



lebanon transit

RIDE ON.



Shared Ride Policy Handbook

Effective September 1, 2019

Updated May 2026

STANDARDS OF SERVICE

EXHIBIT A-1

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 customers punctual service.
- Customers should be prepared to allow Lebanon Transit adequate leeway for the efficient dispatching of vehicles.

Comfort and Convenience

In order to ensure the comfort and convenience 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.
- “Curb to Curb” service will be provided.
- 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.

Passenger Safety Requirements

All customers are required to utilize seat belts and safety restraints while riding Lebanon Transit vehicles unless medically exempt.

- Children requiring child safety seats or booster seats under Pennsylvania law must be secured in an appropriate restraint provided by the parent or guardian.
- Mobility devices meeting ADA accessibility standards will be accommodated on accessible vehicles. Drivers will secure mobility devices using available securement systems.
- Portable oxygen tanks and medically necessary equipment are permitted provided they can be safely transported and secured within the vehicle.

Personal Care Attendants and Companions

- Customers requiring assistance beyond curb-to-curb service are encouraged to travel with a Personal Care Attendant (PCA) or companion.
- Companions accompanying a customer may be accommodated based upon vehicle capacity and reservation availability.

Packages and Personal Belongings

- Customers are limited to packages and personal belongings that can be safely carried by the customer in one boarding trip and safely stored within the vehicle without obstructing aisles, exits, or other passengers.

Inclement Weather and Service Interruptions

- Service may be delayed, modified, or suspended during severe weather, hazardous road conditions, emergencies, traffic conditions, mechanical failures, or other circumstances beyond Lebanon Transit's control.
- Lebanon Transit will make reasonable efforts to notify customers of significant service disruptions.

Passenger Conduct Enforcement

- Lebanon Transit reserves the right to suspend or deny service to any customer who violates safety rules, engages in abusive or threatening behavior, participates in illegal activity on Lebanon Transit property or vehicles, or otherwise creates a safety risk to employees or passengers.
- The Lebanon Transit Code of Conduct Policy for Patrons shall apply at all times.

Definitions

For purposes of this policy, the following definitions shall apply:

- **Shared Ride:** A demand response transportation service in which multiple customers may share a vehicle while traveling to various destinations.
- **ADA Customer:** An individual determined eligible for transportation services under the Americans with Disabilities Act (ADA).
- **No-Show:** A scheduled trip in which the customer fails to board the vehicle without providing the required cancellation notice.
- **Late Cancellation:** A cancellation made less than one (1) hour before the beginning of the scheduled thirty (30) minute pick-up window.
- **Personal Care Attendant (PCA):** An individual traveling with a customer to provide assistance that the customer is unable to perform independently.
- **Companion:** Any individual accompanying a customer other than a Personal Care Attendant.
- **Pick-Up Window:** The thirty (30) minute period during which a vehicle may arrive for a scheduled trip.

SCHEDULES AND FARES

EXHIBIT A-2

Shared Ride Hours

Lebanon City

Monday-Friday: 8:00 A.M. - 5:00 P.M., prevailing time

Saturday: 8:00 A.M. - 4:00 P.M., prevailing time

No Sunday Service

Hershey Medical Facilities

Monday-Friday as follows:

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

Lebanon County

Monday-Saturday: 8:00 A.M. – 3:30 P.M., prevailing time

No Sunday Service

Holidays

Lebanon Transit will not operate on the following holidays:

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

Shared Ride Fares – Effective 7-1-2026

0-5 Miles	\$24.00 each way
5-10 Miles	\$28.00 each way
10+ Miles	\$33.00 each way

OPERATIONAL PROCEDURES

EXHIBIT A-3

Reservations

- Customer reservations shall be made by calling 717.274.3514, between the hours of 8:00 A.M. and 4:00 P.M., prevailing time, Monday through Friday (or 7 days a week for ADA customers) up to two (2) weeks in advance. Or customers may schedule *certain* trips on Find My Ride Schedule by visiting pa.gov/FMRschedule.
- Customers shall give his/her Senior Citizen Card number, appointment time, and destination. The number can be found on the blue or yellow Senior Citizen Card, which was provided at time of registration.
- Return trips will be scheduled as part of the reservation.

Programs

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

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

Sponsorship:

- Lebanon Transit shall maintain a client master file including data relative to sponsorship by the Area Agency on Aging (AAA) responsible for payment of the agency share of the fare and age certification.
- Medical related trips are the only trips to be allowed under the Medical Assistance Transportation Program.

Unscheduled Trips

- Unscheduled trips will not be accepted.
- Reservations must be made during the hours of 8:00 A.M. and 2:00 P.M., prevailing time, Monday through Friday, no later than the business day preceding the day of the trip.
- Trips scheduled for Monday must be arranged no later than 2:00 P.M., prevailing time on Friday.

Pick-Up Window and Driver Wait Time

- Customers must be prepared to board the vehicle during the scheduled thirty (30) minute pick-up window.
- Vehicles arriving within the established pick-up window shall be considered on time.
- Drivers will wait up to five (5) minutes after arriving within the scheduled pick-up window before the customer may be considered a no-show.
- A trip may be considered missed by Lebanon Transit if the vehicle arrives more than fifteen (15) minutes after the end of the scheduled pick-up window and the customer elects not to travel.

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.
- Customers shall call 717.274.3514 to cancel scheduled trips. Or cancel on Find My Ride Schedule.
- Lebanon Transit's No-Show Policy shall apply.

