



1-800-542-8227

207-859-1500

[www.kvcap.org](http://www.kvcap.org)



Scan to visit our website

**Waterville**  
101 Water Street

**Skowhegan**  
28 Research Drive

**Augusta**  
225 Western Avenue



## KV Van General Public Zones

## Rider's Guide



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## WELCOME ABOARD!

Welcome aboard from all of us at Kennebec Valley Community Action Program (KVCAP) Transportation Services. Our goal is to provide Kennebec and Somerset County residents and visitors with high-quality public transit service. If you have any questions or would like help planning your trip, please call us at 207-859-1500. We'll be glad to assist you!

## HOW KV VAN WORKS

KV Van offers convenient curb-to-curb public transit service throughout the cities of Augusta, Waterville/Fairfield/Winslow, and Skowhegan. KV Van is custom-fit to your schedule and your neighborhood.

**KV Van is available to the general public by appointment, Monday-Friday, 8:30-4:00.  
(Winslow is Monday, Wednesday and Friday)**

Individuals may request trips to and from any location within each city's service zone, including for shopping, employment, and recreational activities, among others.

## Intercity Trips Between Waterville and Augusta

KV Van offers direct trips between Waterville and Augusta, by appointment.

## HOW TO RIDE KV VAN

**Call 207-859-1500:** Call the day before by noon. A friendly KVCAP Representative will assist you in planning your trip.

**Be ready for your vehicle:** Please keep in mind that the vehicle may arrive up to 5 minutes before or after your scheduled pick-up time. Simply board, pay your fare or show your monthly pass.

## CASH FARES & MONTHLY PASSES

	<u>Regular</u>	<u>Discount</u>
Within each zone:	\$5.00	\$3.00
Intercity:	\$10.00	\$5.00
Children age 10 and under:	FREE	
Monthly City Pass:	\$100	\$60
Monthly Intercity Pass	\$200	\$100

## MOBILITY DEVICES

KVCAP will attempt to carry any wheelchair or mobility device that can physically and safely be accommodated on our vehicles.

### Wheelchair Accessibility

- All of KVCAP's accessible vehicles are equipped to meet the minimum deferral requirement of accommodating a 600-pound load and wheelchair dimensions of 30 x 40 inches. A driver may deny transportation if a customer is using a larger wheelchair and its occupant would be inconsistent with KVCAP safety requirements.
- Boarding is permitted with a mobility device as long as the device can maneuver the ramp or be picked up by the lift, and the passenger can maneuver the device into the passenger area. Vehicles utilize a multi-point securement system to secure the mobility device.

### For Your Safety

- Securement of mobility devices is mandatory.
- KVCAP requests that you lock your brakes (if brakes are present) on your mobility device while using the lift and also while the vehicle is in motion.
- KVCAP drivers are trained to ensure your safety and comfort.

## LIFE SUPPORT EQUIPMENT

Passengers required to use portable oxygen, respirators, and other life support equipment, are permitted to board with them, unless it would violate the Federal Regulations (49 CFR Parts 100-199) concerning the transportation of hazardous materials. Passengers must be able to bring their portable oxygen tank on and off the vehicle by themselves.

## PERSONAL CARE ATTENDANTS

One Personal Care Attendant (PCA) can ride free with a fare-paying passenger.

## REASONABLE MODIFICATION

If you have a disability that requires a reasonable modification to access KV Van, you may request a reasonable accommodation. Please contact KVCAP Transportation Services at 207-859-1500 for more information.

## ACCESSIBLE SERVICES

KVCAP's priority is to deliver safe, quality, and reliable public transportation within our community. In cooperation with the Americans with Disabilities Act of 1990 (ADA), KVCAP is committed to offering transportation services that can be used by all of our customers.

## ACCESSIBILITY FEATURES

All KVCAP vehicles are accessible and equipped with ramps or lifts to accommodate passengers who have difficulty climbing stairs or who use mobility devices. For passengers using mobility devices, there are reserved areas with securement systems to provide a safe ride.

## SERVICE ANIMALS

KVCAP allows service animals in its vehicles. KVCAP does not allow emotional support or comfort animals in vehicles unless the animal is contained in a pet carrier..

### Your Rights:

KVCAP drivers are allowed to ask the following two questions:

1. Is that a service animal?
2. What task has the animal been trained to perform?

Driver are not allowed to ask for documentation or proof that the service animal has been certified, trained, or licensed.

### Your Responsibilities:

- Service animals must be under the control of the handler at all times and leashed, harnessed, or tethered. If you have a disability that prevents the use of these devices, you must use voice signal or other effective means to maintain control of the animal at all times.
- Service animals must remain at your feet or on your lap and may not occupy the aisle, sit on another seat, or encroach on the space occupied by another passenger.
- Service animals must be housebroken. Owners are responsible for any damage or soiling caused by the service animal.
- Service animals may not pose a direct threat to the health and safety of others or exhibit aggressive or seriously disruptive behavior towards other people or animals.
- If your service animal's behavior threatens the safety of the driver, passengers, or other animals, you and your service animal may be asked to leave the vehicle.

