



## **A GUIDE TO ADA PARATRANSIT SERVICES**

### **PROVIDED BY WICHITA TRANSIT PARATRANSIT DIVISION**

Wichita Transit is dedicated to building and operating a sustainable public transit system that provides safe, reliable, customer friendly and efficient mobility for all persons while supporting the growth, environmental, and economic development goals of the community. To meet that mission, we offer a unique public transportation service for people who are unable to use the fixed route bus service because of a disability or health condition.

This guide is designed to provide riders with important information about using paratransit service, such as when the service is available, where riders can travel to and from, how to schedule rides, what is expected while on board the vehicle, and how to file a complaint or to appeal an administrative decision.

Wichita Transit's paratransit service is provided by a modern fleet of accessible vehicles that operate a demand response, shared-ride, origin-to-destination service by specially trained drivers and scheduling staff.

It is important to remember that disability alone does not establish eligibility for use of paratransit services. An eligibility review and certification process will be required for individuals with disabilities or severe health conditions to determine their ability to use the fixed route bus service and whether conditions exist which may require the use of paratransit services.

The Americans with Disabilities Act of 1990 (ADA) encourages the use of regular bus service by all persons, including individuals with disabilities, whenever possible. In some instances, however, obstacles may be present which prevent an individual with a disability who is able to use the fixed route bus service from traveling to a nearby bus stop. Eligibility may be granted that provides transportation to the Transit Center or other points where the fixed route service can be accessed.

For additional information or assistance, please do not hesitate to call us at (316) 352-4828.

All Wichita Transit fixed route buses include a wheelchair lift or ramp, and are accessible for riders using mobility devices. Paratransit service vehicles are also fully accessible, but provide origin to destination service for passengers whose disability prevents them from using the fixed route buses.

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## **Maintaining Eligibility**

Eligibility for using the paratransit service may be granted for a period of up to three (3) years. Riders must submit an application for recertification before the current certification expires. Wichita Transit will contact you approximately ninety (90) days prior to the expiration date to provide you with a recertification application and instructions for submission.

## **Paratransit Service Hours**

Paratransit services operate on the same days and at the same hours as the fixed route service. Operating hours are as follows:

Monday through Friday: 5:30 a.m. – 7:30 p.m.\*

Saturday: 5:30 a.m. – 6:30 p.m.

Sunday: No service available

\*Extended evening service available within  $\frac{3}{4}$  mile of Q-Line routes

## **Scheduling Paratransit Services**

To schedule a trip, please call (316) 352-4828. Trips should be scheduled one day in advance, and can be scheduled up to seven (7) days in advance. Same-day requests may result in scheduling difficulties due to capacity or availability.

Trips can be scheduled between 8:00 a.m. and 5:00 p.m. Monday through Friday and between 8:00 a.m. and 2:00 p.m. on Saturdays. Scheduling requests made outside of these hours may be received by automated service. Wichita Transit will make every effort to accommodate all requests received by automated services, but riders should call in to verify scheduling and pick-up windows.

Before contacting our scheduling department, please be sure to have all of the following information available for the scheduler:

- ✓ Passenger name and certification number;
- ✓ The date passenger is traveling;
- ✓ Pick-up address (including business name, if applicable);
- ✓ Any special pick-up instructions;
- ✓ The time passenger needs to be at destination;
- ✓ Return destination (including business name, if applicable);
- ✓ Time of return trip (if needed); and
- ✓ Whether a guest or a personal care attendant will be traveling.

Wichita Transit will make every effort to provide service for the requested pick-up and drop-off time(s). However, from time to time it may be necessary to negotiate the actual pick-up and/or drop-off time(s) for service. In those instances, Wichita Transit will make every effort to ensure that service is provided to accommodate various rider considerations (e.g. medical or other appointment times, wait times for appointments, etc.).

### ***Confirming Scheduled Trips***

Wichita Transit will make every effort to ensure that riders are picked up as close to the scheduled time as possible. However, all scheduled trips will have a pick-up window of approximately thirty (30) minutes. Riders can contact Paratransit office to confirm scheduled services, pick-up times, pick-up windows, and/or drop-off times if needed.

