

HERITAGE VALLEY TRANSIT SERVICE
AUGUST 2017
DIAL-A-RIDE: Reservations and Scheduling Policies

New; ~~Deleted~~ = effective August 2017 schedule change

Reservations

ADA Certified Passengers

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. **ADA Paratransit Reservations made in advance are given priority before General Public Reservations made on same-day.**

General Public Passengers

Service is available on an on-demand “*first come, first served*” basis. ~~Trip requests will only be honored if the trip begins and/or ends more than one quarter (1/4) mile away from any Valley Express bus stop. Trips that begin and end within this distance are not eligible for reservation.~~ Trip requests should be called in at least two hours before requested pickup time, as space is limited. Day-before advance reservations are allowed only if the requested pickup occurs during the first two and half hours of service (6:00-8:30 AM weekdays, or 8-10:30 AM weekends). **In addition to reserved trips, General Public Dial-a-ride Vehicles will meet with the Highway 126 buses in each City for flag pickups. Passengers are encouraged to call ahead their reservations to guarantee a seat.**

Subscription Reservations

ADA Certified Passengers:

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.

(Cont.)

General Public Passengers

General Public 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, ~~AND either begin or end at least one quarter (1/4) mile from any Valley Express bus stop. (Reservation requests for trips that begin or end within this distance are not eligible for subscription reservations).~~ 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 (12) 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

ADA Certified Passengers

Intercity Dial-a-ride service between Fillmore/Piru, Santa Paula, and/or Ventura (to 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.

General Public Passengers

Intercity Dial-a-ride is not available to the general public. Passengers are instructed to use VCTC 126.

Scheduling

ADA Certified Passengers

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.

General Public Passengers

Passenger trip requests are called in same day and handled on an as-available basis, scheduled “first come, first served.” Trip availability is not guaranteed, and pickups times may be offered to passenger that are greater than one-hour from the requested pickup time. Additional unscheduled service is available at the VCTC HWY 126 bus locations scheduled to pickup following the arrival of the HWY 126 bus. Seating on these trips are on a space available basis, unless otherwise called in advance.

Cancellations, No-Shows and On-time Window (Applies to ADA Certified/General Public Passengers)

Cancellations

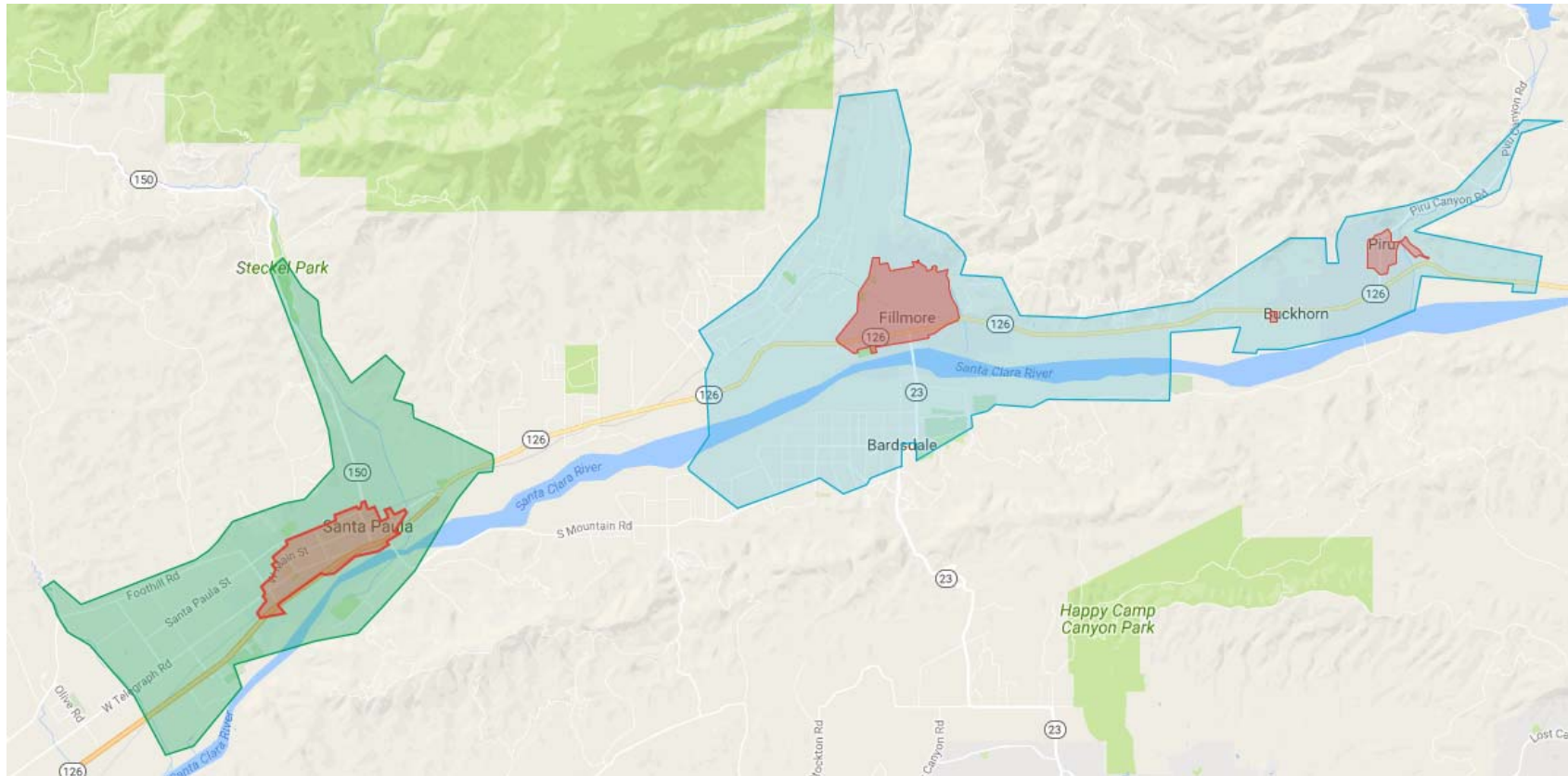
Operator must be notified of cancellations at least two hours before the scheduled pick-up time. Cancellations made less than two (2) hours in advance will count as a “late cancellation.” Late cancellations impact service availability and have a negative impact on the system. Excessive late cancellations 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.

