

THE LIFT HANDBOOK

PASSENGER SERVICE REQUIREMENTS



June 2018

INTRODUCTION

The LIFT is designed to provide paratransit transportation services to persons with disabilities that meet the provisions of the Americans With Disabilities Act (ADA) of 1990. The ADA and its regulations require that The LIFT provide paratransit service to persons with disabilities that is comparable to the service provided by Knoxville Area Transit (KAT) to individuals who use KAT's regular route service.

Our fixed route system serves thousands of customers with disabilities and special needs each day at a discounted rate. One-on-one Travel Training is also provided to those who can access the fixed route system (public bus service) at no cost to the customer. The KAT LIFT paratransit program provides more than 200 scheduled passenger trips per day to those passengers who, because of their disability, are unable to use KAT regular route service and promotes equality of mobility for all.

This handbook is designed to help you understand the policies and requirements of the KAT LIFT. Your cooperation and flexibility allows us to better serve you and other LIFT passengers.

KAT is committed to providing our informational materials in formats some of our customers might need, upon request and as a reasonable accommodation.

Requests of this type can be made through 865-637-3000 or the email address connect@katbus.com.

ELIGIBILITY

Individuals who are interested in using KAT LIFT paratransit service must apply through a written application process. In accordance with the ADA, paratransit service must be provided to individuals who meet the certification criteria of Section 37.123 ADA Paratransit Eligibility Standards.

Paratransit eligibility is not automatic. Eligibility generally is open to persons who fall into one of the following two categories:

- Persons who are unable to utilize the fixed route system as a result of a physical or mental impairment;
- Persons whose disability makes it impossible for them to travel to or from the nearest bus stop.

If you believe you have a physical or mental disability that prevents you from independently using lift-equipped accessible fixed route service, write, email or call The LIFT at:

The LIFT
301 Church Avenue
Knoxville, TN 37915
(865)215-7850
katlift@katbus.com

Please let us know if you need an application in an alternative format. Hearing impaired passengers that are text telephone users should call 711 or 1-800-877-8339.

In most instances, you will be notified if you qualify for certification within seven to ten working days, but no longer than 21 days. During the certification process a supervisor from KAT may visit your address to ensure that the location is safe for boarding and alighting.

We will notify you of any issues we may encounter during this inspection and will work with you to find a satisfactory pick up/drop off spot.

If you are certified to receive paratransit services, you will receive an identification card and an introductory letter. Please note, if you qualify for The LIFT service, you also qualify for half-fare on the fixed-route service.

Visitors to Knoxville, who meet the certification criteria for paratransit service, will be offered the same service privileges with the LIFT for a period not to exceed 21 days, and with proper documentation in accordance with Section 37.127 ADA Complementary paratransit service for visitors.

SERVICE AREA

The LIFT service exceeds the ADA required minimum of $\frac{3}{4}$ mile on each side of an operating KAT public bus route. You should check with the LIFT to determine if both your trip origin and destination fall within the LIFT service area.

Persons living outside of the LIFT service area may be approved as a LIFT client, however trips will only be provided within the LIFT service area.

SERVICE DAYS AND HOURS

The LIFT operates the same days and hours as the fixed route bus service.

- Monday through Friday: from 5:00 a.m. to midnight
- Saturday: from 6:00 a.m. to midnight
- Sundays: from 8:00 a.m. to 8:00 p.m.

Although the LIFT works 7 days a week, service vehicles and service areas are reduced as is the regular route service. This is particularly important on Saturdays and Sundays, when some fixed routes run on limited hours or don't run at all. Your scheduler will be able to offer specific information on this when booking your trip.

HOLIDAYS

There is no KAT service available on New Year's Day, July 4th, Thanksgiving, and Christmas Day. Regular fixed route KAT service runs a Saturday schedule on Martin Luther King Day, Memorial Day, Labor Day, the day after Thanksgiving, and Christmas Eve, and the LIFT operates on a Saturday schedule as well.

RESERVATIONS

The LIFT office hours are Monday through Friday from 5:00 a.m. to 10:00 p.m.; Saturdays from 6:00 a.m. to 10:00 p.m.; and Sundays 8:00 a.m. to 5:00 p.m. Reservations may be made anytime during these hours by calling 865-215-7850. Please note that next day reservations must be made by 4:00 p.m. Our call volume is generally at its lowest between the hours of 10:00 a.m. and 2:00 p.m. and this would be the optimal time to call.

