

## **Citilink Policy Regarding Buses Equipped For Persons With Disabilities**

Our entire Citilink Fleet is accessible to persons with disabilities. As new buses are placed into service, each is equipped with a wheelchair lift or ramp and other equipment to assist persons with disabilities. Occasionally, due to such things as maintenance requirements of equipment or weather, Citilink will provide alternative transportation to persons unable to access a bus because of an inoperative lift or ramp, with an accessible vehicle within 30 minutes. Alternative transportation may be requested by asking the driver of the bus without a properly functioning lift to dispatch a vehicle to your location, or by calling the Citilink office directly at (260) 432-4546.

### **Reasonable Modification Policy**

A reasonable modification is defined as a change to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services and activities. Fort Wayne Citilink will make reasonable modifications to policies and programs as required by the ADA. The ADA does not require Citilink to take any action that would fundamentally alter the nature of its programs or services, create a direct threat to the health or safety of others, or impose undue financial or administrative burden.

Requests for modifications of policy, practice or procedure to ensure equal and effective opportunity to access public transit services under the ADA guidelines should be addressed to the Citilink ADA Coordinator, Betsy Kachmar at 260-432-4977 or email [bek@fwcitilink.com](mailto:bek@fwcitilink.com). ADA Modification requests will follow the same protocol as the Title VI/ADA complaint process.