



# Rider Guide



*Ride Humboldt Flex is an on-demand shared ride service that operates from bus stop to bus stop, which includes existing bus stops and added “virtual” bus stops. It is designed to enhance connections to our fixed route bus systems by offering additional options within our existing service areas.*

Using Flex allows you to plan customized journeys by choosing optimal times and selecting the most convenient bus stops or other approved locations as your transfer, pick-up, or drop-off points. Microtransit is most effective when used for shorter trips in conjunction with fixed- route services for longer distances. It’s important to note that Flex is not a door-to-door service. In addition, you are limited to traveling no more than two zones. Currently, Flex utilizes dedicated vehicles and open seats on buses in the Dial-a-Ride program to subsidize that service. We aim to grow Flex in the future by introducing more vehicles and potentially extending service hours, based on public interest and available funding.

## Download App or go to website

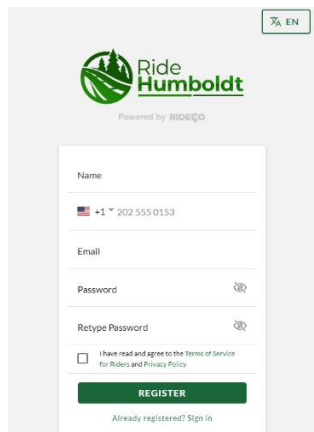
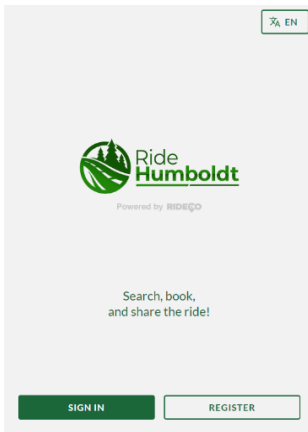
Option 1 (recommended): Search Google Play Store or Apple App Store on your smartphone: **Ride Humboldt**



Option 2: <https://book.ridehumboldt.rideco.com/>

## Create account

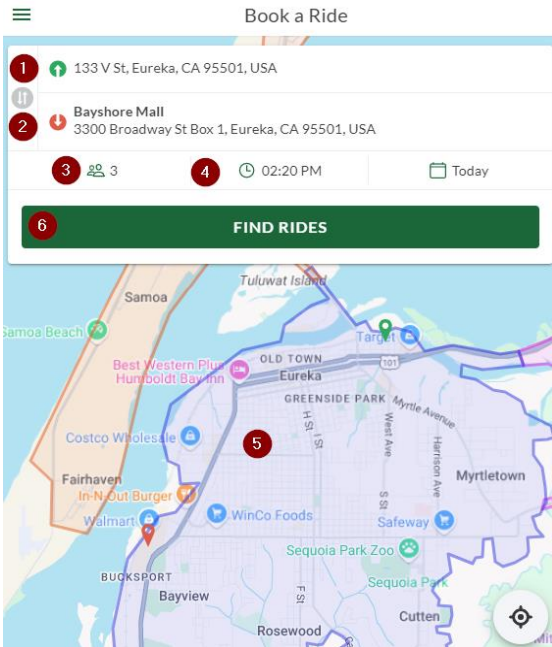
This will be the same for an app or the website.



# Search for your ride

After signing in, you will automatically be taken to the booking screen to schedule your ride. To return to the booking screen from elsewhere on the site, click Book a Ride in the left-hand menu.

Enter all the necessary information to make a booking. There are six main fields to fill in when booking a ride.



1) **Pick-up location:** Location where the customer will be picked up.

2) **Drop-off location:** Location where the customer will be dropped off.

### Options for selecting locations:

- Type in the address
  - Business name
- Click on the map
- Select from a list of your frequent locations

3) **Passenger type:** There are multiple passenger types to choose from. The system will account for the different vehicle configurations to ensure each customer gets the space they require when boarding the vehicle. For example, the system will not book 2 wheelchair customers

in a vehicle that only has room for one wheelchair. Make sure to add all passengers for your group to ensure enough space is available.

- 4) **Departure time:** Select the time you will be ready to be picked up. Multiple options for available pick-up time slots and drop-off times will be presented at the next step. Be sure to double check AM and PM.
- 5) **Map:** After the pick-up and drop-off locations have been selected, two markers will appear on the map. The green marker indicates the pick-up location, and red indicates the drop-off location.
- 6) **Find Rides:** Once all the inputs have been entered, click on Find Rides

**Note:** A round trip must be booked separately. The fastest way to do this is to reverse the origin and destination by clicking on the arrows after completing the first booking. This will interchange the pick-up and drop-off locations. As there is no guarantee of availability, we recommend booking the second part of round trip journey right after the first to make sure you get back.