KAT LIFT Call Center

Phone: 865-215-7850

Fax: 865-215-7816

For fixed routes information, please call 865-637-3000 or visit our website at www.katbus.com.

Hearing impaired passengers that are test telephone users should call 711 or 1-800-877-8339.

When you call for a reservation, please have the following information ready:

- Customer's name and/or LIFT card number
- Date transportation is needed
- If you must be somewhere at a certain time, the time of your appointment or time you need to be at your destination, otherwise the time you wish to be picked up
- The time you wish to be picked up for your return trip (if needed)

- Detailed drop-off and pick-up location information (specific address)
- You must let the scheduler know whether you will be traveling with a personal care attendant, guest or service animal at the time of booking
- Any new information or changes concerning your status, particularly the use of a mobility device
- Whether there are any other special considerations or instructions for the customer to travel or for the driver

Reservations may be made TEN (10) days in advance, but must be made no later than one day prior to your travel date. Reservations for next day service must be made no later than 4:00 p.m. If you require a return trip it must be scheduled at the same time you book your pick up trip. Every effort will be made to accommodate your requested times, however, the ADA allows us to negotiate revised travel times that may be up to one hour before or after your requested pickup time.

For trips scheduled for a specific pickup time, riders must be at the pickup location, and ready to board, thirty minutes in advance of the requested pickup time. For example, if you have scheduled a trip pick-up for 10:00 a.m., you must be ready for pick-up no later than 9:30 a.m. and your ride will arrive in that 9:30 – 10:00 window.

When booking a trip for a specific drop-off time, the scheduler will give you a pick up window, and you must be at the pick-up location, and ready to board, any time within that window. Times can vary in length for different trips as it will be based on the distance of your trip, the time of day, etc. Example: a trip from far East Knoxville to far West Knoxville requires more travel time than the average trip, making these trips during the peak traffic times of the day adds even more time, thus increasing the window you may be given.

For return trips, The LIFT may arrive up to thirty minutes after the scheduled pick up time. Riders must be at the designated pick location, and ready to board, at any time during that window. For example: If you schedule your return trip for 3:00 p.m., you must be ready for pick up at 3:00 p.m. The LIFT may arrive between 3:00 and 3:30 p.m.

KAT makes every effort to keep trip times to less than one hour, however trip times aboard the vehicle that do not exceed the amount of time it would take to make a comparable trip using the fixed route service is considered an acceptable trip time.

Passengers must be ready to depart when the driver arrives at your location. You will be given adequate time to board the bus, but you must be prepared to begin the boarding process with the arrival of the bus. Drivers arriving within the pick up window are only permitted to wait up to five minutes. Passengers who are not ready when the bus arrives run the risk of the driver leaving, losing their scheduled trip, and being charged a “No Show”.

When you are making a reservation, you must tell the reservationist exactly where you will be waiting. However, at larger facilities, we may tell you to wait in a common pickup area that has been pre-arranged with the facility.

The driver will be given the same information that you supply to the reservations staff and will look for you there. Do not leave the area as you might miss your ride. If the driver is not able to find you within five (5) minutes of arriving, or if you did not cancel at least two (2) hours before your scheduled pick-up time, the driver will leave and you will be considered a no show.

NOTE: Trips may not be altered the day of the trip. The operator cannot change your pick up or drop off location the day of the trip.

EMAIL RESERVATIONS

Additionally, you may make reservation requests via email. When booking your trips please provide the same detailed information provided when calling in your trips. Applications may also be submitted via e-mail. Our email is katlift@katbus.com.

When emailing a reservation, please have the following information ready:

- Customer’s name and/or LIFT card number;
- Date transportation is needed;
- The time of your appointment or time you need to be at your destination;

- The time you wish to be picked up for your return trip;
- Detailed drop-off and pick-up location information;
- Whether you will be traveling with a personal care attendant, guest or service animal;
- Any new information or changes concerning your status, especially a change in the use of a mobility device, and
- Whether there are any other special considerations or instructions for the customer to travel or for the driver.

