

OUT OF TOWN VISITORS

RTA provides ADA paratransit service to visitors with disabilities who do not live in the New Orleans RTA service area. To ride with RTA's LIFT service visitors must, present documentation that they are ADA eligible for paratransit service in the jurisdiction in which they reside. To arrange for temporary visitor status for LIFT services, customers who are ADA eligible should contact RTA's ID Center at (504)827-8345 or TTY (504) 827-7833. Customers should be prepared to provide:

- The dates of travel as a visitor
- The specific destination addresses
- Emergency contact information
- Mobility devices to be used if applicable

If a visitor is unable to present this documentation, RTA will require documentation of residency and disability. RTA must receive documentation of eligibility for paratransit service for out-of-town visitors prior to the first desired day of travel.

Customers are encouraged to call three days in advance. Customers should also be prepared to provide information regarding mobility devices to be used and emergency contact information for the trip.

RTA will provide eligible visitors with LIFT service for any combination of 21 days during any 365-day period starting with the visitor's first use of the service during that period. Visitors who wish to receive service beyond this 21-day period must apply for eligibility with RTA's ADA Eligibility Department.