



www.kartbus.org

KART TRANSIT CENTER
504 W. 7th Street, Hanford
(559) 852-2717

ADMINISTRATION OFFICE
610 W. 7th Street, Hanford
(559) 852-2717



KART

SERVING KINGS COUNTY, CA



PARATRANSIT GUIDE

2024-2025

WELCOME TO KART!

Kings Area Rural Transit (KART) is Kings County's public transportation provider. KART Paratransit is a form of public transportation. It is a shared ride service for persons who, because of their disability, are unable to use the regular fixed route service.



KART Transit Center

504 W. 7th Street, Hanford

(559) 852-2717

Paratransit Reservations & Cancellations

(559) 584-0101 press 1

KART Administration Office

610 W. 7th Street, Hanford

(559) 852-2717

ADA Determinations

(559) 852-2717

www.kartbus.org

Paratransit Service Hours

Hanford

Monday—Friday

6:30 AM to 7:30 PM

Saturday

9:30 AM to 4:30 PM

Lemoore

Monday—Friday

6:30 AM to 7:30 PM

Saturday

9:30 AM to 4:30 PM

***All reservations must be made 24 hours
in advance, up to 7 days. Call
559.584.0101, option 1 to schedule your
Paratransit Trip.***

Connect with KART



KCAPTA Board Meetings are held every

Fourth Wednesday

at

Board Chambers-Admin Bldg. 1,

Kings County Government Center

1400 W. Lacey Blvd. Hanford CA 93230

Hanford, CA 93230

www.kartbus.org



INTRODUCTION

KART Paratransit is a form of public transportation. KART offers a shared-ride service for persons who, because of their disability, are unable to use the regular fixed route bus.

Paratransit service is available to all ADA Paratransit qualified individuals to any location within $\frac{3}{4}$ of a mile of a fixed route bus stop operated by KART.

KART Paratransit offers a premium service for those individuals who live $\frac{3}{4}$ mile, up to 1 $\frac{1}{2}$ miles from a fixed route bus stop, at a Premium fare rate. Call (559) 852-2717 for more details.

Paratransit helps you independently go wherever you need to go, such as visiting friends, to doctors appointment's, or shopping within the service area.

Please note that under federal law (the Americans with Disabilities Act); all destinations must be treated as equal. For example, a person who needs to visit the doctor cannot get a quicker pickup or faster ride than a person who wants to go to the movies.

Paratransit Service

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like KART to provide specialized transportation comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit.



CONTACT US

Reservations and Cancellations
(559) 584-0101 (press 1)

Eligibility Certification Office:
(559) 852-2717

KART

Attn: ADA Certification
610 W. 7th Street
Hanford, CA 93230

Hours:

Monday-Friday
(excluding holidays)
9:00 a.m. - 5:00 p.m.



Using KART Fixed Routes

If you have qualified for KART Paratransit, you may board any KART fixed route bus and ride for half price. Simply come into KART Administration Office and an ID will be made so you can receive discount on regular fixed route.

Be sure to have the exact change, as the drivers are not able to give change.

If you think you would like to ride the Fixed Route Service, but may need Travel Training, call a Transit Assistant today at 559-852-2717 for more information.

There is no cost for Travel Training!



What We Are Not

We are not a same day reservation system; all trips must be scheduled at least one (1) day in advance, up to seven (7) days.

We are not like a private taxi; Paratransit is a shared ride service.

We are not a medical transportation service. If your medical condition prevents you from independently navigating public transit systems such as the KART Paratransit, we strongly recommend that a Personal Care Assistant (PCA) accompany you. PCA's do not have to pay the fare on Paratransit.

How Does KART Determine if Applicants Are Eligible for ADA Paratransit Service?

On September 6, 1991, the United States Department of Transportation issued final regulations under the Americans with Disabilities Act (ADA). These regulations are quite specific in defining who is eligible for this specialized service. A person must have an actual physical, visual or mental functional limitation which causes him or her to be unable to use accessible fixed route transportation. The diagnosis of a potentially limiting illness or condition is not sufficient for Paratransit eligibility.

The ADA law states that the following factors are considered in determining ADA Paratransit eligibility:

- A person's disability and functional abilities
- Accessibility of the fixed route system
- Architectural barriers*
- Environmental conditions*

**A person's age, the distance to bus stops, weather and environmental barriers do not alone, establish eligibility.*

What Constitutes a Disability?

