# WOTA

## Service and Rider Guidelines 2026

### Steps to Become A Rider

1. Eligible riders are residents that are 18+ from Highland, White Lake and Waterford townships, and the Cities of Keego Harbor, Lake Angelus, Orchard Lake, Sylvan Lake and Walled Lake.
2. Priority is given to seniors (55+), adults with disabilities (18+, with professional verification), veterans, and low-income families.
3. To register, submit the following:
   a. Completed WOTA Application Passenger Information Form.
   b. Proof of residency (driver's license, current utility bill, etc.) with your name and address.
   c. If disabled, a Professional Verification Form is to be completed by the doctor, counselor, etc. proving your disability, WOTA will wait up to 60 days to receive.
   d. Income verification form (for low-income qualification).
   e. DD214 or other proof of service (for free veteran rides).

   Forms are available online, in person at the WOTA office or by mail. Registration will be completed 1-2 days after we receive your forms.

### Rules to Follow Once You Are A Rider

*1.* Ride Expectations
   a. Rides are provided on a first come, first-served basis and no ride can be guaranteed.
   b. Drivers follow pre-set schedules and cannot make on-the-spot changes.
   c. WOTA is a demand-response service – routes and drivers change daily.

*2.* Safety & Accessibility
   a. Riders must wear seat belts at all times.
   b. All walkways and driveways must be clear of snow, ice, debris, and overhanging limbs.
   c. Wheelchair users must follow our securement procedures or will be unable to ride.
   d. WOTA cannot transport for emergencies – please call 911.
   e. WOTA cannot transport home from procedures that require anesthesia.

*3.* Code of Conduct
   a. Verbal or physical abuse will not be tolerated. Violators will be denied service and law enforcement will be contacted.
   b. Riders must be clean and free of strong odors.
   c. No alcohol, illegal drugs, or intoxicated riders allowed.

d. No smoking or vaping onboard.
e. No food, drink, weapons, or hazardous materials permitted.

4. Items and Assistance
   a. Service animals are welcome; other animals are not allowed.
   b. Personal grocery carts are allowed. Drivers will assist with one trip of bags.
   c. Drivers cannot assist with laundry or other items that may contain biohazards.
   d. Drivers may assist to and from the door but will not enter buildings or handle medications.

## Hours of Operation

Driver: Monday through Friday 6:00 am -9:00 pm; Saturday 8:00 am – 4:00 pm and Sunday 7:30 am - 3:30 pm

Office: Monday through Friday 8:00 am--3:45 pm

## Scheduling Policy – Call (248) 887-4979

a. **Scheduling Hours: Monday to Friday 8am-4pm**
b. You may schedule up to 3 months in advance for non-peak hours with up to 2 stops per day. *Note: second stops are the lowest priority and permitted when time allows.*
c. Second stops must be scheduled in advance, such as going to the doctor then stopping at the pharmacy. You can always cancel that second stop. Usual fare will be charged for additional stops.
d. Priority is given to seniors, adults with disabilities, veterans, and low-income families.
e. **Work and medical appointments require 48 business hours' notice.**
f. Leisure trips may require more flexibility or a longer lead time.
g. Weekends and holidays DO NOT count in the time limit so appointments made after 4pm on Friday will be for the following Tuesday or later.
h. ***WOTA recommends that riders call as soon as they know about an appointment as we fill up quickly.***
i. Riders must clearly identify:
   i. Destination address AND phone number.
   ii. Specific times: always give appointment time, dispatcher will determine pickup time.
   iii. Number of passengers (ALL passengers must be 18+ and registered).
   iv. Specify if lift equipped vehicle is required.
j. If space is not available at your desired time, WOTA will place you on a waitlist and will call the day prior with information regarding your ride. We will do our best to accommodate requests.

k. **Voicemail is not available to schedule rides.** You must speak with dispatch between 8am-4pm.

l. Dispatch will give you a 30-minute pickup window; please be ready at the start of the window. We do not call back unless you are on a waitlist.

