

How to Request a Ride

DOWNLOAD THE APP

Install the Ride Freebee mobile app on your smartphone (available on the App Store and Google Play).

1. REQUEST A RIDE

Open the app and tap “Request a Ride” on the home screen.

2. SET YOUR PICK-UP LOCATION

Drop your pin exactly where you’d like to be picked up.

If prompted to “Select Your Destination Service Area,” choose “Bal Harbour Village” to ensure full access to all local destinations.

3. BROWSE LOCAL DESTINATIONS

Search by category or enter a specific address within the service area.

You can even discover local spots offering exclusive Freebee deals!

4. SELECT YOUR DESTINATION

Confirm your stop and wait for your friendly Freebee driver to arrive.

5. ENJOY THE RIDE

Sit back, relax, and enjoy your free, sustainable trip! Snap a few photos and share your experience in the app.

REDEEM YOUR FREEBEE DEAL (OPTIONAL)

If your chosen destination offers a deal, simply present the offer on your app to the manager on duty and tap “Mark Offer as Used.”

ADA OR APP ASSISTANCE

For riders without smartphones or those requiring ADA accommodation, contact the **Freebee Dispatch Center at 855-918-3733**

APPLE

GOOGLE