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

KART Paratransit is not medical transportation service; if your medical condition prevents you from independently navigating public transit systems such as KART Paratransit services, we strongly recommend that a Personal Care Assistant (PCA) accompany you. PCA's do not have to pay a fare on KART Paratransit.

If you think you are eligible, call KART Paratransit at (559) 852-2717 and ask to be mailed a KART Paratransit Application. Alternative formats, such as large print or Spanish are available upon request. You may also download the application from KART's website at www.kartbus.org



1. The Transit Manager will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by KCAPTA within 5 days.
 2. KCAPTA will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of ADA regulations.
 3. An investigation into the complaint will be conducted and documented to determine whether KCAPTA failed to comply with ADA regulations.
 4. KCAPTA will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.
 5. KCAPTA will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 5 business days from receipt of KCAPTA's response to file an appeal. If no appeal is filed, the complaint will be closed.
- *KCAPTA will process and investigate all complaints that meet the requirements of ADA discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.

ADA Complaint Process

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Kings County Area Public Transit Agency (KCAPTA) ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint.

Complaints may be submitted, by downloading an ADA Complaint Form www.kartbus.org, or by calling 559-852-2717. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or KCAPTA staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

If information is needed in another language, contact (559) 852-2717.

Si necesita información en otro idioma, llame a 559-852-2717.



KART ADA Paratransit Eligibility Certification

Upon completion of your application, please call (559) 852-2717 to schedule your transportation assessment. On the day of your assessment, please be sure to wear comfortable shoes, the assessment can take up to one hour to complete. This process is for all new applicants and re-certification.

Notification of eligibility will be mailed to you within 21 days after you have had a transportation assessment. The letter will identify your eligibility status, as to one of the following:

- **Full Eligibility-** Due to a disability or health condition, you are always prevented from using the fixed route buses. This level of eligibility allows you to use KART Paratransit for any trip in the defined service area. You may choose to travel on KART fixed route buses when you can. *Example: when going with an attendant.*
- **Conditional Eligibility-** You are only prevented from using the fixed route bus at times when certain disabling or extreme environmental conditions exist. KART Paratransit service is available to you at these times only. *Example: A person who uses a mobility aid and who cannot negotiate steep terrain would be eligible for Paratransit on a conditional basis when using fixed route service for a particular trip requires crossing a hilly area.*
- **Temporary-** You have a health condition or disability that temporarily prevents you from using the fixed route service, either conditional or unconditional. *Example: An individual's condition may improve over time or may be aided by travel training.*

If you are eligible for KART Paratransit services, you will also receive a Paratransit Eligibility Card in the mail.

Ineligible for KART Paratransit Services

If it is determined that you are not eligible for service, you will be notified in writing of the exact reasons for this decision and given information on the appeals process.

If you do not receive written notification of your eligibility determination within twenty-one (21) days of KART receiving your completed application, you may request and receive Paratransit service until a decision is made by calling (559) 852-2717.

Length of Eligibility

As a KART Paratransit customer, you must be re-certified upon reaching your eligibility expiration date.

It may also be necessary from time to time (for instance, if there is a disability change) to require you to re-certify your eligibility.

It is your responsibility to reapply for services before your eligibility expiration date. If you fail to renew Paratransit eligibility, you will be ineligible for services until you are determined eligible in the certification process.

You can call (559) 852-2717 to have an application mailed to you, or you may download one from our website at www.kartbus.org.

Reasonable Modification Policy

KART is committed to making reasonable modifications or accommodations to any policies, practices and procedures to ensure the program is accessible.

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 KART as soon as possible, but no later than 48 hours before the scheduled event.

KART is not required to take any action that would fundamentally alter the nature of its program or services, or impose any undue financial or administrative burden.

To make a request for reasonable modification, please contact KART at (559) 852-2692. Forms are available at www.kartbus.org and at the following locations:

- KART Transit Center
- KART Administration Office

Complaints that a KART program, service or activity is not accessible to persons with disabilities should be directed to the Transit Manager at KART, (559) 852-2692



Caregiver Responsibility

Some clients are mentally or cognitively impaired or have severe memory problems, such that they cannot be safely left on their own at either the pick-up or drop-off points.

It is the responsibility of the client's caregivers or family to clearly identify these clients to KART Paratransit so the Paratransit driver can be informed and take appropriate precautions. However, the driver cannot act as an attendant for these clients.

Cognitively-impaired clients will be allowed to travel without PCA only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for clients who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these clients, it can seriously disrupt the bus driver's schedule.

If KART Paratransit encounters absence of an attendant or caregiver, service to the client may be suspended, and the situation reported to **Adult Protective Services**.



