

# UCHRA

## UCARTS Cancellation/No Show Policy

UCHRA Transportation System is reinforcing our “**No Show Policy**”. The reminder of our no show policy is due to the excessive number of no shows that our transit system is experiencing. This has resulted in an increase of operational cost. The goal of this policy is to eliminate individuals from scheduling trips and not canceling these trips if they are unable to travel.

Please review our “**No Show Policy**”. If you have any questions, please contact your local UCHRA office, Transportation Scheduling Department.

### NO SHOW POLICY

- A no show occurs when a person has reserved a ride and then does not ride when the vehicle shows up.
- A no show also applies to a person who cancels their trip within two (2) hours or less of the scheduled pick up time.
- If you are not at the pick up point within 5 minutes after arrival of the vehicle, the driver will inform Dispatch that you are a no show.
- Dispatch will then inform the Transportation Coordinator who will generate a letter to you, explaining the no show policy. If you are a no show twice within a six month period, the Transportation Coordinator will send you another letter, stating that any further incidence of no show will result in suspension of transportation services for a period of at least six weeks.
- Contract services: If we receive a referral for transportation and you are a no show we will inform the referral source( i.e., Job Access, PSI, TennCare, etc.) which may result in interruptions or termination of transportation services
- To cancel, please contact your local UCHRA office during office hours 8AM-4:30PM. If canceling before or after office hours, please call 1-800-968-2472 between the hours of 6AM-6PM.

***PASSENGERS WHO NO SHOW ON THE OUTGOING PORTION OF THE TRIP WILL HAVE THE RETURN TRIP AS WELL AS ANY OTHER PORTIONS OF THAT TRIP AUTOMATICALLY CANCELLED.***