

Reasonable Modification of Kingsport Area Transit Service Policies and Practices

Request Procedures

Requests for ADA reasonable modification of KATS policies and practices (on fixed route or Dial A Ride ADA/65, or in KATS facilities) will be processed in the following manner:

- A disabled individual requesting a reasonable modification(s) should supply sufficient detail so that KATS staff may effectively evaluate the request, including the name and contact information of the individual making the request, and a description of the requested modification that is needed for the individual to be able to fully use the KATS Dial A Ride van service. Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.
 - Some requests for reasonable modifications/accommodations in KATS Dial A Ride ADA/65 service may be submitted during the KATS Dial A Ride eligibility process. The KATS Transit Planner is trained, and he/she may determine whether the request should be granted at that time, or whether the request needs to be submitted to the KATS Director/Assistant Director before the request is approved or denied.
 - Reasonable modification requests may be submitted to Kingsport Area Transit Service in any of the following ways: by email to www.kingsporttransit.org
 - by written mail to Candace Sherer, Kingsport Area Transit Service, 109 Clay Street, Kingsport, TN 37664;
 - in-person at the Kingsport Area Transit Center (address above): by speaking with Candace Sherer, KATS Transit Planner, during the Dial A Ride ADA application process or by phone with at (423) 224-2613.
- Whenever feasible, requests for reasonable modifications shall be made in advance, before the requested modification is expected to be provided in service. However, Kingsport Area Transit Service acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification, which often are one-time situations (such as something blocking a disabled patron’s usual stop), may be made while in transit. As such, KATS operating personnel will make a determination of whether the modification should be provided at that time. The KATS driver may contact his/her supervisor to for guidance, as applicable.

Reasonable Modification Refusal

- Kingsport Area Transit Service, in accordance with CFR Vol. 80, No. 49, (Appendix E to Part 37, page 13262) reserves the right to refuse a request for reasonable modification for any of the following reasons: If granting the requested modification would fundamentally alter the nature of Kingsport Area Transit services;
 - If granting the requested modification would create a direct threat to the health or safety of others;
 - If granting the requested modification is not necessary in order for the individual making the request to be able to fully use KATS services for his/her intended purpose, in a nondiscriminatory fashion;
 - If granting the reasonable modification would result in result in an undue financial and administrative burden to Kingsport Area Transit Service.
- In any instance when KATS denies a request for reasonable modification, based on one of the above listed reasons, KATS will take, to the maximum extent possible, any other actions (which will not result in one of the above listed reasons for denial) to ensure that the individual with a disability receives the services and benefits provided by KATS.