Service Suspension or Termination Appeal Process

If you would like to dispute the basis for your eligibility, a suspension or termination of service, you may request an appeal hearing. This request can be done in person, written notification, or via phone.

ATTN: ADA Appeals
Kings County Area Public Transit Agency
610 W. 7th Street
Hanford, CA 93230

559-852-2717

If an appeal is requested, an Appeals Committee review will be scheduled within thirty (30) days of the request, and the suspension or termination of service will be delayed until the hearing.

You may bring other persons to represent you or other professionals to testify on your behalf.

If the reason for suspension or termination is determined not to be your fault, service eligibility will immediately be restored.

You will receive notification by a certified letter, stating the decision regarding the appeal within seven (7) days of the Appeals Committee meeting.

If the suspension/termination is upheld, the certified letter will state the new date on which the suspension or termination will begin.



Visitors Eligibility

All public transit operators in the United States offer Paratransit service to meet the needs of the ADA.

If you travel outside of Kings County, your eligibility will allow you to use the ADA Paratransit system of any public transit operator in the United States for up to twenty-one (21) days per year.

Individuals from outside the service area, who do not reside in a jurisdiction that provides ADA Complementary Paratransit service, may self-certify that they are unable to use the fixed route system for visitor service.

BRINGING OTHER PEOPLE

Personal Care Attendants (PCA)

A personal care attendant (PCA) is someone you need to help you perform daily activities, such as dressing, traveling with a mobility aid or finding your way; they will ride with you for no charge.

Clients, Companions, and PCA's Must NOT:

- Play music aloud or leave litter aboard the vehicles
- Soil the vehicle with bodily fluids or waste, or fail to maintain an acceptable standard of personal hygiene
- Distract the driver or interfere with the vehicle or equipment
- Carry fireworks, flammable liquids or weapons aboard the vehicle
- Use abusive, threatening, or obscene language to other clients or any KART Paratransit staff
- Commit violent or illegal actions
- Fraudulently obtain KART Paratransit service for themselves or others
- Behave in ways that disrupt the service or delay the vehicle
- Harass other clients on KART Paratransit or MV Transportation Inc. staff, including racial, sexual, gender, or age-related harassment

Clients, their PCA's or companions who violate rules of conduct may be subject to penalties, up to and including suspension of service.

Clients, their PCA's or companions who engage in physical abuse or cause physical injury to another client or driver, or who engages in other illegal activities, may be subject to immediate and permanent suspension of KART Paratransit service. They may also be subject to criminal prosecution, which may include fines.

Clients, their PCA's or companions who engage in an activity that seriously disrupts the safe or effective operation of KART Paratransit services may also be subject to a suspension of service. If a client is seriously disruptive to KART Paratransit service, KART Paratransit reserves the right to require that a PCA travel with the client as an option instead of service suspension.

Clients, their PCA's or companions who are suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

CLIENT'S RESPONSIBILITIES

Clients, their companions, and their PCA's must be responsible in their use of KART Paratransit and follow KART's rules of conduct to ensure the safety and comfort of all clients and the driver. Clients are to:

- Read all sections of the KART Paratransit Guide carefully
- Make reservations one (1) to seven (7) days in advance
- Be at pick-up locations during the pick-up window
- Provide entry if the pick-up address is located inside a gated community or another place with special access. (If a vehicle is unable to enter the pick-up area and the client fails to meet the vehicle, the client will be considered a No-Show for the trip)
- Call to inquire if the vehicle has not arrived at the end of the pick-up window
- Maintain mobility aids in a safe condition according to manufacturer's specifications
- **Expect a Shared Ride Service.** Others may be picked up or dropped off before the client reaches their destination.

Client Behavior

Clients, companions, and personal care attendants must:

- Avoid No-Shows and late or repeated cancellation of reservations;
- Get aboard the vehicle promptly, remain seated once on board, wear the seatbelt, and keep arms, legs, and head inside the vehicle
- Always pay the fare

Companions

A companion is a friend, relative or another person who is traveling with you, but is not coming along primarily to help you.

You must make a reservation for your companion when you make your reservation. You can always take one companion, but additional companions can only be added on the day of service if there is room.

Your companion is charged the same fare as you, to ride KART Paratransit.



KART PARATRANSIT SERVICE AREA AND HOURS

KART Paratransit service operates in the same areas and during the same days and hours as KART's Hanford, Armona and Lemoore Local fixed route bus services.

KART Paratransit is designed to be "comparable to" (or similar to) KART's fixed route bus service and can be scheduled for any trip purpose.

