

Kanawha Alternative Transit (KAT)

A demand responsive service designed to provide curb to curb (in some cases door to door) transportation to individuals who meet the Americans with Disabilities Act of 1990 (ADA) eligibility standards.

Operated by:

Kanawha Valley Regional Transportation Authority (KVRTA)
P. O. Box 1188
Charleston, WV 25324
(304) 343-0489

WHO IS ELIGIBLE

The ADA paratransit eligibility standards are as follows:

1. Any individual who is unable as a result of a physical or mental impairment and without the assistance of another individual (except the operator of a lift or other boarding device) to:
 - a. Board
 - b. Ride
 - c. Disembark

From any vehicle on the system which is readily accessible to and useable by the individuals with disabilities;

2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding device and can utilize the system when an accessible vehicle is not available on the route or at a reasonable time of the trip;
3. Any individual with a disability who has a specific impairment-related condition which prevents that individual from traveling to a boarding or disembarking location (this does not mean an individual is eligible just because it is more difficult to get to the stop than for someone who does not have the specific disability).
4. Any visitor who presents ADA eligibility documentation from another jurisdiction must be provided service. If a visitor does not have ADA eligibility documentation, KAT will request proof of residency, and if the disability is not apparent, proof of disability. KAT will accept a certification by the visitor that he or she is unable to use fixed route transit. KAT is not required to provide more than 21 days of service within a 365-day period. KAT requests that the visitor apply for eligibility in order to receive additional service beyond this number of days.

Another individual may accompany an ADA eligible individual if:

- a. The individual is a Personal Care Attendant (PCA) – free of charge
- b. At least one additional individual (more if space is available) can also ride, if requested – additional individual(s) is charged full fare
- c. They have the same origin and destination

Eligibility may be limited to certain times, areas, temporary in nature and/or on a trip by trip basis. Restrictions or conditions will be noted during determination process and included on an individual ADA paratransit identification card.

DESCRIPTION OF THE DETERMINATION PROCESS

The process for determining ADA paratransit eligibility, as required by regulation, “shall strictly limit eligibility to those individuals specified with ADA.”

Any individual who wishes to be determined ADA paratransit eligible will be required to submit an application to KVRTA/KAT. To request an application please call (304) 343-0489.

1. The application must be completed and submitted in writing for determination (an application may be submitted by other methods in some cases).
2. All applications will be dated upon receipt and checked for completeness. Incomplete applications will be returned to the individual and will be dated once again when resubmitted to KVRTA/KAT.
3. A written determination will be sent to the individual within 21 days after receipt of a complete application (if determination cannot be made within 21 days the individual is treated as eligible and provided service until or unless the system denies eligibility).
4. The written determination letter will contain:
 - a. If denied, reason for ineligibility
 - b. Documentation of eligibility, including limitations if any (ID card will be issued to ADA eligible individual)
 - c. Triennial recertification requirement
 - d. Administration appeal process description

DESCRIPTION OF ADMINISTRATIVE APPEALS PROCESS

Any individual who is denied ADA eligibility or has been suspended from utilizing the service may appeal KVRTA/KAT’s determination within 60 days of the denial.

An individual will be able to present information and arguments to the Administration Appeal Committee consisting of:

- KVRTA representative not involved in the initial determination
- Appalachian Center of Independent Living (ACIL)
- A representative from the Regional Intergovernmental Council (RIC)

A decision of the committee will be rendered within 30 days of the appeal (if a decision is not made in 30 days, service will be provided until a decision is rendered) that will include the reason for the decision. The decision will be provided in an accessible format if requested.

SERVICE

HOURS OF OPERATION

KAT service is provided during the same days and hours of operation as KVRTA's fixed route bus service.

Monday – Sunday 4:20 am to 00:55 am

Hours shown represent first pick-up and last return times.

Note: Not all KVRTA buses routes are operated during the above days and hours. KAT service may not be available in that routes area at times when fixed route bus service is not provided. Please contact the KAT Dispatcher at (304) 343-0489 to answer any questions about late night, early morning and weekend service.

Office hours are weekday from 8:00 a.m. to 4:30 p.m.

DAYS OF OPERATION

KAT will operate Monday through Sunday except New Year's Day, July 4th, Thanksgiving Day, and Christmas Day.

