

Our Future Transport – Frequently Asked Questions

General Information

What areas does Our Future Transport currently serve?

The greater Portland area includes Oregon City, Milwaukie, Clackamas, Gresham, Troutdale and Beaverton.

What types of transportation services do you provide?

Community parenting programs, school transports, mostly youth, but we transport adults as well. We serve ages 0–99.

What are your operating hours and holiday schedules?

It depends on need, but we operate most hours. Holiday service depends on driver availability.

How far in advance do I need to schedule a ride?

We prefer 48 hours, but emergency transports may be possible depending on driver availability.

Booking and Scheduling

How can I book or request transportation?

We do not take private requests. Requests must come from school districts, DHS offices, or approved organizations.

Can I schedule recurring trips?

Yes, recurring trips can be arranged.

What if my pickup is delayed or I need to change the time?

If you're not ready at the scheduled time, your ride may be missed. Trip changes require 24 hours' notice and depend on driver availability.

Is same-day pickup available?

Sometimes, depending on driver availability.

Pricing and Payments

What are your rates?

Rates vary by trip length and needs. Base rate is \$3/mile, \$10 per address load fee. Minimums: \$32.50 (1–4 miles) and \$37.50 (5–9 miles).

Which payment methods do you accept?

Checks and direct deposit.

Do you offer discounts?

Not at this time.

Is there a cancellation fee?

24 hour notice required to avoid charges; exceptions may be discussed.

Accessibility and Rider Support**Are vehicles wheelchair accessible?**

Not currently.

Do drivers assist passengers door-to-door?

Only in special circumstances — drivers generally remain in their vehicles.

Can I bring a companion or service animal?

Only if included in the approved transport request, for insurance purposes.

Safety and Reliability**Are drivers licensed and background checked?**

Yes, licensed drivers, ODHS background checks, and ODE-based training.

What safety measures are used?

ODE-aligned training, vehicle checks, and safety protocols.

How do you handle maintenance?

Drivers must keep vehicles clean and safe. If not, they are removed from routes until resolved. **How do you handle severe weather?**

We do not transport when school districts close due to unsafe conditions. No charge for canceled transports in these cases.

Policies**What is your cancellation policy?**

24-hour notice required to avoid charges.

Are children allowed to travel alone?

Yes.

How do you handle lost items?

Items can be picked up from the driver or office or delivered on next transport. **How do I file a complaint?**

Contact our office and ask for Karla Polk, Transportation Supervisor.

Contact and Feedback**How can I contact support?**

Email or phone information is provided once transport begins.

Where can I submit feedback?

Email or call with feedback.

Do you partner with organizations?

Yes — partnerships include Gresham, Midtown & Clackamas ODHS, Parkrose School District, Family United Services, and The Family Room.