### ***Tips for Scheduling Service***

- ☑ Allow for traffic conditions and weather delays. Sometimes, inclement weather such as rain, snow, and ice may delay paratransit vehicles. Please be aware of the weather and how it may be affecting traffic near pick-up and drop-off locations. Sometime inclement weather may result in alteration or cancellation of service in order to assure customer safety.
- ☑ Allow extra time for pick-up and drop-off of other passengers. Paratransit services are a shared-ride program, making it possible that more than one passenger will be on board a vehicle at any time.
- ☑ Allow enough time to reach your destination. Drivers may not always arrive at the exact pick-up time which may result in reaching your destination later than the requested drop-off time. Please allow for a little extra time.
- ☑ Allow enough time to finish appointments. Whenever possible, inform schedulers (doctor's office, physical therapist, case worker, etc.) that you are using paratransit services when traveling so that a return trip can be scheduled to provide enough time to complete the appointment.
- ☑ Remember: paratransit service does not operate the same as a private taxi service. Please allow ample travel times for appointments and be ready to board the vehicle as soon as it arrives.

### ***Will-Call Appointments***

Will-call appointments can be used for special medical appointments **only** (e.g. outpatient procedures, surgeries, etc.) when the return pick-up time is unknown. At the time the trip is scheduled, inform the scheduler that a “will-call” return trip is needed. The scheduler will ask for specific information such as the location for return pick-up, drop-off destination, and an approximate date/time for the return trip. A trip will be placed on the schedule as tentative. It is the rider’s responsibility to contact Wichita Transit when the appointment is finished and they are ready for the return trip.

### **Changes in Scheduled Trips**

Wichita Transit recognizes that circumstances can change and riders may no longer need previously scheduled paratransit services. It is the rider’s responsibility to inform Wichita Transit of changes to scheduled trips as soon as possible.

### ***Cancelled Trips***

Wichita Transit requests that riders cancel trips one day in advance whenever it is possible to do so, although trips can be cancelled up to one (1) hour before the scheduled pick-up window begins (e.g. if the pick-up window begins at 2:00 p.m., the trip can be cancelled any time before 1:00 p.m.). Cancelled trips that do not meet the required timeframe may be subject to “No-Show” guidelines.

### ***No-Show Trips***

Wichita Transit paratransit service drivers will wait five (5) minutes to allow riders to board the vehicle. If the rider does not board the vehicle or make the driver aware of their intent to board within five minutes, the driver will leave a door hanger and record the trip as a “No-show” then proceed to the next pick-up. If the driver arrives at the pick-up before the thirty (30) minute pick-up window has started, or after it has passed, and the rider does not board the vehicle, this will not be considered a “No-show”. Situations beyond a rider’s control that prevent the rider from notifying us that the trip cannot be taken, such as a medical emergency or a medical appointment that runs unexpectedly late will not be considered a “no-show.”

Riders with a frequent and unacceptable pattern or practice of no-show trips, may be subject to suspension of service.

### ***Return Trip Cancellations***

Riders cancelling the first trip in a round-trip schedule are responsible for cancelling the return trip as well. Cancelling the first trip will not cancel the remaining rides scheduled for the day. Please call if the return trip is not needed.

### ***Excessive Cancellation/No-show Policy***

Wichita Transit reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account in accordance to the Federal ADA regulation 49 CFR, Sec. 37.125{h}. Each verified no-show (or late cancellation) counts as a penalty point. A pattern or practice of excessive no-shows will be subject to suspension. Riders will be suspended after they meet all of the following conditions:

- Accumulate at least 5 penalty points in one 30-day period
- Have booked at least 10 trips that month
- Have “no-showed” or “late cancelled” at least 15% of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during one 30-day period. Wichita Transit will notify riders as a warning after they have accumulated 3 penalty points. Should they accumulate two more penalty points during that period consistent with the criteria listed above a suspension will be imposed. Suspension notices will be sent two weeks prior to suspending service. We will include a letter outlining the appeals process.

Suspensions begin on Mondays. The first violations in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 14 day suspension
- Third violation: 30-day suspension
- Fourth violation: 60-day suspension
- Fifth and subsequent violations will result in a 90-day suspension

Riders wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving suspension letter(s). Contact the paratransit office at (316) 352-4828 to explain the circumstance and request the removal of the no-show or late-cancellation.

## **Riding the Paratransit Service**

### ***Pick-up / Drop-off Procedures***

Paratransit service is an origin-to-destination, shared-ride program. Riders are expected to be prepared to board the vehicle when it arrives. Drivers will wait at the designated pick-up location so that riders are able to safely board or disembark the vehicle, with assistance if necessary. Drivers are not permitted to enter a building or come inside the door to assist passengers. Passengers needing assistance to and from the vehicle may request that accommodation at the time of scheduling.