STANDING REQUESTS

A “standing request” is for customers travelling to the same place, at the same time, on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the LIFT staff to submit a “standing request” for service. Please remember, however, that you cannot change your standing request more than once per month, or this privilege may be revoked. If you have a standing request and will not be using it for one or multiple days, please contact us to cancel or suspend services to avoid having “No Shows” recorded in your file.

CANCELLATIONS

KAT LIFT is a “shared ride” system that needs everyone’s cooperation to make it run smoothly. If you must cancel your reservation, it is imperative that you inform the KAT LIFT Staff at 865-215-7850 as soon as possible. Cancellations made less than two hours in advance will be considered a “No Show.”

LATENESS AND NO SHOWS

The LIFT is a shared ride and it is important that you are ready to go when your vehicle arrives. KAT LIFT drivers arriving within pick up window will wait only five (5) minutes, because there are other customers either on board or waiting for their scheduled ride. If a vehicle arrives to pick you up and you are not there, or you do not board the vehicle as scheduled, you will be considered a no show and your services may be suspended. You will receive notification of a no show. Riders showing a pattern of no shows may be suspended for up to twenty (20) days. Riders will be notified in writing that a pattern is developing prior to suspension.

You may appeal this process if you have information that is contrary to that noted above. Passengers suspended from LIFT service due to “no shows” are still permitted to ride KAT’s fixed route system.

CHANGING RETURN TIMES

We realize that you may not always be able to pinpoint return times, but because many people rely on this service, changes in the scheduled return time should be strictly limited. If you are ready to return more than two (2) hours earlier than originally scheduled, you may call and ask for an early pickup. KAT LIFT staff will do all we can to assist in these instances, but we are unable to guarantee that we will be able to honor the request.

If you will not be ready for your return trip within your scheduled pick up window, for reasons beyond your control, please contact our KAT LIFT Staff at 865-215-7850 as soon as possible. Failure to contact The LIFT will result in a no show. If you still need to be picked up, you must contact the LIFT. We will dispatch the first available vehicle to pick you up; however, it may be up to 90 minutes before a driver is available.

BOARDING EARLY

If your vehicle arrives before your scheduled pick-up window (e.g. KAT LIFT vehicle arrives at 9:40 for a pick-up window that runs from 9:45-10:15) and you are ready, you may board immediately. If you are not ready and the vehicle arrives early, the driver must wait five (5) minutes into the pick-up window before leaving. Using the example above, that means he must stay until 9:50 before leaving.

FARES

The fare for The LIFT is \$3.00 per one-way trip. All LIFT passengers must pay the fare or present a valid LIFT ticket to the driver at the time of each individual one-way trip and should have their fare or ticket ready upon boarding. No passengers ride without first paying the fare or presenting a valid ticket.

Exact change is required, as the driver carries no change. Drivers do not sell tickets.

Guests must also pay a full LIFT fare. If you are certified to travel with a personal care attendant (PCA) the PCA does not pay a fare. LIFT drivers do not accept, nor should they ask for a tip. Please notify The LIFT Office if any driver asks for or accepts a tip.

Tickets may be purchased in person at our offices located at 301 Church Avenue, Knoxville, TN, by phone at 865-215- 7800 with a Visa or MasterCard, or by sending a check to the address below:

KAT Ticket Department
301 Church Avenue
Knoxville, TN 37915

PERSONAL CARE ATTENDANT (PCA)

A personal care attendant is defined as a necessary part of an eligible individual's mobility. A personal care attendant does not have to be a certified professional, but may be a friend or family member who assists in your mobility. This is different from a guest who is traveling to accompany an eligible individual. Personal care attendants are not required to pay the fare.

GUESTS

One guest will be allowed to travel with a LIFT passenger. The guest must have the same origin and destination as the eligible individual and is required to pay the full LIFT fare. Due to seating capacities, LIFT passengers must indicate they will be traveling with a guest when the trip is booked.

PASSENGER ASSISTANCE

The driver will provide door-to-door service only. Door-to- door service is defined as the exterior door of a residence or the public entrance of a building. Passengers will be responsible for entering and exiting their pick up or drop off location on their own. Drivers are not permitted to enter the home, or other destination, of a passenger. If a passenger needs assistance in addition to the door-to-door service provided, he/she must have a personal care attendant or guest.

