

Scheduling Policy

Routes are determined daily by caller requests. No fixed routes.

Customers may call (989) 729-2687 or (877) 667-7100 (toll free) to schedule a ride.

We have a first-call, first-serve policy. We recommend that you schedule your ride(s) as soon as you know you will need one.

The SATA vehicle should arrive between five minutes before your scheduled time and ten minutes after your scheduled time.

All rides are subject to availability.

No-Show Policy

SATA requires that you give notification when it is necessary to cancel a ride reservation.

If you choose to cancel a ride, please notify SATA at least 24 hours before your scheduled pick up time. If this is impossible, please contact SATA at least one hour before your scheduled time.

Failure to give such notification in a timely manner is called a “no-show”.

No-shows are defined as:

- Failures to show up by the scheduled pick up time, or
- Cancelling a ride reservation less than one hour before the scheduled pick up time.

Drivers will not return for passengers who miss their bus. You may call the dispatch office to schedule an additional ride when one becomes available. You will be charged for the ride missed.

Pet/Service Animal Policy

All animals must be crated, carried on by the passenger and placed on the floor, except service animals designated for disabled persons.

Inclement Weather Policy

Service may be delayed or limited due to inclement weather upon the advice of the County Road Commission and Sheriff's Department. If severe weather of any kind threatens, listen to your local radio and television stations for any cancellations.

Prohibited Items Policy

No Smoking, Eating, Drinking, Weapons, Explosives or Hazardous Materials on the bus.

Serving Customers Who Use Wheelchairs and Other Mobility Devices

As required by the Americans with Disabilities Act (ADA) regulations, all SATA vehicles are equipped to accommodate a 3 or 4-wheeled mobility device that does not exceed 30 inches in width and 48 inches in length measured two inches above ground, and does not weigh more than 600 pounds when occupied.

By law, all mobility devices are required to be secured with a 4 point securement system.

SATA strongly recommends the use of the lap and shoulder belt.

SATA strongly recommends that you transfer to a seat, if you are physically able.

Passenger Assistance Guidelines

Passengers may receive reasonable assistance upon request. For safety reasons, the following limitations apply:

- Drivers may only assist ambulatory passengers up or down one step or the curb.
- Drivers may not assist passengers in wheelchairs up or down any steps. They must either have a ramp or meet the driver at the bottom of any steps.
- In the winter, drivers may not assist passengers to/from the door or to/from the vehicle if the driveway, walk, or ramp needs to be shoveled.
- SATA drivers may not be qualified or required to give any medical assistance.
- Passengers who want to bring parcels or other items onto the vehicle can bring whatever items the passenger and driver together can safely carry from

Aide/ Travel Companion Guidelines

Passengers who cannot travel alone should bring an aide. When making trip reservations, please let the dispatcher know you will have an aide accompanying you. One personal aide will be allowed to ride free of charge. Additional travel companions will be expected to pay the appropriate fare.

Misconduct Policy

SATA and its Board of Directors will not tolerate misconduct, whether verbal or physical. The Executive Director, or her designee, will evaluate all misconduct incidents and determine the appropriate action to be taken. The Board of Directors may review incident reports in question.

Confidentiality Policy

A policy of the Board of Directors of the Shiawassee Area Transportation Agency (SATA) is that all personal information obtained about customers and employees shall be kept confidential and shall only be used by the Executive Director of SATA and her designee during the course of conducting SATA's business and for the purpose of maintaining safety.

This policy applies to, but is not limited to, applications for reduced fare and to applications

Complaint Procedures

SATA is committed to providing service excellence. All complaints shall be recorded by the complaining party on the Complaint Report Form and forwarded to the Executive Director for investigation. Complaints must be made within 30 days of the date of the incident in question.

Upon receipt of the completed Complaint Report Form, the Executive Director shall investigate, or cause an investigation, concerning any allegations made in the complaint.

The investigator shall interview the complaint(s), any SATA employees involved and any witnesses and obtain signed statements from each.

The complaining party shall be notified of the complaint reception and disposition by telephone or written correspondence. This notification shall occur as soon as is practical, usually within 5 business days. The Executive Director shall sign any written correspondence.

COMPLAINT FORMS AVAILABLE FROM DRIVER

SATA Young Child Policy

SATA is committed to providing the safest possible transportation services to as many Shiawassee County Residents as it can. To that end, there is no upper age limitation on riding a SATA vehicle. But, since children have special needs, our policy regarding when they may ride is as follows:

- Children under age 4 years may only ride when accompanied by a parent or other responsible adult and must be secured in a child safety seat as required by Michigan Law. Securement of the seat and the child is the responsibility of the parent or designated responsible adult. Child safety seats MAY be available in the SATA vehicle but the parent and/or designated responsible adult should be prepared to provide the seat.
- Children ages 4 to 16 must be properly protected by a safety belt as required by Michigan Law.
- Children age 4 years may only ride unaccompanied by an adult if they are put on AND taken off the SATA vehicle by a parent or other responsible adult. The SATA driver may not leave the SATA vehicle in order to find the responsible adult.
- When scheduling unaccompanied rides for children ages 4 years through elementary school, the parent or responsible adult MUST provide more than one adult name and telephone number at which the parent or responsible adult can be contacted in the event that there is no responsible adult available to take the child off of the SATA vehicle at their destination.

If, in the judgment of SATA, a passenger 4 years old through elementary school age cannot be left safely at their destination, the telephone numbers provided will be called in order to get alternate destination instructions. If no one can be reached at those telephone numbers, the child will be taken to the nearest police station.

Information in this brochure is accurate only at the time of its printing. SATA reserves the right to change policies at any time for operational or related purposes. Information contained within this brochure can be made available in alternative "reading" forms upon request.

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*180 N. Delaney Rd.
Owosso, MI 48867*

PASSENGER POLICIES & PROCEDURES

OFFICE HOURS
7:00 a.m. – 6:00 p.m.

989-729-2687
1-877-667-7100 (TOLL FREE)