

TRAX Deviated Route - Blended Paratransit

This service is for ADA Certified Disabled Use. Show the driver your ADA card when boarding the bus. Call (530) 385-2877. See policies & procedures on the TRAX website for more information. www.taketrax.com

Restrictions

Vehicles cannot travel on gravel/dirt roads, alleys, driveways, private roads, narrow cul-de-sacs, parking lots, etc.

Personal Care Attendant (PCA) & Companion

A PCA is defined as a qualified person who provides true personal care assistance to an ADA certified rider. The PCA must assist you during the entire trip. The PCA rides for free. A companion may travel with an ADA certified rider subject to space availability. Companions pay the same fare as the ADA rider. PCAs and companions must be picked up with you and go to the same destination as you.

Service Animals

Service animals under owners control are allowed on bus.

Reservations

Reservations will be accepted up to 7 days prior to the day of service. Subscription service (on-going reservations for repetitive trips) will be provided on a limited, space-available basis. Reservations will be taken between 8 a.m. and 5 p.m. Reservation requests may be left on the answering machine on days when the office is closed.

ParaTRAX - For Seniors 65+ & Disabled

ParaTRAX is a dial-a-ride service in the greater Red Bluff area. This service is for seniors 65 and older as well as ADA certified persons. You will be sharing the bus with other riders which may lengthen ride times.

ParaTRAX Reservations

Advance reservations are required for all pickup and return trips and there will be an extra charge for same day service. The last pick up of the day must be scheduled at least 1/2 hour before the scheduled end of service as described in Hours of Operation on page 3 of this booklet.

Advance Reservations

A reservation will be given for the time requested to the extent possible. If reservation time requested is not available, it may be scheduled within one hour before or after the requested time.

Same-Day Service (Extra charge)

Requests are on a "first-come-first-served" basis. Due to limited capacity, it's possible that **service may not be available.**

Pick-Up Time

The bus may arrive up to 15 minutes before or after the scheduled time. For example, if your scheduled pickup time is 8:00 a.m., the bus may arrive any time between 7:45 - 8:15 a.m.

3-Minute Wait Time (Pick Up/Drop Off)

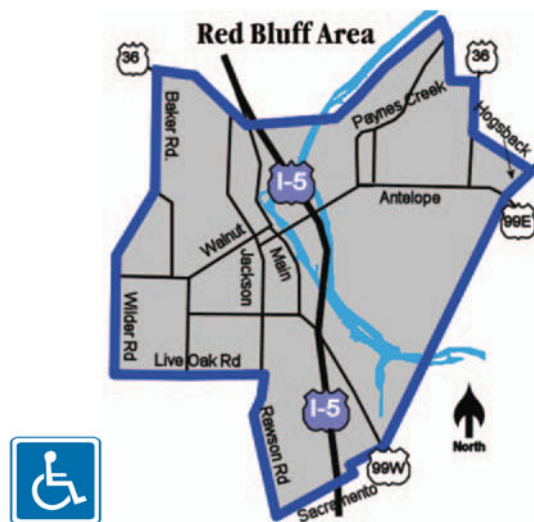
The bus will wait 3 minutes from the time of arrival. Drivers are not allowed to honk the horn, so watch for the bus and be ready to get on.

Cancellations and No-Shows

Please cancel reservations as far in advance as possible. Anyone who fails to cancel a ride in advance or does not board the bus within the 3-minute wait time is considered a "No-Show." Three "No-Shows" in a 30-day period will result in a 30-day suspension of service.

ParaTRAX Route Service Area

See the below boundaries map (not to scale). No service is available outside of the boundaries.



Ask driver for an ADA application, call 529-3099 to have one mailed to you, or visit our website at www.taketrax.com