## Search Errors

If you have an unsuccessful search, you will get an error page with the reason. Common search errors are times outside of service hours, locations outside of the service area, or no rides available due to high demand.

# Select your Ride

Multiple options will be generated with different pick-up and arrive before times. You will also see search results for our fixed route services, which is often a better option. You can compare which works best for you.

## Pick-up Spot

Location where rider will be picked up. It will also appear as a green location marker on the map. Pay close attention as the suggested pick-up spot may not be the closest stop physically.

## Drop-off Spot

Location where rider will be dropped off. It will also appear as a red location marker on the map.

## Pick-up Time

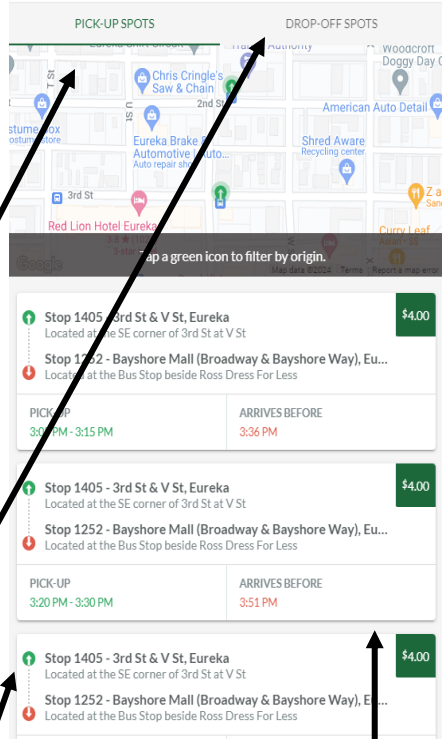
The window of time when the vehicle may arrive. The rider must be at the pick-up location before this window. The driver will not wait. The driver may come later than the window, but it does not mean the arrival will be late.

## Arrives Before

The latest time we expect the customer will reach their destination. If you need to be somewhere by a specific time, this is important to look for.

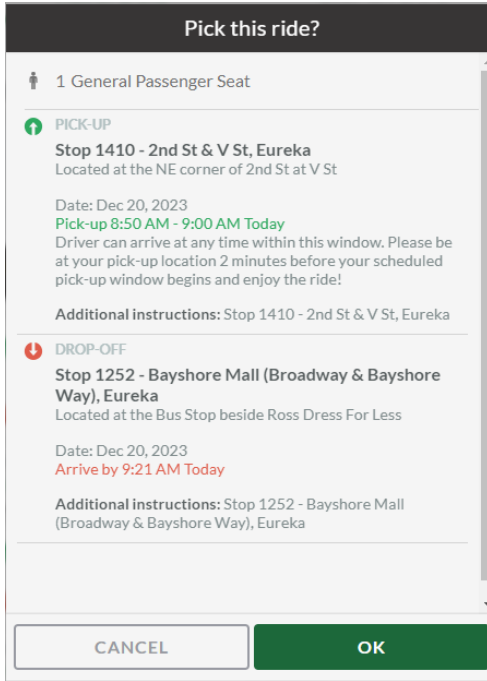
## Price

The cost of your trip depends on the zones traveled and number of passengers.



# Confirm Ride Details

A notification screen will pop up to confirm details of the booking.



## Passenger type(s)

Check that everyone in your group is accounted for.

## Pick-up location and window

Get there early!

## Drop off location and expected arrive by time

Enjoy your ride!

# Payment

The cost of your ride depends on the number of zones you travel through and the number of passengers.

Options for payment are credit card, preloaded credits, or coupon code. If using credits or a coupon, you do not need to add a credit card.

The screenshot shows a payment interface with the following elements:

- Subtotal: \$4.00
- You Pay: \$4.00
- Use ride credits: A toggle switch that is currently turned off.
- Available Credits: \$16.00
- Payment Method: A section with an "ADD CREDIT CARD" button.
- Coupon Code: A text input field with the placeholder "e.g. HALFPRICE" and an "APPLY" button.
- A large green "PAY \$4.00" button at the bottom.

Any available credits will be shown here. Click toggle to use credits.

