

WICHITA TRANSIT ADA PARATRANSIT SERVICES INFORMATION

The mission of Wichita Transit is to build and operate a sustainable public transit system providing safe, reliable, customer friendly and efficient mobility for all persons while supporting 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 standard bus service because of a disability or health condition. The information below explains who can use the paratransit service, what kinds of trips you can take, where it can take you, and what you need to do to become eligible.

If you have any questions, please contact our Administrative Offices at (316) 352-4828.

ELECTRONIC RESOURCES

Wichita Transit has taken a very proactive approach toward making sure that our transit service encourages the independence and mobility of individuals with disabilities in addition to meeting the high standards described in the Americans with Disabilities Act (ADA). At the end of each section of this fact sheet, you will find a link to the ADA standards for the information provided. If you have any questions or trouble opening the link, please contact our Administrative Offices at (316) 352-4828 for assistance.

SERVICE REQUIREMENTS

All Wichita Transit buses are accessible by riders using a variety of mobility aids such as wheelchairs, powered scooters, walkers, etc. **Monday through Friday from 5:30 AM until 7:30 PM and on Saturdays from 6:00 AM until 6:30 PM.** Paratransit service is available for eligible riders during the same days and hours as the standard bus service.

Riders using the paratransit service can be picked up or dropped off anywhere in the city. For more information about a specific trip that you would like to take, please contact our Administrative Offices at (316) 352-4828.

For more information on Wichita Transit standard bus service days, hours, and routes please visit our website at www.wichitatransit.org.

For more information on ADA service requirements, go to http://www.ecfr.gov/cgi-bin/text-idx?SID=7277a3f950cfe888906fd685c3f3e53b&mc=true&node=se49.1.37_1131&rgn=div8.

RIDER ELIGIBILITY

Not everyone with a disability qualifies for paratransit services. Paratransit is for people with disabilities who are unable to use a fixed route system. Some people might be eligible for paratransit services on all trips they make. Other people might be eligible only for certain trips, under certain

circumstances. To be eligible, a person must fit into one of the following eligibility categories:

- ✓ Category 1 includes people who can't get on, ride, or get off of a bus, even if it is accessible, because of their disability. People in Category 1 can use paratransit for all trips that they make. Here are some examples of people in Category 1:
 - *Example A:* a person who needs an attendant to help get on, ride, or get off the bus.
 - *Example B:* people with cognitive disabilities, if they don't know where to get off the bus or how to get to their destination from the bus stop.
 - *Example C:* people with visual impairments, if they don't have the travel skills needed to navigate the route to their destination.
- ✓ Category 2 includes people who can ride accessible fixed-route transit, but there is no accessible transit available on the route they want to travel. Accessible fixed-route transit may not be available, for example, if the accessible vehicle is down for maintenance, or if the vehicle has no wheelchair lift or the lift is not working. This doesn't happen very often at Wichita Transit; but paratransit service is available in the event that our standard accessible buses are out of service.

- ✓ Category 3 includes people with a disability that prevents them from getting to or from the transit stop. In this case, the impairment must prevent travel to or from a stop; significant inconvenience or difficulty is not enough. Architectural barriers (like steps or curbs) or environmental conditions (like distance, terrain, weather) may make a person eligible for certain trips. Some examples of this category are:
 - *Example A:* Mary uses a wheelchair, and the buses in her city are wheelchair accessible. She regularly takes one bus route to work and another to visit her friend. There are curb ramps on the street leading to the bus stop that takes her to work, but there are no curb ramps on the streets leading to the bus stop that goes to her friend's house. Mary would be eligible for paratransit services when she visits her friend, but not going to work.
 - *Example B:* John has a health condition that makes it difficult for him to walk long distances. The bus stop near his home is less than one-half mile away, and he is able to walk that distance in pleasant weather. When it gets hot outside, however, John tires much more quickly, and is unable to make it to the bus stop safely. John would be eligible for paratransit services when the temperature became too hot for him to walk to the bus stop.

