

# KATS

## Public Dial-A-Ride Service Rider Guide

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486-8308

**KATS is for  
EVERYONE...**

**Catch the Bus Kodiak!**

**Table of Contents**

**Welcome to KATS.....1**

**What is KATS?.....1**

**Contact Us!.....1**

**Important Phone Numbers .....1**

**Door-To-Door Service .....2**

**Boarding Wheelchairs and Other Mobility Devices .....2**

**Service Area.....3**

**Ride Cost .....4**

**Method of Payment .....4**

**Ride Delivery Hours.....5**

**Scheduling and Ride Reservation Hours.....5**

**KATS Vehicles.....5**

**Cancellation & No-Show Policy.....6**

**Service Closures .....7**

**Definitions.....7**

**Procedures.....7**

**Rider Suspension Policy (other than No-Shows).....8**

**Criteria for the suspension of service .....8**

**Procedure .....8**

**Rules of the Road .....9**

**KATS Pickup Window.....11**

**Flexibility is the Key .....11**

**Table of Contents Continued**

**Office Holidays.....12**

**Medical Emergencies .....12**

**Lost Items.....12**

**Parcels .....12**

**Tipping .....13**

**Animals .....13**

**Americans with Disabilities Act (ADA) Requirements .....13**

**Title VI.....14**

**Kodiak Area Transit System ADA Complaint Procedures.....15**

**KATS ADA Compliant Form.....17**

**KATS Reasonable Modification Policy.....20**

**Keeping in Touch .....21**

**Special Thanks .....21**

## **Welcome to KATS**

**This guide was developed to help provide riders with the information they need to successfully ride KATS.**

### **What is 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 6:30 a.m. to 6:30 p.m. and Saturday and Sunday from 10:00am to 3:00pm.**

**Call us and Catch the Bus today!**

### **Contact Us!**

**Kodiak Area Transit System**

**Kodiak, AK 99615**

### **Important Phone Numbers**

**Office .....486-8308**

**Cancellation Line .....486-8308**

## **Door-To-Door Service**

**KATS provides door-to-door service – this means you must meet the driver at the main door, main level or first floor of a building for an escort to the vehicle.**

**Please be ready to board the vehicle upon arrival. For safety and security reasons, drivers are not to leave sight of their vehicle by entering private homes and buildings, or go to rooms to pick up riders. Facility staff should be ready to assist the individual in and out of the building, if necessary.**

**Drivers do not carry people, mobility devices or packages. If this level of assistance is required an escort should be provided by the passenger.**