For this reason, the ADA service is only required to transport you to and from locations which are within three-quarters ($\frac{3}{4}$) of a mile of KART's existing fixed route bus services and during the same days and hours.

Shared Rides

KART Paratransit is a "shared ride" service. This means that other clients with different destinations will be picked up and dropped off along the way.

Your trip can take longer than if you took the taxi or drove yourself. Your ride will take a similar amount of time as the same trip would take on KART fixed-route, including transfers and wait times.



KART Paratransit Drivers are NOT ALLOWED to:

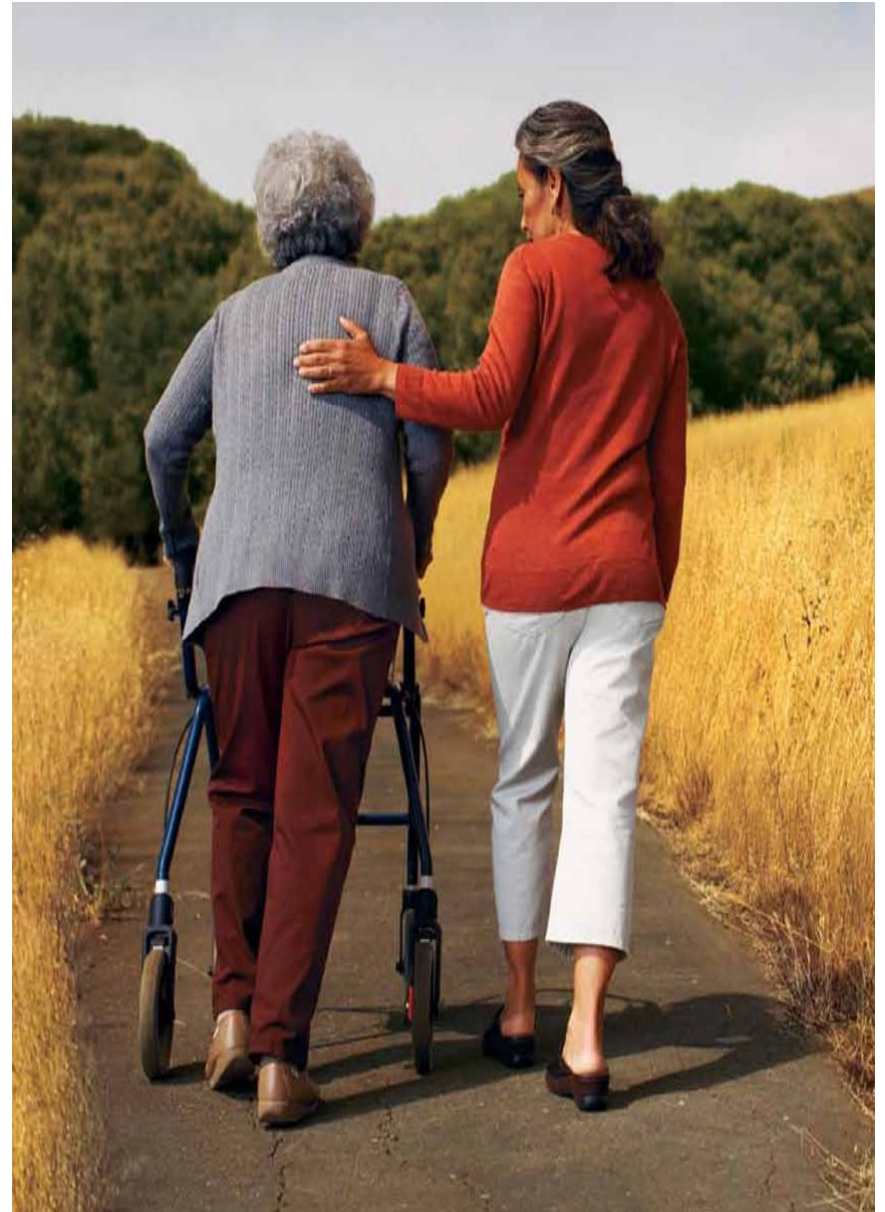
- Enter your residence or go past the lobby of a public building
- Leave clients in the vehicle unattended
- Perform any personal care assistance, such as assisting clients to dress
- Smoke in the vehicle
- Eat or drink while driving the vehicle
- Use a cell phone for personal calls, play loud music or wear headphones
- Take information from the client about cancellations or changes in reservations
- Accept tips
- Lift or carry clients, or carry mobility aids up and down steps

KART Paratransit drivers are **not medical technicians**. If there is a medical or health emergency onboard, the driver will pull over, call 911 and wait for trained help.