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.

On-time Window

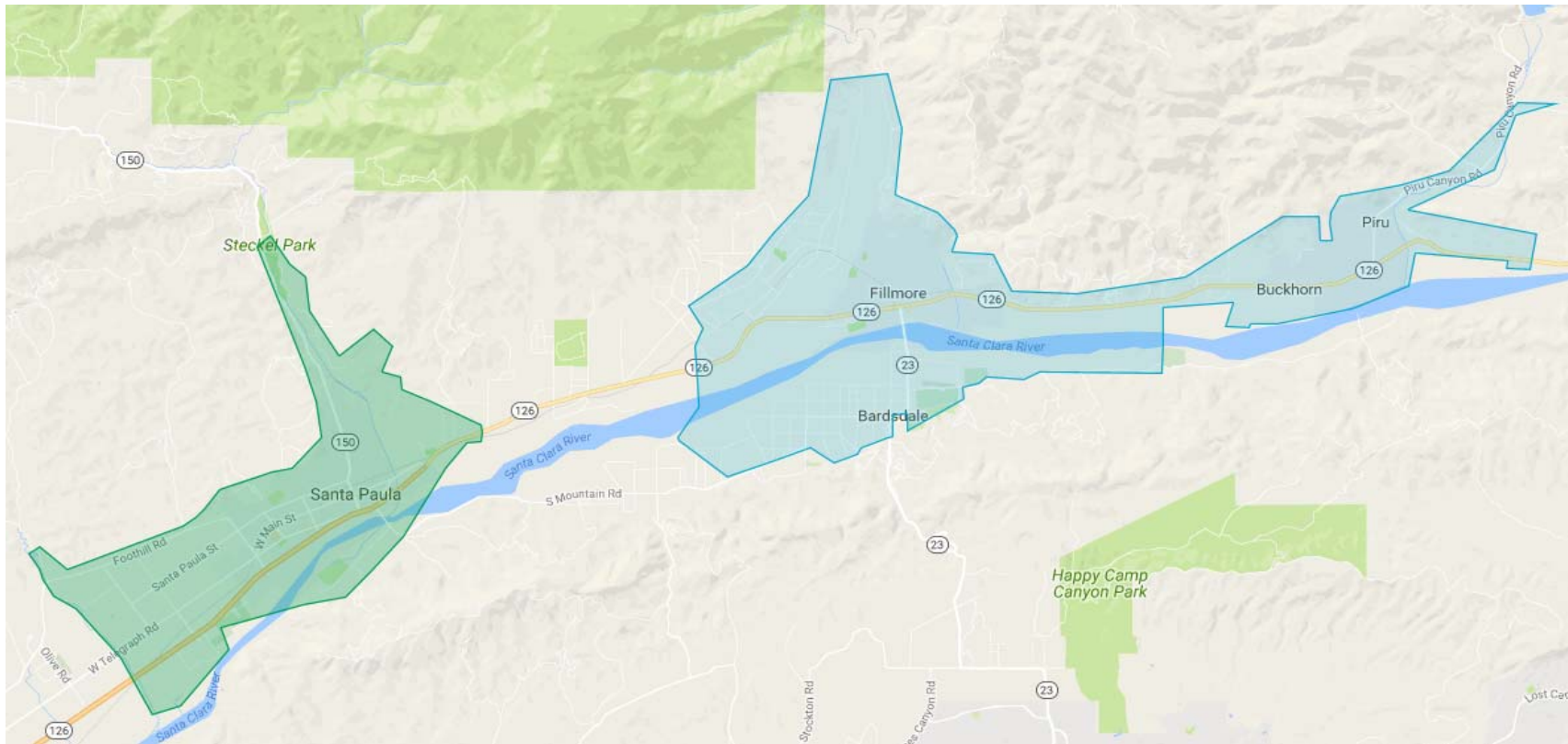
The on-time window refers to the period of time which the vehicle may arrive to the scheduled pickup location and the passenger is expected to be ready to board. The on-time window is thirty (30) minutes from the scheduled pickup time. That is the scheduled time “plus thirty” minutes. For example, if 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.



EXISTING DIAL-A-RIDE SERVICE AREA: Restricted (Fixed Route) Service Area

Red shaded area indicates restricted (fixed route) service area. General public restricted from taking dial-a-ride trips that begin and end within this “zone”.

NEW DIAL-A-RIDE SERVICE AREA



Restricted (Fixed Route) Service Area eliminated effective August 16 (in Santa Paula), and August 17, 2017 (in Fillmore & Piru).