Credit Card not needed if paying with credits or coupon

Credit Card: accepted cards include most major credit cards.

Credits: You can preload your account using cash or a check by visiting our office at 133 V Street, Eureka

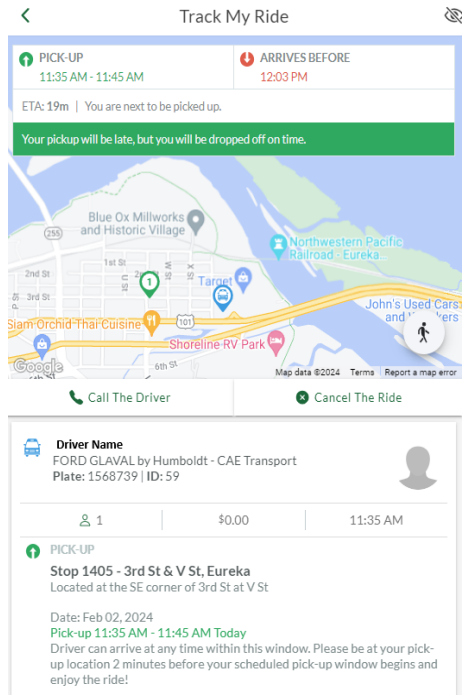
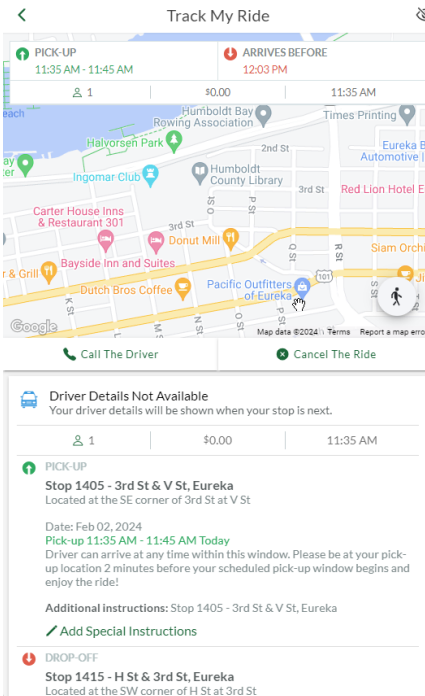
Coupon Code: You may have been provided with a coupon code from your housing development or employer. You will need to type the code in the coupon code section and hit apply on every ride.

**Note:** No cash or bus tickets are accepted. You must pre-pay. If you prefer paying with a bus ticket or cash at the time of your ride, our fixed-route services are a better option



# What to expect before your ride

After booking, you will receive a confirmation email containing your ride details. Following the confirmation, a text message will be sent to you, finalizing your pickup location. The timing of this text will vary depending on the duration between booking the ride and the scheduled pickup window. This service is possible because of advanced software that optimizes rides and vehicle deployment. Because of that, the system will not display ride details until closer to departure.



Your next text will notify you when the vehicle is en route to your location. If you are using the app to watch the approach of the driver, avoid relying solely on the vehicle location displayed in the app, as it may not be entirely accurate.

We recommend arriving at your pick-up location at least 2 minutes prior to the scheduled window. The driver will arrive at some point within that window and will not wait for passengers.

Your last message will be sent when the vehicle arrives. In case of any delays, you will also receive notifications.

## **Adjusting or canceling your booked ride**

If you need to adjust your booked ride, you must cancel it and rebook. If eligible for a partial or full refund, you will get refunded in ride credits, not to the original method of payment.

Cancellation credits are good for 90 days, regular credits do not expire.

