

Tips for Riders

Most rides are shared rides.

The RPTA Service is a shared-ride demand-response public transit service. When possible, the RPTA will schedule vehicles to operate with multiple passengers. Please allow for travel time when scheduling, as you may not be taken directly to your destination.

Keep an eye on the time!

When scheduling a trip, riders are given a 30 minute pickup window. Once the bus has arrived, the vehicle is only able to wait **5 minutes** for you to board the vehicle. After 5 minutes, the operator will have to move on to the next passenger.

Be mindful of cancellations and no-shows.

If you need to cancel a ride, please call the RPTA **at least 1 hour** before the schedule pickup time. Remember: operators cannot cancel a ride for you, you must contact the office to cancel a ride.

For Safety and Security Reasons:

- » Operators may not operate or push powered mobility devices.
- » Operators may not cross residential thresholds, carry riders, or enter buildings to locate riders.
- » Operators cannot push/carry packages or belongings up or down stairs or steep inclines.
- » For the privacy and safety of all riders, operators may not handle any rider's personal belongings.

RPTA Rules

- » No eating, drinking, or smoking on board.
- » No riding under the influence of alcohol or drugs.
- » Dispose of trash in an appropriate container.
- » Common courtesy is expected of all riders and employees.
- » Violence, physical, or verbal abuse and the threat thereof are strictly prohibited.
- » Exact change and full fare is expected at the beginning of every trip.

The River Parishes Transit Authority hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding RPTA services has a right to file a formal complaint with the RPTA. Any such complaint must be in writing and submitted to the RPTA in care of Civil Rights, River Parishes Transit Authority, P.O. Box 2444, LaPlace, LA 70068, within one hundred eighty (180) days following the date of the alleged occurrence.



River Parishes Transit Authority

Rider Guide

149 Woodland Drive
Laplace, LA 70068
(985) 651-1141
1-877-651-1171

Providing service
Monday through Saturday
5:30 AM to 7:30 PM

www.rptarolls.org

For Louisiana Relay Service dial 7-1-1 or call one of the toll free numbers below:
TTY: 800-846-5277
Voice 800-947-5277
Speech-to-Speech: 888-272-5530
Spanish-to-Spanish: 800-737-1813
Fax 985-651-1138

How to Ride

Using RPTA's service is easy. Follow these simple steps to get started!

1. Register as a Rider.

This only needs to be done before your first ride. Call the reservation line at 1-877-651-1171 and we will set you up with a Rider ID Number. This Rider ID helps us keep track of where you live, where you go, and how to get in touch with you. We do not share any of this information with anyone outside our system.

2. Request a Ride.

All rides must be scheduled 1 business day in advance and are assigned based on availability. We do our best to accommodate everyone, but if your requested time is already taken, we may be able to offer you another time.

3. Make sure you allow enough time.

We ask that you account for travel time, traffic, and the shared-ride basis of the system when booking your rides. Allowing 1 hour for travel time is a good rule of thumb, and don't forget to schedule your ride home!

4. Write down your rides.

Make sure you remember what time we're coming so we can keep rolling.



5. Wait for your ride.

Be ready to leave at the beginning of your pick-up window. Keep a look out for the RPTA bus, and if you can, wait outside for it to arrive. Once the bus arrives, the operator will honk their horn and you can board.

Do you need Assistance?

Upon request, operators can maneuver your manual wheelchair if you need assistance getting from your door to the vehicle. Operators can also assist with a hand getting down the steps, and directions nearby. They are there to assist you with anything you need.

All vehicles used by the RPTA are Americans with Disabilities Act accessible. Operators will assist with boarding and alighting. For safety reasons, all mobility devices including wheelchairs, scooters, and three-wheel carts must be secured while inside the vehicle.

Service animals are welcome and ride free but must sit on the floor or on your lap.

Frequently Asked Questions

How much does it cost to ride?

The fare for a one-way trip on the RPTA is \$2.00. Children 4 and under ride free. Drivers will accept EXACT FARE ONLY. Drivers will not carry cash or make change.

When do buses run?

Service is available Monday through Saturday between 5:30am and 7:30pm.

Can someone ride with me?

Yes, just let us know when you book your ride how many passengers will be with you. All passengers over 4 years old must pay the full fare.

Can I bring shopping bags on board?

All RPTA riders are permitted to bring a maximum of 4 standard size packages (shopping bags) onto vehicles. Passengers must be able to handle bags on their own and keep them from obstructing seats, walkways, or exits.

What about my child?

An adult must accompany children under the age of 13. Children under 4 ride free. Strollers must be collapsed to fit between seats, non-collapsible strollers are prohibited.

What if I leave something on the bus?

Anything found onboard is held at the main office for 14 days. Contact us to make arrangements to collect it.