



GOOD EARTH TRANSIT

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www.tpcg.org/transit

Office Hours: 8a-5p Monday-Friday
(Office closed on weekends and holidays)

Paratransit Handbook

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Comments About Paratransit

Your comments, suggestions, complaints, compliments, and concerns are important. Please let us know what's on your mind. We will try our best to get back to you within 72 hours. The following options are available for you to provide comments about our service:

1. Call the Paratransit line at: 985-850-4616
2. Send a letter to: Terrebonne Parish Consolidated Government, Transit Manager, P.O. Box 6097 Houma, LA 70361
3. Send an email to: paratransit@tpcg.org

You may remain anonymous if you wish.

Helpful Addresses & Phone Numbers

Good Earth Transit Paratransit Services

137 Intracoastal Drive

Houma, LA 70363-6775

To schedule, cancel, or check on a ride, please call the office at **985-850-4616 extension 404** between the hours of 8:00 a.m. and 5:00 p.m., Monday thru Friday. If it is after hours, please leave a message with your name and a call back number and someone will return your call when the office reopens.

If you are unable to reach an operator, please call back and dial **extension 230** and someone should be able to assist you.

If you do not have a push button phone, please stay on the line for the next available operator to take your call.

To Caregivers And Social Service Agencies

This handbook is phrased as if the Paratransit customer is reading it. We know that many caregivers and others will assume the responsibility for reading and understanding this information as well as making reservations and other arrangements for the customer.

Please keep in mind, if the person you care for will ride the Paratransit van without an attendant, he or she must be able to follow basic customer responsibilities and abide by Good Earth Transit's Rules of Conduct.

Please take special notice of the Notes at the end of some sections. These passages contain important information that can affect your Paratransit service.

Welcome To Paratransit Service

This handbook provides you with step-by-step instructions on how to use Paratransit service, along with policies, procedures, helpful contact information, and tips for our customers.

What Is Paratransit?

Paratransit is a wheelchair-accessible shared-ride transportation service for individuals when the effects of their disability prevent them from using the regular fixed route buses. This means that a person must be unable, because of the effects of their disability, to get to or from the bus stop, get on or off a ramp-equipped bus, or successfully travel by bus to or from their destination.

Paratransit service is comparable to fixed route bus service, operated in the same service area, and the same service hours. Paratransit emphasizes safety, reliability, and customer comfort.

We take pride in offering the best possible transportation to customers who are eligible for Paratransit service under the Americans with Disabilities Act (ADA) guidelines.

Paratransit service operates 365 days a year.

Eligibility

Good Earth Transit fixed route buses are considered the primary mode of public transportation for everyone in our service area. Therefore, riders who require Paratransit service must apply for eligibility. There are three types of eligibility, which are based on the applicant's specific disability: temporary, conditional, and unconditional (full) service. Because the effects of a disability can change over time, certification for Paratransit eligibility is not permanent. Most eligibility is granted for a period of three (3) years. A notification letter and recertification form is sent at least 30 days before your eligibility is due to expire.

Determining Eligibility

All Paratransit applicants must complete the eligibility form and most applicants will be required to complete either a phone or an in person interview in our office. If Paratransit needs you to complete an in-person interview, we will contact you after the application has been received to set up an appointment. We will provide free transportation to the office if needed. After receiving all required information, Good Earth Transit will determine your eligibility within 21 calendar days. You will be notified of the results in writing via mail.

If we determine you are eligible for Paratransit services, you will receive a letter and ID card notifying you of the decision. The ID card will have your name, address, expiration date, and your eligibility level printed on it. If you are not satisfied with the decision, you may appeal within 60 days of the date of the letter.

Paratransit Provides Three Different Levels Of Service:

1. Unconditional (Full) service allows eligible customers to take the van for all of their trips during our service hours and within our service area.
2. Conditional service is for customers who are able to take the bus some of the time and require van service at other times.
3. Temporary service is for people who have a temporary need for the service due to a catastrophic event such as a stroke, hip replacement, broken leg, etc.