DRIVER RESPONSIBILITIES

KART Paratransit drivers have many responsibilities. They are required to:

- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk safely to the vehicle and assisting you in and out of the vehicle
- Wear a uniform, name tag or ID badge
- Carry a single small load of packages to the vehicle (such as 4 grocery bags)
- Keep their vehicle and lift in a secure manner and safely secure mobility aids on the vehicle
- Keep their vehicle in sight when parked if clients are aboard
- Be courteous at all times
- Collect the fare listed on their schedule or manifest
- Carry only the client assigned to them along with PCA's and companions who have reservations
- Go only to the destinations listed on the manifest or as notified by their dispatcher medical or health emergency onboard, such as a client having a seizure or a dialysis patient bleeding, the driver will pull over, call 911 and wait for trained help.



Weekday and Weekend Service

KART Paratransit service is offered daily Monday through Saturday. KART Paratransit service does not operate on Sundays.

Holidays

KART Paratransit service **does not operate** on the following holidays:

New Year Day	Presidents' Day
Memorial Day	Independence Day
Labor Day	Veterans Day
Thanksgiving Day	Christmas Day

KART Paratransit service operates a **Saturday Schedule** on the following holidays:

Martin Luther King Day
The day after Thanksgiving
Christmas Eve
New Year's Eve



Eating, Drinking, and Smoking

Unless medically necessary, no eating or drinking is allowed on KART Paratransit vehicles.

All KART vehicles are smoke FREE.

Traveling with Animals

You may bring your pet with you on your trip; it must be under your direct physical control and must be well behaved. The animal must be on a leash or in a pet carrier and cannot be placed on a seat or block the aisle.

The animal must not soil or damage the vehicle, bark, growl or act aggressively or threateningly. You must tell the reservation agent that you are bringing an animal when you make your reservation.



FARES

Please pay your bus fare when you board the bus. You can pay in cash or with a bus pass; please have the exact change; no change is given.

\$2.50	Single Trip Fare
\$2.50	Companions & Children
\$25.00	10 Trip Bus Pass
PCA	Free
\$5.00	*Premium Fare

All children and guests are required to pay the regular fare on the Paratransit; no discounts are given. Your Personal Care Attendant (PCA) will ride for free with you.

*Premium Fare

The Premium Fare Rate is for a Paratransit Qualified individual who lives outside of the regular $\frac{3}{4}$ mile service area, but are no further than $1\frac{1}{2}$ miles from the service area. Your PCA will still ride for free, but all additional guest will pay the Premium Fare Rate.

ALL BUS PASSES ARE FINAL SALE. KART is not responsible for lost, stolen or damaged bus passes.

RESERVATIONS

To make a reservation please call the Reservation Center at 559-584-0101 (press 1) from 6:00 a.m. to 5:00 p.m. weekdays and 9:00 a.m. to 12:00 p.m. on Saturday.

To request a trip on a Monday, leave a voice message on the phone recorder, and your trip will be booked for you. A reservation agent will call Monday morning to confirm. You can make your reservation as early as seven (7) days in advance.

When you or your caregiver calls to make your reservation, a reservationist will guide you through the process. Please have the following information ready:

- Your name
- The address where you will be picked up
- The address where you will be dropped off
- The date you want to travel
- Your desired pick-up time or your appointment time
- Will a PCA or companion be traveling with you
- Whether or not you are traveling with a service animal
- Will you be traveling in a mobility device such as a wheelchair, walker or scooter

Life Support Equipment

You may bring your respirator, portable oxygen or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

Your equipment must be small enough to fit into the KART Paratransit vehicle and be managed by you or your PCA.

Assistance on KART Paratransit

KART Paratransit drivers are available to offer assistance such as

- ◇ Provide ambulatory clients with a steadying arm, or appropriate guidance when walking or using stairs.
- ◇ Help clients in mobility aids to maneuver on standard ramps and help clients to and from the main door of their origin or destination.
- ◇ Carry no more than four grocery bags or similar-sized packages. Total weight is not to exceed 25 lbs.

Drivers are not allowed to leave the sight of their vehicles; this is usually about 100 yards.