## DISCOUNT ELIGIBILITY

### Discounted fares for:

Age 11 years to 17 years  
Age 65 years and older  
Medicare card holders  
Veterans

Proof of eligibility is required upon boarding or when purchasing a monthly pass.

## HOW TO PAY

You can pay with cash when you board the vehicle or pre-purchase tickets or a monthly bus pass to show to the driver when you board. If paying with cash in real-time, exact change is required. Cash payments over the established fares will be considered donations. Credit cards are not accepted on vehicles at this time.

You can purchase tickets or monthly passes at any of our business offices in Augusta, Waterville, and Skowhegan. Cash and personal checks are accepted.

## HOLIDAY & INCLEMENT WEATHER SERVICE

Occasionally, if the weather gets bad, general public KV Van trips will be cancelled for the safety of our drivers and passengers. KVCAP will post cancellation notices on our website, Facebook page, and on local news outlets. If you are wondering about service the following day, please check online or call us at 207-859-1500.

### KV Van will not operate on the following holidays:

New Year's Day  
Martin Luther King, Jr. Day  
Presidents' Day  
Patriots' Day  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Indigenous Peoples' Day  
Veterans Day  
Thanksgiving Day  
Thanksgiving Friday  
Christmas Day

## RULES TO RIDE BY

- Pets are not allowed except in caged carriers (service animals exempt).
- No smoking (including vaping) on or within 20 feet of the vehicle.
- No eating or drinking in the vehicle.
- Passengers must wear a shirt and shoes.
- All children who weigh less than 55 lbs. must be in a car seat in the vehicle, regardless of age.
- KVCAP may refuse to provide service to any individual who engages in violent, seriously disruptive, and illegal conduct.
- Keep cell phone conversations brief, the volume low and refrain from using speaker phone so as not to disturb other passengers.
- Large articles over 5 ft. in length, packages, bags of returnable containers, non-collapsible strollers that block the aisle and/or restrict the free movement of passengers are prohibited.
- Willfully refusing to pay a fare or show tickets/passes to the driver is prohibited.
- Lighting an incendiary device (matches, lighters, and anything that can start a fire, etc.) is prohibited.
- Guns, knives, explosives, and dangerous liquids are prohibited on KVCAP vehicles.
- Use of counterfeit or stolen tickets/passes is prohibited.

**Passengers that do not comply with all driver requests may be asked to leave the vehicle or may be denied boarding.**

## LATE CANCELLATION/NO-SHOW POLICY

Please call KVCAP as soon as you know you no longer need your ride. If you call in to cancel your trip at least 90 minutes before your scheduled pickup time, it will not be considered a Late Cancellation.

No-shows that are beyond the rider's control will not be counted toward the rider's total monthly no-shows.

If a rider has three (3) no-shows in a thirty (30) day period, rides will be stopped for one (1) week.\*

*\*For more information on the full policy, please reach out to us at 859-1500*

## TITLE VI NOTICE

KVCAP operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and Department of Transportation (USDOT) Regulations 49 CFR Part 21. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a complaint with KVCAP or with the Federal Transit Administration. For more information or to obtain a Title VI complaint form and process, contact KVCAP directly at 207-859-1500 or [info@kvcap.org](mailto:info@kvcap.org).

## CODE OF CONDUCT/EXCLUSION POLICY

No individual may engage in inappropriate conduct on, at, or within the equipment or facilities of KVCAP and KVCAP Transportation Services. Individuals may be warned to stop the inappropriate conduct, if the conduct continues, the individual may be subject to arrest and prosecution for trespassing and/or disorderly conduct. Continuous repeat infractions may result in exclusion from our service for up to six months.

## SECURITY CAMERAS

Cameras have been installed on KVCAP vehicles to improve security.

## BICYCLES ON VEHICLES

Most of our vehicles are not equipped to accommodate bikes at this time. As space allows and at the driver's discretion, a bike can fit in the wheelchair securement area. KVCAP will not be liable for any property damage or bodily injury caused by the loading or unloading of bicycles.

- Bicycles longer than 80 inches (6.5 feet) and higher than 54 inches (4.5 feet) will not be allowed on the bike rack.
- Total weight on the bike rack shall not exceed 55 lbs.
- Bicycles with electric motors are allowed provided that the external battery is securely mounted, sealed, and of the non-spillable type. Bicycles with wet-cell non-sealed batteries (like most car or motorcycle batteries) are prohibited.
- Motorized bicycles with gas-powered engines of any kind are prohibited.