

**Erie Metropolitan Transit Authority**  
**Paratransit Division**  
Service Definitions

**Trip Denial:**

If a ride cannot be scheduled no more than one hour before or after the desired departing time, the trip must be tracked as a denial.

Even if a rider accepts an offer of a trip that is outside the one-hour window, the trip must be tracked as a denial.

If only one leg of a round trip can be reserved, and the rider declines to take both trips, it must be tracked as two denials.

Trip denials result when agencies do not accept trip requests.

**On-time Performance:**

At the time of scheduling, the customer is given a ½ hour window of time that the driver will arrive. The ½ hour window is 15 minutes before and after the requested pick up time. For example, if the customer requests a 10 am pick up time their ½ hour window is 9:45 am – 10:15 am. The driver is required to wait 4 minutes from the time of arrival (within the window) before they can No Show the customer and move on to their next pick up. Our On-Time Performance is based on the number of trips where the customer is picked up within their scheduled ½ hour window.

**Missed Trips:**

Missed trips, which are caused by agencies and not by riders, result from trips that are requested, confirmed, and scheduled, but do not take place because the vehicle did not show up, arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip; the vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider; the vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late); and, the vehicle does not arrive at the pickup location.”

**Late Trips:**

A late trip is defined by any trip where the customer is picked up outside their scheduled ½ hour window.

## **Excessively Long Trips:**

EMTA's goal is that 95% of all ADA Paratransit trip times should be equivalent to or less ride time on fixed route equivalent.