

Reasonable Accommodations



Citylink North is committed to providing safe, accessible, and efficient public transportation to all people including persons with disabilities. Most requests for modification are provided by each driver, which reflects their commitment to provide safe and excellent customer service. However, there may be situations where practices and procedures are not sufficient to meet the objective of accessible service. In these situations, people who are disabled are encouraged to request a reasonable modification. To avoid discrimination on the basis of disability and ensure access to all Public Transportation services, and in accordance with the United States Department of Transportation's Final Rule to 49 CFR Parts 27 and 37, Citylink North is committed to making reasonable accommodations/modifications to policies, practices, and procedures.

Reasonable accommodations/modifications can include accessible materials; allowing passengers to eat, drink or take medicine aboard a transit vehicle to avoid a medical problem; and allowing passengers to board a bus at a short, but safe distance from an inaccessible stop.

Whenever possible, requests for accommodations/modifications should be made in advance, of when the accommodation/modification is needed. When feasible or practicable, requests for on the spot accommodations/modifications will be given as much consideration as possible. The request should be specific and include information on why the accommodation/ modification is needed to enable the individual to use Citylink North Public Transportation services. When a modification is requested by a person with a disability, Citylink North will determine the feasibility of modifying policies, practices, or procedures to assure access to Citylink North services. Citylink North will make every effort to communicate, verbally or in writing, determinations on requests for accommodations/modifications in advance of when the service will be needed.

To request an accommodation/modification pursuant to the Americans with Disabilities Act, or to obtain information about procedures to file a complaint, contact:

Chad Ingle, Program Manager – ADA Coordinator Public Transportation

Kootenai County Public Transportation

Physical: 2400 Riverstone Loop, Coeur d'Alene, Idaho 83815

Mailing: PO Box 9000, Coeur d'Alene, Idaho 83816-9000

Fax: 208.446.1039

Phone: 208.446.2102