



Foothills Express No Show and Late Cancellation Policy

Foothills Express requires a 48-hour (two business days) notice to schedule a ride with Express service and a 72-hour (three business days) notice to schedule appointments for HSTD Transportation through FTSB at (888)-848-0989. Transportation services will be offered between 8:00 AM to 5:00 PM Monday through Friday, except for Urgent requests.

Since trips are to be scheduled in advance, Foothills Express understands that riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of services.

No-Shows

A no-show occurs when a rider fails to appear at the designated pickup location or does not board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes and the client does not show or does not board the vehicle.

Pickup Time

Although a driver may arrive up to 15 minutes before the scheduled pickup time, riders are not required to board the vehicle before their scheduled pickup time. The driver is only required to wait for a maximum of 15 minutes after the scheduled pickup time for the rider to appear and board the vehicle.

Cancellation/Late Cancellation

Cancellations should be made 24-hours in advance during regular business hours, but will be accepted up to 2-hours before pick-up time. If you know that you will not need a scheduled trip, please cancel as early as possible to make sure scheduling is available for other passengers.

A late cancellation is defined as either a cancellation made less than 2 hours before the scheduled pickup time, a cancellation made at the door, or refusal to board a vehicle that has arrived within the pickup window. A late cancellation will be considered a no-show.

Suspension Policy of No-Shows or Late Cancellations

Initially, after three no-shows and/or late cancellations, Foothills management will notify the rider of the no-show and ask for cooperation in scheduling the paratransit trip. If the problem continues, a progressive suspension length will be as follows:

- First Suspension will be for 5 days;
- Second Suspension will be for 10 days;
- Third Suspension will be for 15 days; and
- Any subsequent Suspensions will be for 30 days.

FOOTHILLS EXPRESS

MOVING PEOPLE FORWARD

Kentucky River Foothills
Development Council, Inc.



A Community Action Agency

Services

1. **Special Trips**

- \$50 fee may be assessed for late cancellations.

2. **Self-Pay Clients, Express Trips, Connector Services, Intercity Routes**

- A \$5 fee may be assessed for late cancellations or no shows.
- After three (3) no-shows, the rider will be issued a no-show warning.
- Five (5) no-shows could result in suspension of services.

3. **Private Pay (Facilities/Organizations)**

- A \$5 no-show fee will be assessed when the applicable trip fare is \$5 or less. For trips exceeding 5 miles, a \$1.50 per mile fee will apply.
- After three (3) no-shows, the facility/organization will be notified and issued a no-show warning for the applicable rider.
- Upon reaching five (5) no-shows, Foothills Express may suspend transportation services for the rider.

4. **Transit Off-Routes**

- After three no-shows, the rider will be issued a no-show warning. Five no-shows could result in suspension of services.

5. **Medicaid Trips**

- After three no-shows, the rider will be issued a no-show warning. Five no-shows could result in suspension of services.

How to Avoid No-Show/Late Cancellation Situations

- Review times and dates with the Foothills Express dispatcher to be sure you understand when to expect the bus.
- When you no longer need the ride, call Foothills' dispatch office at 800-819-7083 or 859-624-3236 immediately to let them know the ride is no longer needed.
- Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be given a no-show for the remaining trips on the schedule.
- Be prepared to board within 15 minutes of the arrival of the vehicle.

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