- *Example C:* Jane has multiple sclerosis, and it affects her very differently at different times. During certain times, she is able to go to the bus stop by herself, but during other times, she is not able to do so.

For more information on ADA rider eligibility, go to http://www.ecfr.gov/cgi-bin/text-idx?SID=7277a3f950cfe888906fd685c3f3e53b&mc=true&node=se49.1.37_1123&rgn=div8.

TYPES OF ELIGIBILITY

Rider eligibility will also fit into one or more of the types listed below:

- ✓ Standard Eligibility may be given to any rider who meets the description of Category 1 above. Riders with standard eligibility will be able to use paratransit service for all of the trips that they make. Standard Eligibility will be valid for 3 years from the date of approval.
- ✓ Temporary Eligibility may be given to any rider with a condition that is not considered permanent, but that is severe enough to prevent them from using the standard bus service as described in any of the Categories listed above. Temporary Eligibility will be valid for a specific period of time that will be determined when the application is reviewed.

- ✓ Unconditional Eligibility may be given to any rider who meets the description of Category 1. Riders with unconditional eligibility will be able to use the paratransit service for all of the trips that they make. Unconditional Eligibility will be valid for 3 years from the date of approval.
- ✓ Conditional Eligibility may be given to any rider with a condition that may be worsened in certain circumstances. Rider with conditional eligibility will be able to use paratransit service for as long as the condition(s) which make their impairment worse is present. Conditional Eligibility will be valid for *up to* 3 years from the date of approval.

The ADA does not set specific standards for the types of eligibility. For more information, please contact our Administrative Offices at (316) 352-4828.

PERSONAL CARE ATTENDANTS AND COMPANIONS

Eligible riders can travel with a personal assistant or attendant as well as one friend or family member, as long as you reserve space for them when you call to arrange the ride. They may ride with you even if this means that there is less room for other eligible riders. Additional companions may also ride if space is available. Everyone riding with you must get on with you and get off with you.

Your personal assistant or attendant rides free if you are eligible to use a personal assistant. You can choose anyone to be your personal assistant on any given trip. Personal assistants do not need to have their own paratransit certificate. Friends or family members pay the same fare as you do.

For more information on the ADA standards for personal care attendants and other companions, please go to http://www.ecfr.gov/cgi-bin/text-idx?SID=7277a3f950cfe888906fd685c3f3e53b&mc=true&node=se49.1.37_1123&rgn=div8.

TYPES OF TRIPS

Paratransit trips can usually be described in one of two categories: subscription service and standard trips.

- ✓ Subscription service is available for trips to and/or from the same location that occur regularly such as the same time of the day or the same days of the week. Requesting subscription service for those types of trips will allow you to reserve a spot on the schedule for up to 30 days at a time. For example, you might need to make a trip to the doctor's office every Tuesday and Thursday at 2:30 pm. Using subscription service will allow you to reserve service for those trips for 30 days with one phone call. Subscription service is available based on capacity.
- ✓ Standard trips are those trips that may not occur regularly or that you may want or need to take without advanced

notice. An example of a standard trip would be a trip to the barber shop for a haircut; you know you'll need to go at least once a month, but you don't know for sure what day or what time.

For more information on the ADA standards on subscription services, please go to http://www.ecfr.gov/cgi-bin/text-idx?SID=7277a3f950cfe888906fd685c3f3e53b&mc=true&node=se49.1.37_1133&rgn=div8.

APPLICATION AND NOTIFICATION PROCESS

To become eligible for the paratransit service, riders must complete an application and submit it to Wichita Transit for review. Once the application has been processed, you will receive a letter letting you know of the eligibility status and information on how to use the service.

Applications are available at and can be submitted to the Transit Center at 214 S. Topeka, Wichita Transit's Administrative Offices at 777 E. Waterman, or by calling (316) 352-4828.

Applications can also be downloaded at www.wichitatransit.org.