California Law:

- Children under 2 years of age shall ride in a rear facing car seat unless the child weighs 40 or more pounds or is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. (CA Vehicle Code Section 27360)
- Children under the age of 8 must be secured in a car seat or booster seat in the back seat.
- Children who are 8 years of age OR have reached 4'9" in height must be secured by a safety belt in the back seat. (CA Vehicle Code Section 27363)
- All clients including clients in mobility devices are required to wear a seatbelt under California's Mandatory Seat Belt law and not wearing a seatbelt is punishable by a fine. *
- **For more information on California's law requiring seatbelts or to request a copy of KART's Policies please call 559-852-2692*



Reservation Window

The reservationist will offer you the best reservation time possible. KART Paratransit has a “one-hour reservation window.” This means that the reservationist can offer you a pickup time up to one hour before or after the requested time.

For example, if you ask for a pick up at 6 am, you can be offered a trip sometime between 5 am and 7 am. The one hour window is permitted by federal law.



Pick Up Times

When you make your reservation, you will be given a thirty (30) minute window of time during which you can expect the KART Paratransit vehicle to arrive to pick you up. This thirty (30) minute period is called a “pick-up window.” Your vehicle may arrive at any time during the pick-up window.

The pick-up window starts fifteen (15) minutes before your scheduled time to fifteen (15) minutes after your scheduled time.

Paratransit vehicles will enter public roadways only if they are wide enough for safe driving. There must be room for the vehicle to exit without backing up.

If you are not sure whether we will be able to reach a particular location, please call a Transit Assistant for information at 559-852-2717.

Wait Times

Out of courtesy to other KART Paratransit customers who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the “pick-up window.” The driver will leave once the 5 minute wait time has ended.

Please remember that you are responsible for being at the curb when the vehicle arrives, whether or not you asked for a call out.

Children as Eligible Clients

Children whose disability (as opposed to their age) would prevent them from using regular KART buses by themselves, may be eligible for KART Paratransit.

Children under the age of twelve (12) who are eligible must travel with a parent or a personal care attendant (PCA). If the child is significantly disruptive or presents a safety hazard to themselves or others, KART Paratransit service may be suspended unless a PCA can ride with the child.

Children as Companions

Eligible clients may bring one child as a companion and may bring additional children if space is available. You must include them when you make a reservation.

You must be able to manage the child by yourself or with the help of your PCA.

Children on KART Paratransit

Children may travel on KART Paratransit as eligible clients and as companions. All children who are under six years old or weigh less than sixty (60) pounds **must** travel with a safety seat to comply with California State Law.

Parents or guardians must provide their child safety seat and take it with them when they exit the vehicle. KART Paratransit will not carry a child without a safety seat. Drivers are not permitted to lift or carry children.

Changing Your Reservation

You must call Reservations at (559) 584-0101 (press 1 for reservations) at least one (1) day before your trip to make any changes.

Request for changes on the day of your trip is not permitted. You may not change your drop-off or pickup location the same day.

Canceling a Trip

You can call to cancel at any time of the day or night. If it is not during business hours, please leave a voicemail. **You must cancel your trip at least one (1) hour before your pick-up time** by calling (559) 584-0101 (press 1 for reservations).



Call Outs

A call out is an automated phone call activated by the driver. The call lets you know when the vehicle will arrive, or that it has already arrived.

It is recommended, but not required that you provide us with a call out number when booking your trip.

KART Paratransit cannot guarantee that you will receive your call out. There may be a “dead zone” where our radio doesn’t work, or the phone number is not correct.

A call out does not work with answering machines, voicemail, pagers, relay devices, or phone systems that require the caller to press an extra number to reach you.

No Shows, Trip Cancellations

When riders do not show up for their scheduled rides, time and valuable resources are wasted that could have helped other riders get to their destinations.

“No-Shows” make it difficult to provide efficient service and may cause delays and inconveniences for other clients.

If you are unable to take a trip you have scheduled, please call the reservationist as soon as possible to cancel your trip at (559) 584-0101 (press 1 for reservations).



Will Calls

Only pick-up times for medical appointments may be scheduled as “will calls.” Once your medical appointment is done, call the Reservation Center at (559) 584-0101 (press 1 for reservations) and let them know you are ready to be picked up.

KART will make every effort to schedule your pick-up within sixty (60) minutes.

Early Pick-Ups

Sometimes your vehicle will arrive early, before the designated pick-up window because of a cancellation or light traffic; you are not required to board until your pick-up window begins.

Late Pick-Ups

Sometimes your vehicle may be late picking you up. If it has not arrived by the end of your pick-up window, please call the dispatcher at (559) 584-0101 (press 2 for dispatcher) to find out the estimated arrival time. If the bus does arrive late, you may decline to take the trip.