

Wichita Transit Paratransit Assessment

Wichita Transit

RLS is reviewing Wichita Transit's ADA Complimentary Transportation program including seven contracted providers. The review included a comprehensive analysis of operational, financial, maintenance and program management, and compliance of ADA services provided to Wichita Transit. Recommendations for the organizational structure of the ADA services were developed and presented to the project steering committee. Additionally, RLS is providing technical assistance to Wichita Transit for development of a Mobility Manager Guide to assist the system with its process of improving service provider contract management and oversight procedures. Finally, RLS conducted a comprehensive financial analysis of the non-profit operators that are contracted with Wichita Transit to provide ADA paratransit service. The analysis resulted in calculations of the fully allocated costs to each agency for providing ADA paratransit service, compared to the transportation services that the agencies provided for its in-house programs. The analysis was directly applied to support recommendations for an alternative ADA paratransit service structure for Wichita Transit.