



Calcasieu Parish Public Transit Service Policy

The mission of the Calcasieu Parish Public Transit is to provide transportation services consistently and efficiently while providing the highest quality of services in a manner that is responsive to the needs of its passengers.

The Calcasieu Parish Public Transit System (CPPTS) is a curb-to-curb demand response transit service that provide transportation to the public, the elderly, the disabled, as well as workers through our Job Access and Reverse Commute (JARC) program. To ensure all passengers have an enjoyable riding experience, you are required to read the following terms and conditions and sign as an acknowledgement of agreement to the terms and conditions.

As a passenger of the CPPTS I agree to the following terms and conditions:

I. Scheduling & Reservations of Services:

A. To observe CPPTS hours of operation for the following services:

- General Public- 5:00am-6:00pm; Monday-Friday
- JARC- 5:00am-6:00pm; Monday-Friday
- Shopping or leisure trips – when CPPTS schedule allows.

B. To observe CPPTS holiday closures:

- New Year's Eve (December 31st)
- New Year's Day (January 1st)
- Martin Luther King Day (3rd Monday of January)
- Mardi Gras
- Good Friday (Friday before Easter)
- Memorial Day (4th Monday of May)
- June 19th (Juneteenth Day)
- Independence Day (July 4th)
- Labor Day (1st Monday of September)
- Veteran's Day (November 11th)
- Thanksgiving Day (4th Thursday of November)
- The day after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

C. To schedule, reschedule or cancel trips/rides please call our office at 337-721-4040 with at least 2 days/48 hours notice or as soon as possible.

D. To provide the following information when scheduling a trip/ride.

- Passenger name and name of escort if applicable (escorts ride at no cost).
- If a service animal will be accompanying passenger.
- Physical address for picked-up location.
- Physical address of drop off location.

- Time and date of appointment.
- A contact phone number

II. Fares and Payment Information:

Passenger Type	Urban Area	Rural Area	Job Access and Reverse Commute
Adult	\$3.00	\$5.00	\$2.00
Children (0-5)	No Charge	No Charge	No Charge
Children (6-17)	\$2.00	\$4.00	No Charge
Elderly (65-older)	\$1.00	\$2.00	\$1.00
Disabled	\$1.00	\$2.00	\$1.00

- A. To prepay for services and make your initial payment at least two weeks in advance before attempting to schedule a trip/ride.
- B. To make payments either by mail, in person or by phone with a credit or debit card. If mailing a payment send check, money order or cashier’s check made payable to the Calcasieu Parish Public Transit to the following address:

CPPTS
P. O. Box 3171
Lake Charles, LA 70602

- C. To never mail cash if your payment is made by mail.
- D. To pay with exact change if making a cash payment in person at the Transit Office located at 3001 Industrial Avenue, Lake Charles, LA.
- E. To pay electronically with credit/debit card, call 337-721-4040.

III. Curb-to Curb Service:

- A. To allow a 45-minute window of time for pick-ups. For example, if your scheduled appointment is 8:00am, the driver may arrive anytime between 7:00am and 7:45am and be considered on time. **Please NOTE: Drivers will only wait 7 minutes for passengers to come aboard the bus.**
- B. To provide an escort if passenger needs assistance getting on and off the bus.
- C. To provide CPPTS prior notification if a service animal will be accompanying passenger.
- D. Will not change your destination/drop off point during transport. Drivers are not permitted to transport you to any other destination other than your predetermined scheduled trip.

IV. General Passenger Responsibilities:

- A. Be fully aware of transit rules and regulations and have a signed acknowledgement of the Transit Service Policy on file.
- B. Be responsible for making timely payments of fares charged.
- C. Be responsible for confirming your destination in advance.
- D. Be friendly and courteous to the driver and other passengers.
- E. Refrain from any type of dangerous actions that endanger the driver and other passengers during transportation. This would include but not limited to using foul language, carrying any weapons, and fighting.
- F. Always wear a seatbelt.
- G. Have an appropriate escort if assistance is needed while using the transit system.

V. CPPTS Responsibilities:

- A. CPPTS have the right to suspend trips/rides in accordance with our Transportation Service Policy agreement for repeated violations of rules/regulations.
- B. CPPTS will maintain a proper account of all transportation payments per client. If transportation services are discontinued a refund of any remaining balance will be made within 30 days.
- C. CPPTS will provide a yearly evaluations of transportation services of each client in accordance with applicable rules and regulations of each program.

VI. Denial of Service:

The CPPTS reserves the right to deny service based upon any violation of its policy and procedures. If a passenger consistently miss scheduled rides or repeatedly fail to cancel in advance, they will be notified that future rides may be suspended, or services cancelled. This will be at the discretion of CPPTS management.

The CPPTS reserves the right to change the policies during the term of this transportation agreement. Written notification of any changes will be provided to passengers prior to them taking effect. The CPPTS also reserves the right to deny services based upon repeated violations of its policies. Passengers wishing to comment or issue a complaint against CPPTS can do so by calling (337)721-4034.

I acknowledge that I have read, and I understand the terms and conditions set forth in the above policy and procedures.

Passenger Name (print)

Passenger Signature

Date

Name of Emergency Contact

Emergency Contact Phone Number

Wendy Campbell Robinson
Transit Manager

Date