Operated by the Tangipahoa Voluntary Council on Aging (the TVCOA)
Partially funded by a grant from the La. Dept. of Transportation and Development and the Federal Transit Administration, through Tangipahoa Parish Government
TVCOA is a United Way Participating Agency

DESCRIPTION
Demand-Response, first-come first-served, curb-to-curb, non-emergency public transportation is available to everyone in Tangipahoa Parish, regardless of age, along with fixed route services in the cities of Hammond and Ponchatoula.

SERVICE HOURS
7:00 AM - 5:00 PM
Office Hours: 8:30 AM - 4:00 PM
Pick-up time can be as early as 1 1/2 - 2 hours before scheduled trip.
For special pick-ups, riders must schedule with TVCOA by 12:00 noon, at least 24 hours before transportation is needed.

HOLIDAYS AND CLOSURES
Bus does not operate in dangerous weather conditions or on standard holidays

Tangipahoa Public Transportation reserves the right to refuse any passenger services if they violate any of the standards outlined in the TPT service policy.

COST/FARE
$9.00 per one-way trip - under 60 years of age
Residents of Tangipahoa Parish ages 60+ are asked to make a donation\
.50 cents per one-way trip on the regular fixed route in Hammond or Ponchatoula

NON DISCRIMINATION/TITLE VI
The Council on Aging is an "An equal employment opportunity agency".

Tangipahoa Public Transportation services are open to all citizens without regard to race, color, religion or national origin. There is no distinction in the treatment of recipients and rules of courtesy are applied uniformly to all. If you feel you have been treated unfairly or discriminated against in any way contact the TVCOA Executive Director Debi Fleming at 985-748-7486, or you can request a grievance/complaint form to complete. It can also be found on the website of the TVCOA or the Tangipahoa Parish Government, under the sub-title of Public Transit. Note that anyone needing assistance with access to or completing of the forms, can request such assistance of the TVCOA.

COMMUNICATION WITH LIMITED-ENGLISH PROFICIENT (LEP) PERSONS
Tangipahoa Public Transportation can provide assistance for communication with limited-English-proficient persons to ensure them an equal opportunity to benefit from services. Please request such assistance from the TVCOA office at (985) 748-7476 or by letting one of our bus drivers know the need for such assistance.

ACCESSIBILITY/ADA POLICY AND COMPLAINTS

Most Parish transit vehicles are equipped with wheelchair lifts. The driver will give reasonable assistance on and off the vehicle if needed. The passenger must provide their own capable escort, if needed, and other assistive devices. The TVCOA website and the Tangipahoa Parish website have ADA grievance/complaint forms available for use by transit riders. Such forms have instructions on how to complete them and where to turn them in for a response. Note that anyone needing assistance with access to, or completing, of the forms, can request such assistance of the TVCOA.

Tangipahoa Public Transportation is ADA compliant.

Wheelchair-equipped vehicles are available for all riders.

REASONABLE MODIFICATION REQUESTS

Individuals with disabilities may request that the TVCOA public transportation make reasonable modifications and accommodations to its regular transit route in order that an individual may more fully use public transit service. All requests for this modification of bus routing must be made in at least one day in advance of the need by completing and submitting a reasonable accommodation request form to TVCOA/TPT Transit. Forms are available by calling (985) 748-8199 Dispatch, or by sending an email to the Reasonable Request Coordinator mary@tvcoa.com.

Forms may able be requested from or mailed to TVCOA, ATTN: Dispatch, 100 N. Bay St., Amite, La. 70422

EMERGENCIES

Bus drivers are NOT medically trained. In case of an emergency or illness, driver will stop the vehicle and contact 911.