

# NOTA Rider Guidelines

## North Oakland Transportation Authority (NOTA)

**Vision:** Transportation that Cares

**Website:** [www.ridenota.org](http://www.ridenota.org)

**Email:** [dispatchers@ridenota.org](mailto:dispatchers@ridenota.org)

**Address:** 675 S. Glaspie, Oxford, MI 48371

**Phone:** (248) 693-7100

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## Mission Statement

NOTA provides compassionate, door-to-door transportation services for all residents within our service area, which includes Orion, Oxford, Addison, Brandon, Independence, and Springfield Townships. Priority is given to seniors, disabled individuals, veterans, and low-income riders. Our team is committed to ensuring safe, reliable transportation that fosters independence, dignity, and inclusiveness.

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## 1. General Policies

### 1.1 Ride Availability & Scheduling Priority

NOTA is not a guaranteed service; ride availability depends on capacity, scheduling, and travel distance.

Rides are scheduled on a first-come, first-served basis, with priority given to:

- Medical appointments
- Work
- Grocery shopping
- Other transportation needs

**NOTA is not medical transportation and cannot provide rides after anesthesia has been administered.**

*Drivers can only take passengers to the destination scheduled with dispatch. Drivers cannot make scheduling adjustments; these must be handled ahead of time with dispatch.*

**Weather Closures:** Check NOTA's voicemail at (248) 693-7100 or NOTA's Facebook page for closure updates.

There is a possibility you may be on the bus with other riders, as we are public transportation. Our goal is to accommodate as many riders as possible.

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## 2. Hours of Operation

Day	Hours
Monday – Friday	6:00 AM – 9:00 PM
Saturday	6:00 AM – 4:00 PM
Sunday	7:30 AM – 3:30 PM

### Closed on Holidays:

- Christmas, Thanksgiving, and New Year's Day

### Limited Service (Dialysis and Cancer Treatment Only):

- Memorial Day, July 4th, Labor Day, Day after Thanksgiving, Christmas Eve, New Year's Eve

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## 3. Scheduling a Ride

You must first register with NOTA by completing an application online at [www.ridenota.org](http://www.ridenota.org), by printing/mailling an application, or by completing one in person during business hours (Monday – Friday, 8 AM to 4 PM) at **675 S. Glaspie Street, Oxford, MI**.

If you would like an application mailed to you, please call dispatch Monday – Friday, 8 AM to 5 PM at **(248) 693-7100, option 2**.

### Required Documents for Registration:

- Proof of residency (driver's license, current utility bill, etc.) with your name and current address.
- Veterans must show proof of service (Veterans license or DD214 discharge form).
- People with disabilities must include a signed professional verification form.

**Processing Time:** 1-2 business days after receipt of forms.

### Scheduling a Ride:

- **Call** (248) 693-7100, press 2 (Monday – Friday, 8 AM – 5 PM)
- **Schedule at least 72 hours in advance** for best availability and up to one month in advance.

- **Weekend requests count towards the next business day** (e.g., Friday requests are for Wednesday).
- **Voicemail is available for cancellations but NOT for scheduling rides.**

#### **Required Information When Scheduling:**

- Destination address and phone number
- Appointment time and length
- Number and ages of passengers (Children must be registered with NOTA)
- Notify dispatch if you use mobility devices, oxygen, or need additional assistance

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#### **4. Fare Policy**

<b>Rider Type</b>	<b>Fare (Per Stop, One Way)</b>
General Public	\$4
Reduced Fare (Seniors 55+, Disabled, Veterans, Low-Income – Must be verified)	\$2

##### **4.1 Payment Options**

- Exact cash or tokens (No change given).
- Make checks payable to NOTA.
- **Tokens:** \$20 for 11 tokens (Available for purchase from drivers or at the NOTA office).
- No ride will be provided without payment.

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#### **5. No-Show & Cancellation Policy**

- **Cancellations must be made at least 6 hours in advance** to avoid a \$2 no-show fee.
- If a rider is not ready when the vehicle arrives, they forfeit the ride and are charged a **\$2 no-show fee.**
- If a second vehicle is dispatched, the rider will be charged again for the additional ride.
- Three no-shows in one month result in a **30-day probation.**

- Repeated violations may lead to suspension or permanent loss of service.
- Cancellations can be made **24/7 via voicemail** at **(248) 693-7100**.

