

**Southeast Kansas Community Action Program, Inc.**  
**Transportation Policies & Procedures**

**Services**

Our General Public Transportation services are available to everyone. Our General Public Transportation services are offered in Crawford and Neosho counties in southeastern Kansas.

**Fares & Donations**

For our demand response services (scheduled appoint) a donation of \$1.00 is suggested for each trip. If you are using the PACT route, a donation of \$0.50 is suggested for each trip. Donations are accepted by the driver. No one will be denied service because they are unable to give a donation.

**OPERATIONS**

**Office Hours**

SEK-CAP office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. Call 620.724.8204 ext. 1024 for information about our transportation services or other transit resources in the area.

**Holiday Hours**

Our offices are closed on the following holidays (including transportation services); New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day following Thanksgiving, and Christmas Day. Notice is provided in advance to partons.

**Scheduling**

To schedule a ride, call 620.724.6350. Calls are returned from 8:30 a.m. to 4:00 p.m., Monday-Friday. Appointments must be made with at least prior day notice. NO SAME DAY RIDES.

For a ride on Monday, appointments must be made by Friday, no later than 4:00 p.m.

When scheduling a ride, you must provide the name(s) of all persons riding, street address of your pick-up and drop-off destinations and a working phone number. If your pick-up is at an apartment complex or large business, please describe to the scheduler any specifics that would assist the driver in finding the pick-up location.

**Cancellations & No Shows**

Cancellations are required at least one hour in advance of your scheduled pick-up time. If less than one-hour notice is given from the scheduled pick-up time the appointment will be considered a "no show." (No shows are scheduled pick-ups where the passenger is not at the designated site and has not called the scheduler (620.724.6350) to cancel the ride). If two no shows occur in any 30-day period, a customer may be suspended from using our transportation services for thirty calendar days.

The customer will receive written communication on agency letterhead when services are being suspended. At the end of the thirty-day period, transportation service may be reinstated and will be subject to the same two "no show" policy. All final decisions on "no shows" are at the discretion of the Transportation Director.

**Wait Time for Driver & Passengers**

Drivers may arrive up to 15 minutes prior to your scheduled pick-up time, so you must be ready at least 15 minutes prior to the scheduled pick-up time to avoid missed services. Drivers will only wait five minutes upon arrival before they proceed to their next scheduled appointment.

Drivers will not arrive more than 15 minutes prior to the scheduled pick-up time.

If a rider has waited more than 15 minutes past the scheduled pick-up time, contact SEK-CAP's scheduler at (620.724.6350).

**Pick-Up & Drop-Off**

Riders must be ready and waiting at their designated pick-up location. Drivers will wait for you as close as possible to the designated pick-up location. Drivers will honk upon arrival. Drivers will not come to the door to get you unless a reasonable modification has been requested. Drivers will drop you off as close as possible to the designated drop-off location.

If a passenger needs assistance beyond the curb, a reasonable modification to assist may be requested at the time the appointment is scheduled. (Please refer to the Accommodations section for reasonable modification guidelines).

### **Delayed Vehicles**

Our drivers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, a driver may be late for a pick-up. If they have not arrived by 15 minutes after the scheduled pick-up time, please call SEK-CAP's scheduler (620.724.6350).

### **Bad Weather**

Transportation services will not be offered when severe weather makes traveling unsafe. In the event severe weather occurs while in transit, our Transportation Director, will contact the driver with instructions on where to proceed. Once at a safe location, passengers are required to exit the vehicle and take shelter during the severe weather event. Our drivers are not responsible for passengers once they have been instructed to exit the vehicle.

When the all clear is given the Transportation Director will contact the driver to proceed with the transport. The driver will return to the vehicle and wait 5 minutes for passengers to return before proceeding to the next destination.

In the event severe weather has caused road closings the cancellation of services will be made known via radio or television broadcast.

