



## Frequently Asked Questions – Ride Free Lafayette

### How to Book a Ride

Booking a ride is simple and easy! Riders can book a trip in advance or can book a trip to depart ASAP (as soon as possible). Both advanced and ASAP trips can be booked by phone at (833) 456 - 3359, via our [website](#), or via the *On Demand Transit: Rider App* which can be downloaded in the [App Store](#) or [Google Play](#).

When passengers request a ride, they can request either a pick-up or drop off time. A pick-up time is when the rider would like to be picked up from their start destination. A drop-off time is the time when the rider needs to be dropped off at their end destination. When you request a drop off time, you will be provided with a pick-up time.

Rides can be requested by the rider or by a representative of the rider. When traveling as a group, one person can make the reservation for the group, indicating how many passengers are a part of the group.

If a rider sees the Ride Free Lafayette vehicle within the community, they can simply board the bus and the driver will schedule a trip for the rider right on the bus.

### Technology Makes Booking & Riding a Breeze!

Ride Free Lafayette is excited to offer riders real-time information related to arrival and departure times! When booking online or through the app, riders will be provided with an estimated time of arrival. When the Ride Free Lafayette vehicle is heading to pick up the rider, they will receive a message on the app and website letting them know that the bus is “enroute” and will arrive shortly.

For more information on how to book a ride via the website or app and for frequently asked questions, [visit our help page](#).

## How to Download the On Demand Transit: Rider App

Here are instructions on how to download the *On Demand Transit: Rider App*.

- On your smart phone, go to the app store.
- Download the On-Demand Transit Rider App.
- Open the app and enter **Lafayette** for the transit code to ensure you are connecting to the correct transit service.
- Press the menu button, then press sign-up. You will receive a confirmation e-mail after signing up. Confirm your e-mail, and you are ready to book a ride.



## Accessibility

Ride Free Lafayette is accessible to people of all ages and ability levels. The 14-seater vehicle features a wheelchair lift that accommodates all types of wheelchairs. Drivers can provide door to door assistance for riders that need additional assistance to get on and off the Ride Free Lafayette vehicle.

All Ride Free Lafayette vehicles feature a bike rack, which has the capacity to hold two bicycles. Passengers are responsible for loading and unloading the bicycle onto the front of the bus.

Service animals are allowed on the bus in accordance with the Americans with Disabilities Act. Non-service animals are not permitted on the Ride Free Lafayette service.

## Canceling Rides

All rides on Ride Free Lafayette are free and there are no penalties or fees for cancelations. If the rider booked their trip via the app or website and wish to cancel their trip, they can log into their account and cancel the trip. If the trip was booked via phone, the rider can call (833) 456 – 3359 to cancel or reschedule the trip.

## Riding During COVID-19

Have questions about riding the Ride Free Lafayette service during COVID-19? Visit [Via's Riding During COVID-19 for more information.](#)

*FAQ Updated: 7.7.2020*