

Subscriptions

Subscription trips are set up for regularly scheduled, recurring rides. This is used for trips that are the same time every day, week or month. Examples of possible reasons to utilize this service are employment trips or fixed medical appointments. This feature allows riders to have a trip reserved on schedules without calling in every day.

Knox County Transit takes the responsibility of committing to recurring trips seriously. These requests are analyzed for feasibility with current requests and staffing levels. Transit scheduling makes extensive efforts to ensure that these trips are carried out in a consistent manner even when driver staffing is inconsistent. In the event Transit staffing significantly shifts, scheduling staff reserves the right to review subscriptions and driver availability. If subscriptions become unable to be completed in a timely manner with limited staffing the rider will be contacted about alternative times or arrangements.

It is a privilege to have a subscription ride holding a spot in the Transit schedule. Riders have the following responsibilities to keep a subscription ride:

- Riders must keep a positive balance and manage the payment of fares on their own. A rider may ask the driver what their balance is upon boarding the bus or call or email the scheduling staff to learn their fare balance. Subscriptions and/or future trips will be subject to cancellation if the rider carries a negative balance or repeatedly falls into a negative balance.
- Riders must call 1 hour prior to scheduled pickup or email prior to trip, during business hours to cancel trip(s) that are not needed. No shows and cancellations will be monitored per our no show policy and subscriptions will be canceled if no shows or cancellations reflect a repeated pattern in a 30 day period. Riders will receive one warning by phone call that no shows and/or cancellations are too high before the subscription is cancelled. If Rider is unable to be reached in a reasonable amount of time the subscription will be cancelled.
- Subscriptions can only be paused for up to 7 days before being cancelled. A new subscription request must be submitted for approval.

All subscriptions will be booked on a 90-day basis. The rider will need to call in to extend subscriptions every 90 days. Extending a subscription is based on availability and can only be requested 14 days (2 weeks) before the current subscription expires. Requesting changes to an active subscription is based on availability and not guaranteed.

All subscriptions are booked on a first come first served basis. Subscriptions require scheduling approval. Staff will review the subscription request and contact the rider with approval or denial. Flexibility within the subscription request is recommended.

Out of County Transportation

Knox County Transit offers out-of-county transportation. Availability for these rides can be very limited due to staffing restraints. Cancellations and no shows are detrimental to operations and keep other riders from being able to book out of county transportation.

The process for booking an out-of-county trip is as follows:

1. Requests are taken over the phone gathering details of date, time and location and wait time for the trip. Trip requests are reviewed before being confirmed or denied.
2. After driver availability is considered, the rider is called within 48 business hours of the request to confirm or deny the request.
3. Driver schedules are set and confirmed
4. Rider is called with confirmation of a trip the week prior to the trip date. Three attempts to confirm transportation will be made. If the rider does not call back by the end of the prior week (Friday 12pm) to confirm transportation, the trip(s) will be cancelled.
5. Contract trips will be invoiced to the appropriate entity. Private Pay trip estimated cost are due at the time of booking.

Riders will be picked up and taken to the location requested. If the driver is waiting for the rider, the rider will be given the cell phone number for the bus. If any delays occurs or the rider is moved to a different location in the building it is the rider's responsibility to call the cell phone and notify the driver. Unanticipated wait time will be billed at a higher rate. In most cases the driver is due back in the county to do more transportation.

Delays in out of county trips affect other riders and trips. Drivers are required to contact the Deputy Director when notified of a delay. The Deputy Director will review schedule availability and determine if the driver can wait longer. If a delay occurs you may be asked to depart at the scheduled time or find another source of transportation home.

Riders showing a pattern or practice of missing scheduled trips will be subject to the no show policy and may lose riding privileges for a period of time.