

Minor Rider Authorization & Policy Agreement

Knox County Transit is a public transit service and is not an entity associated with, contracted to, or paid by the school districts and transit vehicles are not considered “School Buses”. This means your child may be on the bus with other members of the public going to work in the morning or coming home in the afternoon. Knox County Transit manages rides with minors to the best of our ability but cannot screen or guarantee safety with other riders on the buses. The legal guardian has deemed the minor to be mature enough to ride public transportation without a legal guardian. Children under the age of 13 must be accompanied by an adult.

Pick up and Drop off times

The public transit system operates with the use of a software system that optimizes ride scheduling. The system then generates a half an hour time range to pick up the rider. This means Knox County Transit can arrive any time in the designated half hour to pick up the minor. It is the responsibility of the guardian and rider to know and understand the time range that the bus may arrive in. You can confirm the time range either by calling our scheduling line 740-392-7433 or emailing us at KCTscheduling@knoxcountytransit.com.

There are times when due to unforeseen events the bus might be late. Knox County Transit will contact the emergency contact in the event our bus is late for a pickup. Please make sure you have a communication plan with your child in case they miss the bus or the bus is late.

Scheduling

Knox County Transit will not assume any schedule for your child. The legal guardian is responsible for scheduling and verifying all trips to provide days, times, and locations for the requested trips. Trips will not be changed at the request of the minor. ***The legal guardian is required to make sure the minor has a safe and accessible drop off point.***

If a minor is transported to the scheduled drop-off location it must be accessible i.e., key access or unlocked doors. Once the minor is out of the driver’s view then the trip is complete. **Failure to have a safe and accessible drop off for your minor more than once may result in cancellation of rides for the rest of the year.**

If a minor is unable to gain access to their drop-off location the following steps will be followed:

- The Transit driver will radio dispatch and wait for further instructions.
- Dispatch will make a good faith attempt to contact the number listed on riders’ profile (two times) and leave a voicemail if able, detailing the time and next steps taken if the legal guardian contact is unreachable.
- If the legal guardian is unreachable, dispatch will call Knox County Sheriff at 740-397-3333, option 1 and request assistance from law enforcement.

The minor will be kept on the bus and may need to ride along to other pick up and drop off points until a guardian can take custody of the minor or the minor may be dropped off at the KCT building and will require someone to pick them up.

Inclement Weather

During inclement weather, parents and guardians are responsible for notifying Knox County Transit of any changes. If a ride is no longer needed, please call us to cancel. For school delays, please contact us to check for a later pickup time. Please be aware that rescheduled rides are subject to availability and safe road conditions; a later slot is not guaranteed.

Cancellations

It is important to cancel your child's ride when they will not be picked up from school. Knox County Transit drivers need to have an accurate list of who they are picking up to ensure no one is left behind. Ride cancellations must be made no later than 60 minutes prior to the scheduled pickup.

Rules for Riding for the protection of all riders and staff:

- Seatbelts are required at all times.
- Food and drinks are prohibited on board. Transit will permit beverages in a spill-proof or screw top container.
- No profanity, threatening, disruptive behavior.
- No throwing or passing objects.
- Electronic devices are allowed while riding with transit, however we ask that headphones of some type be used leaving one ear available for listening at all times.
- Walkways and exits must remain clear.
- Obey the driver promptly and respectfully.
- Must not tamper with or damage the vehicle or any of its equipment.
- Tobacco, drugs and alcohol are prohibited while on the vehicle.
- Must be picked up and dropped off at the assigned locations.

Knox County Transit will enforce a 3-warning rule with this policy. Every warning will be recorded, and a report will be completed to keep on file. Transit will contact the legal guardian listed and discuss the incident for each warning. Once the 3 warnings have been exhausted, the minor will no longer be eligible to ride alone. The Director of Knox County Transit may override a strike if it is deemed extreme.

Payments

Account Balances must be paid in full before we book rides for the new school year. The rider's account must always be in good standing to ensure transportation needs are fulfilled. If a balance goes negative, future trips or subscriptions will be suspended. Once account is current a request for re-booking can be submitted but booking is not guaranteed. **It is the responsibility of the legal guardian to keep the account in good standing.**