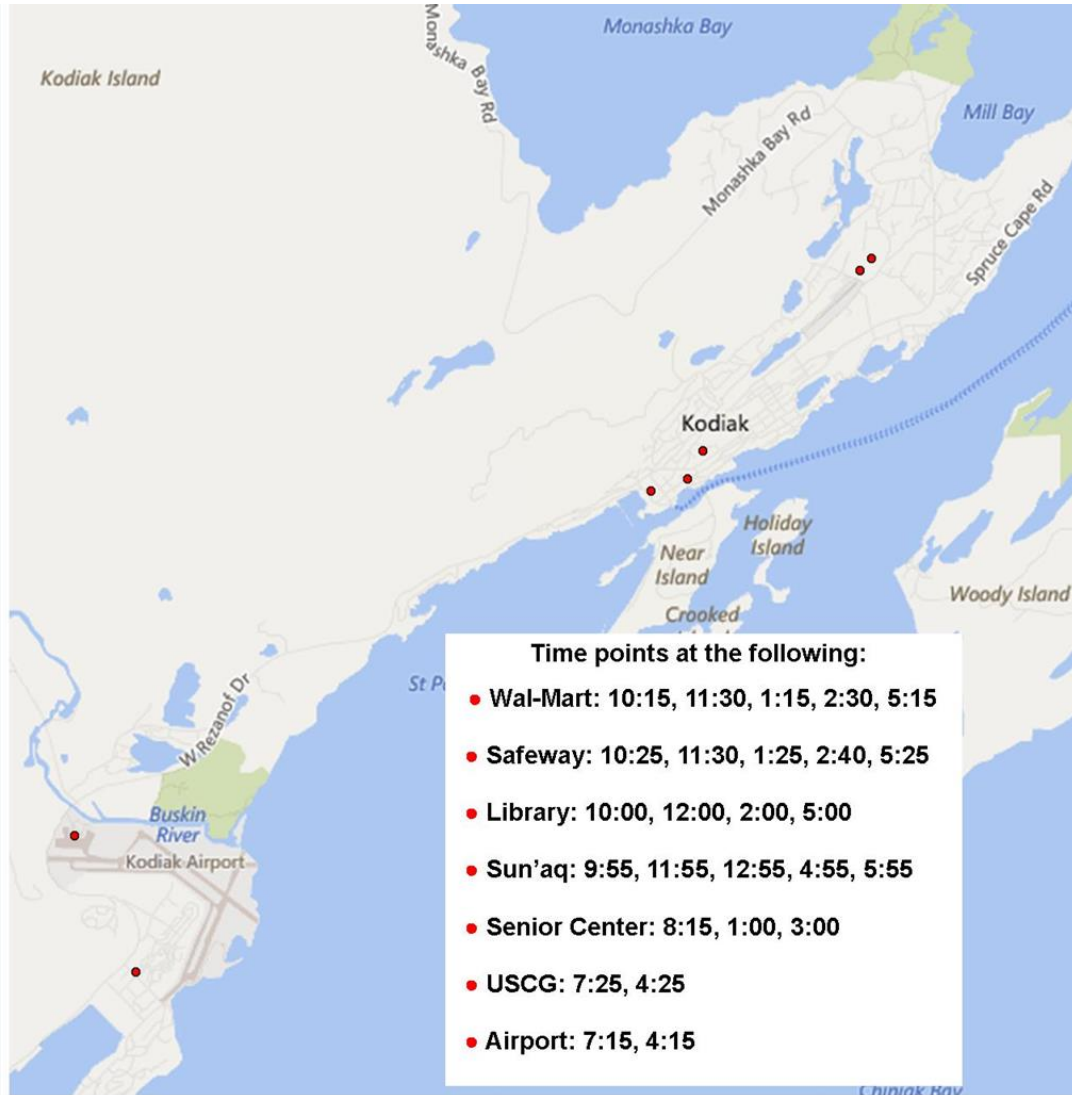
**If your condition is very fragile and you require specialized care in transit, you must provide a personal care attendant. KATS drivers are not trained as paramedics.**

### **Boarding Wheelchairs and Other Mobility Devices**

**KATS will make every attempt to accommodate your wheelchair.**

**Wheelchairs 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



## **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 only 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.

## **Drivers do not sell fare tickets**



## **Ride Delivery Hours**

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

## **Scheduling and Ride Reservation Hours**

KATS office hours are Monday through Friday, 8 a.m. to 5:30 p.m. Rides need to be scheduled by close of business the day before. Remember, if you need a ride on Saturday, Sunday, or Monday, your reservation needs to be made by 5:30 pm on Friday. To cancel a ride you can call and leave a message during non-business hours.

If you are riding for the first time, you will need to register so you can be entered in to our scheduling system. Registrations can 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 ride scheduled does not use the transportation within five minutes of the vehicles arrival.

If you reserve a ride and decide not to travel, you must call to cancel your service at least two hours before your requested travel time. 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.

No-Shows are very costly to KATS. Before you place a ride reservation, be certain that you really plan to travel. Excessive No-Shows are considered an abuse of the system and will result in penalties and/or suspension of service.

### **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 Serious 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.

**KATS has a Cancellation Line that is operational**

**Monday through Friday from 8am to 5:30pm 486-8308**

## **Service Closures**

It is KATS policy that scheduled transportation services may be altered and/or canceled due to a declared emergency, hazardous road or environmental conditions. KATS may not operate under unsafe or hazardous conditions. If service is canceled or delayed all those with scheduled rides will be notified by phone as soon as practical.

## **Definitions**

A. Declared emergency: A localized, community wide, state wide or nationwide catastrophic or hazardous event in which a local, state or federal governmental agency decrees a state of emergency and/or a decreed disaster area.

B. Hazardous weather conditions: Adverse road and/or environmental conditions that make it unsafe to operate the KATS vehicles as advised by the National Weather Service, Alaska Department of Transportation or Alaska State Troopers.

## **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.

In 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. 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 to door services may not be provided. It is the responsibility of the passenger to ensure that door to 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 sixteen cannot ride alone; all riders are required to pay the fare.
- Regulations prohibit KATS from providing trips to and from school for children.
- 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-to-door service for passengers from the entry doorway to the vehicle. The driver can only go as far as the entry of a building. If a person requires assistance beyond an entry to a building, the passenger needs to provide their own attendant.
  - A Personal Care Attendant is someone who is physically and mentally able to assist a passenger when they require assistance beyond door-to door service or needs to travel with the passenger for safety and health reasons. Both the PCA and the rider must 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 (EMT's). 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.

