Rider Guide

KATS
KODIAK AREA TRANSIT SYSTEM

486-8308

facebook

katsbus.org

KATS is for EVERYONE…

Catch the Bus Kodiak!

Table of Contents

Welcome to KATS 1
How to Ride 2
Fare 2
Methods of Payment 2
Hours of Operation 3
Holidays 3
Scheduling Rides 3
Door-to-Door Service 4
Cancellation & No-Show Policy 5
Buses are Wheelchair Accessible 5
Service Closures/Inclement Weather 5
Rider Suspension Policy (other than No-Shows) 6
Rules of the Road 8
Medical Emergencies 10
Lost Items 10
Parcels 10
Tipping 10
Accessibility 10
Alternative Accessible Format 12
Reasonable Modification Policy 12
Nondiscrimination 12
Keeping in Touch 12
KATS Discrimination Complaint Form 13
Special Thanks 16

Welcome to KATS

Kodiak Area Transit System (KATS) is the public transportation service for Kodiak. Senior Citizens of Kodiak, Inc.(SCOK) administers KATS and contracts First Student Inc. to operate the service.

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

Call us and Catch the Bus today!

Contact Information

Kodiak Area Transit System

302 Erskine Ave.

Kodiak, AK 99615

Important Phone Numbers

Office 907-486-8308

Cancellation Line 907-486-8308

Email: info@scoki.org

www.katsbus.org

Follow us on Facebook

How to Ride

KATS offers service to meet your travel needs.

Register to Ride

New riders must register before using KATS. You may register in person or by phone by calling 486-8308.

Dial-a-Ride Service

You can reserve a pickup and drop off anywhere for door-to-door service by calling the day before to reserve your ride. The driver will assist you from the entry of a residence or facility to the inside of the bus then assist you to the entry of another residence or facility.

Do you need assistance with planning your trip? Then call 907-486-8308 and one of our dispatchers will help you.

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

Fare

The fare is $2.00 for each one-way ride.

Methods of Payment

KATS accepts cash and ePass. Just deposit the fare or scan your ePass.

Cash payment:- please use correct change since drivers do not make change. In order for our drivers to focus on your safety and security, they do not sell ePasses.

ePasses: can be purchased over the phone with credit or debit cards at Senior Citizens of Kodiak, in person or by calling 907-486-6181. If you order and pay for ePasses on the phone, our drivers will give them to you at your next scheduled ride. An ePass can also be purchased in person at either of the following locations:

1. Senior Citizens of Kodiak 302 Erskine Ave: 8:30amto 5pm Monday through Friday excluding holidays – cash or credit card.
2. First Student 2014 Mill Bay Rd: 8am to 5pm Monday through Friday excluding holidays – cash payment only

For more information on how to purchase ePasses, call 907-486-8308 or go to www.katsbus.org.

Hours of Operation

KATS provides rides between the hours of 6:30am and 6:30pm Monday through Friday, and between the hours of 10:00 am and 3:00 pm on Saturdays and Sundays.

Holidays

KATS observes the following holidays:

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

Scheduling Rides

To utilize the Dial-a-Ride service, please call our dispatchers during office hours to schedule a ride. Office hours are Monday through Friday, 8:00 am to 5:30 pm. 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, please make your reservation by 5:30 pm on Friday. To cancel a ride, you can call and leave a message during non-business hours.

If you are scheduling a pickup for the first time, please call 907-486-8308 so you can be entered into our scheduling system. Registrations can also be done in person. Once you are in our system, you can schedule your rides by calling 907-486-8308.

KATS requires return trips to be scheduled at the time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call KATS immediately and we will do all we can to accommodate your request.

There is no need to call daily to schedule your rides. We offer subscription service for recurring rides, such as travel to work or school. Remember to cancel rides you do not need!

Your transportation is scheduled to meet your specific needs. You will not be able to make last minute pickup or return time changes. If you absolutely need to make a change, please call 907-486-8308 immediately.

Door-to-Door Service

KATS provides door-to-door service – this means you must meet the driver at the main door or main level of a building for an escort to the vehicle. For safety and security reasons, drivers are not to leave sight of the bus by entering private homes and buildings to pick up riders.

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

Please be ready to go 15 minutes before your scheduled time. Buses may arrive up to 15 before or 15 minutes after your scheduled pickup time. This 15 minutes before and 15 minutes after your pickup time is called the pickup window.

Drivers wait only five minutes upon arrival. If you have not boarded within the five-minute arrival time, the bus will leave and 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. In the winter, please be sure to allow enough time when scheduling to allow for poor road conditions.

If the vehicle will be more than 15 minutes late, KATS will call you. If the vehicle is late and the rider has not heard from KATS, the rider should call 907-486-8308. The dispatcher will tell you an estimated arrival time.

Travel time depends on a variety of conditions, such as the number of passengers on the vehicle, the number of stops, and road conditions.

Cancellation & No-Show Policy

A “no-show” occurs when a rider who has a reservation does not show up within five minutes of the vehicle’s arrival within the pickup window (see above). The driver will knock on the door. If there is no answer, 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 reservation 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.

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 ePass is purchased through an agency, we will contact your case manager.

- One no-show results in a warning.
- Two no-shows result in a one-week suspension from KATS.
- Three no-shows result in a one-month suspension from KATS.

Only no-shows under the rider’s control are considered when implementing the no-show policy.

Buses are Wheelchair Accessible

KATS vehicles are equipped with wheelchair lifts and restraints. Our drivers are thoroughly trained in the use of wheelchair lifts and restraints and will assist passengers using wheelchairs with using the lift and will secure your wheelchair. KATS will also deploy lifts for riders who do not use a wheelchair and are unable to navigate the bus steps.

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

If your condition is very fragile and you require specialized care in transit, you must provide a personal care attendant.

