

ELIFT NO SHOW POLICY
Effective Date: December 2015

Drivers are obligated to wait for customers five minutes from arrival within the pick-up window at the pick-up location. Upon arrival, drivers will proceed to the outermost exterior door and announce themselves. They will wait five minutes for the customer. If the customer is not present for boarding within that time, the driver will begin the no show authorization process.

The driver will call the Dispatch Personnel who will then verify that the driver is at the correct location and make a good faith effort to call the customer before authorizing the driver to proceed to the next destination. If the customer can be reached and becomes available for boarding while the driver is still on site during the process, the driver will return to the door to assist the customer. Customers who are not ready for boarding upon the driver's arrival and are still not present at the end of the five minute waiting period, will be considered a "No-Show" and will be subject to the terms and conditions of the eLIFT's late cancellation and no-show policy as described below:

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. The pick-up window is fifteen (15) minutes before to fifteen (15) minutes after the scheduled pick-up time. A No-Show is noted only for missing trips within the rider's control. Trips scheduled after a no-show will not be automatically cancelled and passengers are reminded to cancel all trips that they do not intend to take. No-shows that are beyond a rider's control will not be counted. EMTA uses a point system to assist in establishing patterns and practices of excessive no shows.

Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than one hour before the start of the 30-minute pick-up window. All cancellations are to be made by calling the eLIFT's scheduling office at (814) 456-2299. Voice messages may be left 24 hours a day seven days a week.

Each late cancellation is counted as ½ penalty point. Please note that a trip cancelled in accordance with our policy, i.e. more than one hour before the start of the 30-minute pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.

A customer will receive a "violation" and be subject to suspension when, in a calendar month, the customer has: 1) booked ten trips or more, 2) has "no showed" or "late cancelled" at least 10% of those trips and 3) has accumulated six or more points. Violations will be tracked for the calendar year and the length of the suspension will depend on how many previous "violations" the customer has incurred for the calendar year; every time there is a "violation" for a calendar year, the length of the suspension will increase as shown below. Also, each time a customer receives a total of three points, a customer will receive a warning letter

informing the customer that he/she will receive a “violation” if he/she accumulates a total of six points for that calendar month.

All suspension periods will begin on Monday. The violations will be tracked for the calendar year and will reset beginning each year on January 1. The length of a customer’s suspension will adhere to the following schedule based on the number of point violations accrued:

- 3 points** – Customer receives a warning letter stating that if they receive 6 points or more for the calendar month they will receive a “violation” and will be suspended accordingly
- First violation** = 7 day (1 week) suspension
- Second violation** = 14 day (2 week) suspension
- Third violation** = 21 day (3 week) suspension
- Fourth and subsequent violations** = 28 day (4 week) suspension

A customer will be subject to suspension and receive a “violation” **only** if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

Below are examples of acceptable reasons in which a customer should not be charged a No Show:

1. Hospitalization with discharge papers or physicians note.
2. Illness that precluded the rider from calling to cancel Mental Health issues that cause panic when bus arrives as verified by driver
3. Medical Appointment running longer than anticipated as verified by driver
4. Flight/Greyhound schedule delays
5. Family Emergency
6. Personal attendant or another party who didn’t arrive on time to assist the rider
7. Rider was inside calling to check the ride status and was on hold for extended time
8. Rider’s appointment ran long and did not provide opportunity to cancel in a timely way
9. Another party canceled rider’s appointment
10. Rider’s mobility aid failed
11. Sudden turn for the worse in someone with a variable condition
12. Adverse weather impacted rider’s travel plans, precluding the rider from canceling in a timely way
13. Transit agency error- No shows due to an EMTA error do not count against rider

If you no-show or cancel because of circumstances beyond your control, please call the eLIFT at (814) 455-3330 between the hours of 8:00 a.m. and 4:30 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation. Voice messages may be left 24 hours a day seven days a week. No-shows or late cancellations

can be disputed within two business days after the end of the calendar month in which they occur to eliminate record of the occurrence. To dispute a no-show or late cancellation after the two business days, riders must file a formal appeal following the appeal process described below.

If the No Show Exception is granted, the supervisor will change the disposition of the trip to a cancellation. If the month that the No Show occurred has already ended, the exception will be noted on the monthly No Show report and any suspension of service that resulted from the No Show will be disregarded.

The eLIFT will retain records on customer compliance with this policy for the current calendar year. As stated above, a warning letter and a copy of this policy will be issued upon receiving three points. Also, a suspension notice that indicates the length of the suspension and the number of violations a customer has accumulated for the calendar year will be issued each time a customer receives six points.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal requests may be filed in writing or orally. The contact information is 825 West 18th Street, Erie, PA 16502, (814) 455-3330, or kbrown@ride-the-e.com. Appeal requests must be filed within fourteen calendar days from the date of the Suspension Letter. If you miss the Appeal Request Deadline, your LIFT service will be suspended on the date listed on your Suspension Letter. A copy of the appeal process will be sent to you with your suspension letter.

RIGHT TO APPEAL PROCEDURES UNDER THE ADA NO SHOW POLICY

Any customer has a right to appeal if they disagree with a decision made by the eLIFT Administration. To file an appeal **request**, a customer may do so in writing or orally by contacting the eLIFT Administration office. The contact information for the Administration office is (814) 455-3330, 825 West 18th Street, Erie, PA 16502, noshows@ride-the-e.com. **Appellants will receive at least 14 days notice of a hearing date and at least 30 days notice of suspension. Transportation will be provided at no cost to the appellant upon request.** If the Administration office receives the appeal within fourteen days from the date of the Suspension Letter, service will continue until a decision is made regarding the appeal. The appeal will be brought to the ADA Appeals Committee, which consists of a panel of three people appointed and mutually agreed upon by the Chairperson of the Transportation Council for the Elderly and Disabled of Erie County and the Erie Metropolitan Transit Authority, and which meets on the third Friday of each month. Individuals will be notified as to the date, time and location of when and where the individual's appeal will be presented. Persons appealing are welcome to attend. Every effort is made to resolve appeals within thirty (30) days, service will be provided while the appeal is pending. The Administration office will send written notification to the customer of the decision regarding the appeal. Confidentiality will be maintained.

