



# KINGSPORT AREA TRANSIT SERVICE DIAL-A-RIDE JOB ASSIST POLICIES



## Job Assist Policies

The following is a list of policies and procedures that have been adopted by Kingsport Area Transit Service that KATS customers must adhere to in order to utilize the **Dial-A-Ride Job Assist** Service. Please note, policies and procedures are subject to change.

KATS **Dial-A-Ride Job Assist** service is an origin-to-destination transportation service that is available to those individuals who are **Dial-A-Ride Job Assist Certified** and reside in the City Limits of Kingsport. Individuals may be eligible if they do NOT qualify for Dial-A-Ride ADA or Dial-A-Ride 65, or are unable to access the KATS regular bus route service and are in need of transportation to and from work.

- **Application for Dial-A-Ride Job Assist Eligibility:** Applications are available at the KATS transit office and will need to be filled out completely in order to determine that an applicant is eligible. The applications will be reviewed and a decision made within 21 days of submittal. If a determination has not been made within 21 days of submittal, the applicant will be deemed “temporary eligible” until a determination is made.
- **Curb-to-Curb Service:** **Dial-A-Ride Job Assist** service is a curb-to-curb (origin-to-destination) service. Drivers are not allowed to come to any of our customer’s doors to notify you of your trip. Drivers are allowed to assist passengers getting on and off the vehicle and with securing your mobility devices. Reasonable exceptions are made depending on circumstances to meet the origin-to destination needs.
- **Dial-A-Ride Fare:** **Dial-A-Ride Job Assist** customers shall pay \$3.00 each way for scheduled trips that are within the designated  $\frac{3}{4}$  mile Dial-A-Ride Job Assist zone. Any trips scheduled outside the  $\frac{3}{4}$  mile **Dial-A-Ride Job Assist** zone will require you to pay a zone charge based on the location of the desired trip. Zone charges vary and so, we encourage you to check with the dispatcher when scheduling your trip to determine the appropriate fare. You must have the correct change or tickets to ride the KATS service and pay the driver upon being picked up or boarding the vehicle. Drivers cannot make change or take you to an unscheduled location to make change. Any passenger refusing to pay or does not pay for service at the time of boarding, shall be prohibited from future use of KATS transit services.
- **Trip Reservation/Hours of Operation:** **KATS Dial-A-Ride ADA** call ahead service that requires reservations to be made in advance for the desired trip and must be made by calling **423-224-2613**. Reservations can be made during the regular office hours of 8:00 am and 5:00 pm, Monday through Friday and via voicemail on Sunday for desired trips on Monday. Trips for Monday can be scheduled via voicemail on Sunday; however, in order to better ensure your trip

reservation, we recommend you schedule during business hours the previous Friday. Trips may be scheduled up to 14 days in advance. Please note that while we do offer **SAME DAY SERVICE** on a space available basis, it is always in your best interest to schedule all of your trips at least one day in advance to ensure your trip and time requests. Same day trips are worked in when available trip times permit. The last call for return trips home or also known as “will call trips” need to be made before 5:00 pm with no exceptions. Picks-ups at clinics or agencies will be setup on a “Will Call” basis meaning the customer will call back (423) 224-2613 for a return trip. Any “Will Call” trips scheduled in advance shall be set up as a scheduled pickup without trip negotiation time availability.

**Preparation for Trip:** **Job Assist** customers must be available for his / her pick-up trip 30 minutes before their scheduled drop off time. For example, if you have an appointment at 9:30 am, you should be ready for pick up at your home at 9:00 am. Upon the KATS vehicle arriving to the customer’s address, the driver will only wait 5 minutes. It is the customer’s responsibility to watch for the KATS vehicle. If the customer has not boarded within 5 minutes, the trip will be marked as a **“no-show” trip**.