Your ID card and letter will have the expiration date on it. If you feel you may be eligible for service after the expiration date, you will need to fill out a new application.

How Can I Get An Application?

Contact Good Earth Transit Paratransit department at 985-850-4616 extension 404 to request a Paratransit application or download an application from: www.tpcg.org/transit.

Fill out the application with complete answers to each question and mail the original back to Good Earth Transit. Be sure to sign the application and have the medical portion completed before you send it in. Good Earth Transit will not process incomplete applications.

Eligibility Appeal Process

If you disagree with your eligibility determination, you may appeal within 60 calendar days of the date on your eligibility determination letter. A form to request your appeal is included with your eligibility determination letter.

An appeal of your eligibility determination gives you the opportunity to present information and arguments regarding why you believe the determination is not correct. You will want to provide information that demonstrates how the effects of your disability prevent you from independently: (1) getting to the nearest bus stop; (2) boarding and riding the regular, fixed route bus; and/or (3) getting off the bus and successfully navigating to your final destination.

You can request an in-person appeal hearing to be held at Good Earth Transit. If you wish, you can bring someone with you to the hearing. GET will provide Paratransit transportation to and from the hearing.

If you would rather appeal in writing, you may submit a letter of appeal. Within 30 days after your hearing or after Good Earth Transit has received all the information you want considered in your appeal, you will receive a written, final decision regarding your Paratransit eligibility.

Please submit your notice of appeal and any additional information to:

**Terrebonne Parish Consolidated Government
Public Transit Administration
P.O. Box 6097
Houma, LA 70361**



ADA Paratransit Eligibility Determination Appeal Request Form

Please complete this form if you would like to appeal our determination regarding your eligibility for the Good Earth Transit Paratransit Services. Once completed, please return it to the address listed below. Completed forms must be postmarked within 60 days of the date of your eligibility determination letter.

Name: _____ DOB: _____

Street address: _____

City: _____ State: _____ Zip: _____

Telephone number with area code: (____) _____ - _____

____ I choose to submit additional information for the Appeal Panel to consider, but do not want to appeal in person. (If you choose this option, please send all additional information you would like the Appeal Panel to consider along with this form. Please consider the information on the page attached to your letter of determination titled "Basis for the Determination" when preparing additional information.)

____ I choose to appeal in person. (If you choose this option, we will contact you to schedule a mutually agreeable day and time for the appeal hearing. You may bring additional information to the hearing and can attend with others who are able to provide information on your behalf.)

On a separate sheet of paper you may choose to include information to support the appeal.

Applicant signature: _____

Date: _____

Return completed form to: Terrebonne Parish Consolidated Government
Public Transit Administration
P.O. Box 6097
Houma, LA 70361

Service Hours

Paratransit hours of service are comparable to the fixed routes hours of service, as required by the Americans with Disabilities Act. Paratransit service is currently available seven days a week including holidays.

If your trip begins early in the morning or ends late at night, the Paratransit operator will identify the pick-up/drop-off times that will most closely meet your travel needs. Please note that your reservation times also will depend on the length of your trip.

Please be aware that these are the current holidays that we observe. There may be instances of additional days added to this list:

New Year's Day *

Martin Luther King Jr. Day

Lundi Gras

Mardi Gras

Good Friday

Memorial Day

Independence Day *

Labor Day

Thanksgiving Day and Friday after

Christmas Day *

*If a holiday falls on Saturday, the preceding Friday shall be observed, and if a holiday falls on a Sunday, the following Monday shall be observed, unless specifically changed by the President.

Service Area

All of your Paratransit trips must begin and end within the Paratransit service area.

The Paratransit service area is comparable to the area served by the regular, fixed route bus system and conforms to the Americans with Disabilities Act. The service area is a corridor which extends $\frac{3}{4}$ of a mile around each fixed route.

