

## TRANSPORTATION SERVICE POLICY

- ◆ 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 curbside transportation service. An **escort** is required for all clients who are unable to transport alone.
- ◆ Passengers and drivers are not allowed to **eat, drink, or smoke** in TCOA vans.
- ◆ Passengers must wear seat belts 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 each passenger 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 by 3:00 p.m. is asked to call TCOA's Transportation Department at 868-7701 to inform us if you still need a ride home or to another facility. Also, if you find a ride home, please call to notify us.

## BOOKING AND CANCELLATION PROCEDURE

TCOA operates a non-emergency medical transportation service. Clients are asked to call at least three (3) days before an appointment to request transportation. Request may be made by 12 noon the day before an appointment. To assure availability, clients are asked to call to schedule transportation as soon as an appointment is received.

### CANCELLATION POLICY

A passenger should contact the Transportation department as soon as they are aware they are unable to take the scheduled trip.

Calls canceling reservations are to be made at a minimum of 4 hours in advance of the scheduled pick-up time to allow schedulers to reschedule the time slot. If the appointment is canceled 4 hours in advance that cancellation will not be considered a "No-show". If a passenger needs to make a cancellation before or after the normal Transportation Service reservation hours, please call 868-7701 and leave a message.

Please refer to chart below for consequences.

### 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." A pattern of three "Late Cancels and/or No-shows" within a one month period will result in the suspension of service.

### *Occurrence Penalty*

- 1st Verbal Warning
- 2nd Written Warning
- 3rd Two Week Suspension
- 4th One Month Suspension

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**

**Independence Day**

**Labor Day**

**Thanksgiving and the day after**

**Christmas Eve and Christmas Day**

- ◆ TCOA Transportation Program's priority is to take clients to their medical appointments on time. However, because TCOA only has so many drivers and buses, a client's trip back to his or her residence may take longer. Typical wait time is between 45 minutes to 1-1/2 hours and could be longer on days that TCOA has a heavier load of pick-up and return trips or shortage of drivers.
- ◆ We suggest you bring food or snack that you can consume while waiting for TCOA transportation. (Passengers are not allowed to eat in TCOA vehicles.)

For a complete Transportation Policy, please contact Terrebonne Council on Aging at (985) 868-7701.

**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**



**Transportation  
Program**

**Hours of Operation:**

**Monday—Friday**

**6:00 a.m. to 5:00 p.m.**

**Saturday—Dialysis Patients only**

**Diana N. Edmonson  
Executive Director  
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Houma, LA 70360  
985-868-8411**

**Website: [www.terrebonnecoa.org](http://www.terrebonnecoa.org)**