

## ADA Policy

The Key Training Center operates deviated fixed routes. Accommodations are made by assigning passengers to appropriate vehicles for transport. If an individual requires a wheelchair and lift then a vehicle with that type of equipment is provided. Every effort is made to accommodate transportation needs. We add routes and re-route vehicles if needed. If KTC is unable to meet a passengers needs, we will assist in finding an alternate transportation provider.

Bus aides are provided for individuals who may need assistance during transport (for medical or behavioral issues). Residential and ADT staff assists individuals boarding and unloading passengers. Drivers should not assist passengers on/off the bus.

Service animals may ride if a doctor's note is provided and the animal is properly controlled. Riders are responsible for the behavior and hygiene needs of the service animal. Service may be discontinued if a service animal is seriously disruptive or aggressive.

Any complaint should be directed to the Day Services Director. If a satisfactory resolution cannot be made at the that level then the Director of Program Operations should be contacted.