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## 6. Passenger Responsibilities

### 6.1 Rider Information

- Seat belts must be worn at all times.
- No weapons, hazardous materials, alcohol, or illicit drugs allowed.
- No smoking, vaping, or consuming food and drinks on the vehicle.
- No animals allowed except service animals.
- No oversized items (furniture, appliances, etc.).
- Driveways and walkways must be **clear of snow/ice for pickup**.
- Riders must be able to board and exit independently unless in a wheelchair.
- **Ramps and railings must be sturdy and free of snow or debris.**
- Driveways must be maneuverable for oversized vehicles. Obstacles such as trees, vehicles, shrubs, boulders, retaining walls, debris and uneven pavement or extreme elevation changes may be unsafe to navigate. Driveways with limited site distance to main roadway may be unsafe to navigate. Should questions arise, a determination will be made by NOTA Operations staff.
- Riders may request the use of a lift to enter or exit NOTA vehicles. Lifts accommodate wheelchairs and scooters that measure no longer than 48” and no wider than 32” and weigh, when occupied, no more than 700 pounds. Only one person may ride on the lift at a time. If a passenger is using a mobility device, they may have the device with them on the lift, but driver and/or companion may NOT ride on the lift as well. This poses a danger to all and is considered unsafe.
- Riders in mobility devices must have their mobility device locked down at four points for security and passengers must also wear a shoulder restraint/seat belt.
- In some cases, passengers using scooters may be encouraged but not required to transfer to a seat to ensure safety.
- Riders may have a Personal Care Attendant (PCA) accompany them at no additional charge. A PCA is anyone whose purpose is to help you meet your disability related

personal needs. Personal Care Attendants must be registered with NOTA and riders should notify dispatch at time of booking that PCA will be riding along.

- NOTA will transport portable oxygen cylinders and respirators as required by the American with Disabilities Act (ADA). Cylinders and respirators must be in good working condition and all cylinders must be secured. Riders must notify dispatch of oxygen cylinder and respirator use when scheduling trips. NOTA does not provide equipment for charging oxygen units. Please ensure you have adequate supplies for your trip.
- Drivers cannot lift or assist passengers beyond providing an arm for stability.
- Riders may bring groceries or laundry if they can carry the bags in one trip. Personal carts no larger than 15" x 19"x 38" tall are welcome.

## **6.2 Behavior Expectations**

- Abusive or disruptive behavior is prohibited.
- Passengers engaging in verbal or physical harassment may face probation or loss of service.
- Poor hygiene affecting other passengers or drivers will result in a warning and potential suspension.
- Passengers must be properly attired, including footwear.

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## **7. ADA Service Guidelines**

### **7.1 Driver Assistance Includes**

- Assisting with boarding/deboarding a NOTA vehicle or wheelchair lift.
- Offering an arm for guidance, but not physical support.
- Providing verbal assistance.
- Ringing doorbells and opening exterior doors.
- Pushing passengers in manual wheelchairs up/down an ADA-compliant ramp and/or one step of 6 inches or less. All pickup and drop-off points must be accessible, with access to doors including secure ramps and sturdy handrails.

### **7.2 Drivers Will NOT**

- Assist in locking or unlocking doors.

- Enter buildings or lose visual contact with the bus.
- Handle personal property.
- Offer weight-bearing support.
- Lift or push a wheelchair up an excessively steep ramp. All pickup and drop off points must be accessible, including access to doors via secure ramps and sturdy handrails
- Push, pull, or help operate a powered wheelchair or scooter.

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## **8. Customer Feedback & Complaints**

### **8.1 Providing Feedback**

- Contact dispatch at **(248) 693-7100, press 2** to provide feedback.
- Management follows up on all complaints.

### **8.2 Complaint Resolution Process**

- **Informal Complaint:** Call dispatch. If unresolved, contact the Director.
- **Formal Complaint:** Submit a written complaint within 5 business days.
- **Hearing Process:** If unresolved, a hearing is scheduled within 5 business days.
- **Appeal:** If dissatisfied, appeal to the NOTA Board, which will issue a decision within 40 days.

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## **9. NOTA Staff Responsibilities**

- Arrive within 15 minutes of the scheduled pickup time.
- Provide assistance for safe boarding and exit.
- Deliver courteous and reliable service.

These policies ensure a safe, efficient, and accessible service for all riders. Thank you for choosing NOTA!