

KARTS' Passenger Policies

Attachment A

**For your safety and comfort and for that of all of our passengers;
passengers are required to observe the following policies when riding KARTS:**

1. Request for transportation should be made 48 hours prior to when transportation is needed. When KARTS reaches capacity of 700 trips no further requests will be taken. The sooner a trip is scheduled the better, but no further than 14 days in advance.
2. Please be ready to go at least 60 minutes prior to your scheduled pick-up time. Once the van has arrived the driver can wait no more than 2 minutes for passengers to board.
3. If a vehicle arrives to pick you up and you do not ride for any reason it is considered a **No-Show**. You are responsible for the cost of this **No-Show** before you may ride again.
4. Schedule changes are to be handled through the KARTS' office or through the appropriate agency office at **ALL** times. Passengers are asked not to make arrangements with drivers. **Cancellations may not be relayed by drivers.** Requests for next day service, including changes in destination, must be called into KARTS.
5. **Raleigh, Durham** passengers should not schedule their arrivals earlier than 10:30 A.M. **Chapel Hill** passengers should not schedule earlier than 11:00 A.M. KARTS must return from **Chapel Hill** at 3:30 P.M. and other out of county trips no later than 4:00 P.M. **with or without all passengers.** The vehicle will return when all passengers are ready or at 4:00 P.M.
6. If you are riding as a **will-call** you must call the office when you are ready for pick-up. After you contact the office it may take up to 60 minutes for your ride to arrive.
7. If you have scheduled a time for your return trip and you will not be ready it is your responsibility to notify KARTS that you will not be ready. Failure to do so will result in a **No-Show**. If you are not ready at your scheduled time your trip will be made a **will-call**.
8. KARTS' drivers can assist passengers on and off the van, and to and from the door of their pick-up or drop-off point, as long as the van remains within eyesight. Drivers are not permitted to assist passengers inside homes or other buildings. Drivers can assist those in wheelchairs in navigating **suitable** ramps, however, they are not permitted to push or pull wheelchairs up or down steps.
9. KARTS' drivers are not permitted to stop for restroom breaks or otherwise while in route; only to pick up or discharge passengers. In the event there is a medical reason a passenger needs to stop for breaks, passengers are asked to contact the KARTS' offices.
10. Passengers are expected to be responsible for their own personal hygiene while on board KARTS' vehicles.
11. If you are paying with cash, please have exact fare ready when boarding. For those who are using tickets or FareKards, please have them ready upon boarding. The **full fare** is due on the first leg of the trip.
12. **ALL** passengers must use safety belts while riding in KARTS' vehicles. Children required by NC law must be properly secured in an approved child restraint system. **KARTS does not provide child restraints.** Passengers in wheelchairs or other mobility devices must permit drivers to completely secure the chair using the 4-point tie-down system with lap and shoulder restraints. It is advisable for passengers in wheelchairs or scooters to transfer to a regular seat if at all possible. In any event, the mobility device must be secured. KARTS does not transport wheelchairs by themselves, someone must accompany the chair.

KARTS' Passenger Policies

13. KARTS' drivers are not permitted to transport passengers with bodily fluids on their person (must be in sealed container). In the event of an on-board emission, drivers will take the passenger back to his/her origination or to their destination; whichever is closer.
14. Please limit conversation with drivers to any instructions necessary when boarding/leaving the vehicle. Conversations between passengers should be held in a normal tone so as not to disrupt other passengers or the driver. **The use of profanity is prohibited.**
15. Physical contact with the driver or with other passengers is not permitted. Passengers are asked to refrain from public displays of affection and/or any sexual activities while on board the KARTS' vehicle. Passengers are asked to stay seated until the vehicle has come to a complete stop at one's destination. Passengers are asked not to rest their feet on the seats, and to keep their hands and arms inside the vehicle. Destruction of KARTS' property will result in legal action. Additionally, passengers are asked to keep the aisles clear of obstructions such as bags, etc. **Limit bags to two bags per person.**
16. The use of, possession of, and/or sale of alcohol or illegal drugs is not permitted on any KARTS' vehicles. KARTS' drivers have the authority to deny service to any person thought to be under the influence of drugs or alcohol.
17. The carrying of concealed weapons is not permitted in KARTS' vehicles. KARTS' drivers have the authority to deny service to persons carrying weapons.
18. Smoking, eating, and/or drinking are not permitted on the KARTS' vehicles.
19. The use of music playing devices is permitted with the proper headphones and at an appropriate volume. The driver may ask that you turn down the volume if it becomes a driving distraction.
20. The use of cell phones is permitted as long as conversations are held to a minimum and at a reasonable volume. The driver may ask that you not talk on the phone if it becomes a driving distraction.
21. Drivers have the authority to deny service to anyone they deem at the time to be violent, intoxicated, or hazardous to themselves, other passengers, or the driver. In the event a passenger does become violent the police will be notified immediately.
22. Drivers can only pick up passengers who have suitable driveways.
23. Passengers under the age of 13 must be accompanied by an adult.
24. Abusive or profane language will not be tolerated. Any threats made toward the driver, other passengers or office staff will result in an immediate 30 day service suspension. Multiple violations of this policy may result in permanent suspension.

These policies are in effect in order to protect the employees of KARTS and passengers. All passengers have a right to safe, efficient transportation, and a responsibility to do their part to make sure that this is the case for everyone. Failure to observe these policies could result in temporary or permanent suspension of KARTS' privileges. KARTS will immediately report all illegal actions to the proper authorities. Thank you for using KARTS and if you have any questions please contact the office at 252-438-2573.

Attachment B

KARTS AGENCY RATE 2017-2018

LOCAL TRIPS

\$1.35 per shared mile (Cost distributed evenly among all passengers on each vehicle for each day of service).

OUT-OF-COUNTY

All out of county trips will be billed a flat rate of \$50.

KARTS

POST OFFICE BOX 246
HENDERSON, NORTH CAROLINA 27536

PUBLIC TRANSPORTATION
TELEPHONE: 252/438-2573

ATTACHMENT C

SENIOR CENTER WARREN COUNTY

1. The Agency agrees to authorize the KATA to provide certain transportation services for its Senior Center passengers as requested within vehicle/driver limitations.
2. The Agency agrees to determine eligibility and to schedule transportation services with KARTS.
3. KATA agrees to bill the individual for whom service was requested for a "no-show". A "no-show" is defined as that service which was requested either by or for a passenger but the passenger was not present to be transported and the request had not been cancelled. KATA reserves the right to stop service until the individual has paid the "no-show" fee.
4. KATA will bill the Agency based on the current rates as per Attachment B. The Agency understands that the rates are subject to change in accordance with the Fuel Increase Provision as stated in the Transportation Agreement, Section B Paragraph F.
5. Cancellations will be accepted by KATA from the Agency or the passenger.

AGENCY

By: _____

Date: _____

KERR AREA TRANSPORTATION AUTHORITY

By:  _____

Rob Brink
Kerr Area Transportation Authority Director

Date: 6/13/17