Missed Trips

Missed trips are those trips missed by Lebanon Transit.

- A missed trip may occur if the vehicle arrives beyond fifteen (15) minutes after the end of the agreed upon pick-up window and the customer elects not to travel.
- If a missed trip occurs, calls are made by dispatch personnel to alert the customer of the situation and provide available options to complete or cancel the trip.
- 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 or 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 made alternate arrangements, that shall not be considered a missed trip attributable to the customer.

If the vehicle does not arrive at all, is sent to the wrong address, or to the wrong entrance to a building, that shall not be considered a missed trip attributable to the customer.

Circumstances beyond the customer’s control, including sudden illness, medical emergencies, or family emergencies, may also exempt the missed trip from inclusion in a pattern or practice determination.

No-Show Suspension Appeals

- Customers identified as engaging in a pattern or practice of no-shows may be subject to suspension of service in accordance with applicable ADA regulations and Lebanon Transit policy.

- Prior to any suspension taking effect, the customer shall receive written notification outlining the basis for the proposed suspension and the opportunity to appeal the decision.
- Customers may submit an appeal within the timeframe identified in the notice.
- Service shall continue during the appeal process unless otherwise permitted under applicable regulations.

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.

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 unnecessary operational costs. The intent is not to be overly restrictive, but to address habitual offenders whose repeated no-shows negatively impact service efficiency and availability for other customers.

Suspensions

No-Show trips are considered excessive and may constitute a “pattern or practice” of missed trips when a customer meets all of the following criteria listed below:

1. Customer has reserved seven (7) or more trips within any month; and
2. Customer has accumulated three (3) or more no-shows and/or late cancellations within a month; and
3. The no-shows and/or late cancellations constitute twenty percent (20%) or more of the customer’s 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, may be suspended from service for a reasonable period of time. Repeated violations occurring within the same rolling twelve (12) month period shall result in progressively longer suspension periods.

Step 1: The customer receives a written warning letter when he/she has reached the threshold.

Step 2: If an additional threshold is reached, the customer receives a one (1) week suspension.

Step 3: If a second threshold is reached, the customer receives a fourteen (14) day suspension.

Step 4: If a third threshold is reached, the customer receives a twenty-one (21) day suspension.

Step 5: Any additional no shows or late cancellations beyond Step 4 shall result in a thirty (30) day suspension.

Only management personnel designated by Lebanon Transit may impose suspensions or authorize exceptions to this Policy.

Life Safety Net

Lebanon Transit shall not deny transportation for life-sustaining or medically necessary purposes to customers who are under suspension. Exceptions may be granted for these types of trips:

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

Exceptions shall be reviewed and determined by Lebanon Transit management on a case-by-case basis.

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 a customer's control, including but not limited to:

- Family emergency;
- Illness that precluded customer from calling to cancel;
- Personal Care Attendant or another party who did not arrive on time to aid their customer;
- Customer was attempting to contact Lebanon Transit and experienced extended hold times;
- Medical appointment extended unexpectedly and did not allow sufficient time to cancel;
- Another party cancelled customer's appointment without the customer's knowledge;
- Customer's mobility device malfunctioned;
- Sudden worsening of a medical condition;
- Severe or hazardous weather conditions prevented timely cancellation.

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

- Vehicle arrived after the scheduled pickup window;
- Vehicle arrived before the pickup window and customer was not yet prepared to travel;
- Vehicle failed to arrive;
- Vehicle was dispatched to the incorrect address or entrance.

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 the beginning of the scheduled thirty (30) minute pickup window.

Customers must contact Lebanon Transit at 717.274.3514 in order to cancel a ride. Twenty-four (24) hours advanced notice of cancellation is preferred whenever possible.

An ADA customer who no-shows a scheduled trip shall not be denied any subsequent trips scheduled for the same day.

Written Appeals

Customers wishing to appeal a warning or suspension must complete and submit the Notice of Right to Appeal Form.

Appeals should be mailed to:

Lebanon Transit Appeals
Angela M. Luciotti, Executive Director
200 Willow Street
Lebanon, PA 17046

Customers must submit a written statement identifying:

- The dates of the alleged violations;
- The reason(s) why the violations should be excused;
and
- Any supporting documentation relevant to the appeal.

All appeal documentation must be postmarked within thirty (30) calendar days from the date of the warning or suspension notice.

In-Person Appeals

Customers requesting an in-person appeal hearing must submit the completed Notice of Right to Appeal Form within thirty (30) calendar days of the warning or suspension notice date.

Upon receipt of request, Lebanon Transit shall contact the customer to schedule a mutually agreeable meeting date and time.

Lebanon Transit shall issue a written decision regarding the appeal within seven (7) calendar days following the appeal hearing.

If the suspension is upheld, the written notice shall identify the beginning and ending dates of the suspension period.

Assistance with Appeals

If a customer is unable to complete the Notice of Right to Appeal Form independently, assistance may be requested by contacting Lebanon Transit within ten (10) days. The customer may contact **Ms. Betsey Sternberger, Supervisor of Shared Ride Services** at 717.274.3514.

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# **Lebanon transit**

**RIDE ON.**

**200 Willow Street**

**Lebanon, PA 17046**

**717.274.3664**

Lebanon Transit is an equal employment  
opportunity employer.

Lebanon Transit is a drug-free workplace.