



Kingman Area Regional Transit

We'll KART you around!

Dear Curb-to-Curb Transit Applicant,

Thank you for your interest in Kingman Area Regional Transit (KART). Curb-to-curb service does not provide direct transportation such as a taxi does. Service is provided along the fixed transit routes in the City of Kingman and the Greater Kingman-Butler area. This simply means that if you require curb-to-curb service because you are unable to walk to a designated bus stop, the fixed route transit vehicle will deviate off the regular route (up to $\frac{3}{4}$ of a mile) to pick you up at your location. The transit vehicle then resumes the fixed route until it deviates again to take you to your scheduled drop off location. If your drop off address is not along the same route as your pick up address, your trip may include a transfer from one route bus to another. There will be no additional charge to transfer buses.

This service is available to individuals over 60 years of age and to disabled individuals of all ages at the discounted rate of just \$3.00 per person each way. The cost for the general public is \$6.00 per person each way. Pre-approval is required.

To apply, please complete and return the enclosed application. A preaddressed envelope is enclosed for your convenience. If discount eligibility is based on a disability, be sure to have your health care provider complete the enclosed "Health Care Professional Certification" and include the completed form with your application. All applications must include a photocopy of your driver's license or photo identification card.

After review of the application and required documents, KART will contact you by mail to advise the status of your application. If you need to schedule transportation prior to notification of your status, please contact the KART office at 928-681-7433 or kart@cityofkingman.gov.

Please thoroughly read the enclosed service policies and guidelines. Additional information is also available at www.cityofkingman.gov/pages/depts/kart.

We sincerely hope that transit service improves mobility for you in the community. If you have any questions about KART or the curb-to-curb service, feel free to call us at 928-681-7433.

Sincerely,

Sheri Furr
Public Transit Superintendent

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KART Curb-to-Curb Service Policies & Guidelines

Kingman Area Regional Transit provides curb-to-curb service for qualifying individuals within ¼ mile of the regular KART bus routes. Pre-approval is required.

The application must be accompanied by a copy of your driver's license or photo ID card, KART Disability Verification Form (if applicable) and signed acknowledgement of the KART curb-to-curb service policies & guidelines.

SCHEDULING CURB-TO-CURB SERVICE

You must call in advance to schedule your trip. Same day service is not available. Curb-to-curb service can be scheduled by calling KART at 928-681-7433. Call KART no later than 3:00 p.m. the business day before services are needed to arrange transportation. Reservations may be made up to 30 days in advance. Subscription service is also available for those requiring the same trip daily, weekly or monthly.

The KART drivers do not schedule any trips.

Trips are scheduled by calling 681-RIDE (681-7433) Monday through Friday between 9:00am and 3:00pm.

PICK UP AND DROP OFF

The KART bus will stop as close to the main entrance as is safe and reasonable. In residential areas, it may be necessary for passengers to cross the street to board the bus. At businesses, the bus may not be able to stop at the front door due to fire lanes or other issues. **Please be watching for the bus - the drivers cannot leave the bus to knock on your door or enter buildings (doctor office, grocery store, etc.) to pick you up or drop you off.**

SUBSCRIPTION SERVICE

Passengers who use curb-to-curb service to make a regular trip (daily, weekly, or monthly) can sign up for KART's subscription service. Passengers may call KART at 928 681-7433 to register. Once registration is complete, passengers do not need to call to schedule each trip. It will be necessary to call if a trip needs to be cancelled. Late cancellations may be subject to a fee (Refer to Suspension Policy).

PERSONAL CARE ASSISTANCE & CAREGIVERS

KART drivers can provide a limited amount of assistance to curb-to-curb service passengers. Any passenger who has trouble going up or down the bus steps may ask the driver for help using the steps or may use the wheelchair lift.

KART drivers will assist curb-to-curb service passengers in loading and unloading packages and grocery bags. However, KART drivers cannot help passengers carry those bags to the house or other destination.

KART drivers can help passengers in identifying bus stops and will be happy to remind passengers when they have arrived at their stop.

KART passengers needing extra assistance are encouraged to bring a personal care attendant or caregiver along on the trip. There will not be a charge for the personal care attendant or caregiver when you show the driver your PCA card (issued by KART) when boarding the bus. The personal care attendant or caregiver must accompany the passenger for the entire trip.

If you are having a surgical procedure or dialysis, KART strongly recommends you have a personal care attendant or caregiver accompany you.

