

# KATS

## Public Dial-A-Ride Service Rider Guide

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486-8308

facebook.

katsbus.org

**KATS is for  
EVERYONE...**

**Catch the Bus Kodiak!**

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## Welcome to KATS

Kodiak Area Transit System is the public transportation provider for Kodiak Alaska. Senior Citizens of Kodiak Inc. administers KATS and contracts with First Student Inc. who operates the system.

KATS provides safe, convenient public transportation services within the City of Kodiak and specific areas outside of City limits. We operate seven days a week; Monday through Friday from 6:30am to 6:30pm and Saturdays and Sundays from 10:00am to 3:00pm.

Call us and Catch the Bus today!

Contact Us!

Kodiak Area Transit System

302 Erskine Ave.

Kodiak, AK 99615

Important Phone Numbers

Office .....486-8308

Cancellation Line .....486-8308

Email: [contact@katsbus.org](mailto:contact@katsbus.org)

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

Follow us on Facebook



## **How to Ride**

To purchase fare tickets. Call 486-8308 or go to [www.katsbus.org](http://www.katsbus.org) to learn how.

Plan your trip:

Do you need door through door service or a ride at a specific time or place? Then use the dial-a-ride service by calling the day before.

Catch the bus at a scheduled stop and ask to be dropped off at another location within the service area as the schedule allows.

Do you need assistance with planning your trip? Then call 486-8308 and one of our friendly dispatchers will help you.

Follow us on Facebook to learn about any updates or service changes.

## **Door-Through-Door Service**

KATS provides door-through-door service – this means the driver will assist you from inside a residence or facility to the inside of the bus then assist you into another residence or facility.

If your condition is very fragile and you require specialized care in transit, you must provide a personal care attendant. KATS drivers are not trained as paramedics.

Boarding Wheelchairs and Other Mobility Devices: KATS will make every attempt to accommodate your wheelchair.

Wheelchairs that are larger or that exceed the weight or size limits of our wheelchair lifts may be denied service aboard KATS accessible vehicles. Please be sure that wheelchairs or other mobility devices are clean, safe and in good working condition before traveling.

## KATS Service Area

### Kodiak Area Transit System Scheduled Stops



## **Ride Cost**

Passengers are charged \$2.00 each one way ride.

## **Methods of Payment**

Cash is accepted on the bus via the fare box. Please use correct change since drivers cannot make change. The fare is \$2.

All fare ticket payments of cash and check can be made by purchasing fare tickets at either of the following locations. Fare tickets can be purchase with credit or debit cards at Senior Citizens of Kodiak.

1. Senior Citizens of Kodiak 302 Erskine Ave. 9am to 5pm Monday through Friday excluding holidays.
2. First Student 2014 Mill Bay Rd. 8am to 5pm Monday through Friday excluding holidays.

**In order for our drivers to focus on your safety and security they do not sell fare tickets. Please purchase at one of the above locations or you can call 486-8308. Thank you.**

## **Ride Delivery Hours**

KATS provides rides between the hours of 6:30am and 6:30pm Monday through Friday, then between the hours of 10am and 3pm on Saturdays and Sundays.

## **Scheduling and Ride Reservation Hours**

Call our friendly dispatchers. Office hours are Monday through Friday, 8am to 5:30pm You will be best served by scheduling rides by close of business the day before. Remember, if you need a ride on Saturday, Sunday, or Monday, your reservation is to be made by 5:30pm on Friday. To cancel a ride you can call and leave a message during non-business hours.

If you are scheduling a pick up for the first time, please call or go online at [www.katsbus.org](http://www.katsbus.org) to register so you can be entered into our scheduling system. Registrations can also be done over the phone or in person. Once you are in our system, you can schedule your rides.

There is no need to call daily to schedule your rides. In fact, you can schedule a week, a month, even a year in advance. This is very convenient for passengers traveling to school or work. If you do schedule ahead, remember to cancel rides you do not need!

## **KATS Vehicles**

KATS operates two wheelchair accessible buses.

KATS vehicles are equipped with wheelchair restraints and lifts. Our drivers are thoroughly trained in wheelchair restraint and passenger assistance in order to handle any passenger need.

## **Cancellation & No-Show Policy**

A “No-Show” occurs when a rider who has a confirmed scheduled ride does not show up within five minutes of the vehicles arrival. The driver will knock on the door and then the dispatcher will call the phone number we have on file.

If you reserve a ride and decide not to travel, please call to cancel your service at least two hours before. Any cancellation received less than two hours before the scheduled pick up time will be considered a “No-Show.” If the first scheduled trip is logged as a “No-Show” the return trip is automatically cancelled.

