

**SOUTHEAST KANSAS COMMUNITY ACTION PROGRAM  
(SEK-CAP, INC) TRANSPORTATION  
POLICIES & PROCEDURES**

**TABLE OF CONTENTS**

**GENERAL**

History of Southeast Kansas Community Action Program (SEK-CAP)	2
Mission Statement	2
Who We Serve and Service Area	2
How to Contact Us	2

**FUNDING SOURCES**

Funding Sources	3
Fares & Donations	3

**OPERATIONS**

Office Hours	4
Service Hours	4
Scheduling	4
Cancellations & No Shows	4
Wait Time for Driver & Passengers	4
Pick-Ups & Drop-Offs	5
Delayed Vehicles	5
Bad Weather	5
Boarding & Securement of Passengers	5

**ACCOMMODATIONS**

Vehicles	5
Wheelchair & Other Mobility Devices	6
Escorts & Assistance	6
Packages	6
Equipment	6
Service Animals & Pets	6
Child Seats	7

**RULES OF CONDUCT**

Rules for Safety and Comfort	7
------------------------------	---

**GRIEVANCE PROCEDURES**

Grievance Procedures	7
----------------------	---

**SPECIAL SERVICES**

Special Trips	8
---------------	---

# GENERAL

## **HISTORY OF SOUTHEAST KANSAS COMMUNITY ACTION PROGRAM, INCORPORATED TRANSPORTATION SYSTEM**

Southeast Kansas Community Action Program, Incorporated (SEK-CAP, Inc) started operating its local General Public Transportation System in 1979. With only a few used school buses, SEK-CAP provided transportation for the rural communities of Southeast Kansas. Through the years, SEK-CAP's transportation system has led the charge to provide public transportation to the citizens of rural Southeast Kansas. Operating 24 vehicles in 6 counties, SEK-CAP provides just under 100,000 rides and logs over several hundred thousand miles per year. It coordinates services with funding sources and collaborates with federal, state and local agencies.

## **MISSION STATEMENT**

The SEK-CAP, Inc. mission is to “reduce the causes and effects of poverty by uniting staff, individuals, families and community partners to provide quality, comprehensive services through compassionate, respectful relationships.”

The mission of Transportation Services is to “provide safe, accessible, and affordable point-to-point and door-to-door transportation to transit dependent citizens throughout Southeastern Kansas. Through coordination with other transit providers, SEK-CAP, Inc. will continue to enhance access to programs, services and jobs, which will improve the quality of life and help transit dependent individuals maintain their choice of lifestyle.

## **WHO WE SERVE AND SERVICE AREA**

Our General Public Transportation vans and buses are available to everyone. The service areas for SEK-CAP are the southeastern counties of Kansas including: Crawford, Labette, Cherokee, Bourbon, Neosho, and Montgomery.

## **HOW TO CONTACT US**

SEK-CAP has a centralized call center (620) 724-8204 (**Extension 1056**), an efficient system that is easy for the public to access and use. Hours of operation are Monday-Friday, 8:30 a.m.-4:00 p.m. for scheduling rides, until 4:30 p.m. for information about SEK-CAP or other transit resources in the community.

# FUNDING

## **FUNDING SOURCES**

Donations from the following sources help us to meet the local cash match required in order to receive State and Federal funding:

Montgomery County Mill Levy Program

Crawford County Elderly Fund

Neosho County

Girard Medical Center

Pittsburg State University

City of Pittsburg

Community Health Center of Southeast Kansas

Kansas Department on Aging/Southeast Kansas Area Agency on Aging

Kansas Department on Aging provides funds that help subsidize transportation for senior citizens to area meal sites.

Kansas Department of Transportation

State and federal funding flows to us directly through KDOT and typically represents as much as 70% of the total General Public Transportation Services budget. The state percentage may fluctuate between 18% and 22%.

Community Service Block Grant

As this federal resource, may be available, we access funding to help meet our local match requirement.

United States Department of Transportation - Federal Transit Administration

USDOT-FTA 5311 funding represents 50% of the total General Public Transportation Services budget. SEK-CAP receives both operating funds and capital funds to purchase replacement vehicles as may be needed.