Drivers will provide passenger assistance to ensure for the safe boarding and disembarking of the vehicle and the secure placement of mobility devices while on board. Riders requiring individual care while in transit or specialized assistance boarding, traveling, disembarking, or after entering a facility are encouraged to use a personal care attendant or traveling companion. All other passenger assistance considerations must be arranged by the rider prior to pick-up and/or drop-off.

Passenger assistance **does not/will not** include the following:

- ☒ Assisting passengers on unsafe, steeply inclined, or improperly designed/installed mobility ramps or stairs.
- ☒ Locking/Unlocking doors or activating/deactivating alarms to any facility or residence.
- ☒ Loading and unloading personal items (except as provided for in the Packages section of this guide).
- ☒ Handling service animals.
- ☒ Handling the controls of electric wheelchairs or scooters, portable oxygen, or similar equipment.
- ☒ Providing medical treatment.
- ☒ Scheduling trips, changing schedules, confirming future trips, making change for fares or keeping track of fare overpayments.

Pick-up and drop-off will occur at the main entrance of residences and various facilities. It is the rider's responsibility to inform scheduling staff of special instructions such as gated vehicle entries, apartment building numbers, specific entrances for larger facilities, etc. at the time the trip is scheduled. Failure to inform scheduling staff of such specific instructions may significantly delay pick-up and drop-off, or result in the trip being recorded as a No-show.

### ***Pick-up Window/Wait Time***

As paratransit service is a shared-ride program (i.e. passengers with different pick-up and drop-off locations may be on board the same vehicle at the same time), Wichita Transit asks for your cooperation in observing a 30-minute pick-up window. Riders must be ready to board at the beginning of the designated pick-up window.

Once vehicles arrive for pick-up, drivers will wait no longer than 5 minutes for passengers to begin the boarding process. Trips in which riders do not begin the boarding process within 5 minutes of the arrival of a vehicle will be recorded as a No-show and door hanger will be left and the vehicle will continue to the next scheduled location.

Schedulers, dispatchers, and drivers will not contact passengers prior to a vehicle arriving at the pick-up location. It is the rider's responsibility to be aware of the pick-up window, the time in which a vehicle may arrive for service, and to be prepared for boarding. Please contact the scheduling office at (316) 352-4828 for questions about pick-up windows.

### ***Use of Wheelchairs and other Mobility Devices***

Wichita Transit will make every attempt to accommodate mobility devices used by passengers. As defined by The Americans with Disabilities Act (ADA), devices are not to exceed 48 inches in length, 30 inches in width, and 1,000 pounds in total weight (when occupied). Mobility devices exceeding these standards may be denied service. For maximum passenger safety while on board, Wichita Transit strongly recommends the use of mobility devices equipped with working brakes. Please be sure that wheelchairs, scooters and other mobility devices are clean, safe, and in good working condition before boarding.

The use of a mobility device is not required for those passengers who may have difficulty navigating steps for boarding. Standing passengers may request use of the vehicle lift device for boarding and must follow lift equipment safety instructions provided by the driver while in use.

### ***Securement of Mobility Devices***

For maximum passenger safety, Wichita Transit will make all attempts to safely secure mobility devices prior to vehicle movement from the pick-up location. In circumstances where securement of a mobility device is difficult or impossible, drivers may request (but cannot require) that the rider/user transfer to a standard seat on the vehicle to ensure passenger safety while in transit.

Unsecured mobility devices can present a danger to users and other passengers and may result in uncontrolled movements and injury in the event of a collision or unusual driving activity (i.e. accident-avoidance actions, uneven terrain, curb navigation, etc.). Riders are required to allow drivers to attempt securement of all mobility devices prior to vehicle movement. Riders who become uncooperative with or refuse to permit attempts to secure mobility devices may be denied service.

### ***Portable Oxygen***

Use of a portable oxygen breathing assistance device while on board and in transit is permitted. To ensure the safety of all passengers, riders using such devices will be required to maintain control of the device at all times during boarding, while in transit, and while disembarking the vehicle. Riders who are unable to maintain control of breathing assistance devices are encouraged to use a personal care attendant or traveling companion. The use of breathing assistance devices which cannot be controlled by the rider or personal care attendant/traveling companion will not be permitted on board vehicles and may result in a denial of service for the rider.