If you are unsure if your home or destination is within the current Paratransit service area, please call the office at 985-850-4616.

Scheduling Your Ride

Good Earth Transit Paratransit service provides multiple trips each weekday. It is not a taxi service, but rather a shared-ride service that carries multiple customers to different destinations. Your needs will be balanced with other customers' needs. Because there are a limited number of vehicles, it may not always be possible to schedule your trip at the exact time you request.

Matching rides is the most complex part of getting you where you need to go on time. When you call, the operators will do their best to accommodate your request. The more flexible you can be about the time you request, the easier it is to serve a greater number of customers. Trips are scheduled to allow for adequate travel time between stops. Travel times are designed to be comparable to the fixed route buses.

When To Schedule A Ride

The paratransit service does not provide same-day service. The further in advance you schedule your trip, the more likely we will be able to schedule the exact pickup times you want. Riders are required to call in trip requests between the hours of 8:00 a.m. and 5:00 p.m. at least one workday before the day you desire to use the service; however, trip requests may be scheduled up to 14 days in advance.

Pick Up Window

When you schedule a ride, you will be given a time to expect a Paratransit bus to pick you up. Riders should be prepared for pickup fifteen (15) minutes prior to the scheduled time in the event the bus is early. Once the bus arrives at your pickup, the driver will wait up to five (5) minutes for the passenger to board, and then leave. The driver will not telephone, knock on a door, honk the horn, or search for the rider upon arrival. It is the rider's responsibility to meet the bus, or make their presence known. For example, if you agree to a 9:00 a.m. pick-up, the vehicle can arrive between 8:45 a.m. and 9:00 a.m. and you should be ready to board any time in this range.

How To Schedule A Ride

Call the paratransit office at 985-850-4616.

The operator will guide you through the process of scheduling your ride. Please have the following ready before you call:

- Your name and complete pick-up address, including apartment and/or building name or number
- Exact address and description of where you want to go (for example, Walmart on Martin Luther King- Grocery Entrance)
- Time(s) of and date(s) of travel
- If a personal care attendant (PCA) and/or guest(s) will be riding with you
- If a service animal or pet will accompany you
- Whether you will be using a mobility aid (wheelchair, walker, oxygen)

Confirming Your Ride Requests

When you are finished scheduling your trip, the operator will review all the information with you. This is a good accuracy check for both of you. Have a pencil (or pen) and paper handy to write down the information the operator gives you. We suggest you write down the name of the operator who helped you plan your trip.

Faxing Or E-mailing Your Ride Requests

Please contact the office for information about this option at 985-850-4616.

Tips For Requesting Rides

These tips will help provide you with the best possible service:

Call Early - The earlier you call (up to fourteen (14) days in advance) for a ride, the more time Good Earth Transit has for route planning.

Allow extra travel time - Trips are scheduled on a shared ride basis. The vehicle may stop to let other customers on or off before reaching your destination. In addition, travel times may vary due to rush hour slowdowns, time of day, local events, road construction, traffic accidents, bad weather, or day of the week.

Be flexible - Paratransit may not be able to schedule a ride at the time you want. Because Paratransit is a shared ride service, we may need to schedule your pick-up time up to one (1) hour earlier or later than you request.

Be ready - When operators arrive within the wait times, they can only wait five (5) minutes once they arrive at your location. To avoid delays, missed appointments, and no show penalties, please be ready to go when the vehicle arrives to pick you up. Please be aware that Paratransit operators will not help get you ready for your trip.

Consider a PCA - Be advised that you may be left alone on the Paratransit vehicle anytime that our operator assists other customers. The vehicle will not always be visible to the operator at those times. You will be dropped off at your destination, even if someone is not waiting for you. We cannot wait with you until someone arrives. If you cannot be left alone, please arrange for a PCA to travel with you.

