

Little Kanawha Transit Authority

Customer Service Policy

Little Kanawha Transit Authority is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers boarding our vehicles, for obeying the rules listed below:

1. The driver is responsible for the safety and welfare of all passengers while riding the transit vehicle. Therefore, the driver is in charge and passengers are expected to comply with the instructions of the driver at all times. Passenger safety and welfare is contingent upon all passengers complying with these instructions.
2. Passengers are expected to act in a courteous manner at all times while riding the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately. Areas of some misconduct may be reported to the appropriate authorities.
3. If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.
4. Passengers are expected to pay their fares upon boarding the vehicle or show a valid pass to the driver. We appreciate exact change fares. We allow no passenger to ride without paying.
5. Do not attempt to stand or exit the vehicle until it has come to a complete stop and the driver informs you that it is safe to exit.
6. Passengers are expected to maintain control of their possessions while on the vehicle. The agency will not be responsible for lost or stolen property.
7. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the vehicle is deemed necessary, the driver will instruct you as to the actions to be taken.
8. Passengers are not permitted to consume food and drinks on the vehicle.
9. All vehicles are tobacco free. Smoking and chewing are not permitted on the vehicle.
10. No passenger is permitted to have an open alcoholic beverage container on the vehicle. The agency reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol.
11. Illegal drugs are not permitted on the vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
12. At the discretion of the transit agency any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
13. Any person using profane language towards the driver or other passengers may be asked to exit the vehicle.
14. Passengers displaying signs of bodily fluids may not be permitted to ride the bus.
15. Passengers with signs of infectious disease (such as but not limited to MRSA or shingles that could affect the safety of other passengers will not be permitted to ride.

16. For the safety of others, passengers seen to be carrying pests, such as but not limited to (lice, bed bugs or roaches) will not be permitted to ride.
17. Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
18. Passengers are to refrain from horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such an incident, will ask the passenger to exit the vehicle and will contact law enforcement if deemed necessary.
19. Weapons are not allowed on any vehicle at any time. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, num-chuks or any other device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.
20. Under ADA regulations service animals accompanying individuals with disabilities will be allowed to board the vehicle. No other animals are permitted.
21. Passengers are permitted 4 stops and 7 bags of groceries and/or small items needed. Going over the 7-bag limit will result in a charge of \$1.00 per bag. Some materials that cannot be transported are lumber, furniture, gasoline, etc. This is not an all-inclusive list and it will be the discretion of the driver and management to decide what can and cannot be transported if the question should arise.
22. Passengers should call prior to their scheduled pick-up time to cancel if they are unable to ride. The driver will wait at the stop 5 minutes past the scheduled pick-up time. If the passenger does not show or call, they will be considered a "no show." Passengers who record 3 no shows may be suspended from service.

Because of the safety and welfare of all passengers, any passenger who violates these rules can and will be prohibited from using our service.

For question, comments or concerns please contact us at 1-866-354-5522 or mail us at PO Box 387 Grantsville, WV 26147.

SERVICE SUSPENSION/TERMINATION

Should a service suspension or termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to LKTA management by submitting a written request for an appeal. Upon receipt of the appeal request, LKTA management will schedule an appeal hearing with the individual as soon as possible. Upon the conclusion of the appeal hearing LKTA management will render a decision on the appeal.