



Erie Metropolitan Transit Authority
127 East 14th Street- Erie, Pennsylvania 16503
CEO, Jeremy Peterson

PARATRANSIT LATE CANCELATION/NO SHOW POLICY

Effective Date: July 2023

The Authority understands that because the LIFT requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. LIFT also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely way) can lead to suspension of service. The following information explains LIFT's no-show policy:

- A "NO-SHOW" occurs when a customer does not present themselves for boarding the vehicle within five (5) minutes of the vehicle's arrival within the pick-up window.
- A "Late Cancellation" occurs when a customer cancels their trip less than one (1) hour before the start of their pickup window.
- A "Cancellation at The Door" occurs when a customer cancels a trip after the driver arrives. This includes canceling by phone. A Late Cancellation or a Cancellation at the door will be considered a NO-SHOW under the NO-SHOW policy.
- The LIFT driver will attempt to locate the passenger at the pickup address within the 30-minute window. The driver will wait 5 minutes for the customer. If the customer is not present at the end of that time, the driver will mark the customer a NO-SHOW and move on to their next destination.
- Trips scheduled for the same day will not be automatically canceled in case the customer still needs the ride home. The customer would need to cancel any rides scheduled if they are not required.
- LIFT uses a point system to establish patterns of excessive no shows.
- An excessive pattern of no-shows involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents.
- Warnings will be issued when a customer accumulates 3 points in a calendar month.
- Suspensions will be implemented when a customer reaches 6 points (1 violation) in a calendar month.
- Suspensions are only imposed for a true pattern or practice of missing scheduled trips. Reasons beyond a rider's control, such as scheduling problems, appointments that run late without notice, late pickups, internal operational issues, family emergencies, and/or medical emergencies, or operational errors will not be counted against the rider.
- Each time a customer receives a violation the length of suspension will increase.



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- No shows and late cancelations can be disputed within 2 business days after the end of the calendar month in which they occur.
- A letter will be sent to the customer when a suspension occurs listing the length of time, and the dates of suspension. A copy of the appeal process and contact information will be sent with the letter of suspension.
- Appeals must be filed within 14 calendar days of the notice of suspension in writing or by phone.
- If an appeal is received within 14 calendar days, service will continue until a decision is made. If you no-show or late cancel because of reasons out of your control, please contact the LIFT administration office at (814) 455-3330 to explain the situation and request the removal of the “No-Show.”

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FILING A COMPLAINT

To file a complaint, please contact the LIFT Administration Office and ask for a supervisor. The supervisor will record the complaint and forward it to the LIFT Administrator. All complainants must identify themselves when filing a complaint. The supervisor taking the complaint will keep the identity of the complainant confidential when forwarding the complaint. The complaint will be researched, and the complainant will receive follow-up if necessary. ADA complaints can be filed with the ADA Coordinator by emailing jmeyers@ride-the-e.com, or by calling Julie Meyers at 814-455-3330, extension 227.

RIGHT TO APPEAL

Any customer has the right to appeal if they disagree with a decision or sanction made by the LIFT Administration. This includes, but is not limited to eligibility determinations, suspensions, “no shows,” etc. To file an appeal, a customer must do so in writing within fourteen days of the notification of the decision or sanction. If a person is unable to file an appeal in writing due to a disability, the customer may contact the LIFT Administrator to file the appeal. If the appeal is received by the LIFT Administration office within fourteen days, service will continue until a decision is made regarding the appeal.

A complaint may also be filed directly with the Federal Transit Administration at the following address: Federal Transit Administration Office of Civil Rights Attention: Complaint Team East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590 If you have questions on how to prepare a complaint, please contact the FTA toll-free civil rights hotline at (888)446-4511.