## **Animals**

Animals, except for service animals, are not permitted on vehicles unless housed in closed containers. Service animals must be under the control of the passenger at all times.

## **Per Americans with Disabilities Act (ADA) Requirements, Kodiak Area Transit System, Inc. (KATS) service at a minimum will provide the following:**

- a. Service animals may accompany individuals with disabilities in vehicles and facilities. The DOT ADA regulations define a 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. Policies or practices that have the effect of limiting service animal use are prohibited.
- b. The USDOT ADA regulations define a wheelchair as any class of three- or more-wheeled mobility devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- c. Where necessary and upon request, personnel will assist individuals with disabilities in the use of securement systems, ramps and lift. Personnel must leave their seats if it is necessary to provide the assistance.
- d. Passengers will be required to allow their wheelchair to be secured and may be denied service if they refuse.
- e. Passengers will be transported when the securement system cannot accommodate the rider's wheelchair. Requirements concerning wheelchair equipment or specifications, such as brakes or wheel locks will not be established.
- f. Passenger may be asked, but not required, to transfer from a wheelchair to a seat.

- g. The lifts or ramp will be deployed upon request for persons who do not use wheelchairs, including standees.
- h. Vehicle operators and other personnel will make use of accessibility related equipment and features.
- i. Public information and communications must be made available in accessible formats.
- j. Service will not be denied to individuals using respirators or portable oxygen.
- k. Staff must ensure adequate time for individuals with disabilities to board or disembark a vehicle.

## **Your Rights Under Title VI**

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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact KATS by any of the methods listed below.

Kodiak Area Transit System, Inc. (KATS)

302 Erskine Ave

Kodiak, AK 99615

907-486-6181

907-486-4503 fax

scokinc@ak.net

If this information is needed in another language, please contact us.

## **Kodiak Area Transit System ADA Complaint Procedures**

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.

### **How do you file a complaint?**

You can use the complaint form in the KATS Rider Guide, call us, download and use our ADA complaint form at [www.katsbus.org](http://www.katsbus.org), or request a copy of the form by writing or phoning the Kodiak Area Transit System 907-486-8308 Erskine Ave. Kodiak, AK 99615.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Pat Branson  
302 Eskine Ave.  
Kodiak, AK 99615

### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability, if information is needed in another language, or if you would like more information on our nondiscrimination obligations, please contact us at 907-486-8308 or email us at [contact@katsbus.org](mailto:contact@katsbus.org).

### **How will your complaint be handled?**

KATS investigates complaints received no more than 180 days after the alleged incident. KATS will process complaints that are complete. Once a completed complaint is received, KATS will review it to determine if KATS has jurisdiction.

KATS will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, KATS may contact you. Unless a longer period is specified by KATS, you will have ten (10) days from the date of the request to send the

requested information. If the requested information is not received, KATS may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, KATS will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with the KATS determination, you may request reconsideration by submitting a request in writing to the KATS Executive Director Pat Branson within seven (7) days after the date of the KATS letter, stating with specificity the basis for the reconsideration. The Executive Director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

**Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with Alaska Community Transit or the Federal Transit Administration.

Alaska Department of Transportation and Public Facilities  
Alaska Community Transit  
PO Box 112500  
Juneau, AK 99811  
(907) 465-4070  
TTY: Relay Alaska 1-800-770-8255  
[dot.alaska.transit@alaska.gov](mailto:dot.alaska.transit@alaska.gov)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590

## 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>

<p><b>5. Please confirm that you have obtained the permission of the aggrieved party to file a complaint on their behalf.</b></p> <p><input type="checkbox"/> Yes, I have permission.    <input type="checkbox"/> No, I do not have permission</p>
<p><b>6. I believe that the discrimination I experienced was based on</b> (check all that apply)</p> <p><input type="checkbox"/> Accessibility issue    <input type="checkbox"/> Discrimination based on disability    <input type="checkbox"/> Other</p>
<p><b>7. Date of alleged discrimination</b> (Month, Day, Year):</p>
<p><b>8. Where did the alleged discrimination take place?</b></p>
<p><b>9. Explain as clearly as possible what happened and why you believe that you were discriminated against.</b> Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i></p>
<p><b>10. Please list any and all witnesses' names and phone numbers/contact information.</b> <i>Use the back of this form or separate pages if additional space is required.</i></p>
<p><b>11. What type of corrective action would you like to see taken?</b></p>

<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

## **KATS 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.



## 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 Sun'aq Tribe of Kodiak's support.

