

General Information

Hours of Operation:

8:00 a.m.-3:00 p.m., M-F

Eligibility: Terrebonne Parish Residents 60+

Scheduling A Shopping Trip

Shopping trips must be scheduled by calling (985) 868-7701 at least by 12 noon the prior work day.

TCOA will make every effort to accommodate all shopping trips, however, availability is not guaranteed.

A \$2.00 cost per passenger per roundtrip is required to defray the cost of the service. Drivers are not permitted to make change on the vehicle, so exact change is required.

Cancellation Policy

If a shopping trip must be cancelled, the TCOA Transportation Department must be notified no later than 24 hours before the scheduled pick-up time by calling (985) 868-7701.

If a passenger accumulates three (3) late cancellations or no-shows within a three (3) month period, the passenger will be prohibited from scheduling a trip for a period of one (1) month from the date of the third late cancellation/no show.

Door-to-Door Service Policy

Door-to-door service means the driver will assist all passengers on and off the vehicle and special assistance when required. Drivers secure wheelchairs and fasten seat belts using approved methods and

equipment.

It is expected that walkways, pathways and ramps will be kept clean and clear of hazards. Drivers are prohibited from entering a passenger's home or any private residence.

Passenger Rights & Responsibilities

- ◆ Eating, drinking and smoking in vehicles is prohibited.
- ◆ Service animals are permitted.
- ◆ If medically necessary, an escort is allowed.
- ◆ Passengers are limited to four (4) grocery bags or two (2) crates per person .
- ◆ Bags must be secured in provided crates on the vehicle.
- ◆ Weapons, alcoholic beverages, gasoline and toxic materials are not permitted on TCOA vehicles.
- ◆ Passengers are not permitted on or off the vehicle without a driver present.
- ◆ Passengers are required to wear seat belts and/or the proper safety restraints.
- ◆ Disruptive, abusive or argumentative behaviors will not be tolerated on TCOA vehicles.

Passengers failing to abide by these restrictions may be denied service. TCOA is not responsible for lost, stolen or damaged articles.

Inclement/Adverse Weather

Ensuring passenger, driver and public safety is our primary concern. During adverse weather conditions we will make every effort to maintain operations. However, TCOA reserves the right to delay

or cancel operations as necessary. If weather cancellation is necessary, TCOA staff will provide as much advance notice as possible to the scheduled passengers.

Approved Shopping Destinations

- ◆ Kmart
- ◆ Walmart (West and East Side)
- ◆ Target

TCOA will begin picking-up from the outer

Day of Week	Pick-up Location
Monday	Point-Aux-Chene, Montegut, Coteau, and Bayou Blue
Tuesday	Chauvin and Bourg
Wednesday	Dulac and East Houma
Thursday	Gibson and Schriever
Friday	Dularge and West Houma

areas of the parish to have passenger into Houma at or around 9:30 am.

Shopping Time will be approximately three (3) hours from the time a passenger is dropped off at their location. Please keep this in mind when purchasing perishable items such as (milk, cold cuts, ice cream, eggs etc).



**To schedule a Shopping Trip
or for more information
Call (985) 868-7701**

Elderly Shopping Program

**Diana N. Edmonson
Executive Director
995 West Tunnel Blvd.
Houma, LA 70360
985-868-8411**