

Welcome to Little Kanawha Bus

Little Kanawha Bus (LKB) provides demand response public transportation services for residents of Gilmer County in West Virginia. Service is available to three (3) locations - Clarksburg, Weston and Flatwoods - outside the Gilmer County service area.

Service is available Monday, Wednesday and Friday from 8:00 AM until 4:00 PM except for observed holidays, which include Veterans Day, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. In addition, both Good Friday and Columbus Day are employee training days and there is no transit service available on either day.

Suggestions, Complaints and Compliments

We would like to hear your comments. Either call or write us:

Little Kanawha Bus

P.O. Box 387
Grantsville, WV 26147
Fax: 304-354-6225
Toll Free: 1-866-354-5522
TDD Line: 1-866-354-5522

www.littlekanawhabus.com

Our Mission

Little Kanawha Bus seeks to provide safe, reliable, and affordable transportation to the people in our operating area. Although we serve the public as a whole, we will take extra efforts to serve the needs of persons with disabilities and the elderly. We will make every effort to see that our citizens have access to the transportation they require to assure their quality of life.

Statement of Nondiscrimination

In accordance with the Civil Rights Act of 1964, Little Kanawha Bus does not discriminate on the basis of race, color, or national origin. For more information about these protections, or to file a complaint, please contact Little Kanawha Bus or go to our website: www.littlekanawhabus.com.

If you have questions about any aspect of LKB service, policies or fares, please contact us as follows:

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Little Kanawha Bus

Public Transportation Services for

■ Gilmer County

Plan Your Little Kanawha
Bus Ride Today!

Call Toll Free At

1-866-354-5522

Or Our TDD Line At

1-866-354-5522

The Little Bus
With **BIG** Service



Due to the size of the Little Kanawha Bus service area and fleet, it is not possible to service every part of the service area every day. Here is a guide to the areas served by each county for each weekday of service. Questions about our demand response service can be directed to the Little Kanawha Bus offices.

Gilmer County Service Schedule

Monday - Round trip service along Route 47 and Route 5 West from Linn, Troy, Cox's Mills and Tanner.

Wednesday - Round trip service along Route 5 East from Stouts Mills and Sand Fork. Round trip service along Route 33 from Cedarville and Normantown.

1st Fridays - Round trip service to Clarksburg

2nd and 4th Fridays - Round trip service to Weston

3rd Fridays - Round trip service to Flatwoods



Please call us Toll Free at **1-866-354-5522**

Or our TDD Line at **1-866-354-5522**

A Look Inside

Your Professional LKB Operators

The Little Kanawha Bus vehicle operators receive extensive training in a number of safety and operational areas, including:

- Passenger Assistance
- CPR and First Aid - All LKB operators are certified in both areas.
- Defensive Driving
- Customer Service
- Vehicle Evacuation

Your LKB vehicle operators are dedicated to providing you with a safe and enjoyable ride.

Welcome Aboard LKB!

LKB Facility

The administrative offices of Little Kanawha Bus are located at 6162 South Calhoun Highway, Mt. Zion, WV 26151. In addition to housing both the administrative and operations employees, LKB vehicles are stored and dispatched from the location.

On behalf of the Little Kanawha Bus Board of Directors and staff, thank you for riding Little Kanawha Bus.



Service Summary

Demand response public transportation service requires customers to make a trip reservation at least one day prior to the day of travel. Requests for service made on the day of travel can only be accommodated if a vehicle is available. Little Kanawha Bus will make every effort to serve customers who make same-day trip reservations but encourages riders to plan ahead and reserve their ride as far in advance as possible.

Within Gilmer County, which LKB serves, there are specific service details that each current and future customer should know. The details about service available to/from Gilmer County are shown on the other side of this brochure.

Shared Ride Service - Customer Responsibilities

Little Kanawha Bus operates demand response service, which is sometimes called shared ride service. This means that, more often than not, other people will be picked up and dropped off during your trip on a LKB vehicle. Using a shared ride service comes with a level of responsibility on the part of our customers. When trip reservations are cancelled late, customers are not ready to travel or if customers do not show up for a reserved ride, it can impact other people who are sharing your trip. Late cancellations and rider "no shows" also waste resources and can result in higher costs to operate our service.

