



## Lebanon Transit No-Show and Suspension Policy

### Definitions

A “No-Show” occurs when a customer does not board the vehicle within five (5) minutes of the vehicle’s arrival within the thirty (30) minute pickup window.

A “Late Cancellation” occurs when a customer cancels a trip less than one (1) hour before the start of the thirty (30) minute pickup window.

Lebanon Transit’s goal is to reduce excessive no-shows and ultimately reduce costs. The intent is not to be overly restrictive, but to target habitual offenders that cause unnecessary added costs to Lebanon Transit.

### Suspensions

No-Show trips are considered excessive and will be considered a “**pattern or practice**” of missed trips when a customer meets the criteria listed below:

Customer has reserved seven (7) or more trips within any month and;

1. Customer has three (3) or more and the late cancellations/no-shows within a month; and
2. The no-shows/late cancellations make up 20% or more of the customers scheduled trips within the month.

The customer will be sent written notification that he/she has violated the Shared Ride Program No-Show and Suspension Policy and is subject to suspension.

### No-Show Policy Suspensions

Customers incurring excessive missed trips, as defined in this Policy, are subject to suspension for a reasonable period of time. Repeated violations of this Policy will cause the length of the suspensions to be increased. The following suspension periods shall apply to violations of this Policy that occur within the same rolling twelve (12) month period:

- Step 1: The customer receives a warning letter when he/she has reached the threshold.
- Step 2: If an additional threshold is reached, the customer receives a one-week suspension.
- Step 3: If a second threshold is met, the customer receives a fourteen (14) day suspension.
- Step 4: If a third threshold is met, the customer receives a twenty-one (21) day suspension.
- Step 5: Any additional no shows incurred the customer will receive a thirty (30) day suspension.

**Life Safety Net**

Lebanon Transit shall not exclude any customer under suspension criteria from receiving life services from Lebanon Transit for:

- Dialysis
- Required Medical Tests
- Other Life Dependent Reasons
- Required Doctor Appointments
- Required Pharmacy Visits

These shall be determined by management on a case-by-case basis. Only management shall impose suspensions or exceptions to the Policy.

**Examples of No-Shows Beyond the Customer’s Control**

Under The American with Disabilities Act of 1990 (ADA) Lebanon Transit will not base a suspension of service on any trips missed by a customer for reasons beyond his/her control, including trips missed due to Lebanon Transit error or lateness. Those trips may not be a basis for determining that pattern or practice of missing scheduled trips exists.

There are many circumstances that may be beyond customer’s control, including but not limited to:

- Family emergency;
- Illness that precluded customer from calling to cancel;
- Personal attendant or another party who didn’t arrive on time to aide their customer;

- Customer was inside calling to check the ride status and was on hold for extended time;
- Customer appointment ran long and did not provide opportunity to cancel in a timely way;
- Another party cancelled customer's appointment;
- Customer's mobility aid failed;
- Sudden turn for the worse in customer with a variable condition;
- Adverse weather impacted customer's travel plans, precluding the customer from cancelling in a timely way.

Lebanon Transit error, which may not be counted as a customer no-show, includes but is not limited to:

- Vehicle arrived late after the pickup window;
- Vehicle arrived early before the pickup window and customer was not ready to go;
- Vehicle never arrived;
- Vehicle went to the wrong location.

### **Americans with Disabilities (ADA) Customers**

An American with Disabilities Act of 1990 (ADA) customer who wishes to cancel a scheduled ride must notify Lebanon Transit at least one (1) hour prior to his/her pickup time. Customers must contact Lebanon Transit at **717.274.3514** in order to cancel a ride. Any cancellation not made within one (1) hour prior to the start of the thirty (30) minute pick up window. Twenty-four (24) hours notification is preferred.

### **Written Appeals**

Customers must submit the completed **Notice of Appeal Form** for any appeal to be reviewed and/or considered. **The outside of the envelope should be addressed:**

**Lebanon Transit Appeals  
Theresa L. Giurintano, Executive Director  
200 Willow Street  
Lebanon, PA 17046**

Customers must submit a letter listing the dates of the violations, documenting why they believe the violation should be excused and any supporting documentation relevant to the no-show in question. These documents must be postmarked within thirty (30) calendar days of the date on which the warning/suspension notice was issued.

### **In-Person Appeals**

Customers must submit the completed Notice of Appeal Form postmarked thirty (30) calendar days of the date on which the warning/suspension notice was issued. Customers shall be contacted to schedule a meeting. Customers should be able to attend the meeting at a mutually agreed upon date and time.

No suspension will take effect if the customer has filed an appeal in accordance with the instructions and deadlines noted in this Policy.

Lebanon Transit will advise customers in writing of its decision concerning their appeal, within seven (7) calendar days of the appeal hearing. If the decision upholds the suspension, the Notice of Decision will provide customer with the beginning and ending date of the suspension.

**Other Appeals:** If the Service Suspension Appeal Form cannot be completed within ten (10 days), the customer may contact Mr. Mike Curry, Manager of Shared Ride Services at 717.274.3514, for assistance in filling out the form.

### **Missed Trips**

Missed trips are those trips missed by Lebanon Transit;

- Time frame would be beyond the fifteen (15) minutes window of the agreed upon pickup time and if the customer elects not to travel;
- If a missed trip occurs, calls are made by dispatch scheduled to alert them of the situation giving options in order to keep their travel or cancel.

Under no circumstances will a no-show be charged if a missed trip occurs.

### **Pattern or Practice of Missed Trips by the Customer**

The Department of Transportation (DOT) ADA regulation addresses important principles about how the ADA allows Lebanon Transit to impose service suspensions based on customer no-shows. The DOT ADA Regulation Appendix D,

which provides interpretive guidance on the regulation, states: “It is very important to note the sanctions could be imposed only for a **pattern of practice** of missed trips”. A pattern or practice involves intentional, repeated or irregular actions, not isolated, accidental or singular incidents. Moreover, only actions within the control of the individual count as part of a pattern or practice. Missed trips due to operator errors are not attributable to the individual customer for this purpose. If the vehicle arrives substantially after the scheduled pickup time and the customer has given up on the vehicle and taken a taxi or gone down the street to talk to a neighbor that is not a missed trip attributable to the customer. If the vehicle does not arrive at all, is sent to wrong address, or to the wrong entrance to a building, that is not a missed trip attributable to the customer. There may be other circumstances beyond the customer’s control (e.g., a sudden turn for the worse in someone with a variable condition, a sudden family emergency) that make it impracticable for him/her to travel at the scheduled time and also for the individual to notify the entity to cancel the trip before the vehicles comes. Such circumstances also could not form part of sanction pattern or practice.

### **Return Trip Procedures**

All customers who “no-show” a trip will be automatically canceled for all other scheduled trips for the day. This procedure does not include ADA trips. An ADA customer who no-shows a trip will not be denied any other scheduled trip for the day. It is the responsibility of the customer to call at least one (1) hour in advance of scheduled trip (for subsequent trip) if the customer still needs a trip.

Revised April 7, 2022

Lebanon Transit  
200 Willow Street  
Lebanon, PA 17046  
717.274.3664