### **The following is KATS No-Show Policy:**

Your transportation is scheduled in the KATS system to meet your specific needs. You will not be able to make last minute pick-up or return time changes. If you absolutely need to make a change, please call 486-8308 immediately. You will only be allowed Two (2) No Shows. After this point, a review will be done regarding the reasons for missing your rides. If your fare tickets are purchased through an agency, we will contact your case manager if problems arise such as no shows or last minute cancellations.

- One No-Show results in a warning.
- Two No-Shows will result in a one-week suspension from KATS.
- Three No-Shows will result in a one-month suspension from KATS.

## **Service Closures/Inclement Weather Policy**

It is KATS policy that scheduled transportation services may be altered and/or canceled due to a declared emergency, hazardous road, environmental conditions or inclement weather. KATS may not operate under unsafe or hazardous conditions. If service is canceled or delayed, that information will be posted on our Facebook page and the Friends' of Kodiak Facebook group.

## **Procedures**

In a state of emergency, KATS will cancel all scheduled rides until conditions allow restored transportation services. If the emergency is within a localized area, those rides may be canceled. Priority will be given for life sustaining purposes (such as necessary medical treatment) and service will be restored as resources allow. KATS will make every effort to contact passengers affected by the emergency. However, the nature of the emergency may not allow phone use. Passengers should be aware that under emergency situations, their ride may be canceled or altered without prior notification. Please check our Facebook page for updates during an emergency or adverse weather conditions.

If there is an adverse weather closure, KATS will notify passengers, if possible, and cancel trips that have not begun. Priority will be given for life sustaining (necessary medical treatment) and return trips. Passengers with scheduled rides are advised to listen to local radio stations for notification of transportation delays or cancellations and check our Facebook page. Passengers should be aware that under adverse road conditions, their ride may be canceled or altered without prior notification.

If the vehicle is not able to get to the curbside, or a mutually agreed pick up point, the trip may be canceled. If the driveway is not accessible by the vehicle, and/or the driver is unable to get to the door, door through door services may not be provided. It is the responsibility of the passenger to ensure that door through door service is accessible to the KATS vehicle and driver.

## **Rider Suspension Policy (other than No-Shows)**

KATS has made a commitment to provide quality public transportation services to anyone in the City of Kodiak area that needs a ride. KATS will make every reasonable effort to accommodate riders various conditions. However, there are rare occasions where the service is abused by individual riders. When this occurs on a repeated basis, it may be necessary to deny service to those individuals.

## Criteria for the suspension of service

- Verbal or physical abuse towards a KATS employee or passenger.
- Behavior which represents a clear and present danger to an individual's health or safety or of others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.
- Lateness or not being ready at the scheduled pick-up time. Rules require passengers to be ready 15 minutes before the scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.
- Trips which are repeatedly canceled less than two hours before the scheduled pick up time may result in those trips being considered a no-show.

## Procedure

The following procedure will be followed before denying any transportation for any individual. All communications to the individual will be in an appropriate accessible format.

1. KATS staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or KATS employees.
2. Incidents will be carefully and completely documented.
3. KATS staff will provide notice of each infraction. This notice will include an explanation of the policy which the passenger has failed to follow. Notice will be provided of any proposed action, or suspension of service resulting from the infraction.
4. With the exception of an infraction involving behavior which presents a danger to the individual or others using KATS, passengers will receive three notices of infraction prior to the suspension of service. The second notice will be a warning of impending suspension of service following the next occurrence of the infraction.
5. If corrective action does not occur, a third notice will be given to officially notify the individual of the suspension of service, and the date and duration of the suspension of service.

Rider Suspension Appeal Process: To file an appeal follow the complaint procedure on page 15 of this Rider Guide.

