

Harris County METRO RideSponsor FAQ

It is the first of the month and my Harris County subsidy has not been reloaded. Why?

There are two primary factors that affect the subsidy reload

1. The employee must have \$10 or less on their “employer wallet” to be eligible for the reload
2. The employee can only receive 1 reload per calendar month.

If your employer wallet reaches \$10 or less AND you have not received the automatic reload in the current month, upon your next tap on the Bus OR Rail, you will receive the reload.

If you continue to have problems, please contact Gracie Guillen at gracie.guillen@harriscountytexas.gov or 713-274-5419 and your inquiry will be looked into.

I lost my card. What do I do?

If you lose your Harris County METRO Q Card, please contact Gracie Guillen at gracie.guillen@harriscountytexas.gov or 713-274-5403 provide her with your name, employee I.D, and card number (if available). She will have the lost card deactivated. You will need to wait 30 days from your last subsidy reload to obtain your new card at the Harris County Federal Credit Union. If you need to know the date of your last subsidy reloads, please request that information from Paula Cervantes.

I am a Harris County employee who wants to participate in the RideSponsor program but I also qualify for a METRO discount. What do I do?

If you qualify for a discounted fare (i.e. senior, disabled, student) you will need to receive a RS Discount Q Card at the Treasury Window at 1900 Main with proof for a Student or Disable Q Card, seniors must have valid ID or passport.

If you have any questions regarding Harris County METRO RideSponsor please contact:
Gracie Guillen – gracie.guillen@harriscountytexas.gov or 713-274-5419