NO SHOW OF SCHEDULED DIAL-A-RIDE APPOINTMENTS

When a rider reserves a Dial-a-Ride bus, he/she will be given a designated pick up time. SMART expects the rider to be ready at the designated time. If something causes the rider to change plans, he/she needs to call SMART at least one hour before the designated pick up time. This allows SMART to dispatch the bus to someone else who may need it.

If a rider doesn’t call in and the trip is not taken within the allotted time, SMART will consider this a “no show” and it will be noted as such in our trip log. If a rider “no shows” a second time, they will receive a letter warning of a possible suspension of service. After the third “no show”, SMART may opt to suspend the rider from Dial-a-Ride service for up to 30 days.

To cancel a reservation, riders should call 503-682-7790. A dispatcher is available Monday through Friday from 6:30am – 6:30pm to take the call. At other times, riders may leave a message on our answering machine. A message cancelling the trip is sufficient to avoid the “no show” designation, provided it is left at least one hour before the designated pick up time.

If a rider does get a suspension letter, they may appeal the suspension in writing within fifteen (15) days of receiving the letter. To appeal the decision the rider should let us know of any extenuating circumstances. A suspension committee will review the appeal and make a determination. During the appeals process, the rider may continue to use the SMART Dial-a-Ride services.

If you have questions on the no show policy or the no show appeals process call: 503-682-7790 or email Smart@ridesmart.com – and place “No Show” in the subject line.

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