## Rules of the Road

- Everyone is eligible.
- Rider does not pay driver - rides are paid with pre-purchased fare tickets or exact cash into the fare box.
- Fare tickets are like cash - IN THE EVENT FARE TICKETS ARE LOST OR STOLEN, KATS DOES NOT BEAR RESPONSIBILITY IN REPLACING THEM OR REFUNDING MONEY.
- All dial-a-rides are scheduled a day or more in advance.
- Scheduled stops are published in the KATS brochure and available at [www.katsbus.org](http://www.katsbus.org).
- KATS will not stop for a person “flagging” the bus.
- Riders should maintain acceptable personal hygiene standards while riding the bus.
- Cancel trips no longer needed at least two hours in advance.
- Children under the age of 10 cannot ride alone; all riders are required to pay the fare.
- Passengers will share the vehicle with others.
- Passengers may be asked to reschedule for group rides.
- Passengers may have to wait for a while and be ready.
- Stops must be quick, since others are waiting. ALWAYS be considerate of others.
- Smoking is not permitted on any KATS vehicle.
- Riders may not eat or drink on KATS vehicles. Food and beverages will be allowed only in unopened containers.
- Firearms and hazardous items such as uncovered glass, gasoline and other flammables and explosives are never allowed on public transportation vehicles or properties. Only law enforcement officers may bring weapons on public transportation vehicles or property.
- Riders are required to dress appropriately for the weather.
- All passengers and drivers are required to use a seat belt or approved child safety device. Drivers will not move the vehicle until everyone is safely secured. Young children riding KATS must follow the State of Alaska seat belt law, which requires an approved child safety device (car seat or toddler booster seat). Specifically,
  1. A child less than one year of age or a child one year of age or older who weighs less than 20 pounds shall be properly secured in a rear-facing child safety seat.
  2. A child one or more years of age but less than five years of age who weighs 20 pounds or more shall be properly secured in a child restraint device.
  3. A child over four years of age but less than eight years of age who is less than 57 inches in height and weighs 20 or more pounds but less than 65 pounds shall be

properly secured in a booster seat that is secured by a seat belt system or by another child passenger restraint system.

- The child's accompanying adult must provide an approved car seat or toddler booster seat for the child. The adult must secure the seat and ensure the child is secured before the vehicle moves. The driver may deny rides to children without appropriate restraint devices.
- Offensive language or behavior that is disruptive or unsafe for other riders or the driver is not allowed.
- Radios, audio devices and musical instruments cannot be operated unless earphones are used and the noise cannot be heard by the driver or by other passengers.
- Driveways and walkways must be plowed and shoveled to allow for safe access and a reasonable turnaround area. If your driveway is not plowed, you will be asked to walk out to meet the vehicle.
- KATS provides door-through-door service for passengers from the entry doorway or inside the building to the vehicle. The driver can only go into the building/residence if invited in or with a rider who has a key in the case of a residence.
- A Personal Care Attendant is someone who is physically and mentally able to assist a passenger when they require assistance beyond door-through door service or needs to travel with the passenger for safety and health reasons. Both the PCA and the rider must pay the fare and be picked up and dropped off at the same address.
- The wheel chair lift capacity is 800 pounds for bus #1 and 1,000 pounds for bus #2. If the combined weight of the rider and the wheelchair exceed the wheel chair lift capacity KATS could be unable to safely provide transportation services to the rider. Please contact KATS at 486-8308 with details or questions regarding wheel chair lift capacities.

## KATS Pickup Window



### Flexibility is the Key

#### 15 minutes before 15 minutes after

Please be ready 15 minutes before your scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.

Remember that other riders will probably ride in the same vehicle with you, or the vehicle may be scheduled to pick up another passenger right after you reach your destination. Be sure to allow enough time when scheduling in the winter to allow for poor road conditions.

If the vehicle will be more than 15 minutes late, a KATS staff member will try to notify the rider. If the vehicle is late, the rider should call 486-8308. The dispatcher should be able to approximate an arrival time for the vehicle.

Trip length depends on a variety of conditions, e.g. number of passengers on the vehicle, stops, road conditions, etc.

## **Office Holidays**

The following is a list of holidays observed by KATS:

New Year's Day.....No services, office is closed.

Seward's Day .....Services operate, office is closed.

Memorial Day.....No services, office is closed.

Independence Day.....No services, office is closed.

Labor Day.....No services, office is closed.

Thanksgiving .....No services, office is closed

Christmas Day .....No services, office is closed.

## **Medical Emergencies**

KATS drivers are certified in passenger assistance; however, they are not certified Emergency Medical Technicians. In the event of an emergency, drivers will radio the dispatcher to call 911 for assistance and will wait for paramedics to arrive. For minor injuries or illnesses, drivers will take the passengers to the most appropriate location for care or assistance. Current emergency contact name and telephone numbers are required for all KATS passenger files.

## **Lost Items**

KATS is not responsible for lost or stolen items. When exiting the vehicle, please be sure to check around your seat to make sure you have all your belongings. If you do leave something on the vehicle please call the office as soon as possible.

## **Parcels**

KATS will make every effort to accommodate passengers that have parcels. If you are expecting to be carrying a large amount of things with you, please let the office know when you schedule your ride. If there is any problem, it can be addressed at that time.

## **Tipping**

KATS drivers may not accept tips. We appreciate the thought and encourage you to fill out a comment card or make a donation to the program instead.

