 Kings County Area Public Transit Agency	Title: Reasonable Accommodation Policy	Document #: 10-0007
	Approved By: KCAPTA Board	Date Approved: 08/23/2017 REVISED:
	Effective Date: 08/23/2017	Type: Administration Policy

Reasonable Modification Policy

Kings Area Rural Transit (KART) is committed to making reasonable modification/accommodations to its policies, practices, or procedures to ensure the program is accessible. Reasonable Modifications must always be related to the individual's disability.

Anyone who requires auxiliary aid or service for effective communication, or a modification of policies and procedures to participate in a KART program, service or activity, should contact a KART Transit Assistant as soon as possible, but no later than 48 hours before the scheduled event.

Requests for accommodations will be considered on a case by case basis and may be denied for one or more of the following reasons:


1. Granting the request would fundamentally alter the nature of KART's transit services, programs or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. The individual with a disability can fully use the entity's services, programs, or activities for their intended purpose without the need for modification.
4. Granting the request would cause an undue financial or administrative burden.

Examples of reasonable modification requests:

1. A diabetic passenger or another passenger with another medical condition that has requested to eat or drink aboard a bus or in a transit facility in order to avoid adverse health problems.
2. A passenger that cannot reach or insert a fare into the farebox due to their disability that has requested that the bus driver assists with the fare deposit (passenger must be prepared with the bus pass in hand – staff will not take the pass out of their pocket/wallet, etc.).

Process for Reasonable Modification Requests

Reasonable modification requests may be made in advance or at the time of the transportation service. However, KART can better service the passenger when the request is made ahead of time. If the reasonable modification request is made at the time of service by directly asking the bus driver for accommodations, the bus driver may grant the request if the request meets the requirements of the Reasonable Modification Service Policy.

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To make a request for a reasonable modification in advance, please contact KART at 559.852.2692. Forms are also available for pick up at the following locations:

- Information Window at the Bus Terminal, 504 W. 7th Street, Hanford
- KART Administration Office at 610 W. 7th Street, Hanford.
- You may also email the form to KART info@kartbus.org
- By phone 559.852.2692, if calling, please provide your name, address, or email address. A detailed description of the modification request and why it is necessary to use the transportation service.

KART will make every effort to promptly respond to each request. If the request is denied, KART will take any other action, as long as the action does not cause a direct threat or fundamental change to its policies or practices, to ensure that the individual with a disability receives the services provided by KART.

Complaints that a KART program, service, or activity is not accessible to persons with disabilities should be directed to KART, Jami Holloway 559.852.2692.