



# THE WOTA DISPATCH

Summer 2023

## Welcome to WOTA

Western Oakland Transportation Authority (WOTA) provides door-to-door transportation to seniors (55+) and disabled adults (18+). WOTA began in 2020 after several communities decided to combine their senior transportation programs. Over the last 3 years, we have provided over 90,000 rides to doctor's appointments, places of employment, grocery stores, restaurants, hair appointments, and many other destinations. We have helped riders remain healthy, safe and independent. WOTA is excited to provide transportation in your community and we look forward to helping you continue your journey!

## How do I ride?

Riding WOTA is easy! Follow these simple steps:

1. Register with WOTA. Applications and rider guidelines may be found on the website at [ridewota.org](http://ridewota.org) or we can mail an application packet.
2. Once registered, call (248) 887-4979 to make an appointment. Our dispatchers are available Monday through Friday, 8:00 am to 4:00 pm to take your call. Rides may only be scheduled with a dispatcher, no messages. Employment and medical appointments may be scheduled between 6:00 am and 9:00 pm. All other rides must have a pick up by 5:00 pm. Please provide at least 2 business days notice to schedule a ride.
3. On the day of your ride, please be ready 15 minutes prior to your appointment. WOTA schedules appointments to maximize the number of riders daily.
4. We understand that sometimes you don't know when your appointment will be completed. We can schedule your ride as open ended—you call us when you are finished (by 4:00 pm, please) and we will send a driver.
5. Payment: WOTA charges \$2.00 per stop. Riders may pay as they go (cash or check) or you may purchase a \$20 Rider Card that allows you to pre-pay your fares, plus earn a free ride.
6. Companion Riders: Our drivers are always available to help but they cannot enter your home or cross the threshold of your destination. If you need additional help, we offer free rides for companions. Whether it's a family member, nursing assistant, or friend, they may ride with you for free; we only ask that they register with us.



## WOTA Offices

250 W Livingston Rd  
Highland, MI 48357

## WOTA Website

WOTA's website is a wealth of information. Find us at:

**RIDEWOTA.ORG**

## WOTA Holiday Closures

WOTA will be closed on the holidays listed below.

Independence Day—July 4th

Labor Day—Sept 4th

Veteran's Day—Nov 10th

Thanksgiving Day—Nov 23rd

Christmas Day—Dec 25th

New Year's Day, Jan 1st

## Minimal Staffing Days

WOTA will have minimal staff available for medical and employment on:

Black Friday—Nov. 24th

Day after Christmas—Dec 26th

## WOTA Hours

Dispatch: 8 am—5 pm

Rides: 6 am—9 pm\*

(\*Later rides are reserved for employment and medical)

# WOTA Phone Options

Accessing WOTA just got easier!

### During Working Hours:

Press 1: For WOTA information

Press 2: To speak with a dispatcher

If a dispatcher is not available you will be asked to hold until they may assist you.

### After Hours or Holidays:

Press 1: For WOTA information

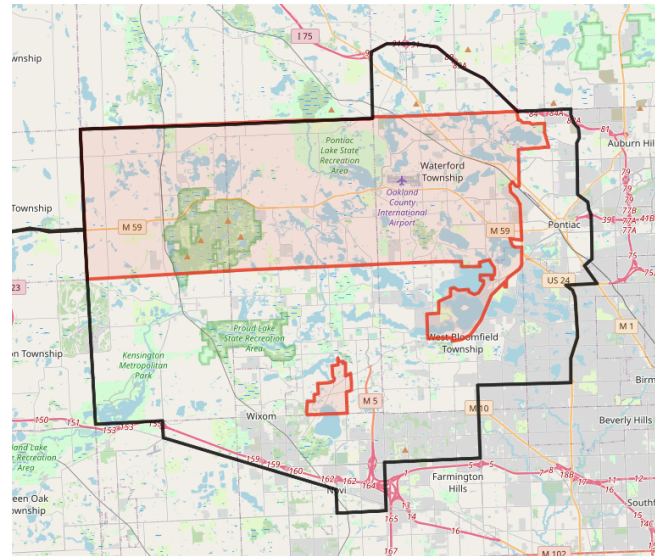
Press 2: To cancel your upcoming ride

Press 3: To leave a message

Please keep in mind, you must speak to a dispatcher to make an appointment. We cannot accept messages to schedule an appointment

## Oh, the Places You Can Go!

WOTA provides transportation to meet your medical, shopping, and employment needs. Our service area extends up to Clarkston, into Pontiac, down to Novi and some parts of Farmington over to New Hudson and across M-59 to US-23. All of these locations are available to you for the **same price**. If you have any questions, contact our dispatchers and they can assess whether your destination is in our service area. Let us help you continue your journey!



Red Boundary = Communities Served  
Black Boundary = WOTA Service Area

## Your First Rides are On Us!



WOTA is proud to be serving your community. As an introduction, we are offering free trips! When you contact our office, we will provide you with a free rider card. Use this card to pay for your first rides.

Thank you for riding with WOTA—we can't wait to meet you!

*We can't wait to meet you!*