



Lebanon transit
RIDE ON.

200 Willow Street
Lebanon, PA 17046
717.274.3664

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opportunity employer.
Lebanon Transit is a drug-free workplace.



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Shared Ride

Policy Handbook

Effective September 1, 2019

Revised February 2025

STANDARDS OF SERVICE

In order to maintain efficient and acceptable Shared Ride service, Lebanon Transit will provide service in accordance with the Standards of Service.

Reliability of Service

- Trips will be scheduled and dispatched on a daily time/equipment basis designed to assure customer's punctual service.
- Customers should be prepared to allow Lebanon Transit adequate leeway for the efficient dispatching of vehicles.

Comfort and Convenience

In order to assure the comfort and convenient of all customers, the following rules apply:

- Smoking, eating, and drinking will not be permitted on the vehicles;
- Drivers will be trained to understand and assist in the requirements particularly associated with the needs of the customers and be courteous at all times;
- Lebanon Transit will provide appropriate vehicles with emphasis on safety, comfort, and reliability;
- All vehicles are accessible;
- Any abusive language to the Lebanon Transit staff will not be tolerated;
- Indecent exposure, intoxication, or illegal use of the vehicle is not permissible and will not be tolerated;
- The Lebanon Transit Code of Conduct Policy for Patrons shall apply at all times.

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. 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.

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.

- Shared Ride van service is different from a taxi service. It is an economical way to transport multiple people who are traveling in one direction at one time. This requires passengers to be flexible with their schedules and to understand that their trip may take longer than traveling alone.
- Lebanon Transit provides service throughout Lebanon County and specific stops in Hershey. Shared Ride provides curb-to-curb service from your home to your destination. There is no limit to the number of trips you may take in a day.

Hours of Operation

	<u>Lebanon City</u>	<u>Lebanon County</u>
Monday – Friday:	8:00 - 5:00	8:00- 3:30
Saturday:	8:00 - 4:00	No Saturdays

Hershey Schedule

Monday – Friday

Depart Lebanon	Hope Drive	University Physician Center	Hershey Medical Center	HMC Rehab Old West Chocolate Ave.	Arrive in Lebanon
8:00am	9:15am	9:25am	9:30am	9:40am	10:30am
10:45am	12:00pm	12:10pm	12:15pm	12:25pm	1:15pm

Depart Lebanon	HMC Rehab Old West Chocolate Ave.	Hershey Medical Center	University Physician Center	Hope Drive	Arrive in Lebanon
2:15pm	3:00pm	3:10pm	3:20pm	3:30pm	4:15pm

Holidays

Lebanon Transit will not operate on the following holidays:

New Years Day	Memorial Day	Independence Day
Labor Day	Thanksgiving	Christmas Day

Shared Ride Full Fares

0-5 Miles	\$19.00 each way
5-10 Miles	\$22.00 each way
10+ Miles	\$26.00 each way

Reservations

- Customer reservations shall be made by calling 717.274.3514. Next day reservations may be made Monday through Friday from 8:00am-2:00pm. All others up to 2 weeks in advance until 4:00pm.
- Customers shall give his/her Senior Citizen Card number (if applicable), appointment time and destination. The number can be found on the blue or yellow Senior Citizen Card, which was provided at time of registration. Customer shall make every effort to give return trip time.
- Schedule online at FindMyRidePA.org

Programs

Anyone from the general public may ride Shared Ride at full fare. Lebanon Transit participates in various reduced fare programs, including:

Customers must contact Lebanon Transit at **717.274.3514** in order to cancel a ride. Notice of cancellation must be 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
Angela M. Luciotti, 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 post-marked 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.

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.

- Senior Citizen Program (Lottery)
- Americans with Disabilities (ADA) Paratransit Program
- Persons with Disabilities (PwD) Program
- Medical Assistance Transportation Program (MATP)

Unscheduled Trips

Unscheduled trips will not be accepted. Reservations must be made during the hours of 8:00am and 2:00pm, Monday through Friday, no later than the day preceding the day of the trip. Trips for Monday must be scheduled no later than 2:00pm on the Friday before.

Cancellations / No-Show Trips

- Customers are urged to minimize cancellations of trips. Notice of cancellation must be given at least one (1) hour before the start of the thirty (30) minute pick-up window as per the Lebanon Transit No-Show Policy. Call 717.274.3514.
- Lebanon Transit's No Show Policy (below) shall apply.
- The Medical Assistance Transportation Program shall not be responsible for payment of any no-show trips.

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 cancels less than one hour before pick up time any three (3) trips within a month or;
2. Customer no-shows three (3) consecutive trips or;
3. The no-show trips make up twenty (20) percent or more of the 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 Doctor Appointments
- Required Medical Tests
- Required Pharmacy Visits
- Other Life Dependent Reasons

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 Americans 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.