

St. Tammany



Parish Government

Kevin Davis
Parish President

RURAL TRANSPORTATION

LACT/GO-STAT

(985) 649-6956

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Service Description

LACT/GO-STAT operates a transportation system for residents of St. Tammany Parish who live in rural areas on a non-emergency, demand-response basis. General vehicle types include 10 and 15 passenger lift-equipped, handicapped accessible vans. Passengers are transported on a call-in, first come first serve basis providing curb-to-curb service. Drivers will announce each destination upon arrival at that location. In addition, drivers are to load and discharge passengers in a reasonably safe environment.

Passenger Eligibility

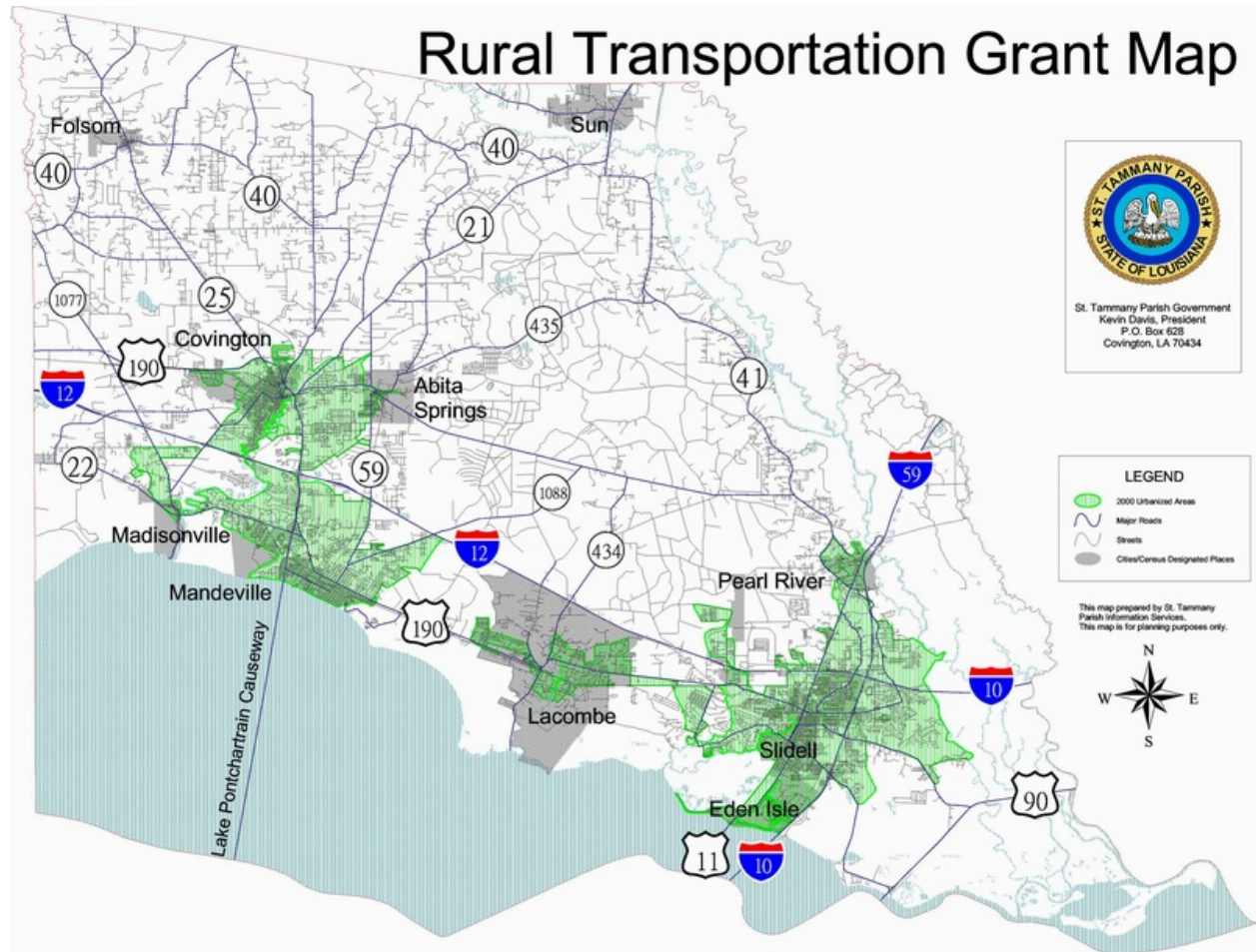
Transportation services are provided to the general public. Any person is eligible to use this service as long as trips originate in a rural location within the geographic area of St. Tammany Parish. Passengers under the age of twelve (12) must be escorted by a person over the age of eighteen (18).