### ***Fares for Service***

For those passengers not using pre-paid trip passes, the fare for paratransit service to eligible riders is \$3.50 per one-way trip. All riders will be required to present a valid transit pass or provide an exact amount cash payment for service at the time of boarding. Services will be denied for riders without the required fare payment. Drivers are not permitted to make change.

For riders with multiple trips scheduled on the same day, fare payment can only be made for each leg of service at the time of boarding. For example, a rider with a scheduled pick-up on Tuesday at 9:00 a.m. and a scheduled return trip pick-up at 2:00 p.m. must pay a single fare (via pass or exact cash amount of \$3.50) when boarding at 9:00 a.m. and a second single fare (via pass or exact cash amount of \$3.50) when boarding at 2:00 p.m. Riders will not be permitted to pay fares for multiple trips during a single boarding.

Multi-use passes are available at the following discounted rates:

10-Ride Pass	\$34.00
20-Ride Pass	\$68.00

Passes can be purchased at the Downtown Transit Center (214 S. Topeka), the Transit Operations Center (777 E. Waterman), or any Dillon's Customer Service Counter.

Drivers are not allowed to accept tips or gratuities. If you would like to commend a driver for their exceptional service, please call (316) 352-4828 and ask to speak to the manager.

### ***Late Vehicles***

From time to time, circumstances such as weather and traffic congestion may arise which can cause vehicles to arrive at a pick-up location outside of the 30-minute window. If the vehicle has not arrived by the end of the 30-minute pick-up window, please call Wichita Transit at (316) 352-4828. Please wait until the 30-minute window expires before calling. Riders will be provided with as much information as possible regarding the anticipated arrival time of the vehicle. Riders will not be charged a fare on occasions when vehicles arrive more than 30 minutes after the pick-up window has passed.

### ***Personal Care Attendant***

A Personal Care Attendant (PCA) may accompany a rider at no additional charge. It is the responsibility of the rider to inform scheduling that they are traveling with a PCA at the time the trip is scheduled. Transportation for PCAs not identified at the time the trip is scheduled will be provided on the basis of availability; which could result in a service delay or denial for the rider and a fare charge for the attendant. It is the rider's responsibility to inform Wichita Transit, at the time of application and scheduling the trip, that they require the use of a PCA when traveling to avoid delays in service and potential fare charges for accompanying attendants.

Wichita Transit cannot require that riders use a PCA, and drivers will not function as a PCA to riders while on board vehicles. Service may be denied to any rider who engages in violent, destructive, seriously disruptive, or illegal conduct that could otherwise be mitigated or controlled with the assistance of a PCA. As such, Wichita Transit may require that a rider travel with a PCA if a history of such behavior has been documented.

### ***Travelling Companions/Guests***

Eligible paratransit riders are permitted one (1) travelling companion per trip. A travelling companion is anyone travelling with the rider including spouses, children, family members, etc. and having the same origination and destination as the rider. It is the rider's responsibility to inform scheduling that a companion will be traveling with them at the time the trip is scheduled. Traveling companions are subject to a one-way fare of \$3.50. Children under 6 will travel for free and must be accompanied by an eligible adult rider at all times.

Riders can request seating for more than one guest on any trip at the time of scheduling **only**. Requests for guest seating at the time of boarding will be denied. Guest seating will be based on availability at the time of the trips is requested. Each guest will be subject to the \$3.50 fare.

### ***Service Animals***

Service animals may accompany a rider at no additional charge. It is the responsibility of the rider to inform scheduling that they will be using a service animal when the trip is scheduled.

Transportation for service animals not identified when the trips is scheduled may result in a service delay or denial for the rider. It is the rider's responsibility to inform Wichita Transit, at the time of application, that they will require a service animal to avoid delays in service.

Kansas statute (*K.S.A. 39-1113*) also provides the following specific definitions for assistance and therapy dogs:

