



# NOTA SERVICE AND RIDER GUIDELINES

## NORTH OAKLAND TRANSPORTATION AUTHORITY

**Website: [notaride.org](http://notaride.org)**  
**Office located at:**  
**467 E. Jackson St.**  
**Lake Orion, MI 48362**  
**(248) 693-7100**  
**(Behind Blanche Sims School)**

### Steps to become a rider:

1. You must be a tax paying resident of Addison, Orion or Oxford Twps or the Villages of Lake Orion, Leonard or Oxford with proof of residency.
2. You must be either a senior (at least 60 years old), disabled, or low income and provide proof as outlined in rider eligibility form.
3. Complete the following forms which are available online at [notaride.org](http://notaride.org) or can be sent to you:
  - a. NOTA Application (All Riders must complete)
  - b. Request for Professional verification (All Disabled Riders)
  - c. Include a copy of Driver's License, State ID or Utility bill with Name and current address.
4. The process will generally take 1-2 days to be registered once all documents have been received.

### Rules to follow once you are a rider:

1. **NOTA is NOT meant to be your only means of transportation.**
2. **NO ride is guaranteed.**
3. **There will be times that we cannot accommodate your schedule.**
4. Rides are based on a first come, first serve basis, with priority given to:
  - a. Work Rides (available from 6 a.m. to 9 p.m. – Monday to Friday)
  - b. Doctors Appointments
  - c. Shopping for food
  - d. Senior rides

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- e. Other types of rides are available but may not be able to be guaranteed at time of call. You may be put on a waitlist until the day before, if schedule is busy. It is best to give dispatch a wide time frame to accommodate lower priority rides.
  - f. Low Income Riders – can be taken to work, to health service appointments and shopping.
5. **If Oxford AND Orion schools are closed due to the weather, NOTA will be closed as well.**  
A message will be left on NOTA's message system for you to check.
6. NOTA gladly accepts donations by either:
- a. Cash boxes on vehicles
  - b. Checks can be sent to: NOTA, 467 E. Jackson St, Lake Orion MI 48362

## 7. Hours of Operation:

- a. **Monday to Friday**      **6 a.m. to 6 p.m. (Work Rides until 9 p.m.)**
- b. **Saturday**              **8 a.m. to 4 p.m.**
- c. **Sunday**                  **8 a.m. to 2 p.m**

## 8. Scheduling Policy – Call (248) 693-7100

- a. **Hours to schedule: Monday to Friday 8 a.m. to 2 p.m.**
- b. You may schedule up to 3 weeks in advance with up to 2 appointments per day.
- c. **Must call 72 hours ahead of appointment.**
- d. Weekends do NOT count in hour limit so appointments made on Friday will be for the following Wednesday.
- e. Riders must clearly identify:
  - i. Destination address, phone number and specific times
  - ii. Number and ages of passengers
  - iii. Children MUST have proper child transportation seats as required by law in order to ride and be registered with NOTA
- f. Voicemail is not available to schedule rides you must speak to dispatch between 8 a.m. and 2 p.m.
- g. Dispatcher will give you a time and day when you schedule your ride and will not call back unless you are on a waitlist.

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- h. You must remember your time and day of pick up and be ready and waiting 15 minutes in advance of pickup time. We have a 15 minute window of time either before scheduled time or after that you may be picked up. If you are not ready for pickup when the driver arrives, you may be left and it will be counted against you as a no show. Continued tardiness will result in warnings and possible loss of service.
- i. Standing appointments may be requested for weekdays.
- j. NOTA will not Schedule a return ride from a surgery procedure that involves anesthesia or an overnight stay.

### 9. Cancellation Policy:

- a. You may call (248) 693-7100 to cancel rides 24 hours a day.
- b. Voicemail is available to cancel rides at any time.
- c. **You must cancel at least 6 hours ahead of your scheduled time or it will be considered a no show.**
- d. If you have 3 no shows (or late cancels) in one month period, this will result in a loss of riding privileges and put on probationary status for 30 days.
- e. If you have a second month of cancellations, you will lose your riding privileges for 60 days. A third month of cancellations will result in a 90 day suspension. A fourth month of cancellations in the same year will result in being banned from service.

### 10. Fare Policy

Effective February 1, 2013, NOTA will charge for rides. The amount charged per each way ride is as follows:

- \$1.00 for rides within Orion or Oxford Townships
- \$2.00 for rides within any other city within our service area
- All rides to and from TTI or Clubhouse Inspiration to and from home will be free of charge
- **If rider is not ready when the bus arrives, the bus will leave and rider will be charged for a no show. If dispatch sends another bus to pick up the rider, they will be charged again for that ride. All riders must be ready for ride 15 minutes AHEAD of scheduled pick up times.**

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- No shows will be charged \$1.00 to be paid on the next ride
- Late cancellations (less than 6 hours) will not be charged but it will count as one of the three late/no shows allowed in one month. Three no shows or late cancellations in one month will lose service the following month.

## **How to Pay for your ride:**

Rides can be paid with tokens or exact fare only. No change will be given by drivers.

## **Credit Limit:**

A credit limit of up to \$20.00 will be allowed for each passenger. Once a passenger has reached that limit, no ride can be scheduled until the balance has been paid down.

**Any balance due over \$5 will be invoiced monthly and you will have until the end of the month to pay the balance. If the payment is not received by due date, no ride can be scheduled until the invoice payment is made.**

## **Tokens:**

Tokens are for sale worth \$1 each. If you are charged a \$2 fare, you will need 2 tokens.