**Extreme Weather Assistance:** If a passenger needs assistance beyond the curb, a reasonable modification to assist may be requested at the time the appointment is scheduled. (Please refer to the Accommodations section for reasonable modification guidelines).

### **Boarding & Securement of Passengers/Wheelchairs/Mobility Devices/Walkers**

Seat belts are required for all passengers.

Drivers will secure walkers, wheelchairs and other mobility devices.

Drivers will make all attempts possible to accommodate wheelchairs, walkers and mobility devices. Wheelchairs and other mobility devices that do not meet the legitimate safety requirements of the lift, either in capacity or size, cannot be transported. Wheelchairs, walkers and other mobility devices must be clean, safe, and in good working condition. For passenger safety, drivers will not transport broken mobility devices. In the event a mobility device cannot be secured, and the passenger cannot transfer to a vehicles seat, the driver must contact the Transportation Director before proceeding. Walkers must be free of clutter and able to be folded for storage or securement during transport. The lift or ramp may be used to ease access to in or out of the vehicle.

## **ACCOMMODATIONS**

### **Attendant & Physical Assistance**

A personal care attendant may accompany the rider free of charge. An attendant must be at least 16 years of age or older. We do not provide attendants.

*(If assistance beyond the curb is needed, the passenger may request a reasonable modification for the trip at the time the appointment is scheduled. If due to unforeseen circumstances, such as an extreme weather conditions or construction barriers, the passenger may request the reasonable modification for the trip at the origin or destination locations. The driver will relay such requests to our Transportation Director. The Director will then determine whether the request can be accommodated. A driver must be able to maintain "effective continuing control" of the vehicle. This includes maintaining visual contact with the vehicle. A driver is prohibited from entering a private residence or traveling beyond the lobby of a public building such as a hospital or traveling past the first exterior door of a building).*

Reasonable modifications include, but are not limited to:

- Assisting with opening an exterior building entry door, to provide boarding and/or giving assistance to a passenger.
- Assistance on an incline on a driveway or sidewalk.

- Assistance when traversing a difficult sidewalk where tree roots or construction barrier have made the sidewalk impassible for a wheelchair or other mobility device.
- Assistance navigating around obstacles such as snowdrifts or construction areas.

*(A driver may also assist a passenger when navigating the following circumstances from the passenger's origin or destination: These modifications would be granted, subject of course, to the provision that such assistance would not cause a direct threat or leave the vehicle unattended or out of visual observation for a lengthy period).*

### **Packages/Personal items**

Carry-on packages are limited to two packages/bags. Neither the driver nor SEK-CAP are liable for damages to packages or personal items during transport. Carry-on items must always remain within and under the control of the passenger.

### **Equipment**

Persons traveling with portable oxygen or other support equipment may be transported if the equipment does not interfere with passenger safety and is not prohibited by Hazardous Materials Regulations. This equipment must be capable of being secured by the passenger in a seat.

### **Service Animals & Pets**

Service animals may accompany a passenger. The animal's care, control, and safety are the responsibility of the owner. We do not transport pets of any kind.

### **Child Seats**

State law requires children less than four years of age be in a federally approved child safety restraint seat system (K.S.A. 8-1343 et. seq). Children under age four will not be allowed to ride without a child safety seat. Child safety seats are built into some of our vehicles. Child safety seats can be requested at the time a ride is scheduled. It is the responsibility of the adult with the child to secure the child in a safety seat.

### **Passenger Guidelines**

The following rules are for everyone's safety and comfort.