- ✓ "Assistance dog" means any guide dog, hearing assistance dog or service dog.
- ✓ "Guide dog" means a dog which has been specially selected, trained and tested for the purpose of guiding a person who is legally blind.
- ✓ "Hearing assistance dog" means a dog which is specially selected, trained and tested to alert or warn individuals who are deaf or hard of hearing to specific sounds.
- ✓ "Professional therapy dog" means a dog which is selected, trained and tested to provide specific physical or therapeutic functions, under the direction and control of a qualified handler who works with the dog as a team, and as a part of the handler's occupation or profession. Such dogs, with their handlers, perform such functions in institutional settings, community based group settings, or when providing services to specific persons who have disabilities. "Professional therapy dog" does not include dogs, certified or not, which are used by volunteers for pet visitation therapy.
- ✓ "Service dog" means a dog which has been specially selected, trained and tested to perform a variety of tasks for persons with disabilities. These tasks include, but are not limited to: Pulling wheelchairs, lending balance support, picking up dropped objects or providing assistance in, or to avoid, a medical crisis, or to otherwise mitigate the effects of a disability.
- ✓ The presence of a dog for comfort, protection or personal defense does not qualify a dog as being trained to mitigate an individual's disability and therefor does not qualify the dog as an assistance dog covered under the provisions of this act.

Riders using service animals must ensure that all service animals, regardless of breed:

- Are leashed or harnessed;
- Are under owner control during the entire trip;
- Do not pose a threat to other passengers, other service animals, or drivers;
- Do not block or obstruct aisles or doorways;
- Are up to date with all applicable shots and veterinary care;
- Do not soil while on board the vehicle; and
- Are appropriately groomed.

Wichita Transit does not require that riders show proof that an animal is a service animal; however, riders may be asked what task the animal has been trained to perform during the application process and whenever a trip is scheduled. A service animal may not be excluded from traveling with a

rider unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

### ***Comfort Animals/Pets***

The American's with Disabilities Act defines a service animal as an animal "*individually trained to work or perform tasks for an individual with a disability.*" If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the definition of a training-based service animal.

Animals that are not defined as described above may accompany riders when properly secured in a cage or kennel. Drivers are not permitted to carry cages or kennels on or off of vehicles. It is the rider's responsibility to ensure that animal cages/kennels can be safely placed on board while boarding and removed while disembarking. Non-service animals will be subject to the same conduct guidelines listed for Service Animals.

### ***Packages***

Riders can take up to two (2) reasonably-sized packages weighing less than 20 pounds on board when traveling. Drivers will assist passengers with loading and unloading packages, but drivers are not permitted to carry packages to or through the door of a residence or other facility. Riders will be expected to maintain control of packages for the entire trip. Riders unable to maintain control of packages while on board may experience delays or denial of services.

Riders may be permitted to use a utility cart or similar device to transport packages on a space available basis. It is the rider's responsibility to inform scheduling that they will be using a utility cart or similar device at the time of scheduling a trip. Carts or other devices may be used when:

- The rider can maneuver the device without assistance from the driver;
- The device will not cause damage to the vehicle;
- The size of the cart allows it to be placed next to the rider between seats without blocking the aisle or doorways of the vehicle; and
- The device does not pose a safety hazard to other passengers or the driver.

### ***Rider Conduct***

In order to ensure safety of everyone on board Wichita Transit vehicles, all riders are expected to maintain safe, responsible behavior while on board. The following conduct is prohibited at all times:

- Eating, drinking, or smoking while on board the vehicle
- Riding under the influence of alcohol or illegal drugs as defined in Kansas Statutes governing operation of motor vehicles
- Abusive, threatening or obscene language or actions
- Deliberate fare evasion
- Physical or verbal abuse of another rider, or the van driver
- Operating or tampering with any equipment while on the vehicle

- ☒ Causing damage or destruction of property belonging to other passengers or Wichita Transit
- ☒ Petting service animals, companion animals, or pets without the permission of the owner

In addition to the prohibited actions described above, the following items are required for passenger safety:

- ☒ Radios or other sound-generating equipment can be used with personal headphone/earphones
- ☒ Child strollers must be folded and stowed so as not to block the aisle or cause injury to passengers
- ☒ Heads, arms and other body parts must be kept inside the vehicle and objects must not be thrown from vehicle windows.
- ☒ Except when boarding and disembarking, passengers shall remain seated and shall refrain from actions that divert or distract the driver from operating the vehicle or lift equipment.
- ☒ Car batteries, fireworks, flammable liquids, firearms, or propane bottles are not permitted on board vehicles.

Violation of these guidelines may result in denial of trips or suspension of service.

### **Subscription Service**

Subscription service may be available for riders scheduling routine trips for the same origination and destination locations on a regularly occurring, repetitive basis during any 30-day period. For example, riders who make trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc. may be able to schedule subscription services in 30-day increments. It is the rider's responsibility to ensure renewal of subscription services.

