

REVISED MISSED TRIP POLICY EFFECTIVE: 01/01/16

The Missed Trip Policy will be exercised and assess riders with a violation for accumulating a specific amount of no shows and/or late cancellations; transportation could be suspended for an extended amount of time as a result.

No show: the vehicle arrives at the requested origin within the given pick up window and the rider fails to board the vehicle within five minutes. For example, the vehicle arrives at the requested origin at 7:00 a.m. and the rider fails to board by 7:05 a.m.

Late cancellation: the rider fails to cancel a trip at least two hours prior to the start of the pick-up window. For example, a trip with a pick up window of 7:00 a.m.-7:30 a.m. must be canceled by 5:00 a.m. to avoid receiving a late cancel.

Violation:

- 1 to 20 scheduled trips per month
A violation is accrued if there is a total of 2 no shows and/or late cancels during a calendar month.
- 21 to 30 scheduled trips per month
A violation is accrued if there is a total of 3 no shows and/or late cancels during a calendar month.
- 31 or more scheduled trips per month
A violation is accrued if there is a total of 10 % no shows and/or late cancels during a calendar month.

A rider's travel history with paratransit for the previous 6 months will be reviewed. A rider who accumulates a violation will have the following progression apply. *Violations are assessed on the first of every month for the previous month.*

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| • 1 st violation | written notification of violation |
| • 2 nd violation | 3-day suspension* |
| • 3 rd violation | 7-day suspension* |
| • 4 th violation | 15-day suspension* |
| • 5 th and 6 th violation | 30-day suspension* |

NFTA will not penalize the rider for any no show and/or late cancel that was beyond the riders control. Therefore, when this occurs the rider must contact PAL customer service within 10 days, in writing, with supporting documentation. NFTA will then advise the rider in writing, if the no show and/or late cancel will remain on the rider's record.

NFTA has established an administrative appeals process, which provides the rider an opportunity to present information and arguments supporting continuation of transportation. To request an administrative appeal the rider must notify PAL Customer service in writing within 10 days of receiving notification that transportation will be suspended. Requests for an administrative appeal are sent to:

Metro PAL Customer Service Office
Niagara Frontier Transportation Authority, NFTA
181 Ellicott Street
Buffalo, New York 14203
(716) 855-7268 phone
(716) 855-6694 fax

*If the customer is appealing the suspension, the suspension from PAL will not occur until the outcome of the appeals hearing.