Here at LKB, we understand that circumstances arise that may result in the need to cancel a reserved trip. But if we all work together, we can minimize the number of no shows and cancellations and deliver a high quality service to all of our riders.

Service Features

If you and your family are looking for transportation for work, school, medical or shopping trips, consider a ride on a Little Kanawha Bus!

With one simple phone call, you can reserve a ride on one of our well-maintained vehicles and be driven to your destination by a specially trained, friendly, safe and courteous LKB driver. We'll pick you up at your home, school, job site or any other location within the Gilmer County service area and get you where you need to go!

If you need to travel outside our service area, LKB offers service to Clarksburg, Weston and Flatwoods, too. Please call LKB for details about service to these destinations.

If you want to ride LKB for a medical appointment, please call us before you schedule your appointments and we'll recommend the best time to schedule. With your permission, we can even help you schedule your medical appointments at the best time to ride the bus.

Little Kanawha Bus is wheelchair-accessible and is certified for non-emergency transportation through Medicaid.

See a LKB vehicle and want to take a ride? Our buses can stop anywhere along a regular route when flagged down, provided a safe stop can be made.

Anyone and everyone can ride Little Kanawha Bus. Children age 12 and under must be accompanied by an adult, and car seats - as required by law - must be used.

So if you are looking for a convenient and affordable way to travel, take a trip on LKB and leave the driving to us.

How to Ride Little Kanawha Bus

There are only three things you need to know to use the transportation services of LKB:

1. Where you are traveling from;
2. Where you are traveling to;
3. What time you need to arrive at your destination.

To schedule your LKB trip, please call us toll free at 1-866-354-5522 or call our TDD line at 1-866-354-5522 by 3:00 p.m. the day before you need a ride, or by 3:00 on Friday for a ride on Monday.

When you schedule your trip, you will be given an exact pick-up time based on the number of other passengers and the exact route.

For our riders with a disability, all LKB passenger vehicles are ADA accessible. Our lift-equipped vehicles can accommodate chairs and mobility aids which fit on the platforms. All LKB service information is available to our customers in alternative formats. Please contact LKB for additional details.

See an LKB vehicle and want to take a ride? Our buses can stop anywhere along a regular route when flagged down, provided a safe stop can be made.

Rider Rules

For the safety and comfort of our passengers, please be mindful of the following LKB Rider Rules:

- We do not allow smoking, eating, drinking or loud music on the bus.
- Pets are not permitted; only service animals assisting a passenger are permitted on board LKB vehicles.
- If you are meeting your LKB ride at a designated stop location, please be at bus stop 5 minutes before schedule.
- Please be seated after boarding and remain seated at all times. Seatbelts are required.
- All baby strollers and shopping carts must be folded and safely stored.
- To exit bus, please ring the bell.
- Please have car seats for children if required by law.
- Disorderly conduct is not permitted.
- In the event of a state of emergency, buses do not run.
- Power wheel chairs/scooters must have power turned off during lift operation and remain off throughout transport.
- We recommend that passengers using scooters transfer to vehicle seating throughout transport.

If you have any questions or concerns while onboard an LKB vehicle, please address them to your operator.

Fares

Round trip fares for travel within each county are based upon mileage; the minimum fare is \$1.00 and covers the first ten (10) miles of travel. Thereafter, each additional ten (10) miles of travel costs \$1.00.

Round trips from an LKB service area to Clarksburg are priced at \$14.00 and round trip service to Weston and Flatwoods require a \$10.00 fare payment.

LKB is a certified non-emergency medical transportation provider. Residents within the LKB service area who are a qualified Medicaid recipient can obtain round trip transportation service to a non-emergency medical appointment only on a fare-free basis.

For complete details and fare information call LKB on our toll-free line at:

1-866-354-5522

or call our TDD line at:

1-866-354-5522