

**New River Transit Authority (NRT) operated by Raleigh County Community Action Association**

**Operational Policies**

- One child aged 11 and under ride free with one fare paying adult.
- Services are scheduled on a first come first serve basis.
- Demand Response services 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.
- Demand response drivers will wait no longer than five (5) minutes past the driver arrival time for each customer.
- Cancellation must be reported to dispatch **((304) 894-8917)** by 8:00 pm prior to the day of scheduled trip. Clients must call dispatcher at to cancel scheduled appointments. Dispatching hours are Monday thru Friday 7:00 am until 8:00 pm. Except weekends, Holidays & Scheduled Trainings. Failure to contact dispatch in advance will be considered a **No Show**.
- **No Shows** will not be tolerated. Please refer to NRT No Show policy.
- Reasonable accommodations may be requested and allow NRT to alter policies and procedures to accommodate under the ADA.
- NRT is a curb-to-curb service, if reasonable accommodations are needed, please notify dispatch prior to pick-up.
- If delays occur due to inclement weather, we will inform the public via press releases, social media, and by updating our website. Please refer to inclement weather policy.
- Customers are encouraged to use safety belts.
- Children must be properly placed in an approved child restraint mechanism per the West Virginia Safety Program regulations. NRT is not responsible to provide child restraints or install any mechanisms.
- Please inform dispatch if a personal care assistance is accompanying you when scheduling your trip. Failure to do so may result in unavailable seating.
- Service animals are permitted on NRT vehicles as long as passengers maintain control of the animal while riding. All other animals are prohibited.
- 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.
- Will call pickups will be treated in order of notification and in accordance with drivers "scheduled" pickups.
- No refunds are provided for any tickets, paid fares and/or bus passes. It is the responsibility of the customer to have exact change.
- Passengers are responsible for any lost, stolen, damaged passes or tickets. NRT is not responsible for replacement.
- All sales are final.

- If you misplace or leave any items on the bus, please contact dispatch immediately. Lost items that are recovered are retained for no more than two weeks. NRT is not responsible for any lost items.
- In accordance with Title VI of the Civil Rights Act, NRT operates without regard to race, color, national origin, sex, or religion. Title VI discrimination complaint forms can be obtained from the New River Transit Authority Office at 360 Prince St. Beckley, WV. 25801, call (304)894-8918 or on the website at [www.newrivertransitauthority.org](http://www.newrivertransitauthority.org)
- Soliciting or begging for money of any value is prohibited.
- Possessing large carts or dollies of a size or quantity that the passenger cannot manage on his or her own in one trip
- Consuming any food or beverages is prohibited.
- Unruly behavior will not be tolerated, please refer to Rider Policy.
- Occupying more than one seat is prohibited.
- It is prohibited to tamper with any equipment.
- Smoking of any substance including e-cigarettes, chewing tobacco, etc. will not be tolerated.
- Storing personal property on any NRT property is prohibited.
- 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.
- Harassment or bullying of any kind will be means of immediate suspicion.
- No Trespassing.
- Littering or damage to any property is prohibited.
- No Vandalizing
- Possessing of any weapon is prohibited
- Selling, bartering, exchanging, or stealing of any passes, tickets, etc. will not be tolerated.