To ensure the greatest access to paratransit services for all types of trips, Wichita Transit limits the use of subscription services so that no more than 50% of our overall service is dedicated to subscription riders. Wichita Transit analyzes factors such as paratransit service demand, capacity, overall paratransit service denials, etc. to ensure that we are meeting the needs of the community. Wichita Transit will make every effort to work with riders requesting subscription services to minimize scheduling obstacles.

### **Visitors**

Visitors to the City of Wichita who meet eligibility requirements may use paratransit services during their stay. Visiting riders will be asked to provide a copy of eligibility certification from a paratransit operator in their home service-area prior to scheduling a trip. Visiting riders who believe that they meet eligibility requirements but do not possess a current eligibility certification from a paratransit operator may be required to submit a certified statement containing information on their place of residence, the nature of their disability, and the condition(s) which they believe prevent use of the fixed route service. Visiting riders accumulating more than 21 days of service use per year will be required to submit a completed application requesting eligibility certification by Wichita Transit.

## **Denial or Suspension of Service**

All riders, personal care attendants, traveling companions, guests, and children are expected to engage in appropriate behavior at all times while on board vehicles and/or speaking with schedulers, administrators, or other Wichita Transit and City of Wichita staff. Violation of the policies contained in this guide may result in suspension of service. Any passenger engaging in physical abuse, causing physical injury or harm to themselves and/or another person, or engaging in illegal activities while on board the vehicle may be subject to immediate and permanent suspension of services. Any passenger engaging in activity that disrupts the operation of paratransit vehicles may also be subject to suspension of service.

Wichita Transit reserves the right to deny service to individuals who may pose a potential public health risk. Riders wearing clothing which may be soiled with visible or detectable feces, urine, vomit, blood, or other bodily fluid, or with open, undressed or improperly dressed wounds may be denied service. If a rider is denied boarding due to any of the conditions described above, the rider may request dispatch of a second vehicle to allow time to correct the conditions which resulted in a denial of service. Riders refusing to correct such conditions will have the trip recorded as a No-show.

### ***Notification of Suspension***

Riders exhibiting behavior which results in the immediate suspension of service will be notified of the suspension verbally at the time prohibited behavior occurs, and in writing immediately upon review of violations. Notification will include specific reasons for the suspension, the date the suspension begins, the date the suspension ends, and instructions on requesting an appeal of the suspension decision.

### ***Suspension Appeals***

Anyone who believes that they were improperly denied eligibility, improperly granted temporary or conditional eligibility, or improperly suspended from service has the right to request an appeal of the decision. All requests must be made in writing to:

ADA Coordinator  
Wichita Transit  
777 E. Waterman  
Wichita, KS 67202

A copy of the appeals process may be obtained by contacting the Scheduling Office at (316) 352-4828.

Paratransit service will be provided to riders requesting an appeal of a suspension decision while the decision is under review. If a review upholds the decision, the suspension will be reinstated for the specified time period.

## **Complaints, Comments, and Requests for Accommodation**

Wichita Transit is committed to ensuring that all riders have a pleasant experience when using the transportation system. We welcome rider comments, complaints, and suggestions. If an accommodation is needed or a problem exists, please contact us as soon as possible.

### ***Complaints***

To file a complaint, please provide the following information:

- ✓ Name, address and telephone number of the person filing a complaint;
- ✓ Date and time of the incident; and
- ✓ Details of the incident, along with the bus number if applicable.

Complaints may be submitted in writing, by phone, or by electronic mail. Wichita Transit will research all complaints and provide a written response within 21 days of receipt. Once you have received a written response from Wichita Transit, if you are still not satisfied with the response, you may then write a letter to the attention of the City of Wichita ADA Coordinator and submit it to the following address:

ADA Coordinator  
Wichita Transit  
777 E. Waterman  
Wichita, Kansas 67202

Your complaint will be reviewed by the City's ADA Coordinator and you will be contacted for further action, inquiry, or if a determination has been made.

### ***Comments and Suggestions***

All comments and suggestions will be reviewed and considered.

### ***Requests for Accommodation***

Paratransit staff will consider modification of these policies and procedures based on need and circumstance. Requests for accommodation can be submitted to:

Wichita Transit  
777 E. Waterman  
Wichita, KS 67202

## **Conclusion**

We hope this guide answers questions regarding Wichita Transit's Paratransit Service. Wichita Transit strives to provide safe, reliable, dependable, and efficient public transportation to all members of the community. For further information, please do not hesitate to call (316) 352-4828.