

Raleigh County Community Action Association, Inc.
“**Raleigh Express**”
JARC, Dial-A-Ride, Transit Lines, Non emergency medical & New Freedom
Rules & Regulations

As a client of Raleigh County Community Action Association, Inc “**Raleigh Express**” system, I agree to abide and follow the following Rules:

- A fee of \$2.50 will be charged per boarding. Personal Checks will not be accepted! **Raleigh Express** Drivers carry small amounts of change so please have exact fare.
- Additional stops will be charged at a rate of \$2.00 per stop. Unscheduled additional stops will be accommodated only if time allows. **Raleigh Express** can not guarantee that unscheduled stops can be accommodated.
- Raleigh Express is a curb to curb service; drivers are not allowed to leave their vehicles unattended. Is it up to the customer to get from the door to the curb. Drivers will assist customers boarding the vehicle once they reach the curb.
- Eating and drinking is prohibited on all **Raleigh Express** Vehicles.
- The use of tobacco is prohibited on **Raleigh Express** Vehicles.
- The use or possession of alcohol or illegal substances is prohibited on **Raleigh Express** Vehicles.
- The possession of any weapons (knives, firearms & Etc.) is prohibited on **Raleigh Express** Vehicles.
- Client may not distract drivers at any time while vehicle is in motion or during passengers loading and unloading. (cell phone, walkmans, cellular telephone, iPods, talking or any other noise should be kept to a minimum)
- Violence will not be tolerated on **Raleigh Express** Vehicles.
- Harassment to drivers or other passengers will not be tolerated.
- Drivers will wait no longer than five (5) minutes for each client.
- Services are scheduled on a first come first serve basis; clients must call at least one week in advance to reserve a time slot. (there are no guarantee for services)
- Cancellation must be reported to RCCAA (**Raleigh Express**) in advance. Clients must call dispatcher at (304) 252-6396 to cancel scheduled appointments. Dispatching hours are Monday thru Friday 8:00am until 9:00 pm. Except Holidays & Scheduled Trainings.
- No shows and no calls will not be tolerated. **Raleigh Express** will request a payment in full for a no show trip before allowing customers to use the services again.
- Repeated instances of cancellations without calling in could result in sanctions up to thirty (30) days without service.
- Seat belts are to be worn at all times in **Raleigh Express** Vehicles.
- Children must be properly placed in an approved child restraint mechanism per the West Virginia Safety Program regulations. Child restraints must be provided by the client if other than a seat belt is required. (customer is required to secure the seating mechanism into the bus seat)
- **Raleigh Express** provides transportation for children to and from childcare locations before taking parents to & from work or work related activities for the JARC program at no extra charge. The childcare location must be within reasonable distance from the parent's place of residents & employment. Please be considerate of other clients and their schedules when dropping client off at childcare location.
- There is a four (4) Bag maximum per customer per boarding on **Raleigh Express** Vehicles. This is due to limited aisle and seating space.
- Drivers are not allowed to assist with customers bags. If a customer can not carry their own bags onto the bus they must provide their own Personal Care Assistant.
- Drivers have the right at any time to ask a client to exit a **Raleigh Express** Vehicle for rule violations or if the driver feels the client is a danger to themselves or other customers.
- Failure to adhere to any of **Raleigh Express** rules and regulations could result in a sanction from services.
- The Director of Transportation will inform client in writing of Sanction of services.
- Clients have the right to appeal termination of services by requesting an appeal in writing to the Transportation Director. Please send letters to Director of Transportation PO Box 3066 Beckley WV, 25801.