



Paratransit Access Line NO-STRAND POLICY

NFTA-METRO is committed to providing safe, reliable transportation to all passengers. If PAL transports a customer to a location, and the customer fails to board the vehicle at the scheduled return trip; once notified, PAL will provide a return trip home. Return service will be provided as soon as possible, but may be delayed due to weather, traffic, and scheduling considerations. Every effort is made to consider special circumstances or events that may impact a customer's health and wellbeing. This policy covers no-show, misdirected, and missed trips.

If you miss a return trip contact PAL for assistance at 716-855-7239, 711 Relay.

EXCEPTIONS:

Customers who scheduled a one-way trip to a location, and no return trip, are not covered under this policy.

Customers who pose a "direct threat" to the health or safety of others are not covered under this policy.

DEFINITIONS:

No-show trip- PAL vehicle arrives during the pickup window and the customer fails to appear for the return trip.

Misdirected Trip- A trip not performed as expected, the customer was transported to an unintended destination, based on a scheduling error.

Missed Trip (Metro-PAL)- PAL vehicle arrived outside the pickup window contributing to the customer not boarding the vehicle at the scheduled time.

Direct Threat-In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgement that relies on current medical knowledge or on the best available objective evidence, to ascertain: The nature, duration, and severity of the risk; the probability that the potential injury will actually occur, and whether reasonable modifications of policies, practices, or procedures or the provision of auxiliary aids or services reasonable modifications of policies, practices, or procedures or the provision of auxiliary aids or services will mitigate the risk.