m. **Please remember your pickup window and be ready at the beginning time of the 30-minute window.** If you are not ready for pick up when the driver arrives, you may not be able to ride, and it will be counted against you as a no-show. Continued tardiness or not cancelling could result in possible loss of service.

n. **The driver will wait up to 5 minutes for the rider's acknowledgement, and a call will be made before leaving.** If the driver arrives and you are delayed, call dispatch at (248) 887-4979 and notify them of the delay. If the driver can wait s/he will, if not another driver may/may not be sent.

o. Standing appointments may be scheduled. You MUST call and cancel if you are not going.

p. WOTA will not schedule a return ride from any procedure that involves anesthesia.

## Cancelation Policy

a. You may call (248) 887-4979 to cancel any ride 24 hours a day.

b. Voicemail is available to cancel rides at any time. Please leave your name, date of ride and time of ride.

c. **You must cancel at least 2 hours before your scheduled time or it will be considered a no-show**.

d. To ensure everyone gets timely service, riders with 3 no-shows (or late cancels) in a month, may be placed on a 30-day probation.

## Fare Policy

a. Fares:

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|---|---|
| i. General Public: | $4.00 per stop |
| ii. Seniors, adults with disabilities, low-income: | $2.00 per stop |
| iii. Veterans and companion riders: | Free |

b. "Each stop" refers to each time you get on the vehicle. So, if you are scheduled for two stops you will have to pay two fares, plus your return home.

c. If the rider is not ready when the bus arrives, a call will be made and if there is no answer, the bus will leave, and the rider will be charged for a no-show. If dispatch can send another bus to pick up the rider, they will be charged the normal fare again for that ride. All riders must be ready for their ride at the beginning of the pick-up window.

d. Late cancellations (less than 2 hours before the driver arrives) may be charged and count as one of the three late/no-shows allowed per month. Three no-shows or late cancellations in one month may lose service the following month. The Director will make a determination regarding extenuating circumstances on a case-by-case basis.

e. Aids or companions ride free and MUST be registered.

## Paying for Your Ride

a. Rides can be paid with checks, pre-paid punch cards, or exact fare only. ***Drivers do not make change***. To purchase cards, contact the office or the driver and request a Prepaid, they are available for $20 =10 $2.00 Paid Rides plus 1 Free. Refunds will not be given for lost cards once received. There is no cash value for cards once purchased.
b. One companion rider may ride for free.
c. Veteran riders and their dependents may ride for free through a grant with Oakland County.

## Special Needs Guidelines

a. WOTA provides barrier-free transportation with wheelchair lifts 7 days a week.
b. WOTA drivers are instructed to assist riders from door of pickup (not within door) to door of destination. Drivers are instructed in wheelchair securement and will be responsible to transport the rider into the vehicle with the lift and properly secure the chair and passenger. Passengers must follow WOTA's lockdown procedures for wheelchairs and scooters or they will NOT be allowed to ride. Drivers must stay within sight of the vehicle and cannot enter buildings.
c. All pickup and drop off points must be accessible. WOTA drivers do not bring wheelchairs or similar devices down the stairs, steep inclines, or over door sills. Riders who cannot provide barrier-free pick-up or drop-off points must furnish their own assistance to and from the vehicle.

## WOTA's Responsibilities

a. We will pick up riders within the scheduled window, to notify rider and/or office of anticipated pick-up if not within the window. Our drivers work as quickly as possible but cannot control delays due to weather, construction, traffic, or other rider delays. Drivers will notify the office as soon as s/he suspects a delay so you can be informed.
b. We will provide safety-related assistance for boarding and exiting.
c. We will provide a generally safe and comfortable ride.
d. We will provide excellent and courteous customer service.
e. We will report any unusual or unauthorized activity.

***NOTE:*** *If we are unable to reach a regular rider and there is concern for their well-being, WOTA may request a non-emergency welfare check to ensure safety.*

## Questions or Concerns?

Contact our Deputy Director at (248) 887-4979.