

Frequently Asked Questions

BUS ETIQUETTE

- ▶ *Is there special seating for customers with disabilities?*
Seats at the front of the bus are normally reserved for elderly passengers and people with disabilities. If you chose to sit at the front of the bus and you could move farther towards the back of the bus or stand, please be courteous and offer to give up your seat, if necessary.
- ▶ *What do I do if there aren't enough seats on the bus and I have to stand?*
If you must stand, use the overhead handrails to steady yourself. Always stand behind the yellow lines at the front and rear doorways. Federal law prohibits the operation of any bus while passengers are located near doorways or outside the yellow "standee" lines.
- ▶ *Can I bring food or drink onto a bus?*
No.
- ▶ *Can I smoke on a bus?*
No.
- ▶ *May I bring a baby stroller or grocery cart onto the bus?*
Baby strollers/grocery carts are allowed on the bus based on available space and at the discretion of the bus operator. Please be aware of the following rules before attempting to board a bus with a stroller/grocery cart:
 - The bus aisle must be kept clear at all times.
 - The passenger must maintain control of the stroller at all times. The bus operator will not use wheelchair restraint straps to secure a stroller.
 - Children must be removed from the stroller before boarding the bus. They must remain seated next to the person responsible for their care or in this person's lap.
 - Strollers should be collapsed, regardless of use, before boarding the bus. If the stroller is not able to be collapsed because of the manufacturer's rigid design, the passenger is still required to remove the child from the stroller to carry them onto the bus.
 - If the bus is at full capacity with passengers, the person with the stroller will have to wait for the next bus.
 - For the convenience of the person with a stroller, the seating area designated priority for elderly and disabled passengers may be raised to accommodate a stroller that cannot be collapsed. However, if a stroller is already in this space, and the space is needed for an elderly/disabled passenger, the stroller will be moved to the back of the bus, providing it can be pushed down the aisle.
 - If the stroller cannot be pushed down the aisle or collapsed, the passenger must disembark the bus and wait for the next bus that can accommodate the stroller.
 - Passengers with large or oversized strollers should have an assistant with them to assist with boarding and exiting the bus. The bus operator is prohibited from helping load and unload strollers.
- ▶ *May I bring a radio or CD player onto the bus?*
Yes. If you listen to a radio or CD player while on the bus, please use headphones so as not to bother other passengers.
- ▶ *Can I bring an animal on the bus?*
Service animals accompanying customers with disabilities can travel on Wichita Transit vehicles. When you board the bus, you must declare that the animal you're bring onboard the bus is a service animal.
- ▶ *Can I bring my pet on the bus?*
If your pet is in an approved pet carrier, like a "pet taxi" (contained so that it can't get out), you can bring it on the bus.

BUS SERVICE INFORMATION

▸ *Where can learn about Wichita Transit's routes and business operations information?*

You can always access Transit information on our website at <http://www.wichita.gov/CityOffices/Transit>, you can call our information line at (316) 265-7221 between the hours of 6:00 AM until 6:00 PM, or you can stop by the downtown Transit Center at 214 S. Topeka. Printed route schedules are available at the Transit Center for all of the 18 bus routes. You can also stop by Transit's operations center at 777 E. Waterman or the entrance to City Hall to pick up a route schedule.

▸ *Does Wichita Transit operate on holidays?*

Effective September 1, 2011, Wichita Transit will no longer operate bus service on any holiday, including the day after Thanksgiving.

▸ *What hours of the day may I call to get bus information?*

Telephone lines at the downtown Transit Center are open from 6:00 AM to 6:00 PM Monday thru Friday; telephone lines at Wichita Transit's operations center on Waterman are open from 8:00 AM to 5:00 PM Monday thru Friday. Call (316) 265-7221 for assistance.

- Have paper and pencil ready
- Be ready to tell the customer service agent . . .
 - . . . where you want to begin your trip (using major cross streets)
 - . . . where you want to travel (your destination address)
 - . . . what time you want to leave
 - . . . what time you want to arrive

▸ *Can I get a bus schedule mailed to me?*

Of course. Call Wichita Transit at (316) 265-7221 and tell them what route schedules you need. However, if you want information faster, please check out the bus maps/schedules on our website at <http://www.wichita.gov/CityOffices/Transit>.