#### **Passenger Guidelines**

- No eating or drinking while on board any of our vehicles.
- No smoking on board any of our vehicles. (including e-cigarettes/vaping)
- No disorderly, abusive, obscene, dangerous or threatening behaviors will be tolerated.
- Please keep feet off the seats.
- Passengers are not to extend arms, hands, heads or any other body parts through the vehicle's windows or doors.
- Please use headphones.
- No cell phones on speaker or loud conversations that may distract the driver.
- No noise producing devices without headphones.
- No bikes allowed inside the vehicle.
- Strollers must be folded before bringing them onto our vehicles.
- No pets allowed inside the vehicle.
- Keep aisles clear of obstructions.
- Carry-on items are limited to 2 bags or items.
- Place carry-on items on your lap or under the seat.
- Shirts, pants and shoes are required.
- Children under the age of 15 must be accompanied by an adult. (the driver has the right to ask to see an I.D. to verify age)

- When utilizing the PACT route, Gus Bus routes, Block 22 route or Safe Ride Route passengers must have a destination. You may not ride these routes indefinitely.

**The following is PROHIBITED:**

- Being under the influence of illegal substances.
- Flammable liquids, such as gasoline, kerosene and propane etc.
- Dangerous or large items, such as car batteries, large boxed items, furniture, panes of glass, etc.
- Open carry firearms or unconcealed weapons of any kind.
- Offensive body odor or clothing soiled with bodily fluids or pet fluids.
- Open or uncovered sores or wounds.
- Operating or tampering with vehicle equipment.
- Distracting or inappropriate conversation with the vehicle driver.
- Solicitation and/or behaviors that might pose a safety or security risk/concern.
- Masks or “hoodies” that cover the passenger’s face.

Our vehicle operators have the discretion to take appropriate measures if a passenger engages in inappropriate and/or dangerous behaviors. This discretion may include refusing service, asking for a passenger’s justified removal and/or calling the authorities. Passengers who engage in physical or verbal abuse or cause physical injury to another person or the driver may be subject to immediate and/or permanent suspension, and possible criminal prosecution.

Our vehicle operators may not deny services without the prior approval of the Transportation Director.

## **Transportation Services Grievance Procedures**

### **Grievance Procedures**

Every rider has a right to dispute or file a complaint regarding service. The procedures for handling any grievances or complaints from passengers, private providers, or employees begin with an initial review conducted by SEK-CAP Transportation Staff and the Transportation Director. All efforts will be made to reach an amicable agreement in the matter. If an agreement or resolution to the grievance cannot be achieved, then a hearing will be scheduled with the Transportation Committee at a specially convened meeting. The Transportation Committee will hear both sides in the matter and then make a recommendation. The grievance procedure and timetable are set forth below.

1. Grievance/complaint submitted in writing to SEK-CAP.
2. Grievance will be reviewed, and a written response will be returned to the complainant within ten working days.
3. The complainant may then petition SEK-CAP in writing to convene a special meeting of the Transportation Committee. The committee meeting will be held within ten working days of the complainant’s petition to SEK-CAP.
4. The committee will convene and receive information from the complainant and SEK-CAP.
5. Within ten working days of the committee meeting, an opinion will be rendered in writing to both parties. The opinion will not be binding on either party but will represent the Committee’s opinion in the matter.
6. If a satisfactory solution cannot be reached, a written grievance may be filed within ten days of the incident or complaint to:

Transportation Services Director  
Southeast Kansas Community Action Program, Inc  
401 North Sinnet  
Girard, KS 66743

Additional grievance procedures may be accessible by calling 620-724-8204 (Operator) and asking for contact information for the Equal Opportunity Officer or visit the link below for Title VI complaints.

## **Notifying the Public of Rights Under Title VI**

### **SEK-CAP, Inc.**

- SEK-CAP, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SEK-CAP, Inc.

- For more information on SEK-CAP, Inc.'s civil rights program, and the procedures to file a complaint, contact 620-724-8204;

email [title.vi.complaint@sek-cap.com](mailto:title.vi.complaint@sek-cap.com);

or visit our administrative office at 401 North Sinnet, Girard, Kansas 66743.

For more information, visit [www.sek-cap.com](http://www.sek-cap.com)

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights,

Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR,

1200 New Jersey Ave., SE, Washington, DC 20590

- If information is needed in another language, contact 800-555-1212.