

No Show/Late Cancellation Rule for Ride Connection's SPOT MicroTransit Service

Starting 10/1/26, SPOT Customers with excessive no shows and/or late cancellations for their SPOT micro transit rides will be suspended. An in-app announcement was sent 9/16/26 alerting Customers to the rule, and enforcement began 10/1/26. Customers receive a warning after 3 infractions that a fourth will result in suspension.

Definitions:

- Late Cancellation: a ride that is cancelled less than 2 hours before the Customer's scheduled pick-up time.
- No-show: Customer does not show up for or take the ride, including when a Customer was not ready to ride within five minutes of scheduled pick-up time.

The Rule:

Customers will be eligible for service suspension when they have:

- Four or more no-shows per month AND the number of no-shows is 20% or more than the customer's total scheduled trips that same month; and/or

Suspension durations:

- 1st violation: 10 days
- 2nd violation: 20 days
- 3rd violation: 30 days
- The 30 day "cap" is repeated as needed.

Customers may appeal their suspension by calling 503-907-7768. Appeals will be investigated by Ride Connection staff. Infractions may be excused and a suspension lifted or shortened if the Customer experienced a personal/medical emergency or event beyond their control that prevented boarding the vehicle or cancelling in advance.