HOW TO RIDE THE BUS

▸ *How do I catch a bus?*

As the bus approaches you, check the route destination sign above the windshield to be sure you are boarding the correct bus. To flag the bus to stop, step toward the curb (safely) and raise or wave your hand. If you mistakenly flag the wrong bus, signal for the bus operator to continue on. When the bus stops, if you are not sure you are getting on the correct bus, tell the bus operator where you want to go, and he or she will make sure you are on the proper route

▸ *Do I have to have the exact fare to ride the bus?*

If you do not have exact change, the farebox will issue you a change card. This card is nonrefundable but may be used on the bus for future trips until the value is used up.

▸ *How do I get a transfer?*

Effective January 1, 2011, transfers are 25¢, and you must ask for one when you drop your fare into the farebox. Transfers cannot be used on the same bus route you received the transfer on. On the back of the transfer will be the time at which the transfer expires.

▸ *How do I use a transfer?*

Transfers are valid as long as they are used on connecting routes. A connecting route may be described as when two or more routes cross or share common streets. You may not use a transfer on the same route from which you received it. Transfers are good for three buses or two hours, whichever comes first. So, if your one-way trip requires three buses, when you board the first bus, you drop \$1.25 into the farebox and ask for a transfer; when you board the second bus, insert the transfer into the farebox; when it pops back out, take it with you to present on the third bus; when you board the third bus, insert the transfer into the farebox; when it

pops back out, throw it in the trash. If your trip requires a fourth bus, you will need to pay 25¢ for another transfer.

- ▶ *Do I have to be at a bus stop, a bus bench, or a bus shelter in order to catch a bus?*
No. Bus operators have been instructed not to pick up passengers in the middle of a block. But if you're at a corner, and you let the bus operator know you want to catch the bus, he/she will stop for you.
- ▶ *Where do I call for a refund if the farebox in the bus malfunctions?*
The bus operator will give you a green slip. You **MUST** present the green slip to the clerk at the downtown Transit Center in order to receive a replacement bus pass.

BICYCLES

- ▶ *Can I bring my bicycle on a bus?*
Currently, there are two bike racks on the front of all Wichita Transit buses. If both are in use, it's up to the bus operator's discretion whether or not to allow you to bring your bicycle onto the bus. If the bus operator does permit you to board with a bicycle, try to sit near the rear exit. This will cause less inconvenience for the passengers boarding at the front of the bus. **REMEMBER TO PICK UP YOUR BIKE WHEN YOU LEAVE THE BUS!**

LOST and FOUND

- ▶ *What if I forget something on a bus?*
Wichita Transit cannot be responsible for articles left on the bus. It's important that you gather all your belongings before you exit. If you find something on the bus that's been left by another passenger, please give it to your bus operator. If you leave something on a bus, please call 265-7221 Monday thru Friday between 8:00 AM and 5:00 PM. Lost items must be claimed within 30 days. Lost and found is located at the downtown Transit Center at 214 S. Topeka. Food items are discarded at the end of the day.

HALF-FARE PROGRAM (Special Citizen)

- ▶ *Who qualifies for the half-price fare?*
Individuals 65 years of age and older, Medicare card recipients, and individuals who have a physical or mental disability that can be verified by a licensed physician.
- ▶ *If I qualify for the Half-Fare, what do I do?*
 - Complete the Half-Fare Program Application Form
 - Take the completed application and supporting documents (photo ID, driver's license, Kansas ID, OR birth certificate) to the downtown Transit Center Monday thru Friday between 8:00 AM and 5:30 PM
 - The application will be processed and your eligibility determined
 - Upon acceptance in the program, you will be issued a half-fare ID card

There is no charge for the original ID card. If your card is lost or stolen, please notify Wichita Transit immediately at 337-9475. The first replacement ID will cost \$2 and each one thereafter will cost \$5.

Half-Fare does not apply to unlimited ride bus passes.

MISCELLANEOUS

- ▶ *What provisions are in place for safety and security on Transit buses and at the downtown Transit Center?*
Every Transit bus is equipped with video surveillance cameras inside and outside. In the case of an unruly passenger who offends other passengers or affects the safe operation of the bus, bus operators are instructed to stop the bus and call police. There are security guards present at the downtown Transit Center during normal business hours.

- *How can I compliment a bus operator or leave a suggestion or complaint?*
Stop by the downtown Transit Center information booth and complete a form.

- *I'm a law enforcement officer. May I ride the bus free of charge?*
No.