

A Riders Guide to Knox Area Transit

Knox Area Transit (KAT) is the public transportation provider for Knox County, operating under grants from the Federal Transit Administration, the Ohio Department of Transportation, the City of Mount Vernon and the Knox County Board of Commissioners. KAT offers a combination of demand responsive “DOOR-TO-DOOR” service (in and out of Knox County) and scheduled “POINT DEVIATION” shuttle service within Mt. Vernon. Out of county service is available...Call for pricing. There are no private rides permitted on KAT vehicles.

The mission of Knox Area Transit (KAT) is to treat every rider with respect, while providing them with safe, accessible and affordable public transportation.

ON DEMAND RATES:

- Fare Zone 1*: \$4.50
- Fare Zone 2*: \$5.50
- Fare Zone 3*: \$6.50
- Fare Zone 4*: \$7.50

**ask for zone map for details.*

Additional zone charges for outer area rides that don't go back towards Zone /Mt Vernon.

SHUTTLE:

\$1.00 to/from a bus stop
.50 Elderly or Disabled
Free transfers

*FARE IS DUE WHEN ENTERING VEHICLE—
PLEASE HAVE EXACT CHANGE.*

Medical and other appointments or riding KAT to Work

Please inform Dispatcher if your ride is an appointment or to get to work. This allows the Dispatcher to ensure that you get to your appointment/work on time. Please note that you may have to go early to arrive on time.

Elderly & Disabled (E&D) discounts

KAT offers a 50% discount off the base fares for riders 65+ or disabled customers. Obtain a KAT E&D ID card by calling 740.392.7026 #1.

~**Personal Care Attendants** ride free as well as children 4 and under when accompanied by an adult.

~Everyday riders are eligible for a 5 percent **subscription discount** when set rides are pre-paid on a monthly basis. Discount does not apply to shuttle service. Also, **fare coupons** are available at our administrative office. 740-392-7026 #1.

~Our **Shuttle buses** provide in-town economical service. Our Dispatchers will assist you with the correct Shuttle bus. Shuttles run every half hour, and you may need to transfer to different zones. You may only carry items that you can keep in your seat area. Space is limited. Shuttles will deviate ¾ mile past our stated Shuttle routes if necessary.

Rules for Riding KAT

Seatbelts: KAT requires that seatbelts be worn at ALL times, by ALL passengers regardless of the seat you are in. If you do not wear your seatbelt—you must inform Driver so he can notate it on his log. Children must wear seat belts at all times and will be seated in the rear on all vehicles equipped with air bags. Children 4 years old or younger, and weighing 40 pounds or less **MUST** be in an approved child safety seat. KAT has one car seat per vehicle. Booster seats must be provided by passengers.

Child Safety: Please have ID on children 5+. If a responsible adult or sibling is not present at the destination of a child, the driver may, at the dispatcher's discretion, return the child to the point of trip origination--If there is no one available to supervise your child then they will be taken to KAT, and we will inform Law Enforcement. *Additional fare will be charged.*

Other rules: We recommend that food and drink consumption be limited in KAT vehicles. Tobacco and profanity is prohibited. Please turn cell phones on vibrate and keep the noise level down for all passenger safety. Proper passenger hygiene is expected.

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Drivers are not permitted to leave their vehicles unattended to look for riders. Riders must wait where they can observe the vehicle's arrival, and must **be ready 15 minutes before and 15 minutes after** their scheduled pick-up time. **Drivers will wait up to five minutes for on demand riders**, after which they will log the call as a "no show". Drivers will gladly assist riders from their doors to the vehicles, and will be responsible for securing all mobility devices. They will not do stairs when picking up mobility device riders.

~Shuttle drivers do not wait for passengers unless there is inclement weather. You must be ready for the shuttle when it arrives. With inclement weather—Drivers will wait up to 2 minutes only. Shuttle drivers have other riders on board and can't leave the shuttle bus to assist riders. *Please note KAT drivers may not enter riders' homes for any reason.*

Cancellation of ride reservations must be made no later than **60 minutes prior to the scheduled pick-up** to avoid being considered a "no-show". Riders must pay for their no-show fares before their next trip. KAT reserves the right to suspend riding privileges for repeated no-shows of 4 or more in a 30 day period.

Service Animals: KAT is well aware that some disabilities are made manageable with the use of a service animal. Service animals are welcome like any other passenger. Pets must be in a secure cage or holder designed for the animal that is being transported.

Disruptive riders will not be tolerated while riding KAT. Drivers are asked to request the passenger to refrain from the objectionable activity. Riders who persist in disrupting others will be taken to the nearest public place where they will be asked to leave the vehicle. A refund of any fare paid may be given to the passenger. Law enforcement will be contacted.

Forgotten Items on our vehicles will be returned to the Dispatcher. A fare will be charged for returning the items.

Questions, Suggestions or Complaints (including Title VI and ADA)

Contact the Administrator by calling 740.392.7026 Ext: 4; or writing us.

KNOX AREA TRANSIT KAT

**25 Columbus Rd.
Mt. Vernon, OH 43050**

PUBLIC TRANSIT
Knox Area Transit complies with applicable Civil Rights Laws including the ADA and Title VI

**GENERAL INFORMATION
&
RIDERS GUIDE
740-392-RIDE (7433)**

No answering machine for Dispatch
Ohio relay: 1-800-750-0750
Website: <http://www.co.knox.oh.us/offices/kat>
kat@co.knox.oh.us

Knox Area Transit Service Hours
Door-to-Door Services — Mon - Fri: 6 AM-7 PM
Shuttles run — Mon-Fri 8 AM to 4 PM
Saturday: 8AM-5PM
Call for Reservations

Closed Sundays and Holidays

Holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the Friday after, and Christmas. When a holiday falls on a Saturday, it will be observed on Friday before, when a holiday falls on a Sunday, it will be observed on Monday following.

For adverse weather conditions, tune into the local radio stations.

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