

NO-SHOW & CANCELLATION POLICY

UCPUBLICTRANSIT.COM | 833-828-7477

To ensure reliable transportation for all members of our rural community, we have established the following policy regarding missed trips. Because our routes cover significant distances, every missed trip prevents another passenger from receiving service.

DEFINITIONS

- **NO-SHOW:** When a vehicle arrives within the scheduled pickup window, and the passenger is not present, not ready, or declines the ride.
- **LATE CANCELLATION:** A ride canceled less than two (2) hours before the scheduled pickup time (during business hours).
- **PICKUP WINDOW & 5-MINUTE RULE:** Drivers will wait up to five (5) minutes after arriving within the scheduled pickup window. If the passenger is not ready, the driver must proceed to the next stop.

POLICY OVERVIEW

UCHRA Public Transportation recognizes that occasional missed trips may occur. However, repeated no-shows or late cancellations may be considered a pattern or practice of missed trips, which can result in service restrictions. A pattern or practice generally means multiple avoidable no-shows or late cancellations within a rolling 30-day period. Trips missed due to circumstances beyond the rider's control will not be counted toward this policy.

PROGRESSIVE STEPS

- **FIRST OCCURRENCE:** A courtesy notice (door hanger or phone call) will be provided to inform the rider.
- **SECOND OCCURRENCE (WITHIN 30 DAYS):** The rider will be required to call in to confirm trips. Subscription trips may be limited to a two-week period unless confirmed. (Medically necessary trips may be exempt.)
- **THIRD OCCURRENCE (WITHIN 30 DAYS):** May result in a temporary suspension of booking privileges.

SUSPENSION GUIDELINES

- Suspensions will only occur when there is a documented pattern or practice of no-shows.
- Suspensions will be temporary and reasonable, typically not exceeding 7-14 days, depending on frequency and severity.
- Riders will receive written or verbal notice before any suspension is applied.

EXCEPTIONS

The following will not count as no-shows or violations:

- Medical emergencies
- Severe weather conditions
- Vehicle delays or system-related issues
- Circumstances beyond the rider's control

Riders should notify dispatch as soon as possible when these situations occur.

APPEALS PROCESS

- Riders have the right to appeal any suspension.
- Appeals must be submitted within 10 business days of notification.
- Appeals can be made by phone or in writing.
- UCHRA will review and respond within a reasonable timeframe.
- Service will be reinstated if the appeal is approved.

HOW TO AVOID A NO-SHOW

- Cancel trips at least two (2) hours in advance (during business hours).
- Be ready at the start of your pickup window.
- Notify dispatch promptly if plans change.