Multiple trips - you may schedule multiple trips for the same day. However, because this is a shared- ride service, it is important you allow ample time between drop-offs and pick-ups.

Choose stores and other locations close to your home - When you are going shopping or other places, choosing a location close to your home will reduce your travel time and costs, allowing Paratransit to operate more efficiently for the benefit of all customers.

Limit your onboard parcels - Passengers are only allowed with up to four (4) bags or items, (not to weigh over 25 pounds each), or one personal shopping cart (with no extra bags of groceries hanging on the outside of the cart). Paratransit reserves the right to refuse transport of items exceeding the weight limit, or bulky items for lack of space in the vehicle. Operators will provide assistance from the curb to the vehicle **ONLY**. If you need further assistance, you must make arrangements on your own.

Oxygen - if you are using oxygen, please bring an ample supply of oxygen.

Notify Paratransit of any change to your personal information - Call the office at 985-850-4616 if you move to a new address, change apartments, change your home telephone number, or emergency contact number.

It is important to keep your mailing address up to date and it can be different than your pick-up address.

Only ADA-eligible individuals are authorized to use a Paratransit ID card. If your ID card is lost or stolen, call the Paratransit Eligibility office immediately at 985-850-4616. There is a \$5 charge for replacing lost, stolen, or damaged Paratransit ID cards.

Carry needed medication with you in case of delays. If you are diabetic or hypoglycemic, bring a small snack in case you travel longer than expected.

For medical emergencies CALL 911. Paratransit operators are not trained as paramedics and we cannot provide emergency transportation.

Subscription Trips

If you need a ride to the same place at the same time at least once a week for a period you can use subscription service as long as it does not exceed 50% of the trips available at any given time of the day, unless there is excess non-subscription capacity. However, you must remember to cancel any trip you are not planning to take. Subscription trips are meant to be long term with minimum changes and cancellations.

Canceling Your Trips

You must cancel a ride if you no longer require it. Please be sure to cancel both ends of your trip (pick-up and return) if appropriate. Customers must cancel their trip(s) a minimum of two (2) hours before the scheduled time to avoid a no-show penalty. If you need to cancel more than one (1) trip, be sure to tell the operator which trips to cancel. Paratransit operators are not permitted to request, change, or cancel trips for you. It is your responsibility to call the office at 985-850-4616.

Note: If you do not call to cancel your trip at least two (2) hours before the scheduled pick-up time, you may be considered a "No-Show."

Trip Changes

Changes that need to be made to previously booked trips must be made no later than 5:00 p.m. the day before the trip is scheduled. Due to route planning, we do not accept same day changes to booked trips.

If Your Appointment Is Running Late

If your appointment is running late and there is a chance you will not be ready at your scheduled return time, or if you have missed the bus, call the office at 985-850-4616 as soon as possible.

When The Bus Arrives

- When the bus pulls up, please be ready to go. Every effort is made to provide timely pick-ups.
- You should be ready within your pick up window, up to fifteen (15) minutes before your scheduled pick-up.
- The operator will only wait for you for five (5) minutes once it arrives in the pick-up window. If the operator arrives earlier than the pick-up window, you are not required to board until the start of the pickup window.
- The operator's responsibility for your safety begins at the first barrier where the trip begins, and ends at the first barrier of your destination. That is curb to curb service.
- Operators are not caregivers and do not provide attendant to attendant service. If you need one-on-one service, a PCA or companion should travel with you.
- Operators are not required to approach a house where there is a risk of encountering an unrestrained animal.
- For safety reasons the pathway from the door to the van must be clear of ice, snow, and debris.
- Have your fare ready and visible. Operators do not carry change and are not allowed to search purses, pockets, or backpacks for the fare.
- All Paratransit operators wear uniforms with the company name embroidered on them. They will identify themselves and will have their employee ID available.
- Operators are not permitted to go through facilities, up elevators, stairs, or into individual offices to assist or locate customers.

