rides (meaning they have a set schedule of rides weekly) and for those riders eligible for discounted fares.

WHO IS ELIGIBLE?

SCHEDULED RIDERS: New Braunfels residents who have a serious medical condition requiring regular scheduled visits. For those riders who need scheduled rides for dialysis, a doctor's statement for a disability is required.

DISCOUNTED FARES: Those riders who are senior (65+), a veteran, disabled, or a current year student.

Drivers are not allowed to assist passengers, and applicants must be able to get on and off the vehicle independently. The driver will assist those passengers in wheelchairs (opening the vehicle, securing the wheelchair).

WHEN IS THE SERVICE AVAILABLE?

Monday – Sunday 7:00AM – 8:00PM

Service is available except: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day

CONTACT INFORMATION:

Julie Sitton, Transit Manager
550 Landa Street
New Braunfels, TX 78130
830.221.4083

TO BOOK A RIDE: Via Transportation Dispatch Number: 830.282.3413



HOW TO APPLY FOR SCHEDULED VISITS?

1. Complete the form below.
2. Attach a copy of your state-issued ID or Driver's License & doctor's statement.
3. E-mail the completed form to rio@newbraunfels.gov
4. The Transit Manager will book the rides. The rider will receive a text message confirming the rides have been booked. It is up to the rider to cancel rides if no longer needed. Please notify the Transit Manager if the scheduled visits change.

SCHEDULED RIDERS FORM

(PLEASE PRINT)

First Name _____

Last Name _____

Home Address _____ Unit # _____

City: New Braunfels State: Texas Zip _____

Phone Number _____

Date of Birth _____

I have the following disability (**Doctor's statement is required**) _____

I use the following disability aid(s):

☐ Walker

☐ Manual/Electric Wheelchair

☐ Seeing Eye Dog

☐ Individual who assists me

☐ Cane

DAYS OF THE WEEK

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

TIME OF VISIT

Drop-off Time _____ Pick-up Time _____

www.newbraunfels.gov/ride-the-rio



HOW TO APPLY FOR DISCOUNTED FARES?

1. Complete the form below.
2. Attach a copy of your official documentation verifying your age for a senior discount or veteran/student ID for eligibility.
3. E-mail the completed form to rio@newbraunfels.gov
4. The Transit Manager will update your profile to reflect the discounted fare.

STUDENTS: The discounted fares run through July 31st.

High School Students – Next year's promo codes will be sent to High Schools at the start of each new year.

College Students – You need to e-mail the Transit Manager a new form at the start of each new year for the discounted fare.

DISCOUNTED FARE RIDERS FORM

(PLEASE PRINT)

First Name _____

Last Name _____

Home Address _____ Unit # _____

City: New Braunfels State: Texas Zip _____

Phone Number _____

I AM:

_____ High School Student

_____ College Student

_____ Veteran

_____ Senior (65+)

_____ Disabled

IF YOU RODE RIO FROM NOVEMBER 18 – DECEMBER 31, 2025, AND YOUR PROFILE REFLECTS ONE OF THE ABOVE DISCOUNTED FARE OPTIONS, YOU DO NOT NEED TO FILL OUT THIS FORM.