

Valley Express ADA Paratransit “Dial-a-ride” Rules Summary

Valley Express Dial-a-ride offers three types of service, each with its own set of standards: ADA Paratransit, Senior, and General Public.

The following rules are related to reservations, scheduling and performance of Valley Express ADA Paratransit trips.

ADA Paratransit trips are those that are called-in / reserved in advance, as described below, by passengers who are certified as eligible for ADA Paratransit.

Reservations

Reservations can be made up to seven days in advance and in no case less than twenty-four (24) hours in advance for a guaranteed reservation. Space permitting, same day reservations may be accepted (excluding trips to Ventura via transfer to Gold Coast Access at Wells Road). There is no guarantee of trip availability for same day reservations. Reservations can be made seven days a week, Sunday through Saturday.

Subscription reservations

ADA Certified passengers may request a standing order or “subscription” for trips that repeat at the same time, on the same day(s); such as for travel to school or work. Subscriptions may be for one day, (e.g. occur every Tuesday at 1:30 PM); or for multiple days, (e.g. every Monday through Friday at 7:00 AM). Trips must repeat more than once in order to be considered a subscription. Open-ended subscriptions are not permitted. Passengers must indicate an end-date. The maximum length a subscription can last is twelve months. Subscription reservations are NOT guaranteed and available on a space-available basis. No more than 50% of all trips scheduled for any hour, may be subscription trips.

Intercity Reservations

Intercity Dial-a-ride service between Fillmore/Piru, Santa Paula, and Ventura (e.g. to transfer to Gold Coast ACCESS at Wells Rd.) is available with prior reservation. This service is provided on a space-available basis,

and is not guaranteed. Scheduled pickup time may be beyond one hour window from the passenger's requested pickup time.

Reservation window / Trip time negotiation

Passengers trips reserved in advance shall be scheduled for within one hour of the requested pickup time. Passengers must be offered a pickup time that is within one hour of the requested pickup time; service may not be denied for advance reservations. Same day requests/service is subject to availability.

On-time window

The on-time window refers to the period of time which the vehicle may arrive to the scheduled pickup location and the passenger is expected to be ready to board. The on-time window is thirty (30) minutes from the scheduled pickup time. That is the scheduled time "plus thirty" minutes. For example, if a trip is scheduled for 2:00 PM pickup, the on-time window is between 2:00 to 2:30 PM. Trips that arrive after the on-time window are considered late or missed. Passengers who refuse a late or missed trip will NOT be subject to disciplinary action.

Cancellations

Operator must be notified of cancellations at least two hours before the scheduled pick-up time. Cancellations made less than two (2) hours in advance will count as a "late cancellation." Late cancellations impact service availability and have a negative impact on the system. Excessive late cancellations could result in a warning, and if continued result in suspension of Dial-a-ride services. Passengers will be warned prior to any suspension of service due to late cancellations.

*[ADDED FOR CLARIFICATION: If a passenger decides not to take trip which arrives with-in the on-time window, the trip may be considered a *cancel at the door* (for data tracking purposes only), but will be considered the same as a "late cancellation". If a passenger decides not to take a trip that arrives outside the on-time window, the trip is not considered a cancellation.]

No Show Policy:

A no-show is when a passenger fails to board an on-time Dial-a-ride vehicle. A passenger will be considered a no-show if they do not board within five (5) minutes of the vehicle's arrival at the scheduled pickup location. A trip is considered on-time if it arrives within the "on-time window." Drivers and/or dispatchers may attempt to contact the passenger using the contact information/instructions provided during the reservation. Drivers may not lose line-of-sight with vehicles that have passengers on-board (e.g. may not enter an apartment or medical building). No-shows negatively impact service and reduce availability for other riders. Excessive no-shows could result in a warning, and if continued, result in suspension of Dial-a-ride services for the passenger. Passengers will be warned prior to any suspension of service due to no-shows.

**[ADDED FOR CLARIFICATION: If a passenger does board a trip (ie does "not show") for a trip that arrives outside the on-time window, the trip is not considered a no-show.]*

Late Trip

A late trip is one that arrives outside of the on-time window, (i.e. between 31 – 59 minutes after the scheduled pickup time.

**[ADDED FOR CLARIFICATION: A trip that arrives beyond 59 minutes late (60+ minutes) is considered a "missed trip".]*

Missed Trip

A missed trip is one that is not completed in its entirety or is more than 60 minutes late from scheduled pickup time.

Trip Denials

A trip denial is defined as a trip that is requested but not offered within the trip-time negotiation window.

Trip Time/Length

ADA paratransit trips shall take no more than the time required for the comparable Valley Express fixed route trip, including transfer and walk time.