Service Closures/Inclement Weather

KATS scheduled transportation services may be altered and/or cancelled due to staff training, a declared emergency, hazardous road condition, or inclement weather. KATS may not operate

under unsafe or hazardous conditions. KATS will post information on service cancellations and delays on the KATS vehicles, and the KATS Facebook page and will provide the information to local radio stations.

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 cancelled. 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 cancelled or altered without prior notification. Please check our Facebook page for updates during an emergency or adverse weather conditions.

KATS will make every attempt to notify passengers of cancelled 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 cancelled or altered without prior notification.

If the vehicle is not able to get to the curbside, or a mutually agreed pickup point, the trip may be cancelled. 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 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.

The criteria for the suspension of service are:

- 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 that is violent, seriously disruptive, or illegal.
- Refusal to follow "Rules of the Road", leading to disruptions.

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 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 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, others using KATS or the driver, 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.

Suspended riders may file an appeal. To file an appeal, please submit an appeal in writing to info@scoki.org .

Rules of the Road

- Everyone is eligible.
- Rider does not pay driver - rides are paid with pre-purchased ePasses or exact change into the farebox.
- ePasses are like cash - IN THE EVENT EPASSES ARE LOST OR STOLEN, KATS DOES NOT BEAR RESPONSIBILITY IN REPLACING THEM OR REFUNDING MONEY.
- All Dial-a-Ride service is scheduled a day or more in advance.
- KATS will not stop for a person “flagging” the bus.
- Riders should maintain acceptable personal hygiene standards while riding the bus. This includes but is not limited to not wearing heavy amounts of perfume or cologne due to others having asthma, allergies or other sensitive medical conditions.
- Riders should cancel trips no longer needed at least two hours in advance.
- Children under the age of ten 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.
- Animals, except for service animals, are not permitted on vehicles unless housed in closed containers. Service animals must be under the control of passengers at all times.
- 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.

- 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,

- **Infants (up to 1 year old and under 20 lbs)**: Must be secured in a rear-facing car seat.
- **Children (1 to 3 years old)**: Can be in a forward-facing or rear-facing car seat, depending on their weight.
- **Children (4 to 7 years old)**: Must use a booster seat if they are less than 57 inches tall and weigh between 20 and 65 lbs.

- 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.

- Passengers in wheelchairs must allow wheelchairs to be secured to be transported.

- KATS provides door-to-door service for passengers from the entry doorway. If a person requires assistance beyond an entry to a building, the passenger needs to provide their own attendant.

- A personal care attendant (PCA) 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 pay the fare and be picked up and dropped off at the same address.

- The wheelchair lift capacity is 1,000 pounds for both KATS buses. If the combined weight of the rider and the wheelchair exceed the wheelchair lift capacity KATS could be unable to safely provide transportation services to the rider. Please contact KATS at 907-486-8308 with details or questions regarding wheelchair lift capacities.

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 dispatch 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 Dial-a-Ride passengers.

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. Drivers do not carry people, mobility devices or packages. If this level of assistance is required, an escort should be provided by the passenger(s) requiring assistance. Please let the office know when you schedule your ride if you will have a large parcel with you.

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 seniors and 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.

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.

Alternative Accessible Format

To request information in an alternative format, please call us at (907) 486-8308 or email us at info@scoki.org.

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 info@scoki.org. Please submit requests at least the day before the trip. KATS will not charge additional fees for passengers requiring reasonable modifications.

Nondiscrimination

KATS operates its programs and services without regard to race, color, national origin, or disability in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with our agency. The complaints procedure and form follow. 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 info@scoki.org.

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.

KATS Discrimination / ADA Complaint Form

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

The Alaska Department of Transportation and Public Facilities and its sub-recipients take complaints on the basis of discrimination very seriously. If you feel you have been discriminated against, please fill out this Discrimination Complaint Form. Anonymous complaints will not be accepted. Accommodations will be provided for people with disabilities or Limited English Proficiencies. Translation/Interpreter fees will be paid by the AKDOT&PF. You must file your complaint within 180 days of the alleged discriminatory incident.

Please provide the following information as accurately and completely as possible and sign and date. Use additional sheets as necessary.

Please mail or return this form to:

Amy Durand
Kodiak Area Transit System
302 Erskine Ave. Kodiak, AK 99615
Email: info@scoki.org Fax: 907-486-4503

1. Complainant's name:
Address:
City: State: Zip Code:
Daytime telephone: ( )
E-mail address:
Do you prefer to be contacted via e-mail? ☐ Yes ☐ No
2. Are you filing this complaint on your own behalf? ☐ Yes If YES, please go to question 6. ☐ No If NO, please go to question 3.
3. Please provide your name and address. Name of person filing complaint:
Address:
City: State: Zip Code:

Daytime telephone: ( )
E-mail address:
Do you prefer to be contacted via e-mail? ☐ Yes ☐ No
4. What is your relationship to the person for whom you are filing the complaint?
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) ☐ Race ☐ Color ☐ National origin ☐ 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?

12. Have you filed a complaint with any other federal, state, or local agency, or with any federal or state court? ☐ Yes If yes, check all that apply. ☐ No
☐ Federal Agency (List agency's name)
☐ Federal Court (Please provide location)
☐ State Court
☐ State Agency (Specify agency)
☐ County Court (Specify court and county)
☐ Local Agency (Specify agency)

13. Please provide information about a contact person at the agency/court where the complaint was filed.		
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

Special Thanks

SCOK and 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 ensure the future of public transit in our area.

We would also like to thank the Alaska Department of Transportation and Public Facilities, the Federal Transit Administration and all the other agencies and organizations who provide financial support. This support makes it possible for us to provide public transportation to the community of Kodiak.

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