



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

WHO IS ELIGIBLE?

New Braunfels residents who have a serious medical condition that requires regular scheduled visits or those residents who, due to a medical condition, have limited scheduled visits. Residents must be able to provide a doctor's statement for a disability, the drivers are not allowed to assist the passengers, and applicants must be able to independently get on and off the vehicle. 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

Riders can book rides two weeks in advance.

HOW TO APPLY?

1. Complete the form below
2. Attach a copy of your state-issued ID or Driver's License & doctor's statement
3. Mail/Hand Deliver to:
Julie Sitton, Transit Manager
550 Landa Street
New Braunfels, TX 78130
830.221.4083



CONCENSORY 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

LENGTH OF TIME

___ Undetermined number of scheduled visits

___ Limited number of scheduled visits (number of days or weeks the scheduled doctor visits may last)

_____ # of days

_____ # of weeks



DAYS OF THE WEEK

___ Monday ___ Tuesday ___ Wednesday ___ Thursday ___ Friday

TIME OF VISIT

Drop-off Time _____

Pick-up Time _____

RIO starts on **Tuesday, November 18, 2025** – phone application, online application,
& dispatch number will be active the week of November 10th.

www.newbraunfels.gov/ride-the-rio