## **Accessibility**

KATS is accessible to persons with disabilities. Buses are equipped with wheelchair lifts that enable persons in wheelchairs or persons who cannot navigate steps to ride the bus. Buses have priority seating for persons with disabilities. Operators are trained to assist riders, secure wheelchairs, provide information on destinations served, and announce stops, including any stop you request. You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome onboard buses and vans and in our facilities. (They must be kept under the control of the passenger at all times.) Public information is available in alternative formats upon request.

## **Reasonable Modification Policy**

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 907-486-8308 or email us at [contact@katsbus.org](mailto:contact@katsbus.org). Please submit requests at least the day before the trip. KATS will not charge additional fees for passengers requiring reasonable modifications.

## **ADA Complaints**

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident. If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 907-486-8308 or [contact@katsbus.org](mailto:contact@katsbus.org).

## **Nondiscrimination**

KATS operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency. See the KATS Rider Guide page 15 which contains our complaints procedures and form. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident. If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. To find out more

about KATS' nondiscrimination obligations, please contact us at 907-486-8308 or [contact@katsbus.org](mailto:contact@katsbus.org).

## KATS ADA Compliant Form

If you have a complaint about the accessibility of our transit system or believe you have been discriminated against because of your disability, you can use this form to file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Please mail or return this form to:

Pat Branson  
Kodiak Area Transit System  
302 Eskine Ave. Kodiak, AK 99615  
Email: [scokinc@ak.net](mailto:scokinc@ak.net) Fax: 907-486-4503

<b>1. Complainant's name:</b>
Address:
City: State: Zip Code:
Daytime telephone: ( )
E-mail address:
Do you prefer to be contacted via e-mail? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Are you filing this complaint on your own behalf?</b> <input type="checkbox"/> Yes If YES, please go to question 6. <input type="checkbox"/> No If NO, please go to question 3.
<b>3. Please provide your name and address.</b>
Name of person filing complaint:
Address:
City: State: Zip Code:
Daytime telephone: ( )
E-mail address:
Do you prefer to be contacted via e-mail? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4. What is your relationship to the person for whom you are filing the complaint?</b>

**5. Please confirm that you have obtained the permission of the aggrieved party to file a complaint on their behalf.**

Yes, I have permission.     No, I do not have permission

**6. I believe that the discrimination I experienced was based on** (check all that apply)

Accessibility issue     Discrimination based on disability     Other

**7. Date of alleged discrimination** (Month, Day, Year):

**8. Where did the alleged discrimination take place?**

**9. Explain as clearly as possible what happened and why you believe that you were discriminated against.** Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). *Use the back of this form or separate pages if additional space is required.*

**10. Please list any and all witnesses' names and phone numbers/contact information.** *Use the back of this form or separate pages if additional space is required.*

**11. What type of corrective action would you like to see taken?**

<p><b>12. Have you filed a complaint with any other federal, state, or local agency, or with any federal or state court?</b> <input type="checkbox"/> Yes If yes, check all that apply. <input type="checkbox"/> No</p> <p><input type="checkbox"/> Federal Agency (List agency's name)</p> <p><input type="checkbox"/> Federal Court (Please provide location)</p> <p><input type="checkbox"/> State Court</p> <p><input type="checkbox"/> State Agency (Specify agency)</p> <p><input type="checkbox"/> County Court (Specify court and county)</p> <p><input type="checkbox"/> Local Agency (Specify agency)</p>		
<p><b>13. Please provide information about a contact person at the agency/court where the complaint was filed.</b></p>		
Name:	Title:	
Agency:	Telephone: (    )	
Address		
City:	State:	Zip Code:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

\_\_\_\_\_

Signature Date

If you completed Questions 3, 4 and 5, your signature and date is required

\_\_\_\_\_

Signature Date

## Keeping in Touch

In order for KATS to serve the community better, we work to constantly upgrade and improve our services. The public is always invited to call us to inquire about any of our services. We are here to serve the public, and no question is too big or too small! We welcome all questions and suggestions.

## Special Thanks

KATS would like to thank everyone that uses public transportation, and encourage your continued support. Only by keeping transportation in the public eye can we hope to insure the future of public transit in our area.

KATS would also like to thank the City of Kodiak, Sun'aq Tribe of Kodiak, the Alaska Department of Transportation and Public Facilities, the Federal Transit Administration and all the local nonprofit agencies and organizations that help us in our endeavor to provide public transportation to the City of Kodiak area.

Last, but certainly not least, KATS would like to thank our dedicated employees, and contract provider partner First Student, Inc. They are the heart of the service!

KATS appreciates the support from the City of Kodiak and the Sun'aq Tribe of Kodiak.