GENERAL GUIDELINES

- Seatbelts must be buckled and used while on the bus.
- No eating, smoking, or weapons are permitted on the bus.
- Water is allowed, but must have a tight lid. No soda cans or alcoholic beverages.
- For your safety, do not engage the driver in conversation while the bus is in motion.
- Make sure your house number is clearly visible.
- All carry on items must be kept out of the aisles. Shopping bags must be tied shut. Passenger is limited to the number of items that can be carried on board in a single trip.

KART Curb to Curb Service Suspension Policy

KART is a shared service used by many people. The safety, comfort and convenience of all passengers must be taken into consideration. Therefore, it may be necessary to suspend service to passengers who are disruptive to the service or are continual “no-shows”.

Suspension of service may occur in the following situations:

1) Repeated late cancellations or no-shows.

- A passenger who decides to not make a scheduled trip should call KART to cancel the trip by 3 p.m. the day before. If the call is made after hours, leave a message.
- If a trip is cancelled less than 2 hours in advance, the passenger may be charged a \$1.00 fee, which must be paid before service is provided again.
- If a passenger “no-shows” without canceling, the cost of the transportation that was scheduled may be charged and required to be paid before service is provided again. **Canceling less than 15 minutes in advance is considered a “no-show”.**
- A passenger who “no-shows” four or more times in a four month period may be suspended from service for a period of one month.
- A passenger who cancels service less than 2 hours in advance six or more times in a four month period may be suspended from service for a period of one month.
- A passenger who has a combination of no-shows and late cancellations totaling eight or more in a four month period may be suspended from service for a period of one month.

2) Rude or verbally abusive behavior.

- A passenger who is repeatedly rude or verbally abusive to the bus operator or other passengers will be suspended for a minimum of one week at the discretion of the Public Transit Superintendent.

3) Unsafe or disruptive behavior.

- A passenger who engages in behavior that is unsafe to self or others, or is repeatedly disruptive will be suspended for a minimum of one week at the discretion of the Public Transit Superintendent.

A passenger who repeatedly engages in behavior that is unsafe to self or others, or has a single instance of extreme behavior can be permanently barred from service at the discretion of the Public Transit Superintendent.

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KART – 3700 E. Andy Devine Ave., Kingman, AZ 86401

Mobility aids: Will you use any mobility devices when you ride KART?

NO

YES - Please check all that apply.

manual wheelchair

power wheelchair

power scooter

cane

white cane

walker

crutches/braces

portable oxygen

other: _____

PLEASE NOTE:

- A wheelchair, scooter, or other mobility device must be able to fit onto our bus lifts and ramps. This means it must be no more than 30 inches wide and 48 inches long, and weigh less than 600 pounds when occupied.
- You must be able to control your power scooter or wheelchair
- Oxygen tanks must be in a portable carrier.

Do you use a personal care attendant?

- Yes No

Only one personal care attendant may ride free during your trip. Your attendant must be with you at the time of boarding and remain throughout the duration of your trip. You must show the driver your KART issued PCA card. If you have a power scooter and are unable to control it, the attendant must be able to assist you.

Do you use a service animal?

NO YES – please describe what type of animal and for what purpose it was trained.

PLEASE NOTE:

All service animals must be kept under the control of their owner at all times and abides by local animal safety regulations. If the animal acts out of control or causes a major disturbance to the environment (e.g., howling), the animal may be removed from the bus and turned over to the local animal control officials, if appropriate.

KART POLICIES & GUIDELINES ACKNOWLEDGEMENT RECEIPT:

Signed by Curb-to-Curb Applicant

Date

Amended: March 2014

Health Care Professional Certification

Disability Verification for: _____
Client name

1. Is the applicant currently your patient? YES NO
2. Does the applicant have a functional or cognitive disability that can be documented?
 YES NO
3. To the best of your knowledge, would curb-to-curb service improve the quality of your patient's life?
 YES NO
4. Would this patient's disability prevent them from using the KART bus stops safely?
 YES NO
5. To the best of your knowledge, does your patient require a personal care attendant?
 YES NO

I hereby certify this information true and correct to the best of my knowledge.

Health Care Signature: _____ Date: _____

Health Care Professional Printed Name and License Number:

Address: _____

City: _____ State: _____ ZIP _____

Phone: _____ Fax: _____

Please mail or fax the completed form to:

Kingman Area Regional Transit (KART)
3700 E. Andy Devine Avenue
Kingman, Arizona 86401
Fax: 928-692-3120

Amended: March 2014