- **No-Show Trips:** No-shows are trips that have been scheduled for pick-up at a clients known address and the eligible rider does not meet the KATS vehicle at the curb in the allotted time frame. KATS will attempt to contact the passenger when a no-show occurs to determine if the reason was under the rider’s control. Three (3) No-Show trips within a single month time period may result in suspension of your KATS Dial-A-Ride Job Assist service for a one (1) month time period beginning on the date of the third No-Show trip.
- **Suspension Policy:** Before a passenger is suspended from service, KATS will notify the person in writing of the intention to suspend service. The suspension notice will document the specific verified occurrences of No Shows. The individual will have fourteen (14) days from the date of the letter to file an appeal with the Civil Rights Program Administrator. Once the letter requesting an appeal is received, an appeals hearing will normally be facilitated within the calendar month following the receipt of the appeal. The customer will receive a written decision from the Civil Rights Program Administrator informing the customer of the decision within thirty (30) days. If the customer does not file an appeal to the notice of suspension, then the suspension will become effective at the end of the 14-day period.
- **Scheduled Trip Cancellations:** Should you need to cancel your trip, please contact KATS at **224-2613** one (1) hour before the scheduled pick-up time. Any trip not cancelled one (1) hour before the scheduled pick-up time shall be considered a No-Show trip.
- **Carry on Items and Carts:** Passengers may only carry on what you can safely and securely stow on your lap.
- **When Additional Accessibility is required:** Severely mobility-impaired persons may require the assistance of a **Personal Care Assistant (PCA)**. You are required to fill out on the application if you require a PCA and to identify the names of the PCA’s that shall be traveling with you. PCA’s shall utilize KATS service at no charge. An additional companion can accompany the eligible customer on a schedule trip if room on the vehicle is available, but must pay the regular full fare for the service and have the same origin-to-destination.

- **Out of town Visitors Needing Service:** Visitors to Kingsport, TN are welcome to use KATS Job Assist services as a guest for up to 21 days in a year. Please provide us with documentation showing that your hometown transportation provider has determined you to be ADA eligible OR to provide documentation of your place of residence and disability, if not apparent. If you have need for paratransit service in Kingsport for more than 21 days a year, you must apply through the regular Kingsport Area Transit Service eligibility process. Out of town visitors wishing to use KATS paratransit service are requested to contact Candace Sherer, Civil Rights Program Administrator at 423-224-2613 prior to their arrival in order to ensure service.
- **Appeals Process:** Individuals who wish to file an appeal following KATS's determination of denial of their Dial A Ride Job Assist eligibility should file a request for an appeal hearing in writing within 65 days of KATS denial of their application. Individuals who have submitted an appeal will be notified of the decision of the administrative appeals board in writing within 30 days. If no decision has been made by KATS regarding the appeal within 30 days following the appeal process, paratransit service will be provided until and unless a decision to deny the appeal is issued by KATS.

**Mobility Devices:**

- All mobility devices must be properly secured in order to be transported by KATS. Customers of KATS must keep their mobility devices clean and sanitary in order to utilize KATS service. Non wheelchair mobility aids such as rolling walkers with a seat intended to allow temporary rest intervals do not meet the U.S. DOT definition of a wheelchair. It departs from the intended purpose of the manufacturers of these devices for a passenger to sit on one of these during a ride on a public transportation vehicle which would compromise the passenger's safety. During a trip on a KATS vehicle, a passenger using a non-wheelchair mobility device/aid must transfer to a regular bus or van seat. Non wheelchair mobility aids may be stored on the KATS vehicle during the ride as space allows.

**Additional Guidelines:**

- The use of tobacco products, electronic cigarettes, opened food, or open beverage containers shall not be allowed on the KATS vehicle at any time.
- Service may be refused to anyone whose behavior or personal hygiene is considered to be hazardous.
- No animals except service animals that are specifically trained to aid a disabled person may board a KATS vehicle.

**For more information about other transportation services offered at KATS, policies, and guidelines, please visit our website at [www.kingsporttransit.org](http://www.kingsporttransit.org).**