TRANSPORTING PACKAGES

Because the vehicle will be shared, baggage must be limited to what passengers can independently carry onto and off of the vehicle in one trip. Packages must be transported on your lap or under the seat. Drivers have a strict schedule and cannot assist with your packages.

For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous materials. Respirators, portable oxygen, and/or other life-support equipment may be transported as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle. The safety and use of this equipment is the responsibility of the passenger.

SERVICE ANIMALS

KAT complies with the Americans with Disabilities Act (ADA) which requires transit providers to “permit service animals to accompany individuals with disabilities in vehicles and facilities” (49 CFR 37.167[d]). A service animal is not a pet. A service animal is:

“Any guide dog, signal dog, or other 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” (49 CFR 37.3).

PETS

Pets are not permitted on buses unless the passenger can carry them in a portable kennel and they can be carried on the passenger’s lap or under the seat. Kennels must have a lid that closes and locks and must remain closed and locked while on the vehicle.

BOARDING WITH A MOBILITY DEVICE

All LIFT vehicles are equipped with passenger lifts that will accommodate most mobility devices that do not weigh more than 800 pounds when occupied. For the safety of our passengers, KAT may require passengers using a mobility device to be weighed at the time of certification, re-certification, or upon request. If the total weight of the passenger and their mobility device exceeds ADA standards, KAT may deem the combination of client and mobility device as non-transportable, or when possible, it may be necessary for passengers and their mobility devices to board separately.

CARD EXPIRATION, RECERTIFICATION AND ELIGIBILITY CONDITIONS

Please take time to note if there is an expiration date on your identification card. In most cases, but not all, a permanent approval will not require a recertification. All temporary cards will have an expiration date and it is the client's responsibility to keep their application current.

LIFT APPEALS PROCESS

Individuals denied access to the LIFT have the right to make an appeal. The appeals process may be used for persons who: 1) have been determined ineligible; 2) have had service suspended for excessive no-shows or cancellations; or 3) have been suspended for disruptive behavior. The first step in the appeals process is to submit, in writing, your reasons for disputing the decision and/or to submit any additional pertinent information.

The appeal must be made within 60 days of the denial of service or suspension, and should be submitted to KAT, Chief Operating Officer, 301 Church Avenue, Knoxville, TN 37915.

Your request will be reviewed and you will receive a decision within 10 days of the receipt of the appeal.

Upon receipt of this decision, should you continue to take issue with the determination, you will then have 15 days in which a written request can be submitted to the City's Americans with Disabilities Act (ADA) Coordinator, Community Development, City of Knoxville, 400 Main Street, Suite 515, Knoxville, TN 37902. This request will result in a meeting of the Appeals Committee. The Appeals Committee consists of the KAT Chief Operating Officer, the ADA Coordinator for the City of Knoxville, and the Mayor's Council on Disability Issues (CODI) Transportation Committee Chairperson.

You will be notified in writing of the date, time and location of the hearing. While your attendance at this meeting is not required, it is encouraged, as the committee may have questions not covered in your written statement. The Appeals Committee will provide you with a written decision within 10 days after the hearing. This decision will be final.

SAFETY

For safety, all riders are required to use their seatbelts and remain seated until the vehicle comes to a complete stop. All loose articles must be secured while riding The LIFT. Additionally, please be advised that your privileges may be suspended for disruptive or abusive behavior. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers;
- Verbal abuse of drivers, staff and/or other passengers;
- Unlawful harassment having sexual, violent, racial, or other discriminatory connotations;
- Unauthorized use of vehicle equipment;
- Voluntary and repeated violation of riding rules including, but not limited to: smoking, eating and drinking on vehicles; refusing to remain seated; defacing equipment; treating staff, drivers or other passengers in a rude or discourteous manner; refusing to comply with other requirements specified in this guide.

If your disruptive behavior is due to a disability and is beyond your control, The LIFT may require you to travel with a Personal Care Attendant.

If your Personal Care Attendant cannot help to control your behavior, and/or a safety problem continues to exist, your service may be suspended or discontinued.