- Operators are not permitted to enter your home, even to assist you with a wheelchair, carry your packages or groceries, or to help you with your coat.

Personal Care Attendants (PCA)

- A Personal Care Attendant is someone traveling with you who assists with your personal care and/or activities.
- Your PCA rides free and must board and disembark at the same location as you.
- Your PCA may also meet you at both ends of your trips.
- Your PCA may also accompany you on the regular fixed route bus and ride for free. Show the bus operator your Paratransit ID card.
- Paratransit employees cannot serve as a PCA.

A PCA Is Recommended Under The Following Conditions

- You are unable to be left alone or travel independently beyond the door of the pick-up or drop-off.
- You use a wheelchair and must travel up or down more than one step.
- You are traveling on rough or uneven terrain, or any other conditions that present a safety hazard.
- You require supervision during transport on Paratransit.

Traveling With Guests (Companions)

- Each eligible rider may travel with one guest in addition to their PCA. Additional guests may travel if space is available.
- Your guest(s) must board and disembark at the same location as you.
- Be sure to tell the operator you will be bringing a guest(s) with you when you schedule your ride.
- Operators cannot transport passengers who are not prescheduled for a trip.
- Guests pay the same fare as you pay when accompanying you on the bus.
- In the event you have scheduled a ride for a guest to accompany you and they will not be taking the trip, please call the operator to cancel their trip so we can offer that empty seat to another customer.

Transporting Children

- Children (3) years of age and younger may accompany an ADA-eligible customer for free.
- Additional children or children four (4) years of age or older must pay the current Paratransit fare.
- If you bring a car seat you are responsible for securing the car seat and securing your child in the car seat but you are not required to have one.
- You are responsible for your child during trips.

Service Animals

- Service animals are animals that have been trained to perform specific tasks to assist the customer in their daily activities.
- Service animals are welcome on Paratransit vehicles.
- A service animal may travel on the floor near its handler, or if small, on the handler's lap and must be under your control at all times.
- The operators will not handle your service animal.
- If you need assistance getting on or off the van with your service animal, please plan to bring a PCA or guest to assist you.
- Any animal that is not controlled and/or exhibits vicious behavior will not be allowed to ride on the Paratransit vehicles.

Pets

- If you are traveling with a pet, it must be enclosed in a secured carrier.
- You must be able to handle the pet carrier by yourself.
- The pet carrier must fit under the seat or on your lap.

Wheelchairs And Other Mobility Aids

- The ADA requires Good Earth Transit to transport manual or powered mobility devices (wheelchairs and scooters) used by people who are disabled and have a mobility impairment.
- A Paratransit customer and his/her wheelchair must fit on the lift and fit into the wheelchair securement area.
- If you are not sure if your mobility device will fit due to length, width or weight, contact the office for more information.

- If you and your mobility device together weigh more than 600 pounds, contact our office.
- For safety reasons, operators cannot assist people who use power wheelchairs or scooters up or down steps or curbs.
- Operators will not operate power wheelchairs or scooters.
- Operators will not transport you in a power wheelchair or scooter that is not operational.
- If your power wheelchair or scooter becomes inoperable while out in the community and you have a ride scheduled, please call the office to advise Paratransit of the situation.
- If you have a ramp at your home site, it must meet ADA requirements for slope, be safely constructed, and be cleared of any obstructions.
- If the operator determines that he or she cannot safely use your ramp, a Paratransit Supervisor will be notified. Operators will not escort you over the ramp until a supervisor has determined it is safe.
- If you have questions about the safety or design of your walkway or ramp at your pick-up or drop-off location, call the office for assistance.
- No one but the operator is permitted to operate the vehicle wheelchair lift or securement devices.
- If you use a wheelchair or other mobility aid, we ask that you keep it clean and in good working order.
- Some scooters and power chairs may be difficult to secure or are unsafe to occupy during transit. Because of this, the operator may recommend that you transfer to the passenger seat for your safety. You are not required to transfer to a passenger seat, but we encourage you to do so when your operator recommends the transfer.

