

RIDING WITH THE RPTA

So you've heard about the RPTA and the great service it's been providing. Now you want to ride, but what do you have to do?

Using the RPTA service is easy.

Follow the simple steps below to get started!

- 1. Register as a rider.** This is a simple process that is done over the phone and only needs to be done before scheduling your very first ride. The reservationist will fill out a short form and assign the rider a **Rider ID number**.
- 2. Request a ride.** All rides must be scheduled 1 business day in advance. Rides are scheduled based on availability. We do our best to accommodate everyone, but the reservationist may offer you a different available time
- 3. Make sure you schedule enough time**
Keep in mind that most riders will not go directly to their destination after they are picked-up. Allowing for at least 1 hour of travel time is a good rule of thumb. Make sure you schedule all the rides you'll need that day, including your ride back home!
- 4. Write down your rides and you're all set.**
We're always excited to have new riders and look forward to having you ride with us.
- 5. Waiting for your ride:** Be ready to leave at the beginning of your pick-up window. Keep a look out for the RPTA vehicle, and if you can, wait outside for it to arrive. Once the vehicle arrives it will blow the horn and you should proceed directly outside to board.

**See inside for more info on using
the RPTA Service**

The Basics about the RPTA

Who Can Ride?

Anyone can ride the RPTA.

- service is available to anyone who wants to travel within our service area.

What Areas Are Served?

St. Charles and St. John the Baptist Parishes

- Connecting service w/ St. James Transit
- Connect to the JeT and RTA in Kenner, LA

When Does The Service Operate?

Buses run from **5:30 a.m. to 7:30 p.m., M-F**
No Service on Weekend or most holidays

What Does It Cost to Ride?

One-way: \$2.00 for each passenger;

Children 4 and under: **FREE**

Correct Change is required; Cash Only!

Important Phone Numbers

RPTA Reservations: 985-651-1141 or 877-651-1171

Reservations accepted 8:30am to 4:30pm M-F

RPTA After Hours: 985-651-1148

(For after-hours cancellations or urgent calls only)

Some Other Useful Numbers

St. James Transit: (225) 562-2352

Jefferson Transit: (504) 818-1077

New Orleans RTA: (504) 248-3900

Hearing Impaired Assistance:

Louisiana Relay Service - contact us at 711,
1-800-846-5277(TDD) or 1-800-947-5277(Voice).



Rider's Quick Guide

The River Parishes Transit Authority provides a shared-ride transit service to the residents of the River Parishes. The RPTA service operates on a 1-day advanced reservation basis, providing transportation throughout the River Parishes.

Our riders travel to work, school, medical appointments, shopping and more! The service is available to the general public and all vehicles are 100 % ADA accessible.

**River Parishes Transit Authority
aims to provide a safe, reliable,
comfortable & enjoyable transit
service to our community.**

If you have any questions, or comments
please call us at **(985) 651-1148**

Or you can write to us at:
**River Parish Transit Authority
Customer Comments
149 Woodland Drive
LaPlace, LA 70068**



Some things to keep in mind while riding with us...

Most Rides are Shared Rides

The RPTA Service is a shared-ride, 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 brought directly to your destination.

Keep an Eye on the Time!

When scheduling a trip, riders are given a pick-up time. The RPTA uses a 30-minute pick-up window to schedule all rides. (EX: If you were given a pick-up time of 1:30pm you would be picked up between 1:30 - 2:00pm)

Once the bus has arrived in the scheduled pick-up window, the vehicle is only able to wait **5 minutes** for the passenger to board the vehicle. After **5 minutes**, the driver will have to move on with their schedule.

Be Mindful of Cancellations and “No-Shows”

If you need to cancel a ride, please call the RPTA **at least 1 hour** before the scheduled pick-up time. Be sure to give your name, rider ID number, and scheduled pick-up time. Remember: Drivers **CAN NOT** cancel a ride for you. You must contact the RPTA office to cancel a ride.

Safety is our #1 Priority!!

Safety is the primary concern of the RPTA. We aim to provide a safe and comfortable ride for all of our passengers. All riders of the RPTA are required to follow all safety rules, both posted and verbally given by the driver.

Do you need Assistance? Here’s what we can do.

Upon request, drivers may maneuver your manual wheelchair if you need assistance from the curb to the vehicle, lend a steady arm if you need it down the steps, provide directions if possible or act as a sighted guide to/from vehicle if you experience a vision disability.

What if I use a mobility device?

All vehicles used for service by the RPTA are 100 % ADA accessible. Drivers will assist customers in boarding and deboarding the vehicle as needed. For safety reasons, ALL mobility devices such as wheelchairs, scooters and three-wheel carts must be secured in the vehicle.

Can I bring my pet?

Service animals are welcome and ride free-of-charge. Service animals must sit on the floor or on the passenger’s lap, not in a seat.

Can Someone Ride with Me?

Yes, just let the reservationist know how many people are going to be riding when you schedule the ride. All riders, 4 and up, are required to pay the full fare. There is no guarantee that unexpected riders will be able to travel.

Can I Bring my Shopping Bags On-Board?

All RPTA riders are permitted to bring a maximum of 4 standard size packages/bags onboard the vehicle (think grocery bags). Riders need to be able to handle their packages or bags on their own. Bags can not obstruct needed seats, walkways or exits.

What about my child?

A responsible adult must accompany children under the age of 13. Children under 4 years old ride **FREE**. Strollers must be collapsed to fit between the seat and the customer. Non-collapsible strollers are prohibited.

I Think I Left Something on the Bus...

If you think you may have left something on-board a vehicle, please call the main office. Anything found on-board will be turned into the office and held for 14 days.

Rules for Riding the RPTA

- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No Littering in the vehicle
- Common courtesy is expected of all riders and employees.
- Violence, physical or verbal abuse or the treat of violence or abuse is strictly prohibited.
- Exact Change and Full Fare (\$2 per rider) is always required at the beginning of every trip.

For Safety & Security Reasons, the following are not allowed:

- Drivers may not operate or push your powered mobility device (ex: electric wheelchair or scooter)
- Employees may not cross residential thresholds, lift or carry riders, or enter into buildings to locate a rider.
- Employees can not operate/push/carry your equipment , packages or belongings up or down stairs or steep inclines.
- For the privacy and safety of all riders, Employees are not permitted to handle personal belongings of any rider. This includes bags, purses, packages, etc.

LOOK ON THE BACK FOR MORE INFO ON HOW TO RIDE THE RPTA

OR VISIT US AT <http://rptarolls.org>