Tokens are for sale at the office for \$10 for 11 tokens which can be pre-purchased by coming into the office at 467 E. Jackson St., Lake Orion, MI 48362 Monday to Friday 8 a.m. to 5 p.m. or by sending in a check with your name on it.

## **11.Special Needs Guidelines:**

- a. NOTA provides handicap transportation with wheelchair lifts Monday through Friday.
- b. Please use the same method for arranging special needs transportation that is outlined above. Simply request a handicap equipped vehicle when reservations are made.
- c. Please specify to dispatcher if you need additional assistance in order to allow enough time between stops.

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- d. NOTA drivers are instructed to assist riders from door of pickup (not within door) to door of destination. Drivers are instructed in wheelchair handling and will be responsible to transport the rider into the vehicle with the lift and properly secure the chair and passenger. Passengers must follow NOTA's lockdown procedures for wheelchairs or they will NOT be allowed to ride.
- e. Disabled persons who are not wheelchair-bound must be able to board and exit, and otherwise ride without assistance, and control behavior to not endanger self or others; otherwise, they must be accompanied by an aide capable of providing assistance or control.
- f. All pickup and drop off points must be handicapped accessible.
- g. NOTA drivers are not allowed to bring wheelchairs or similar devices down stairs or over door sills.
- h. Riders that cannot provide handicap accessible pick-up or drop-off points must furnish their own assistance to and from the vehicle.
- i. Riders in wheelchairs must have their wheelchairs locked down and they MUST have a seat belt on them. Anyone refusing to be belted will be escorted off the van and a family member will be notified.
- j. Riders using a scooter will not be permitted to remain on their scooter while the vehicle is in motion. The rider must use vehicle seating with seatbelts.

### **OTHER RULES AND GUIDELINES:**

- 12. The driver can only take the passenger to the destination that was scheduled with the dispatcher. Drivers cannot make scheduling adjustments; these must be done ahead of time with dispatch.
- 13. NOTA does not allow transportation for medical emergencies. Call 911.
- 14. NOTA drivers are not permitted to handle or deliver any medications of the riders.
- 15. Escorts and Aides are allowed to ride on NOTA vehicles but they must be registered with the dispatch office prior to riding.
- 16. NOTA does not do ANY same day scheduling.
- 17. No guns, knives or weapons of any kind will be permitted on our vehicles.
- 18. No hazardous, explosive or corrosive materials will be permitted on our vehicles.
- 19. NOTA does not transport any animals (except for service animals), furniture or appliances.

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20. NOTA drivers must assist all passengers on and off the vehicles. Please report any driver that does not do so.
21. A limit of 6 bags of groceries is allowed per person on NOTA vehicles.
22. You must wear your seat belt at all times while on the NOTA vehicle.
23. No smoking and no open containers or consumption of food and drink is allowed on the bus.
24. No child under the age of 14 may ride the bus without parental supervision. Minors 14 and older must have a signed parent permission slip on file with the NOTA office.
25. If a passenger is verbally or physically abusing or harassing any NOTA passenger and/or employee, that passenger is a cause for an unsafe condition and subject to probation and/or a loss of service immediately. Passengers will be immediately returned home or will not have a return ride home from destination.
26. If a passenger does not use proper hygiene and it affects the driver or other passengers, they will be issued a warning and if it occurs again, they will not be allowed to ride for one week. If it occurs again, the probation will be extended to 30 days with possible loss of service.
27. No alcohol or drugs are allowed on the vehicles at any time. Any passenger possessing alcohol or visibly inebriated will be escorted off the vehicle immediately.
28. Passengers are to refrain from advising, bullying, yelling, harassing or being argumentative with the driver and dispatchers. Such behavior will result in a warning and/or an immediate loss of service if the action is severe. Drivers and dispatchers are to be treated with respect at all times.

### **29. CUSTOMER COMPLAINTS**

#### **a. INFORMAL COMPLAINT**

- i. A customer who has a complaint may call the dispatch office and try to resolve the matter.
- ii. If the matter is not resolved at this level, the customer may contact the Director via telephone. The director will investigate and make a determination to resolve the matter.
- iii. If the customer is not satisfied with the results of the Director's determination, they may file a complaint with the director in writing within five (5) business days.

## b. FORMAL COMPLAINT

- i. If the customer has gone through the informal complaint process and is not satisfied, that the customer may file a written complaint with the director within five (5) business days of the conclusion of the informal process.
- ii. The Director will, within five (5) business days of receiving the written complaint, conduct a hearing with the complainant, their representative, and any staff involved in the matter in order to seek equitable resolution of the matter. The results of this hearing will be communicated in writing in the complainant within five (5) business days of the hearing.
- iii. If the complainant remains unsatisfied, he/she may appeal through a signed, written statement to the NOTA Board within five (5) business days of the receipt of the Director's response in Step 2. In an attempt to resolve the grievance, the NOTA Board shall meet with the concerned parties and their representative within forty (40) days of the receipt of such an appeal. A copy of the Board's disposition of the appeal shall be sent to each concerned party within ten (10) business days of this meeting.

## **30. N.O.T.A. Staff Responsibilities**

- a. To Pick-up riders within 15 minutes of scheduled time, to notify rider of anticipated pick-up if not within 15 minute window.
- b. To provide safety-related assistance for boarding and exit.
- c. To provide a generally safe and comfortable ride.
- d. To provide excellent and courteous customer service.