SERVICE HOURS

- 5:50 a.m. to 7:30 p.m. Weekdays
- 8:50 a.m. to 7:30 p.m. Saturdays*

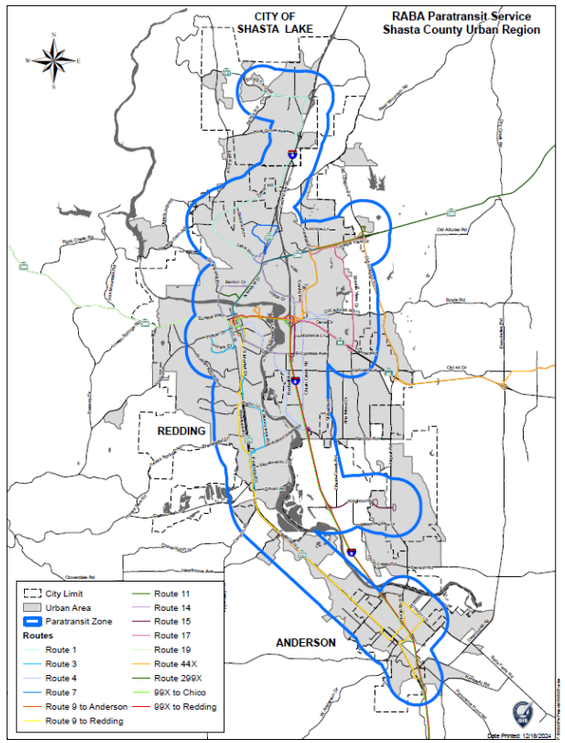
*Dr. Martin Luther King Jr. Day, Presidents Day, Cesar Chavez Day, Juneteenth Day, Veterans Day, day after Thanksgiving, & Christmas Eve

There is no service Sundays or the following holidays:

- New Year's Day (January 1st)
- Memorial Day (last Monday of May)
- Independence Day (July 4th)
- Labor Day (first Monday of September)
- Thanksgiving Day (fourth Thursday of November)
- Christmas Day (December 25th)

SERVICE AREA

Demand Response is only available in the blue lined area during the times that fixed route bus is operating.



RABA

Demand Response Ride Guide



www.RABAride.com
(530) 241-2877

TDD/TTY: 711

Effective April 1, 2025

ABOUT

Welcome to Redding Area Bus Authority (RABA) Demand Response, the Americans with Disabilities Act (ADA) paratransit service which is an origin-to-destination, shared ride, advanced reservation service for persons with disabilities who are functionally unable to use RABA fixed routes. Transit services are provided by a private contractor.

RIDERS

Demand Response is limited to eligible riders and their personal care attendants (PCAs) and/or companions, as well as visitors with disabilities. To be eligible you must have a disability that prevents you from riding the bus or getting to a bus stop. An application is required to be filled out prior to the determination of eligibility. An application is available at www.RABAride.com.

Personal Care Attendants

A PCA is a person that is designated or employed specifically to help you with your personal needs. PCAs differ from companions.
In your paratransit eligibility application, you indicated whether or not you require the assistance of a PCA. If you indicated "yes," travel with a PCA is noted/approved in your paratransit eligibility determination letter. A PCA pays no fare.

Companions

A companion is a family member, friend, or other individual that is traveling with you, but is not coming along primarily to help you. You can ride with one companion. Additional companions can be added on the day of service if space is available. Each companion pays the same fare as you.

FARES

Fare are $4 one way or $40 for a 10-Ride Pass.

Payment is due upon boarding. Cash (coins and bills) are accepted; however, DRIVERS CANNOT MAKE CHANGE. Exact fare is required. Checks are not accepted. If you have a credit or debit card, download the Token Transit app on Google Play or App Store or visit www.tokentransit.com.

CUSTOMER SERVICE

We want your bus service perfect every time! Feel free to reach John Andoh, RABA Transit General Manager at (530) 245-7116 or email jandoh@RABAride.com if something not right.

Visitors with Disabilities

Visitors with disabilities are eligible for any combination of 21 days during a 365-day period. Visitors must present documentation of ADA paratransit eligibility received from their home transit agency. Otherwise, visitors must present proof of residence and, if the disability is not apparent, documentation of disability.

Visitors requesting paratransit service beyond the 21 days in the 365-day period must apply for and follow the RABA paratransit eligibility application process. An application is available at www.RABAride.com.

SERVICE LIMITATIONS

While RABA does its best to accommodate everyone, some eligible riders have requirements we cannot fulfill, including, but not limited to, the following:

- A vehicle lift or ramp load (rider and mobility aid) that exceeds 800 pounds and/or a 30-inch-wide by 48-inch-long envelope.
- A driveway that is too narrow, steep, or obstructed.

Safety is a priority.

HOW TO RESERVE A TRIP

Demand Response Service is provided by advance reservation only. Reservations are made by telephone (call customer service) and are accepted during the following hours:

- 8:00 a.m. to 5:30 p.m. Monday-Saturday
- 8:00 a.m. to 3:30 p.m. Sundays & holidays

Outside of these times, a message can be left on the voicemail regarding a reservation.

Reservations are required for next day service, but are accepted up to 14 days in advance.

Reservations can be made by downloading the RABA & ShastaConnect app, powered by Via available on Google Play or the App Store.

Telephone ……..... **(530) 241-2877**
TTY/TDD (Hearing Impaired) ……. 711

Trip Information

When making a reservation, please provide the following trip information:

- Your name
- Your home address and telephone number
- The address where we will pick you up
- The address where we will drop you off
- The date you want to travel
- Your desired pick-up time OR your desired drop-off time (note: Scheduled time will be negotiated time with a pick-up window.)
- Whether you are traveling with a PCA or a companion (note: they must have the same pick up and drop off as you.)
- Whether you are traveling with a service animal
- Whether you will be using a mobility aid, such as a wheelchair, walker, or scooter
- Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find door, etc.

