

# NOTICE TO RIDERS



## Reasonable Modifications Policy

Waukesha Metro Transit will make every effort to accommodate reasonable modifications when requested by Waukesha Metro passengers. Examples of a reasonable modification that may be requested for your trip include:

### General and Fixed Route

- Having the operator pull up a reasonable distance from obstructed bus stop
- Having the operator assist with handling of fare media
- Allow passenger with a medical condition to eat/drink to avoid adverse health reaction

Modifications such as those listed above can be made to the bus operator when riding or by calling Customer Service in advance.

### Metrolift

- Pick up/drop off at hard to maneuver locations
- Pick up/drop off at specific entrance
- Assistance in extreme weather

Modifications such as those listed above can be made to the bus operator when riding or scheduling a Metrolift ride or by calling Customer Service.

If a passenger is requesting a reasonable modification to the service routing or schedule or facilities, please call Customer Service or e-mail [transit@waukesha-wi.gov](mailto:transit@waukesha-wi.gov).