Non-Discrimination Policy

LACT/GO-STAT strictly adheres to a non-discriminatory policy. LACT/GO-STAT will not directly or through contractual or other arrangements, discriminate on the basis of race, color, national origin, or handicap in the provision of services.

Trip Eligibility

Any trip originating in a rural area of St. Tammany Parish is accepted to any destination located within St. Tammany Parish boundaries (e.g., medical, nutritional, shopping, recreational, employment, and educational/job training). No out-of-parish trips are provided. Trips originating from urbanized designated areas of St. Tammany Parish as determined by the U.S. Census Bureau are prohibited. However, roundtrips originating from a rural area to an urban area are permitted.



Days & Hours of Service

Demand-Response Rural Transportation Service will be provided Monday through Friday from 7:00 a.m. to 5:00 p.m. No weekend service will be provided. The following holidays will be observed with no service provided: New Years Day; Martin Luther King Day; Mardi Gras; Good Friday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day and day after; Christmas Eve; and Christmas Day.

Trip Reservations/Scheduling

Reservations may be made during LACT/GO-STAT's normal office hours: Monday through Friday from 7:00 a.m. to 5:00 p.m. by calling (985) 649-6956. In addition, reservations can be

made after hours between 5:01 p.m. and 6:59 a.m. by a voice mail messaging system. All trips are scheduled on a first come first serve call-in basis. We request a minimum of 24 to 48 hours advance notice to schedule trips and require no less than 18 hours advance notice. Requests received will be honored on a space-available basis. The passenger will be informed the day before their scheduled trip of approximate pick-up times.

Cancellation and No-Show Policy

If the passenger is unable to meet a scheduled trip, he/she must call the scheduling office within one (1) hour of pick-up time to cancel or reschedule. Repeated unnotified missed appointments by any passenger may result in a suspension in service privileges for up to two (2) weeks. LACT/GO-STAT's Operations Manager and St. Tammany Parish's Transportation Administrator shall determine all suspensions. Furthermore, LACT/GO-STAT's Transportation Department must be informed of all destinations when a trip is scheduled.

General Operating Procedures

Drivers do not make unscheduled stops. The Driver may arrive at a passenger's residence within a one half (1/2) hour window of scheduled pick-up time. After arriving at a passenger's residence, the driver will wait no longer than five (5) minutes for the passenger to exit his/her home. In addition, the driver is to wait a minimum of five minutes beyond the vehicle arrival time and then depart.

Passenger Assistance & Responsibilities

LACT/GO-STAT Transportation Department provides curb-to-curb service for passengers. Drivers are only responsible for providing minimal assistance to passengers boarding and deboarding the vehicle. Minimal assistance is defined as aiding a wheelchair bound passenger on and off the lift. Passengers who require additional or special assistance must have a travel aide/companion to accompany him or her on trips. Travel companions should be physically and mentally capable of providing appropriate assistance to the passenger and the scheduling office must be notified at the time of making the appointment that a companion will be accompanying the passenger. Travel companions must disembark the service at the same location as the passenger they are assisting. Passengers requiring assistance are responsible for obtaining their own travel aide/companion and are not the responsibility of LACT/GO-STAT. Passengers must provide their own mobility device (i.e.: walker, cane, wheelchair, etc.). LACT/GO-STAT will make every effort to accommodate all mobility devices currently in use. Only service animals, such as seeing-eye dogs, will be permitted on transit vehicles. However, these service animals must be properly leashed, muzzled or caged to prevent potential injuries to other passengers and driver.

Capacity Limits

When passengers have appointments to go shopping they should only purchase what he or she can carry and securely place at their feet or below their seat since space is limited on vehicles.

The Drivers are not responsible for carrying a passenger's groceries and/or packages to the door or loading onto vehicle. If a passenger purchases more than he or she can carry, it will be the responsibility of that passenger to make arrangements for a travel companion to assist in loading and unloading those items.

Lost and Found

LACT/GO-STAT is not responsible for any item(s) left on a vehicle. If an article is left behind on a vehicle, the Driver will bring the item back to dispatch where it will be held for a maximum of seven (7) days until claimed. Once seven (7) days expire, the item(s) will be donated to a charitable organization.

Fare Policy

St. Tammany Parish Government has determined the following fare schedule. Rates are based on a round trip. All additional stops must be scheduled in advance. At the time of reservation, LACT/GO-STAT will determine the mileage for the trip and amount of fare that will be collected at the time of boarding vehicles, exact fare must be paid by cash or check. Drivers do not make change.

Miles: one-way	Cost Per Trip: round-trip
Zero-10 miles	\$3.00
11 to 25 miles	\$5.00
26+ miles	\$8.00

There is a \$1.00 charge for each additional scheduled stop. Mileage charges may also apply. All stops must be scheduled a minimum of 24 hours in advance. LACT/GO-STAT drivers do not make unscheduled stops.

