

Transportation Services Rider Policies and Procedures

KVCAP provides Transportation Service Monday through Friday, 52 weeks a year, excluding holidays.

Kennebec Explorer

This section applies to Kennebec Explorer riders only:

Contact your local Transportation office or visit www.kennebecexplorer.com for bus schedules and information.

- ♿ Kennebec Explorer Buses are accessible to passengers with disabilities.
- R** Reserve stops, indicated by **R**, are locations near the bus route that are available on call. Buses operate on a deviated fixed route and will deviate up to ¾ mile for passengers on request. Please call one hour in advance to schedule a ride.
- Storage space is limited. To ensure that seating space is available for all passengers, carry-on items are limited to those that can be stored on the passenger's lap or in the area directly in front of their feet, typically 4 regular sized grocery bags or less. Bus drivers will assist with carrying bags on or off the bus on request. Unattended packages cannot be left on KVCAP vehicles.
- 🕒 Kennebec Explorer strives to provide on-time service. Watches and clocks seldom agree and a difference of a minute or two could mean a missed bus. Please arrive at your bus stop 3 to 5 minutes before your departure time. Occasionally traffic conditions, inclement weather, passenger loads, or other uncontrollable conditions may cause a bus to run late. Please be patient if this occurs.

\$ Please use exact fare or bus ticket when boarding. Drivers do not carry change.

KV Van

This section applies to KV Van riders only:

Advance Notice

KV Van riders must schedule their appointments at least 3 days in advance. Staff will attempt to provide service with shorter notice, but may have limited ability to accommodate short-notice requests as resources fill up quickly. Please provide as much advance notice as possible.

KV Van On-time Policy

It is the goal of KVCAP to pick up all riders within 30 minutes before or 15 minutes after the scheduled pick up time. It is the responsibility of the rider to be ready for the vehicle when it arrives. Lead times may vary for long trips.

KV Van Wait Policy

When the KVCAP driver arrives to pick you up, the bus or volunteer driver will wait a maximum of 5 minutes for the rider. If you are going to be late or need to change your trip time, please call KVCAP at least one hour in advance so we can notify the driver.

Cancellation Policy

Any rider who needs to cancel their scheduled trip must notify KVCAP at least one hour before the pick-up time. Failure to cancel your trip could result in the rider being charged with a "no-show". Riders with 3 or more no-shows may have ridership privileges reduced or suspended.

All Transportation Services

This section applies to all riders:

Passenger Assistance

KVCAP provides curb-to-curb service. Bus and van drivers are trained in passenger assistance techniques and may provide passenger assistance in boarding and disembarking from the vehicle. Passenger assistance may include guiding the passenger into the vehicle, lending a steady arm for balance in boarding the vehicle, help finding a seat, or securing a wheelchair.

KVCAP drivers will not provide assistance that involves bearing weight, including lifting and/or carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant to accompany and assist them. KVCAP does not provide Personal Care Attendants. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver assisting them. For passengers using wheelchairs, the area around the lift entrance must be clear and accessible.

For the safety and protection of both drivers and passengers, KVCAP drivers will not enter passenger's homes. Please plan accordingly.

Personal Care Attendants

An eligible Personal Care Attendant (PCA) can ride at no additional charge. The passenger may be asked to provide information about the function of the PCA.

Service Animals

- 🐕 Service animals are allowed to ride for free with bus and van passengers who have visual, hearing or mobility impairments. Service animals must be under the control of the rider at all times. All other animals are allowed only if they are kept in an appropriate cage or container and do not cause a disturbance for other riders.

** ADA regulations define service animal as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. It is discriminatory to require a person with a disability to certify or register a service animal.*

Food Consumption & Smoking

Eating, drinking and smoking are not permitted by passengers on KVCAP vehicles. Please do not bring open food or beverage containers on board. Beverages with a spill-resistant, sealable lid are allowed on KVCAP vehicles.

Seat Belts & Restraints

Maine law requires that all passengers use seat belts or appropriate child safety restraints while the vehicle is in motion. Passengers must remain seated until the vehicle comes to a complete stop. Standing while the bus is in motion is only permitted when the bus reaches full seating capacity. Passengers with a medical seat belt exemption must provide a medical exemption certification when boarding. Child Safety seats must be used appropriate to the size and weight of the child. KVCAP may be able to provide an appropriate child safety seat with appropriate advance notice. Parents are asked to secure their own children in the child seats.

Oxygen Tanks

Some portable oxygen tanks are permitted on KVCAP vehicles. Allowable tanks must be secured to a mobility device or be a portable design that permits the user to carry the tank with a shoulder strap. Wheeled oxygen tanks are not permitted on KVCAP vehicles as the buses and vans are not equipped with appropriate devices to secure them. Oxygen tanks may not be stored in vehicle aisles. Oxygen tanks should have sufficient oxygen for a minimum of 1 hour travel time to ensure there is an adequate supply to reach your destination.

Passenger Conduct

Passengers are expected to adhere to commonly accepted rules of conduct. Please be courteous with your driver and other passengers. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior and/or language is abusive, offensive, disorderly or dangerous to himself, the driver, or other passengers. KVCAP reserves the right to deny service as appropriate.

Proper Attire

Shirts and shoes must be worn on KVCAP vehicles.

Littering and Property Damage

Littering or defacing of property is prohibited.

Hazardous Materials

Guns, knives, explosives, dangerous liquids, and hand carried parcels that could cause injury to other passengers are banned by law.

Audio / Video Devices

Radios, scanners, and portable CD/tape/DVD players may be used on the bus only if the sound is transmitted to the user by ear plugs or headphones and the content is not offensive to other passengers.

Adverse Weather

KVCAP may reduce or cancel services during severe weather events. Local Radio and Television Stations, and the KVCAP website, will be updated when service reductions or closures occur.

Non-discrimination

KVCAP is committed to providing service in an equitable manner to all customers regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or other protected status.

Complaints, Suspensions, and Appeals

Complaints regarding KVCAP services may be submitted in writing to the regional manager at any KVCAP dispatch office or directly to the Transportation Director. When submitting complaints, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses. KVCAP will respond to complaints and appeals in writing within 10 business days.

KVCAP may suspend a rider for incidents of disruptive behavior, repeated no-shows, breaking of KVCAP rules / policies or breaking the law.

A rider may appeal a suspension or penalty. Appeals must be submitted in writing to: KVCAP, Attn: Transportation Director, 97 Water Street, Waterville, ME 04901. Appeals must be received by KVCAP within ten business days of the suspension or penalty. The appeal must include the rider's name, mailing address, telephone number and the reason for the appeal.

KVCAP Transportation Services 97 Water St Waterville, ME 04901-6339

1-800-542-8227
Augusta
622-4761
Waterville
877-5677

www.kvcap.org

www.kennebecexplorer.com

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