

Kanawha Alternative Transit (KAT)

KAT is a demand-responsive service operated by Kanawha Valley Regional Transportation Authority (KVRTA) designed to provide curb-to-curb (in some cases door-to-door) public transportation to individuals who meet the Americans with Disabilities Act of 1990 (ADA) eligibility standards. The service is available for persons with disabilities whose disability prevents them from riding KRT. The level of KAT service is comparable to KRT service. As public transportation, the service is shared ride.

WHO IS ELIGIBLE?

The ADA paratransit eligibility standards are as follows:

1. An individual who is unable because of a physical or mental impairment and without the assistance of another individual (except the operator of a lift or other boarding device) to board, ride, or disembark any vehicle on the system which is readily accessible to and useable by the individuals with disabilities.
2. 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 a specific disability.

Any visitor who presents ADA eligibility documentation from another jurisdiction will 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 from the visitor that he or she is unable to use fixed route transit. KAT will provide up to 21 days of service within a 365-day period. KAT requests that the visitor apply for eligibility to receive additional service beyond this number of days.

Eligibility may be limited to certain times or areas, be temporary in nature and/or provided on a trip-by-trip basis. Restrictions or conditions will be noted on the eligibility determination letter.

APPLICATION 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. 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 a 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. Whether or not you are eligible
 - b. If ineligible, the reason for ineligibility
 - c. If temporary eligibility, the date eligibility expires
 - d. Administration appeal process description
 - e. A reminder that you are eligible to ride other ADA paratransit services as a visitor

ADMINISTRATIVE APPEALS PROCESS

Any individual who is denied KAT 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 written determination of the committee will be rendered within 30 days of the completion of the appeal process. If a determination is not made in 30 days, service will be provided until a determination is rendered. The written determination will include the reason for the decision and will be provided in an accessible format if requested.

HOURS OF OPERATION

KAT service is provided during the same days and hours of operation as KRT:

Monday – Saturday 4:05 am to 01:55 am. The hours shown represent first pickup and last return times.

Not all KRT routes operate during the above days and hours. The KAT service is available along KRT routes the same days and times that buses operate. Please contact the KAT dispatcher at (304) 343-0489 about late night, early morning, weekend, and holiday service. Office hours are weekdays from 8:00 a.m. to 4:30 p.m.

HOLIDAYS

KAT (and KRT) do not operate on the following holidays: New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day.

SERVICE AREA

KAT operates within $\frac{3}{4}$ of a mile of KRT routes. All trips must begin and end within $\frac{3}{4}$ of a mile of a KRT route.

TRIP PURPOSES

There are no restrictions based upon trip purposes for regular service

SUBSCRIPTION SERVICE

If you have recurring medical, education and employment trips, KAT will have a standing reservation for you so that you do not need to call for every ride. KAT reserves the right to limit subscription service.

DRIVER ASSISTANCE

KAT drivers will provide assistance with the following:

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

PERSONAL CARE ATTENDANTS (PCA) and COMPANIONS

Use of a PCA must be registered with KAT. PCAs ride free of charge when accompanying a passenger. 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

Passengers must wear seat belts. Wheelchairs must be secured. Failure to adhere to these requirements will result in the passenger not being taken on their scheduled trip.

The rules for riding KAT service are the same as for KRT. Smoking, drinking and eating is prohibited on all vehicles. Passengers can be suspended for violating KVRTA passenger rules.

RESERVATIONS AND CANCELATIONS

Reservations for individual trips may be made up to the day prior to your date of travel between the hours of 8:00 am – 4:30 pm. KAT cannot guarantee next-day service for reservations made after 4:30 pm.

KAT will accept reservations up to two (2) weeks (14 days) in advance. To ensure that KAT can accommodate your transportation needs, please give us as much notice as possible due to the high demand for 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 passengers must be registered to ride.

Return trips must be scheduled at least the day before the trip is made. 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 KAT immediately at (304) 343-0489 and we will do all we can to accommodate your request. Passengers may schedule one-way trips to a destination.

RIDING KAT

At approximately 3:00 pm the afternoon before the trip, you will receive an automated call asking you to confirm or cancel your trip. At approximately 6:00 pm, you will receive an automated call confirming the pickup time. As a reminder, you will receive an automated call 15 minutes before the van arrives. The call may notify you the van will be early. KAT asks that you plan on being ready to go 15 minutes before the scheduled pickup time. If the van is early and the passenger is not ready, the driver will wait until the scheduled pickup time.

Please wait at the entranceway of the building. If a passenger does not come out to the vehicle, the driver will honk the horn and wait one minute. If the passenger does not appear the dispatcher will call the passenger. If there is no answer, the driver will leave. Failure to appear will be considered a "no-show" and if this situation occurs continuously it may result in a passenger losing the right to use KAT for a period, which will be determined based on the situation.

If you have a reservation and decide not to go the day of your scheduled trip, please call KAT at (304) 343-0489 at least two (2) hours prior to your trip to cancel. If a passenger continuously violates the cancellation policy, it may result in losing the right to use KAT for a period which will be determined based on the situation.

All riders, including PCAs and companions, 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.

FARES

The fare is \$3.00. EXACT FARE ONLY.

PCAs ride free. Companions pay the full fare.

For your convenience, punch cards are available. For more information, contact KAT at (304) 343-0489.

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 satisfactorily resolved, the Director of Operations will pursue the issue. Failing resolution, the issue will be presented to the Administration Appeal Committee.

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.