## **FARES & DONATIONS**

In most cases, a rider provides a donation for the ride. Donations of \$1.00 each way are accepted by the drivers and kept in containers in the vehicles. Donations are turned into the supervisor daily. The donations are verified and turned into the agency accounting department for deposit. Anyone who cannot afford to donate can ride free of charge. No person will be denied service because they are unable to donate.

# OPERATIONS

## OFFICE HOURS

SEK-CAP office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. Reservations for rides are taken from 8:30 a.m. to 4:00 p.m., and phones are answered until 4:30 p.m. for information about SEK-CAP or other transit resources in the community.

## SERVICE HOURS

SEK-CAP Transportation:

7:30 a.m. to 6:30 p.m. on Monday

7:30 a.m. to 3:00 a.m. Tuesday thru Friday

8:00 a.m. to 3:00 p.m. and 9:00 p.m. to 3:00 a. m. on Saturday

We are closed on Sundays.

On the following holidays, the SEK-CAP office will be closed: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day following Thanksgiving, and Christmas Day. In addition, there are four discretionary days for inclement weather, and if unused, may later be scheduled as additional holidays.

## SCHEDULING

Reservations need to be made at least one (1) day in advance by 4:00 p.m. for all ambulatory or non-ambulatory rides in all service areas. For a ride needed on Monday, reservations must be made by Friday no later than 4:00 p.m. Customers are required to have the street address of their pick up and drop off destinations when scheduling a ride. On-demand service may be provided as our schedules allow.

## CANCELLATIONS & NO SHOWS

Cancellations are required to be made at least one hour in advance of the scheduled ride pick-up time. Notice given less than one hour from the scheduled pick-up time 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 SEK-CAP's scheduler to cancel the ride.) If two no shows occur in any 30 day period, a customer might not be eligible for service through SEK-CAP for thirty calendar days. The customer will receive written communication on agency letterhead when services are being denied. At the end of the thirty-day period, service may be reinstated and will be subject to the same two "no shows" policy. The customer is required to be ready for pick-up, the driver will proceed to their next scheduled appointment after the wait period has expired (see next section "wait time for drivers & passengers"); the ride will be counted as a no show and must be rescheduled. The following circumstances are not counted as no shows: 1) if a customer called to cancel a ride but the driver did not get the message; 2) if a customer called to cancel a ride for a vehicle that had already been dispatched; 3) if the driver was over 15 minutes late for the scheduled pick-up time; and 4) if a customer could not call to cancel a ride due to an emergency.

## WAIT TIME FOR DRIVER & PASSENGERS

A driver is only required to wait up to 5 minutes upon arrival. Riders should be ready at least 15 minutes prior to pick-up time to avoid missed transportation services. If the driver is earlier than the scheduled pick-up time, they will still only have to wait 5 minutes. If a rider has waited 15 minutes past the scheduled pick-up time, SEK-CAP's scheduler should be contacted.

## **PICK-UP & DROP-OFF**

For pick-ups, riders must be ready and waiting at the designated pick-up location. Drivers will wait for a rider in front of, or as close as possible to, the rider's designated pick-up location. Drivers will not come to the door to assist passengers. If a rider needs assistance exiting the pick-up location or entering the destination location, an escort must be available to assist them. (This is a curb to curb service)

If your pick-up is at an apartment complex or large institution, you should let the scheduler know when requesting the trip if there are any special instructions needed such as security gated entries, apartment building numbers, or multiple entrances. Otherwise, drivers will pick-up and drop-off at the main entrance or designated/predetermined points of entry for safety reasons. For drop-offs, the driver will drop the rider off in front of, or as close as possible to, the designated drop-off location.

## **DELAYED VEHICLES**

Public transportation providers 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 the vehicle has not arrived by 15 minutes after the scheduled pick-up time, please call SEK-CAP's scheduler. They should know the status of the vehicle and what time to expect them.

## **BAD WEATHER**

Passengers should be aware that transportation services will not be offered when severe weather makes traveling unsafe.

In the event of severe weather occurring when in transit, SEK-CAP's Transportation Services Director will contact the driver(s) with instructions on where to proceed. The Transportation Services Director will then contact the driver(s) indicating all clear to proceed with the transport. SEK-CAP drivers are not responsible for persons once they have exited the vehicle during a severe weather event. Once the all clear has been given the driver will wait 5 minutes for passengers to return to the vehicle before proceeding to the next destination. Cancellation of services will be made known to riders via radio or television broadcasts.