SERVICE AREA

KAT will serve trip purposes within $\frac{3}{4}$ of a mile of KVRTA fixed route service on the particular day a trip is requested. All trips must begin and end within $\frac{3}{4}$ of a mile of KVRTA fixed route.

TRIP PURPOSES:

There are no restrictions based upon trip purposes for regular service; however, subscription service will be limited to medical, education and employment purposes only.

DRIVERS ASISTANCE

KAT drivers only provide assistance under the following:

- Drivers will physically assist clients into and off from the vehicles. Drivers will provide door to door service when necessitated by the KAT passengers' disability. KAT drivers cannot offer clients assistance within a building or home.
- Drivers will assist wheelchair clients into vehicles via the lift/ramp and will secure them in the vehicles. Drivers are not allowed to physically lift any client.

PERSONAL CARE ATTENDANT (PCA) and ESCORTS

Use of a PCA must be registered with KAT and may ride free of charge when accompanying a client. One other individual (who is required to pay full fare) is permitted to accompany the ADA eligible individual, if requested. Additional companions may be provided service if space is available and they also would be required to pay full fare. PCAs and other individuals must have the same origin and destination as the ADA paratransit eligible individual.

SAFETY AND OTHER RULES

Clients must wear seat belts. Failure to adhere to this requirement will result in the client not being taken on their scheduled trip.

The rules for riding KAT service are the same as for our fixed route service. Smoking, drinking and eating is prohibited on all vehicles.

III. RESERVATIONS AND CANCELLATIONS

Reservations for individual trips maybe made up to the day prior to your date of travel during KAT office hours (8:00 am – 4:30 pm). The office is closed on the holidays listed above. To schedule a ride, please leave a message. KAT cannot guarantee the provision of next day service for reservations not made during normal office hours.

KAT will accept reservations up to two (2) weeks (14 days) in advance. To ensure KAT to accommodate your transportation needs, please give us as much notice as possible due to the high demand of this service.

When scheduling requires it, KAT will negotiate pickup times with individuals within an hour before or after the individual's desired time.

All reservations must be made through (304) 343-0489.

All clients must be registered to ride.

Whenever possible, clients should give a return time and be ready to leave at the time scheduled. Clients may schedule one-way trips to a destination; however, they should inform the dispatcher of this when making a reservation.

Clients should be at the entranceway of their building waiting for the KAT vehicle a few minutes prior to their pickup time.

If a client does not come out to the vehicle, the driver will honk the horn and wait one minute. If the client does not appear the driver will phone the dispatcher about the problem. The dispatcher will call the clients residence, if there is no answer, the driver will leave. If the client is not ready at the scheduled time and waiting will cause the driver to be late for another pickup or delivery the van will leave and return at the first opportunity to pick up the client. Either instance will be considered a “no show” and if this situation occurs continuously it may result in a client losing the right to use KAT for a period of time, which will be determined, based on the situation.

If drivers are early, the dispatcher will call the client to make them aware of this. If the client is not ready the driver will wait until the scheduled pickup time.

If a client has a reservation and decides not to go the day of their scheduled trip, they must call KAT at (304) 343-0489 at least one (1) hour prior to their trip to cancel. If a client continuously violates the cancellation policy, it may result in a client losing the right to use KAT for a period of time which will be determined based on the situation.

All persons, including PCAs, must be picked up at trip origin points and must have an advance reservation. There are NO EXCEPTIONS to this rule. Persons without a reservation will not be allowed to board the KAT vehicle.

IV. FARE STRUCTURE

The KAT fare is twice the fare for a comparable trip on the fixed route service. The current fare is \$3.00.

PCAs ride free; all other companions pay the full fare.

EXACT FARE ONLY.

For your convenient, \$15 or \$30 punch cards are available. For more information, contact KAT at (304) 343-0489.

V. PROBLEMS - SUGGESTIONS & ADA COMPLAINT PROCESS

KAT’s goal is to provide the most effective and cost-efficient transportation service to meet your needs. If for some reason you have a problem or suggestion concerning our service, please feel free to contact the dispatcher at (304) 343-0489, if the issue cannot be satisfactory resolved at that level then it should be presented to Jacob Pitman, Director of Special Services & Safety for consideration. Failing resolution at this level the issue will be taken to the Administration Appeal Committee as outlined in this document.

To file a formal ADA Complaint please review the attached ADA Discrimination Complaint Process. The complaint process and form are also available on our website by following this link: <https://rideonkrt.com/special-services-kat/>