Other Aids

- The operator will secure walkers inside the vehicle. Walkers, plus any attachments such as baskets, bags, or water bottles, should weigh no more than 25 pounds total.
- If you need to travel with an oxygen unit, a portable unit is preferred. If you have an oxygen cylinder, it must be transported in a cylinder holder and be attached firmly to a mobility aid or be in a cylinder cart on wheels. The operator will secure your cylinder cart inside the vehicle.
- The operator will load and secure your shopping cart on the vehicle. Items must be in the cart and not hanging from the cart.

- If the personal shopping cart has wheels and the lift is used the 25 pound weight limit does not apply.

The Lift

Customers who do not use wheelchairs may use the lift to board the van. Please tell the operator that you wish to use the lift when you book the trip. If you have not made arrangements to use the lift, but need to, let the driver know and he/she will lower the lift for you.

Seatbelts

- For safety and security, all customers, guests and PCAs are required to wear seatbelts and remain seated with their seatbelt secured during transport.
- Seatbelt extensions are available for your comfort. Let the operator know if you would like to use one.
- Good Earth Transit recommends that customers in wheelchairs use a personal lap belt in order to prevent a fall from the wheelchair seat during transport.
- Shoulder belts are available for customers traveling in wheelchairs. The shoulder belts are optional; however we do recommend customers use them during transport.

Fare Information

The operator will confirm the fare for your requested Paratransit trip(s) at time of booking. Fares are subject to change.

- The present base fare is \$2.00 for each one-way trip per zone corresponding to the fixed route. The maximum fare depending on origin and destination will be no more than \$6.00 per one-way trip. You can pay the fare using two options. (1) You can pay cash which will be deposited into the fare box at time of boarding. (2) You can purchase a pre-paid \$20 value card that the driver will punch as trips are redeemed.
- Have the exact fare ready. Operators do not carry change and are not allowed to search purses, pockets, or backpacks for the fare.
- Put the fare in the fare box or hand it to the operator each time you board the vehicle.
- Guests/companions and children four (4) years of age or older are required to pay a fare.
- PCAs are not required to pay a fare.

- There is no charge for service animals and pets.

Paratransit Operators

Paratransit operators are trained in defensive driving, passenger assistance, disability awareness, and the safe operation of Paratransit vehicles. Please cooperate with the operators and follow their instructions.

- The operator's first responsibility is the safety and security of all the customers and vehicle.
- Minimize operator distractions. Operators will not engage in unnecessary conversation with you. In order to help the operator focus on his/her driving, please limit the conversation to questions or concerns about your trip.
- Operators, whenever possible, are required to stay within sight of the vehicle.
- Please be advised that you may be left alone on the Paratransit vehicle when the operator assists other customers.
- Riders are allowed with up to four (4) bags, (not weighing over 25 pounds each), or one personal shopping cart (with no extra bags hanging on the outside of the cart).
- Operators cannot pick up packages (such as prescriptions) for you and bring them to you.
- Operators are not authorized to handle medications or money, other than your fare.
- Operators cannot accept tips; they do appreciate letters of praise for good service.
- Operator will not approach a house where there is a risk of encountering an unfriendly or unrestrained animal. When the operator arrives, make sure your animal is contained or on a leash.

Out Of Town Visitors

If you are planning to travel out of town and would like to use an ADA Paratransit service in another area, contact the office for assistance setting this up.

Visitors to the area, who are certified ADA eligible for Paratransit by another transit provider, or who provide documentation of a disability or self-certify that they have a disability that prevents them from using the regular fixed route buses, may use Good Earth Transit's Paratransit service for up to 21 days in a year without completing the formal application process.

If more than 21 days of service is needed in a year, visitors must apply through the Good Earth Transit eligibility process. To request an application, contact the office, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. at 985-850-4616 extension 404.