## **BOARDING & SECUREMENT OF PASSENGERS**

Drivers will secure wheelchairs and other mobility devices. In some cases, the driver may ask the rider to transfer to a seat if it is not possible to secure the passenger safely. It is the rider's choice to transfer or remain in their mobility device. Individuals who cannot board the vehicle using the steps may use a wheelchair lift for access. Seat belts are required for all passengers.

# **ACCOMMODATIONS**

## **VEHICLES**

A variety of vehicles are available through SEK-CAP's Transportation Services to meet your mobility needs. Vans, buses, and ADA accessible vehicles can be accessed to meet an individual's needs. An ambulatory individual, not in a wheelchair, may request to use a wheelchair/mobility device lift or ramp to gain access if steps are a barrier.

## **WHEELCHAIR & OTHER MOBILITY DEVICES**

Agency drivers will make all attempts possible to accommodate wheelchairs 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.

For passenger safety, drivers will not transport broken mobility devices. Wheelchairs, and other mobility devices must be clean, safe, and in good working condition.

## **ESCORTS & PHYSICAL ASSISTANCE**

An escort (attendant) who provides physical assistance to the rider may accompany the rider free of charge. An escort must be at least 16 years of age or older. SEK-CAP does not provide escorts (attendant).

### **ASSISTANCE PROVIDED BY SEK-CAP DRIVERS**

- ◆ Providing assistance boarding and exiting the vehicle and securement in the vehicle.
- ◆ Securement of mobility devices, equipment, and packages (limit 2 packages/bags) in the vehicle.

### **ASSISTANCE NOT PROVIDED BY SEK-CAP DRIVERS**

- ◆ Assisting passengers on unsafe or steeply inclined wheelchair ramps or stairs.
- ◆ Assisting beyond the vehicle.
- ◆ Loading and unloading personal items.

## **PACKAGES**

Carry-on packages are limited to a total combined weight for all the packages to 40 pounds. Drivers may assist a passenger and carry packages on or off the vehicle (at driver's discretion). Neither the driver nor SEK-CAP, Inc. is liable for damages that may occur to packages or personal items during transport.

## **EQUIPMENT**

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

## **SERVICE ANIMALS & PETS**

Guide dogs and other service animals can accompany you on your trip. Please inform the scheduler when scheduling a ride if a service animal will be accompanying you. The driver may ask the person with the service animal if it is used in the service of their disability. 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 to be in a federally approved child safety restraint seat system (K.S.A. 8-1343 et. seq). Children under age 4 will not be allowed to ride

without a child safety seat. Child safety seats are not built into all our vehicles, but 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.

## **RULES OF CONDUCT**

The following rules are enforced for everyone's safety and comfort. Inappropriate conduct will not be tolerated at any time.

### **RULES OF CONDUCT**

- ◆ No smoking on board a vehicle.
- ◆ No riding under the influence of alcohol or illegal drugs.
- ◆ No abusive, threatening, or obscene language or actions.
- ◆ No physical or verbal abuse towards another rider or the driver.
- ◆ No standing while vehicle is in motion.
- ◆ Passengers are not to extend arms, hands, heads, or any body parts through the vehicle's windows.
- ◆ Anyone having incontinence problems must be dry upon boarding the vehicle or they may be denied a ride.

The driver has the discretion to take measures if a rider engages in persistent inappropriate and/or dangerous behavior. This discretion may include refusing service, or calling the authorities, if necessary. Riders who violate these rules of conduct are subject to suspension of service. Riders who engage in physical abuse or cause physical injury to another rider or the driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

## **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 is set forth below.

1. Grievance complaint submitted in writing to SEK-CAP.
2. Grievance will be studied and a written response will be returned to the complainant within 10 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 10 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 10 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.

If a satisfactory solution cannot be reached, a written grievance may be filed within 10 days of the incident or complaint to:

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

(620) 724-8204

SEK-CAP, Inc also provides a grievance procedures process that may be accessed by contacting the Equal Opportunity Officer at 620-724-8204, Operator.

### 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.