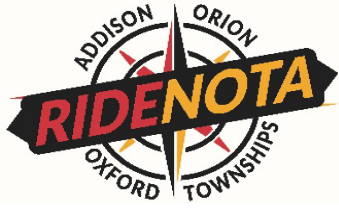


NOTA SERVICE AND RIDER GUIDELINES



NORTH OAKLAND TRANSPORTATION AUTHORITY

Website: www.ridenota.org

Email: mjoslyn@ridenota.org

675 S Glaspie, Oxford, MI 48371 (248) 693-7100

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 work, doctors appointments, shopping for food, senior rides and then all other types of rides.
5. If Oxford AND Orion schools are closed due to the weather, NOTA will be closed as well.
6. **Hours of Operation:**
 - a. Monday to Friday 6 a.m. to 9 p.m.
 - b. Saturday 8 a.m. to 4 p.m. (Local limited service)
 - c. Sunday 8 a.m. to 2 p.m. (Local limited service)
7. **Scheduling Policy** – Call (248) 693-7100
 - a. Hours to schedule: Monday to Friday 8 a.m. to 2 p.m.
 - b. Please call 72 hours ahead of appointment to have best chance of getting your ride request.
 - c. Drivers will wait 5 minutes past scheduled pick up time and then leave.
 - d. Riders must be ready 15 minutes prior to pick up time.
 - e. Drivers have a 15 minute window either side of pick up time.
 - f. Cancellations must be made 6 hours ahead or it is considered a no show.
 - g. No shows will be charged \$2 fee.
 - h. You may schedule up to 3 weeks in advance with up to 2 appointments per day.
 - i. Weekends do NOT count in hour limit so appointments made on Friday will be for the following Wednesday.
 - j. Riders must clearly identify:
 - i. Destination address, phone number and specific times
 - ii. Number and ages of passengers
 - iii. Children must be registered with NOTA
 - k. Voicemail is not available to schedule rides only cancellations.

NOTA SERVICE AND RIDER GUIDELINES

8. **Fare Policy NOTE:** Beginning February 1, 2023 NOTA will begin charging \$2 for each ride/stop within our boundaries
 - a. \$2.00 for EACH RIDE/STOP (one way) within our service area.
 - b. Exact fare or tokens.
 - c. Tokens will be available to purchase from drivers (exact change or check payable to NOTA). Drivers do not carry change.
 - d. Tokens may also be purchased from our office at 675 S. Glaspie, Ste A, Oxford MI 48371 Monday-Friday 8am to 4pm.
 - e. No rides will be given without payment (Token, Cash or Credit on Account)
 - f. If rider is not ready when the bus arrives, the bus will leave and rider will be charged for a no show of \$2 per ride/stop.
 - g. 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.
9. 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.
10. All driveways and walkways must be cleared of snow and ice or pick up will not occur.
11. No guns, knives or weapons of any kind will be permitted on our vehicles.
12. No hazardous, explosive or corrosive materials will be permitted on our vehicles.
13. NOTA does not transport any animals (except for service animals), furniture, large items or appliances.
14. NOTA drivers must assist all passengers on and off the vehicles. Please report any driver that does not do so. NOTA drivers will assist passengers to the door, not through the door.
15. A limit of 6 bags of groceries is allowed per person on NOTA vehicles. No oversized items allowed on vehicle. Drivers are not responsible to carry bags but may assist passenger if they are willing, able and have the time to assist.
16. You must wear your seat belt at all times while on the NOTA vehicle.
17. No smoking or use of electronic cigarettes is allowed on the NOTA vehicle.
18. No open containers or consumption of food or drink is allowed on the bus.
19. 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.
20. 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.
21. 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.

NOTA SERVICE AND RIDER GUIDELINES

22. 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.
23. 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.

24. 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.

25. How to Pay for your ride:

- a. Rides can be paid with tokens or exact fare only. No change will be given by drivers. Cash or checks are accepted. No credit cards are accepted.

26. Tokens:

- a. Tokens are for sale worth \$2 each. Tokens are for sale at the office for \$20 for 11 tokens which can be pre-purchased by coming into the office or by sending in a check with your name on it. Drivers will also have a supply of tokens available for purchase with check or exact change.

27. Special Needs Guidelines:

- a. Please specify to dispatcher if you need additional assistance in order for them to allow enough time for your ride.
- b. 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.
- c. 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.
- d. All pickup and drop off points must be handicapped accessible.
- e. NOTA drivers are not allowed to bring wheelchairs or similar devices down stairs or over door sills.
- f. Riders that cannot provide handicap accessible pick-up or drop-off points must furnish their own assistance to and from the vehicle.

NOTA SERVICE AND RIDER GUIDELINES

- g. 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.

28. 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.

29. 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. The driver is not responsible for delays due to weather or traffic.
- 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.