

City of Woodlake Policy for Service Criteria for Complementary Paratransit

City of Woodlake shall provide complementary paratransit service to origins and destinations within the Woodlake Dial-A-Ride service area.

Jurisdictional boundaries. Notwithstanding any other provision of this paragraph, City of Woodlake is not required to provide paratransit service in an area outside the boundaries of the jurisdiction(s) in which it operates, if the entity does not have legal authority to operate in that area. However City of Woodlake shall take all practicable steps to provide paratransit service to any part of its service area.

Response time. City of Woodlake shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means (e.g., answering machine)

City of Woodlake shall make reservation service available during at least all normal business hours of the City of Woodlake's administrative offices, as well as during times, comparable to normal business hours, on a day when the City of Woodlake's offices are not open before a service day.

City of Woodlake may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

City of Woodlake uses real-time scheduling in providing complementary paratransit service.

City of Woodlake permits advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

Fares. The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service does not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a Dial-A- Ride trip.

The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under Sec. 37.123 (f) of this part, shall be the same as for the ADA paratransit eligible individuals they are accompanying.

A personal care attendant shall not be charged for complementary paratransit service.

City of Woodlake reserves the right to charge a fare higher than otherwise permitted by this paragraph to social service agencies or other organizations for agency trips (i.e., trips guaranteed to the organization).

Trip Purpose Restrictions. City of Woodlake does not impose restrictions or priorities based on trip purpose.

Hours and Days of Service. The complementary paratransit service shall be available throughout the same hours and days as City of Woodlake's Dial-A-Ride service.

Capacity Constraints. City of Woodlake does not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- (1) Restrictions on the number of trips an individual will be provided;
 - (2) Waiting lists for access to the service; or
 - (3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
- (i) Such patterns or practices include, but are not limited to, the following:

- (A) Substantial numbers of significantly untimely pickups for initial or return trips;
- (B) Substantial numbers of trip denials or missed trips;
- (C) Substantial numbers of trips with excessive trip lengths.

(ii) Operational problems attributable to causes beyond the control of City of Woodlake (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

Additional Service. City of Woodlake provides complementary paratransit service to ADA paratransit eligible individuals exceeding that provided for in this section. However, only the cost of service provided for in this section may be considered in any City of Woodlake request for an undue financial burden waiver under Sec. 37.151-37.155 of this part.

Cancellations / Reservation Changes. If a passenger needs to cancel a ride, it must be cancelled at least one full hour before the scheduled pick-up time or it will be considered a no-show. Passengers are allowed one same-day schedule change per trip. All other same-day changes will be recorded as a no-show and subject to penalties.

No-Shows / Late Cancellations. Woodlake Transit Dial-a-Ride depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once a customer schedules a trip, the trip be used or cancelled within a reasonable amount of time. To ensure service efficiency and effectiveness, Woodlake Transit has implemented a no-show policy for the Dial-a-Ride service.

For the purposes of this policy, a “no-show” is defined as:

- A passenger who is not at the designated pick-up location during the designated 30-minute pick-up window.
- A passenger who fails to cancel a scheduled trip, even if the trip is no longer needed.
- A passenger who cancels a scheduled trip less than one hour in advance of the scheduled pick-up time.

Please note that in the event of a no-show, all other trips scheduled for that passenger on the same day will be cancelled unless the office is notified within one hour after the first no show.

Penalties for Excessive No-Shows / Late Cancellations. When a passenger no-shows three (3) times and ten percent (10%) or more of their total scheduled trips in a 30-day period, this will be considered “excessive” and Woodlake Transit will send a warning letter within 30 days. After the initial warning, the following penalties will be implemented when no-shows exceed:

- 10% of total trips scheduled = 5-day suspension
- 20% of total trips scheduled = 10-day suspension
- 30% of total trips scheduled = 15-day suspension
- 40% of total trips scheduled = 20-day suspension

Passengers with less than three (3) no-shows in a 30-day period will not receive a penalty, even if their percentage of no-shows exceeds ten percent (10%) of total trips scheduled.

No Show Appeals Process. The appeal process is available to any individual who has received a no-show or written Notice of Suspension of Services. The passenger may appeal in writing or in person at Woodlake Transit, located at 350 North Valencia Blvd, Woodlake, CA 93286. Appeals will not be accepted by telephone or email. Appeals must be received within 14 days of the date on the written notice.

The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the initial sanction.

All appeal decisions made by the City of Woodlake will be made in writing. A copy will be mailed to the passenger and a copy will be placed in the passenger's file.

Woodlake Policy for Providing Complementary Paratransit Service for Visitors.

(a) City of Woodlake provides complementary paratransit service under § [37.121](#) of this part and makes the service available to visitors as provided in this section.

(b) For purposes of this section, a visitor is an individual with disabilities who does not reside in the City of Woodlake service area where City of Woodlake provides coordinated complementary paratransit service.

(c) City of Woodlake shall treat as eligible for its complementary paratransit service all visitors who present documentation that they are ADA paratransit eligible, under the criteria of § [37.125](#) of this part, in the jurisdiction in which they reside.

(d) With respect to visitors with disabilities who do not present such documentation, City of Woodlake may require the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. City of Woodlake shall provide paratransit service to individuals with disabilities who qualify as visitors under paragraph (b) of this section. City of Woodlake shall accept a certification by such individuals that they are unable to use Dial-A-Ride transit.

(e) City of Woodlake shall make the service to a visitor required by this section available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period.

In no case shall City of Woodlake require a visitor to apply for or receive eligibility certification before receiving the service required by this section.

In many cases City of Woodlake will contact the visitor's transit agency directly to get a copy of their eligibility certification.

[56 FR 45621, Sept. 6, 1991, as amended at [61 FR 25416](#), May 21, 1996]