

Summarized Transit Operational Policies

- **New River Transit Authority operated by Raleigh County Community Action Association** observes a 15 minute pick up window. Drivers may arrive up to 15 minutes prior to the scheduled pick up or up to 15 minutes after the scheduled pick up time. Passengers should be ready 15 minutes prior to the scheduled pick up time.
- Demand Response drivers will wait no longer than five (5) minutes past the driver arrival time for each customer.
- Cancellations must be reported to **New River Transit Authority operated by Raleigh County Community Action Association** at least 2 hours in advance.
- No Shows will not be tolerated. **New River Transit Authority operated by Raleigh County Community Action Association** may request payment in full for a No Show trip before allowing customers to use the services again.
- Drivers are not allowed to assist with customers bags.
- Transit and Demand Response passengers are to be picked back up at the same location as drop off, failure to do so does not guarantee a pickup/return trip.
- Demand response is a shared ride public transportation and will call pickups will be treated in order of notification and in accordance to drivers “scheduled” pickups.
- No Refund Policy-No refunds are provided for any trip tickets, paid fares and/or bus passes. Over payments of fares due to incorrect change of the passenger boarding will not be the responsibility of the **New River Transit Authority operated by Raleigh County Community Action Association**
- Correct change is required when boarding the bus. Lost, Stolen or damaged passes and/or trip tickets will not be replaced by the transit authority and will be the responsibility of the passenger ticket/pass holder to cover the cost of replacement. All payments and sales are final. Only cash is accepted.

Prohibited activities

The following are rules of conduct for the Authority’s transportation system and property. Unless previously authorized by the Authority for any person to engage in the following is considered prohibited conduct:

	Type of conduct	Transit vehicles	Other New River Transit Authority operated by Raleigh County Community Action Association Property
1	Displaying or offering for sale, selling or distributing goods or services	Prohibited	Prohibited
2	Soliciting or begging for money or anything of value	Prohibited	Prohibited
3	Consuming any food or non-alcoholic beverages, excluding medicine	Prohibited	Allowed
4	Using sound-producing devices or equipment (use of headphones allowed if output is inaudible to others)	Prohibited	Prohibited
5	Spitting	Prohibited	Prohibited
6	Willfully blocking the free movement or access of another person	Prohibited	Prohibited
7	Possessing luggage or personal items or large carts or dollies of a size or quantity that the passenger cannot manage on his or her own in one	Prohibited	n/a

	trip on or off NRTA/RCCAA buses and/or that exceeds the four bag limit policy.		
8	Occupying more than one seat by placing objects, shoes or feet on adjoining seats	Prohibited	n/a
9	Sleeping or dozing where such activity may interfere with NRTA services	Prohibited	Prohibited
10	Loitering or storing personal property on a NRTA buses. Loitering is defined as (1) remaining on the NRTA system for more than one continuous trip without exiting the paid area and re-entering by paying a second fare or (2) riding on the system continuously in excess of two hours without exiting the system.	Prohibited	n/a
11	Loitering or storing personal property on all other NRTA property except where authorized to do so	n/a	Sleeping or camping on NRTA property and any other uses which are not related to transit and not otherwise authorized by law or NRTA
12	Alarming or disturbing others or causing others to fear for their safety or provoking a breach of the peace or being under the influence of alcohol, narcotics or other drugs or engaging in boisterous or unruly behavior that seriously inconveniences, annoys or alarms other reasonable persons in their vicinity	Prohibited	Prohibited
13	Engaging in harassment or sexual harassment or bullying. Harassment is defined as offensive behavior toward an individual because of his or her sex, race, color, national origin, religion, marital status, sexual orientation, transgender status, pregnancy, ancestry, age, military status, disability, genetic information or any other status protected by law. Sexual harassment is defined as unwelcome conduct of a sexual nature directed at a person of the same or opposite sex. Bullying is defined as abusive, repeated conduct that is threatening, humiliating or intimidating.	Prohibited	Prohibited
14	Possessing or carrying any weapon including, but not limited to, guns, clubs, knives, stun guns, tasers and explosive devices. This does not apply to those individuals authorized to carry weapons onto transit or to pepper spray.	Prohibited	Prohibited
15	Selling, bartering or exchanging for consideration any fare media issued by the NRTA or fare media issued by the Regional Transit Authority under the Special Fare Program	Prohibited	Prohibited
16	Failure to follow a lawful direction or request from a NRTA/RCCAA employee, representative or security agent or police	Prohibited	Prohibited

Penalties for violations

Any person who violates the rules is subject to any or all of the following penalties:

- To complete a period of supervision
- To pay restitution when the violation involves damage to property
- Immediate removal from NRTA property
- Suspended riding privileges
- Arrest

For the extensive full list of operational policies, procedures and rules please go to www.newrivertransitauthority.org