

**Southeast Kansas Community Action Program (SEK-CAP, Inc)**  
**Transportation Policies & Procedures**

**Who We Serve and Service Area**

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

**Fares & Donations**

In most cases, a rider provides a donation for the ride. Donations of \$1.00, each way are accepted by the drivers. 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 for information about SEK-CAP or other transit resources in the community.

**Holiday Hours**

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.

**Scheduling**

Reservations can be arranged by calling 620.724.8204 ext.1056. Reservations for rides are taken from 8:30 a.m. to 4:00 p.m., reservations need to be made at least one day in advance. 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.

**Cancellations & No Shows**

Cancellations are required to be made at least one hour in advance of the scheduled 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.

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 apartment building numbers or multiple entrances. Otherwise, drivers will pick-up and drop-off at the main entrance or designated point 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.

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**

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. 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).

Cancellation of services will be made known to riders via radio or television broadcast.

### **Boarding & Securement of Passengers**

Drivers will secure wheelchairs and other mobility devices. Individuals who cannot board the vehicle using the steps may use a wheelchair lift for access. Seat belts are required for all passengers. 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.

## **ACCOMMODATIONS**

### **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.

### **Attendant & Physical Assistance**

A personal care attendant (PCA) may accompany the rider free of charge. An attendant must be at least 16 years of age or older. SEK-CAP does 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 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 the agencies Transportation Services Director. The Transportation Services Director will then make the determination for the request. 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 modification includes but are not limited to:

(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).

- A driver assisting with opening an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger if providing this assistance does not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period.
- An incline such as a driveway or sidewalk.
- When traversing a difficult sidewalk (e.g., one where tree roots or a construction barrier have made the sidewalk impassible for a wheelchair).
- Navigating around obstacles (e.g., snowdrifts, construction areas).

### **Packages**

Carry-on packages are limited to two packages/bags. 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**

Service animals can accompany you on your trip. 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 any vehicle.
- No abusive, threatening, or obscene language or actions.
- No physical or verbal abuse towards other patrons or the driver.
- Passengers are not to extend arms, hands, heads or any other body parts through the vehicles windows or doors.

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

Transportation Services 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;