

Ridership Policies

Fares

The fare for RPTA is \$2.00 per ride. A companion may also travel for \$2.00 per ride.

Reservations

Reservations are made on a first come, first serve basis. All reservations must be made by Transit Service schedulers, only. Drivers are not allowed to take or cancel reservations.

To schedule or cancel a ride:

Contact the Para-Transit Scheduler at 1-877-651-1171.

Schedulers are on duty Monday through Friday, 8:30 a.m. to 4:30 p.m.

Provide scheduler with the street address of both your pick up and the destination.

We provide next day service. We try to get our clients to their destinations within one hour plus or minus of their requested time. Calls after 4:30 p.m. cannot be scheduled for the next day.

Reservations are accepted up to 1 day in advance, except in St James Parish area. St. James residents are asked to call 2 days in advance in order to schedule connecting trips. Reservations are based upon space availability and must be made 24 hours in advance. Please call early to reserve your trip, whenever possible, due to the tremendous increase of required service requests.

No Show Policy (revision to this portion of the policy proposed (Feb 10, 2011))

PRTA services are in a constant state of high demand. The driver is allowed to wait no longer than 5 minutes once they reach the pick up location. If the driver has not arrived within 25 minutes of the scheduled pick up time, you may call 1-877-651-1171 to check on the status of your trip. If a rider fails to appear, the driver will be instructed to proceed to their next customer pick up. This will be recorded as a client “**no-show.**”

A pattern of three “**no-shows**” within a rolling 30 day period will result in the suspension of service, unless the “**no-show**” can be demonstrated to be due to circumstances beyond the control of the client.

Please refer to chart below for consequences.

Occurrence Penalty

- 1st (No show in rolling 30 day period) Verbal Warning
- 2nd Written Warning
- 3rd 2 Week Suspension
- 4th 1 Month Suspension

The client will be notified in writing before any suspension is imposed. Any suspension of service may be appealed by contacting the RPTA within 30 days of notification. It is the client’s responsibility to make contact with RPTA to offer any explanation of a “no-show.” If the client has other scheduled trips in the same day of the “no-show” and the client has not canceled these

trips, the driver will come for the next scheduled pick up. If the client fails to appear for the remaining scheduled rides, a “no-show” will accrue for each ride. Please call and cancel all rides.

If a client is suspended for two 30 day periods, within a rolling twelve-month window, the Supervisor will refer the case to the Transportation Manager for further adjudication.

In no case will any validated emergency result in a recorded “no-show.” An emergency is defined as any occurrence that is beyond the client’s control. In any case please notify RPTA’s staff at 1-877-651-1171 or 985-651-1141 as soon as possible.

Cancellations (Call 1-877-651-1171 to cancel a reservation)

Calls canceling reservations are to be made at a minimum of 1 hour in advance of the scheduled pickup time to allow schedulers to reschedule the time slot, except in emergency situations. If the appointment is canceled 1 hour in advance or in the instance of an emergency, that cancellation will not be considered a documented “cancellation.” If a patron needs to make a cancellation after the normal Transit Service Office duty hours, please call 1-877-651-1171 and leave a message.

You will be allowed 5 documented cancellations in a 30 day rolling period before you receive a written warning. Each leg of your trip is counted as one cancellation for reporting purposes.

Please refer to chart below for consequences.

- 1st Occurrence (5 cancels in rolling 30 day period) Written Warning
- 2nd Occurrence (6 cancels in rolling 30 day period) 2 Week Suspension
- 3rd Occurrence (7 cancels in rolling 30 day period) 1 Month Suspension

Written notice will be provided prior to any suspensions and all suspensions may be appealed to the RPTA- Transit Supervisor.

Cancellations made less than one hour before the scheduled pickup time are also considered a “Late Cancel” and are subject to the same penalties described above under no-shows. Every effort should be made to make sure cancellations are made in a timely manner, to ensure that this service remains available to those who need it.

Please note the cancellation policy. Too many clients are blocking slots and causing denied service to other clients by waiting until the last minute to cancel their trips. Drivers are not allowed to call in cancellations.

No Tolerance Policy

RPTA Transit patrons are prohibited from verbally or physically abusing other passengers, bus operators, or transit staff.

- 1st Occurrence - Transit employee fills out an incident report, Patron receives a verbal warning.
- 2nd Occurrence - Transit employee fills out an incident report, Patron receives a written warning.
- 3rd Occurrence - Transit employee fills out an incident report, Patron is suspended for 30 days.

If after a patron is reinstated following a suspension there is a 4th occurrence, the patron is suspended for 6 months. The next occurrence will warrant a review from the Transportation Manager and possible suspension of one full year. After each incident, the Supervisor will conduct an investigation and make a recommendation as to whether the incident be counted as an “occurrence” or not. The results of the investigation will be reviewed by the Transportation Manager for final decision.

Trip Purpose

RPTA have no policies or practices that will restrict the number of trips provided to an individual during any period of time. All trips, no matter what the purpose, are eligible. There are no restrictions on the number of trips per customer in a given time period and no priority is given to any particular trip type. No waiting list or standby list will be maintained.