

RURAL TRANSPORTATION

- ◆ Must be a Terrebonne Parish Resident residing in a designated rural area to qualify.
- ◆ Transportation provided to any location in Terrebonne Parish.
- ◆ \$1.00 fare per passenger per one-way trip is collected upon boarding. Passenger must have the exact fare available, as drivers are not allowed to make change.
- ◆ All appointments must be scheduled with Rural Transportation **no later than 12 noon the day before scheduled appointment.** TCOA does not accept same day appointments.
- ◆ Passengers are to be ready at least an hour before their scheduled appointment and must be prepared to board the vehicle when the driver arrives. Boarding time will be limited to five (5) minutes.
- ◆ TCOA provides curb to curb transportation service. TCOA drivers are NOT ALLOWED to enter a passenger's home.
- ◆ Passengers and drivers are not allowed to **eat, drink, or smoke** in TCOA vans.
- ◆ Passengers must wear seat belts at all times.
- ◆ Children under age four (4) must be in approved car seats and children over four (4) years old must be in approved car seat or seat belted at all times.
- ◆ **ALL** passengers must remain seated until the van comes to a complete stop and driver gives

instructions to de-board. The driver is required to assist all elderly or disabled passengers while boarding and de-boarding the van. TCOA **will not be responsible** for any client that de-boards the van without assistance from the driver.

- ◆ We ask that if a driver does not assist you while boarding or de-boarding, that you call the Transportation Supervisor at 868-8411 to file a report.
- ◆ Any client that has an appointment and has not seen the doctor or will need a ride home after 3:00 p.m. is asked to call TCOA's Rural Transportation Department at 868-7703 to inform us if you still need a ride home. Any passenger calling after 3:00 p.m. will **not** be guaranteed a return trip. If you find a ride home, please call to notify us.

NO SHOW POLICY

Transportation services in the Terrebonne Parish community are in a constant state of high demand. To keep the system flowing as smoothly as possible and to avoid any abuse of the system, passengers are asked to be available for pick-up one hour prior to their scheduled appointment time. The driver is allowed to wait no longer than **5** minutes after the scheduled pick-up time. If a passenger fails to board the bus, the driver will be instructed to proceed to their next pick-up. This will be recorded as a passenger "No-show."

No-shows that exceed 20% per month will result in service suspension. Service suspension can range from 1 week up to 4 weeks. A written warning notice will be mailed to the client prior to any suspension of service.

Transportation service will not be provided during the following observed holidays; with the exception of Dialysis Patients:

New Year's Day

Martin Luther King's Day

Mardi Gras Day

Good Friday

Memorial Day

Juneteenth Holiday

Independence Day

Labor Day

Thanksgiving and the day after

Christmas Eve and Christmas Day

For a complete Rural Transportation Policy, please contact Terrebonne Council on Aging at (985) 868-7703.

**TCOA Department
Contact Numbers**

**Administration
(985) 868-8411**

**In-Home Services
(985) 868-5546**

**Nutrition
(985) 868-7596**

**Transportation
(985) 868-7701**

**Rural Transit
(985) 868-7703**

**Food for Seniors
(985) 858-5139**

Rural



**Transportation
Program**



**Hours of Operation:
Monday—Friday
6:00 a.m. to 5:00 p.m.**

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

Website: www.terrebonnecoa.org