Inclement Weather Or Local Disasters

Good Earth Transit may delay or cancel public transportation service when adverse weather creates conditions hazardous for customers and operators, or when vehicles are unable to reach your residence or destination safely.

Some trips may be canceled on short notice. Every effort will be made to provide life-sustaining trips such as dialysis or chemotherapy, as long as vehicles are able to safely reach your residence and destination.

Paratransit service announcements will be included with school closure information on the radio, television, and social media. If weather conditions deteriorate after Paratransit service has dropped you off at your destination, we will arrange a return trip home.

A Few Rules

Paratransit is a shared-ride service and our goal is to provide a safe, comfortable ride for all of our customers. Good Earth Transit wants you to be aware of a few important rules for riding Paratransit.

The following is a summary of activities which are not allowed:

- Profanity or abusive conduct will not be permitted.
- Weapons are not allowed on TPCG vehicles.
- Tape/Radio/CD players must be equipped with earphones while being used on TPCG transit system vehicles.
- Eating, drinking, and smoking is not allowed.
- If drinks are brought on board, they must be in a secure cup with a locking lid to prevent a spill.

Please Consider

- Perfumes and colognes may trigger allergic reactions resulting in cardio-respiratory distress for other customers. Avoid use of scented items when you will be riding the service.
- For the comfort and health of all customers, personal hygiene must be maintained within acceptable standards. Strong odor, animal dander and other allergens may cause distress for other customers.

Lost And Found

Good Earth Transit is not responsible for items left on the bus. Customers are responsible for keeping track of all personal belongings brought onto the bus. If you discover you have left an item on a vehicle, call the office as soon as possible. Items found on the bus will be kept for no longer than 30 days.

No-Show Policy

A "No-Show" occurs when a customer:

- is not at the requested pick-up address, and the operator cannot locate the customer; or
- is not ready to board the vehicle within five (5) minutes of the arrival of the on time vehicle; or
- Has not called to cancel the trip a minimum of two (2) hours before the scheduled pick-up time.

If you have requested a trip and cannot ride, it is your responsibility to cancel the scheduled trip. Failure to cancel rides delays the bus, costs taxpayers thousands of dollars per year, and impacts customers who were scheduled to share the ride with you.

Excessive No-Shows will result in penalties, including suspensions of service.

Late Cancellation Policy

Last minute cancellations can slow down service and increase our costs. In the event of an emergency which forces you to cancel a ride on the day of your trip, call as soon as possible.

Paratransit services request a minimum two (2) hours notice for cancellations. Cancellations with less notice are considered a No-Show.

When you call to cancel a trip, be sure to cancel all of the trips you will not be taking on that date including return trips.

Cancellations At The Door

Cancellations made at the door for an on-time pick- up will be considered a No-Show. Cancellations made at the door because the bus arrives after the 15 minute window will not be considered a violation.

NOTE: No-Shows or late cancellations that occur due to circumstances beyond the control of the customer should be reported to the office as soon as possible.

Warnings And Suspensions

Establishing a pattern or practice of No-Shows will result in warning and suspension penalties.

Penalties are progressive, which means the severity of the penalty increases as long as the pattern and practice of No-Shows continues. Each penalty will be calculated based upon the customer's No-Show history over the previous 12-month period.

Administrative Review

Good Earth Transit reserves the right to suspend your service for flagrant and/or repeated violations of the Rules of Conduct. You will be notified when any violations occur.

If you disagree with Good Earth Transit's warning or decision to suspend service, you have the right to request an administrative review in writing or alternative format within 15 calendar days of the date of the warning or decision. To request an administrative review contact:

**Terrebonne Parish Consolidated Government
Transit Manager
P.O. Box 6097
Houma, LA 70361
985-850-4616**

NOTE: If you disagree with the result of the administrative review, you may request a formal appeal. This must be done no later than three (3) business days before the scheduled commencement of your suspension.