Fare Exemptions:

Elderly passengers age 60 or older and the disabled will be charged a half fare based on the regular fare noted above. All other passengers are required to pay the full-fare when boarding.

Drivers are prohibited from accepting gifts or tips from passengers.

Passenger Conduct

Passengers are expected to act in a courteous, respectful and polite manner to the driver and other passengers. The driver is responsible for overseeing the behavior on the vehicle and authorized to maintain a safe, pleasant atmosphere for all passengers. Passengers are to be seated

and are required to use seat belts, tie-downs and securement devices on all vehicles, if equipped, when the vehicle is in motion. Drivers are prohibited from placing the vehicle in motion until all passengers are safely seated and properly secured. Any passenger that refuses to comply with the driver's request to be seated and to be safely secured will be refused service. The following are inappropriate behaviors and are strictly prohibited:

- Use of any tobacco products (this includes chewing tobacco)
- Eating or drinking (except for medical reasons)
- Foul or offensive language
- Lack of personal hygiene
- Bothering or harassing other passengers
- Possessing weapons
- Fighting
- Possession of alcohol in an open container
- Possession of any illegal substance
- Failure to comply with driver requests to be safely seated and secured

LACT/GO-STAT Transportation Department reserves the right to refuse any passenger service if they violate any of the above standards.

Transportation Department Responsibilities

LACT/GO-STAT Transportation Department's goal is to provide excellent service and meet passengers' individual needs. In order to satisfy this goal, we welcome any comments passengers may have regarding service delivery. We welcome all calls at our office. It is our responsibility to provide safe, clean, reliable and efficient services. We comply with all applicable Federal, State and Local regulations and carry adequate liability insurance that exceeds legally mandated minimums. LACT/GO-STAT Transportation Department is committed to keeping all vehicles and equipment properly maintained and in safe working condition. We are responsible for providing the services that have been detailed in the previous sections of this policy. LACT/GO-STAT provides for an alcohol and drug-free workplace and regularly tests its employees to identify and prevent possible substance abuse problems to ensure safety.

Monitoring and Evaluation

LACT/GO-STAT is committed to providing a reliable and efficient transit service. LACT/GO-STAT Transportation Department routinely compiles necessary operational data for monitoring and evaluation. As part of this effort, drivers may ask passengers to verify names; number of companions (if any); and pick-up and drop-off locations.

Safety Procedures

Safety is a top priority at LACT/GO-STAT. Drivers are trained in Passenger Assistance Techniques, Defensive Driving, and safety and security procedures. Furthermore, all vehicles are operated in a safe manner. Vehicles will not move until all passengers are seated and belongings are secured. Drivers are responsible for assuring the safe boarding and de-boarding of passengers from vehicles. Each vehicle is equipped with standard safety equipment such as fire

extinguisher, flares, first aid kit, etc. The vehicle is inspected daily to assure that these items are in proper working condition.

Complaint Procedures

If an employee or passenger/client believes that he or she has been excluded or received poor service a complaint may be filed with the LACT/GO-STAT Operations Manager, P. O. Box 307, Slidell, LA 70459, by telephone 985-649-6956, or by email LACTVANPOOL@AOL.COM. We encourage you to make your complaint in writing. You may also contact the St. Tammany Parish Government's Transportation Administrator at 985-809-2989 or by email to kjjacobs@stpgov.org.

The Operations Manager and/or Transportation Administrator will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum the Operations Manager will review all relevant documents and procedures; interview people with knowledge of the violation, the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation the Operations Manager will complete a final report for the Parish Transportation Administrator and Chief Administrative Officer. If a violation is found to exist remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a copy of the report together with any remedial steps. The investigative process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Parish's Chief Administrative Officer.

Emergency Procedures

In case of an emergency involving the vehicle or another passenger, always do the following:

- Remain calm
- Follow the driver's instructions
- Participate in an orderly evacuation if the situation dictates
- If you do evacuate the vehicle, go to and remain a safe distance off the roadway away from traffic. Remain there until help arrives.
- Do not smoke around the vehicle in an emergency
- Contact the proper authorities for assistance if necessary
- Notify the driver if you or another passenger is in distress.

LACT/GO-STAT's Transportation Department in coordination with St. Tammany Parish Government may choose to shut down services at any time when there is threatening weather or unsafe driving conditions. LACT/GO-STAT is a participant in the Emergency Operations Plan for weather/disaster related emergencies. In the event of a weather/disaster related emergency, the transit system would operate according to the Parish's plan. Service cancellations due to emergency will be posted on television on St. Tammany Parish's Government Access Channel 10.

This document was revised on 04/29/2009.