

HARRIS COUNTY TRANSIT/RIDES

FAQs following COVID-19: Fixed Bus Routes:

1) Is Harris County Transit still operating full service on its Fixed Bus Routes?

Answer: Yes. All buses are operating normal hours and normal schedules Monday through Saturday.

2) Is Harris County Transit still serving all destinations?

Answer: No. While most destinations continue to be served, some locations such as the Social Security Office in Pasadena, and other County, State and Local offices currently closed to the public are not being served at this time.

3) Does Harris County Transit require all passengers to wear face masks while riding the Fixed Bus Route service?

Answer: Yes. Face masks are required until further notice on all Fixed Bus Route service until further notice. Social distancing is in use with every other seat blocked off.

4) How long will Harris County Transit be offering the “No Fare” for all Fixed Bus Route services?

Answer: The determination to reinstate fares on all Fixed Bus Route services remains a month to month decision. Passengers will be notified prior to reinstating fares.

5) What type of additional sanitation due to COVID-19 is being done on the buses used on the Harris County Fixed Bus Route services?

Answer: Typically, bus interiors are cleaned daily to remove trash and washed weekly depending on the weather. Additional cleaning due to COVID-19 includes daily disinfect cleaning of the bus interior after service hours on seats and other hard surfaces. During service hours the drivers are required to wipe down handholds and other hard surfaces with disinfectant cleaners between trips while at layover and/or transfer points.

FAQs following COVID-19: RIDES, Harris County Medical program, and Complementary Para Transit Service Taxi providers and Shared Ride providers.

1) Is Harris County RIDES, Medical Program and Complementary Para Transit operating at Full Service?

Yes, Taxi service is available 24 hours a day 7 days a week and shared ride services are available from 6:00 AM to 7:00 PM Monday thru Friday.

2) What type of additional sanitation due to COVID-19 are being done on the vehicles used by RIDES, Medical program and ADA Paratransit?

Vehicles are cleaned and disinfected daily before providing service. Drivers follow CDC guidelines to disinfect surfaces between passengers.

3) What are additional requirements for Drivers due to COVID-19?

Drivers wear mask, gloves, carry hand sanitizer, disinfectant wipe and extra blue surgical mask (for passengers if they do not have a mask).

4) Are multiple passengers transported in the same vehicle?

No, only one client per vehicle is allowed unless the client requires an escort to travel with them, this includes vehicles used by shared ride providers as well as taxis.

5) What additional steps are providers taking due to COVID-19?

All staff and drivers have their temperature checked daily, all wear mask while on company property and social distancing is practiced.

6) What other steps will be taken due to COVID-19?

Currently our taxi provider is having polycarbonate shields installed in each vehicle to act as sneeze/cough guard between driver and passengers. Also, the center seat in some minivans are being removed to allow the passenger to sit as far from the driver as possible.