Scheduled Time (Pick-up Window)

When making a reservation, you will be told a 30-minute range of time during which you can expect your vehicle to pick you up. Your vehicle may arrive at any time during the 30-minute "pick-up window."

Standby Trip

Sometimes, we may be unable to find a vehicle with space for your trip. You will be asked, "Do you want to be put on standby?" If you respond "yes," we will keep a record of your trip request and a reservation will be made for you that is within 1 hour of your desired pick-up or drop-off time.

We will call or notify on the app or via text the evening to tell you the time of your pick-up window. It is important to be available to take the call or have voicemail. You should call after 6:00 p.m. on Monday- Saturday. Sunday requests for Monday will be notified early Monday morning.

Changing Your Reservations

You must call the reservation number or use the RABA & ShastaConnect App at prior to the start of service, the next day before your trip to make changes. Requests for changes on the day of your trip cannot be accommodated. Do not ask the driver to make changes to your trip (e.g., dropping you at a different address). Drivers are unable to make changes to the trips they are assigned.

Canceling a Trip

It is very important that you tell us, in advance, of a trip cancellation. Cancel your trip as soon as possible. You can call or use the RABA & ShastaConnect app to cancel any time. If you call after hours, your message will be recorded.

Late Cancels

There are penalties for repeatedly canceling trips 3 hours before the beginning of the pick-up window. If you cancel earlier than that, there is no penalty.

Telephone ……..... **(530) 241-2877**
TTY/TDD (Hearing Impaired) ……. 711

TAKING YOUR TRIP

Pick-Up

Your vehicle may arrive at any time during your 30-minute "pick-up window." You must be ready to leave at the start of your pick-up window.

It is your responsibility to wait where you will be able to tell that the vehicle has arrived. Drivers are not allowed to leave sight of their vehicle. At most, they can announce their arrival at your door or at the lobby of a building, if possible.

5-Minute Rule

Be ready! The driver is allowed to wait only 5 minutes for you! If you do not meet the vehicle when it arrives, your driver will attempt to find you and the dispatcher will attempt to telephone you. If you cannot be located or choose not to start boarding within 5 minutes, the driver may leave and continue to their next pick-up. If you miss your trip, there may be a substantial wait for a replacement pick-up time. In addition, you may be penalized for failing to take the trip.

Early Pick-Ups

Sometimes, your vehicle will arrive before the beginning of your pick-up window because of a cancellation or light traffic. If your vehicle arrives early, you may leave early or wait until the start of your pick-up window. It is your choice.

No Shows

Missing the bus may result in a no-show and you could be suspended from service. Please see the No-Show Policy brochure for more details.

Late Pick-Ups

Sometimes, your vehicle will be late picking you up. If your vehicle has not arrived by the end of your pick-up window, you can call us to find out the estimated pick-up time. If the vehicle arrives late, you may decline to take the trip without penalty.

Using the Lift or Ramp

All vehicles have lifts or ramps that meet ADA requirements. The lift load (rider and mobility aid) must be within 800 pounds and/or a 30-inch-wide by 48-inch-long envelope. Excess ramp or lift loads cannot be accommodated.

Children

Eligible riders must be able to manage their children (by themselves or with help from the PCA.

Children under 6 years or who weigh less than 60 pounds must travel in a child safety seat to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Drivers will help carry or install the child safety seat; however, drivers are not permitted to lift or carry children.

Packages

You may only travel with the number of packages that will fit on your lap or at your feet. Drivers MAY help you carry up to 2 packages to and from the vehicle that are no larger than a grocery bag. You must carry any other packages either by yourself or with the help of your PCA or companion.

Life Support Equipment

You can bring your respirator, portable oxygen, or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the vehicle and be managed by you or your PCA.

TRAVELING WITH ANIMALS

Service Animals

You may bring your service animal that has been trained to help you with your disability. The service animal must be under your direct physical control and must be well behaved. It must not soil or damage the vehicle, nor bark, growl, or act in an aggressive or threatening manner. You must tell the dispatcher that you are bringing an animal when you make your reservation.

Pets

You may travel with a small pet as long as the animal is fully enclosed in a secure container (not a cardboard box) that you can manage and hold on your lap or place at your feet.

RESPONSIBILITIES

Caregivers

Some riders are mentally or cognitively impaired such that they cannot be left on their own at their pick-up and drop-off points. It is the responsibility of the rider's caregivers to both clearly identify such riders to the dispatcher and to be present at the pick-up and drop-off points. (If caregivers are absent, paratransit service to the rider may be suspended and the situation reported to Adult Protective Services.) Such riders are allowed to travel without a PCA only as long as they exhibit safe behavior in the vehicle. Drivers cannot act as PCAs.

Drivers

Drivers are required to: get out of the vehicle to let you know they have arrived; offer assistance; wear a uniform and a name tag; operate the vehicle and lift in a safe manner and safely secure wheelchairs; keep the vehicle in sight when parked and out of the vehicle; be courteous; collect the fare listed on the manifest; pick up only the riders assigned to them who have reservations, along with PCAs and companions; go only to the destinations listed on the manifest or as noted by the dispatcher.

Drivers are NOT allowed to: enter the passenger's residence or go past the lobby of a building; perform any personal care assistance; leave riders in the vehicle unattended; smoke, eat, or drink in the vehicle; use a cell phone, play loud music, or wear headphones; be rude or harassing to passengers; take information from a passenger about cancellations.

RABA is an origin to destination service and therefore services can be door to door or curb to curb,