## FAQS

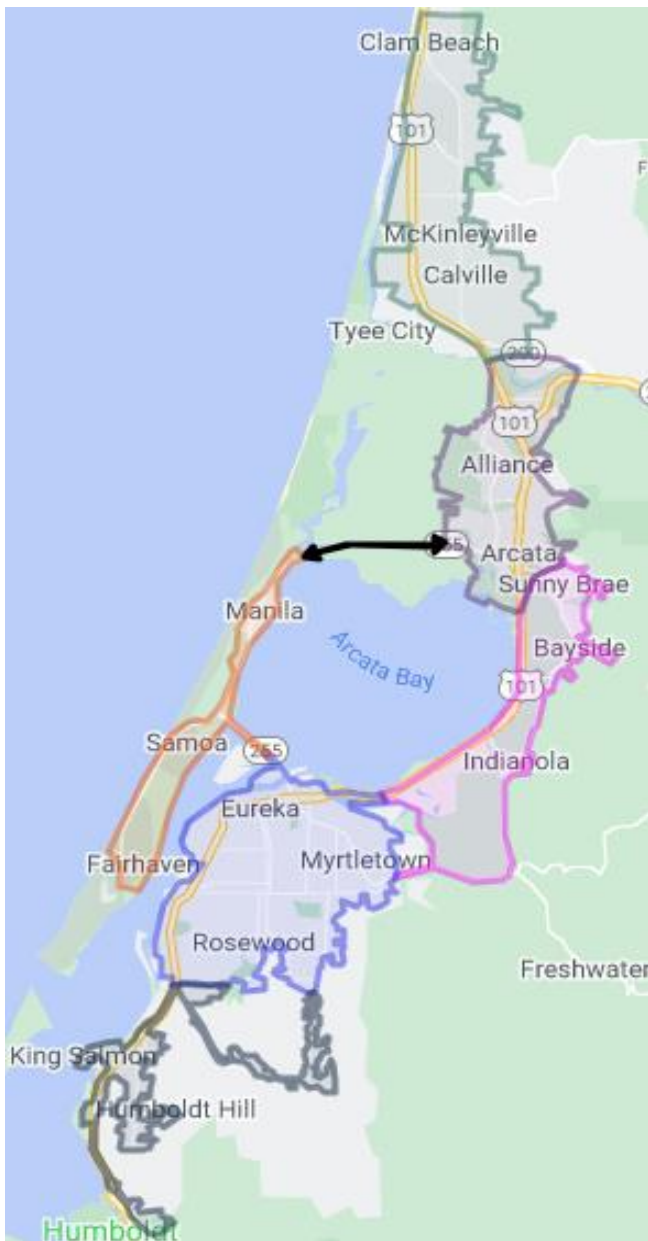
- How much does it cost?
  - See our map (end of document) for zones. Fares are \$4 per person per zone, with a cap of two zones. You will see the cost before paying/confirming the booking.
- Why am I only seeing the option to travel two zones?

This service is most effective when used for short trips that connect riders to fixed route service for longer distance travel.
- Why are ride time estimates so long?
  - As this is a shared ride service, ride times can vary. You could arrive well before the arrival time if there are no other riders with you.
- Why is the trip going so far out of the way?
  - An efficient route for one is different than for multiple riders with different locations. You may find the trip going to unexpected locations as other passengers are picked up and dropped off.
- Do I have to have a smartphone?
  - You do not need a smart phone, but we do not recommend trying to use this service without a cell phone of any kind as you will not receive important updates about your ride. You can use the website on a computer or call (707) 442-4555 to book and updates about your ride will be texted to the cell phone number on your account.

- What are the booking and cancelation restrictions?
  - Only same day trips are available at this time. Full or partial refunds, as eligible, for cancelled trips will be in the form of ride credits. Cancellation credits are good for 90 days, regular credits do not expire.
- Can I take my bike?
  - Flex vehicles are not equipped to accommodate bikes currently. Sorry!
- Are vehicles wheelchair accessible?
  - Flex vehicles are ADA accessible and include wheelchair lifts and priority seating areas for customers with mobility aids. When booking please enter the correct rider type so we can meet your accommodations.
- Can I bring a pet?
  - We allow small pets in a pet carrier. We also welcome fully vaccinated service animals.
- How do I know where I will be picked up?
  - When you enter an address into the app, it will show you the nearest bus stops for pick up and drop off. There is also a zoomable map for another view.
- Is there a discounted fare?
  - We are working to have fares for all systems as low as possible for all riders. For lower cost options, please see our fixed-route systems.

- What are the hours?
  - Monday to Friday 7:00 AM to 6:00 PM Saturday 9:00 AM to 5:00 PM. See the Holiday Schedule on our website [www.hta.org](http://www.hta.org) (or end of document) for closures.
  
- How long will the driver wait for me?
  - Drivers will not wait for you. We advise getting to your pickup location 2 minutes before your pickup window begins.

## Map of Travel Zones



No service on the following holidays:

New Year's Day, Independence Day, Thanksgiving Day, Christmas Day.

Thank you for traveling with Ride Humboldt Flex. Please see our website at [www.hta.org](http://www.hta.org) for more information about our other services.