RIDER RESPONSIBILITIES

- Read and abide by all sections of The LIFT Handbook
- Be ready to depart at pickup location during your entire thirty minute pickup window. Drivers may arrive anytime during that window. Trips for which the rider is not prepared to depart will be treated as a “No Show” and the driver will proceed on.
- Cancel unneeded rides as soon as possible. Cancellations made less than two hours prior to travel time will be considered a “No Show”.
- Pay the correct fare in cash or tickets. A fare must be paid each time you board the vehicle.
- Avoid distracting the driver or annoying other passengers with inappropriate, unsafe or discourteous behavior.
- Maintain wheelchair or other mobility device in a clean and safe condition.
- Expect to share the ride; others may be picked up after or dropped off before you reach your destination.
- Maintain acceptable standards of hygiene. This would also include the cleanliness of your service animal where applicable.
- No eating, drinking or smoking (to include e-cigarettes) while on board.
- Do not litter the vehicle.
- Do not use personal electronic devices without headphones.
- Treat drivers, office staff, and other riders with respect and courtesy, both through communication (in person or on the phone) and your actions.

DRIVER RESPONSIBILITIES

KAT LIFT drivers undergo an extensive training program which includes, but is not limited to: defensive driving; customer service; and sensitivity training. Our drivers must maintain a safe driving record, pass criminal background checks, pass Department of Transportation physicals and are subjected to drug and alcohol testing under the guidelines of the Federal Transit Administration.

LIFT drivers are expected to: be courteous; drive safely; wear a seat belt; securely tie down mobility devices; wear a KAT ID badge; be properly groomed and uniformed; and come to your door to let you know of their arrival.

Please be reminded that LIFT drivers are not permitted to:

- Enter a rider's residence or go beyond the public entrance of buildings.
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress or tend to activities related to personal comfort or hygiene.
- Lift or carry riders.
- Assist riders, with or without mobility devices (wheelchairs, canes, etc.) up or down steps.
- Carry riders' packages or other personal belongings.
- Push mobility devices through grass or gravel.

UPDATING INFORMATION

The LIFT uses information provided on your initial application. If you have any changes in address, telephone number, or mobility devices please be sure to notify the LIFT office prior to booking a trip.

LOST ITEMS

If you have lost a personal item and believe it may be in a KAT LIFT vehicle, please contact Customer Service at 865- 215-7800 to inquire. KAT's lost and found is located at Knoxville Station Transit Center, 301 Church Avenue, Knoxville, TN 37915. KAT will not be held responsible for items left on the bus.

FIXED ROUTE SERVICE

Please note that if you qualify for The LIFT service, you also qualify for Senior, Disabled and Student fares on the regular route service. SDS fares on regular route service are at half the current regular route fare.

PROCEDURES FOR FILING A COMPLAINT WITH KAT Under the Americans with Disabilities Act (ADA)

Anyone who wishes to file a complaint alleging discrimination on the basis of their disability in the provision of KAT service, programs or activities may submit a complaint by contacting:

Odell Draper, Director of Operations and Safety for KAT
301 Church Avenue
Knoxville, TN 37915-2590
Telephone: 865-215-7802
Email: Odraper@katbus.com

You may also file a complaint by completing the ADA Complaint Form available on the KAT website at www.katbus.com. The form may be completed and submitted through the KAT website. KAT's website is ADA compliant for persons with visual disabilities. Information is available in accessible formats upon request. If reasonable accommodation is needed in order to file a complaint, please use the contact information above to make a request.

Any complaint will be investigated and a response will be provided promptly to the individual making the complaint.



ADA Complaint Form

KAT is committed to providing our informational materials in formats some of our customers might need, upon request and as a reasonable accommodation. Requests of this type can be made through 865-637-3000 or the email address connect@katbus.com.

Contact Information

Name: _____

Address: _____

City, State and Zip Code: _____

Phone: _____ E-mail address: _____

Details of the event that led to the complaint

Date of occurrence: _____ Time of occurrence: _____

Bus route/Bus number (if applicable): _____

Name of employee or others involved (if known): _____

Location of complaint or incident: _____

Please describe your complaint in as much detail as possible: _____

You will be contacted promptly in response to your complaint. We thank you for getting in touch and riding with us.