



Catholic Charities Fort Worth
Transportation Services

Welcome to **HEB Transit**, for Transportation in Hurst, Eules, and Bedford. These trips are available for work, school, and work-related activities.

To qualify for service, you must meet the following requirements:

- Client must be a resident of, and work in, Hurst, Eules, or Bedford.
- Client must be 18+ years of age.
- Client must be transportation disadvantaged (lack of transportation for work and work-related activities).
- Must complete HEB Application and acknowledge he/she received the Beneficiary Rights document.
- Client's household must not exceed household income limits.
- Submit completed applications to Catholic Charities Fort Worth Transportation Services Program Director. You may submit the application to Wheels@ccdofw.org or mail to: Transportation P.O. Box 15610, Fort Worth, TX 76119. Applications can also be submitted through Catholic Charities Fort Worth drivers.
- Program eligibility must be renewed annually (July). Catholic Charities Fort Worth Transportation Services will contact you to initiate this process.

Once your application has been reviewed, one of our Intake Specialists will communicate to you the status of your application. If approved, you may begin scheduling trips immediately by contacting the Intake Team at 817-336-8714, option 1.

Please take time to review the following trip expectations:

- Fare is \$3 per one-way trip. (Ticket or exact change only).
- Clients can pre-purchase HEB tickets for needed trips. Clients can call 817-289-3837, Monday-Friday, 8am – 4pm to order tickets.
- Transportation services are provided Monday-Friday, from 6am – 7:30pm.
- Transportation services are **ride share** and must be scheduled two business days in advance of the trip.
- Clients will be given a 30-minute window for pickup appointments. Delay of 5 minutes or more will be counted as a No-show.
- Cancelling a trip after the driver arrives, or not being present when vehicle arrives, will be counted as a No-show. Rider privileges will be suspended for 30 days after three No-shows.
- Catholic Charities Fort Worth Transportation Services reserves the right to provide service to passengers at its sole discretion.

Thank you for considering Catholic Charities HEB Transit Program.

Matt Jacobs

Transportation Program Director

Catholic Charities, Ft. Worth

CatholicCharitiesFortWorth.org

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