

SEDGWICK COUNTY TRANSPORTATION (SCT)

POLICIES & PROCEDURES



Sedgwick County...
working for you

**2622 W CENTRAL, SUITE 500
WICHITA, KANSAS 67203
(316) 660-5150
1-800-367-7298
TDD: 1-800-766-3777
FAX: (316) 660-1936**

ESTABLISHED 2000

SEDGWICK COUNTY TRANSPORTATION POLICIES & PROCEDURES

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GENERAL

MISSION STATEMENT

Providing eligible Sedgwick County citizens with safe, accessible, affordable and friendly transportation.

WHO WE SERVE, SERVICE AREA AND TYPE OF SERVICE

Persons who are eligible for subsidized transportation reside in Sedgwick County, Kansas and meet application process criteria established by each funding source and may include: 60+, physically disabled, and general public in surrounding cities within Sedgwick County. *Please note, if applicant resides in Wichita, transportation resources within the Wichita City limits must be accessed or exhausted prior to possible eligibility with Sedgwick County Transportation (SCT) as to not duplicate transit services already available.* Service area is Sedgwick County, Kansas. Trips to persons residing outside of the Wichita city limits may receive trips to and from Wichita but not to another outlining community. At this time there is no allowance for trips originating in Wichita to surrounding communities nor surrounding counties, for example; Wichita to Derby, Derby to Haysville, Wichita to Andover, or Andale to Newton, and so forth.

Service is a first come, first serve availability, demand response, door-to-door program. We provide SCT drivers and contract with other transit services but will schedule and refer an eligible rider to the most efficient route for any given day. No guarantee of specific vendors or availability. Other than ADA access and rulings, no special accommodations may be arranged with vendors or SCT drivers. Individuals must have the capacity to access the service within the availability of times assigned and assigned vendors based on routes and current vicinity of vehicles. No wait time or drive-thru requests may be made. Service does not provide attendants, cannot go pass the threshold of a facility or residence and will only adjust pick-up times if route permits.

ELIGIBILITY

APPLICATION PROCESS

The SCT application gathers information necessary to determine program eligibility and appropriate funding source(s), co-payment (if any), and special needs so the most appropriate transportation accommodations can be made to match needs based on availability. An individual must be determined eligible for subsidized rides through the application process prior to rides being scheduled. Information provided in the application is kept confidential and accessed for the sole purpose of this transportation program in order to provide the most accurate service needs.

To obtain an application, contact SCT via Hotline (316) 660-5150 or visit our website at www.sedgwickcounty.org (hover over 'Government', click 'Aging' and then 'Transportation').

Once an individual is determined eligible an account is created. If there are changes or updates after the account is set-up, please inform SCT of changes (name, address, phone number, contact person, or disability status) so that we may determine if we can still accommodate the trip need or if another mode of transport would better fit the individual and potential eligibility status.

**Eligibility will be considered inactive if there has not been activity on the account within two years. After two years of no activity, the account will be closed and the individual forfeits any ride purchased prior to the account being closed. To be considered eligible after an account has been closed, individuals must re-apply but does not guarantee eligibility.*

RIDE CARDS

An individual's account must have a positive balance or a ride cannot be scheduled. Based on the eligible program in most cases, a rider pays a small fare for transportation provided in the form of a ride card. These cards may be purchased at the **SCT office or by mail to, 2622 W. Central, Suite 500 - Wichita, KS. 67203**. Ride cards come in increments of four, six, eight, ten and 20 one-ways. Current rate is \$3 per a one-way trip (round trip \$6) does not include extra destination stops (\$3 each) or extra passengers (\$3 each).

SCT may choose to authorize trips above availability with the understanding and in good faith that the rider will be responsible for payment of additional trips extended to them. In the event payment is not received within a timely manner SCT will suspend services until balance is paid in full. *Rates are subject to change with a minimum of 30

day public notification. **Ride cards become void and fares forfeited in the event an account has not been active within two years and closed.

NO REFUNDS

OPERATIONS

HOW TO CONTACT US

HOTLINE Number	(316) 660-5150	Toll-Free Number (Long Distance)	(800) 367-7298
FAX number	(316) 660-1936	TDD number—hearing impaired	(800) 766-3777

OFFICE HOURS

SCT office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday for information about our program (SCT) or other transit resources in the community. **Reservations for rides are taken from 8:00 a.m. to 4:30 p.m.**

***On the following holidays, our offices will be closed to the public but service may be offered through one or more vendors:** New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day following Thanksgiving Day, Christmas Day.

SEVERE INCLEMENT WEATHER

When severe weather arises, SCT will alert customers if suspension of services is necessary and until weather conditions are favorable. It is better to reschedule a trip than endanger the customer or the lives of any driver.

VENDORS & BEFORE/AFTER HOUR NUMBERS

Sedgwick County Transportation has a variety of contracted transportation vendors that are assigned pre-authorized trips based on overflow, access needs and efficiency of routes. Contacting the vendor direct is allowed for cancelling when trips authorized need cancelled prior to SCT's regular office hours (8a-5p) or if the return trip home falls after SCT's regular office hours (8a-5p). Direct scheduling through one of our vendors is prohibited unless the consumer is contacting them for a private pay trip. SCT ride cards cannot be used in this circumstance and vendors may charge the consumer their full rate (paid by consumer at time of transport). SCT current vendors include:

ABC Taxi Cab & American Taxi Cab	(316) 264-4222	Rita's Rides	(316) 204-3235
Wisdom Travels	(316) 708-1950	Timber Lines	(316) 651-5289

*Vendors are subject to change.

SCHEDULING

Reservations may be made up to seven (7) days in advance between the times of 8 am and 4:30 p.m., Monday – Friday. Next day transport is acceptable based on first come, first served but does not guarantee transport if no accessible availability exist for the request. Advanced notice is advisable due to the office being closed weekends and most holidays. Example: Transportation needed for a Monday should be made by the Friday no later than 4:30 pm (cut-off time). Customers must have the exact address (suite numbers, specific entrance if more than one, etc.) of their destination when scheduling a ride. ***For persons using a three- or more wheeled device, we recommend scheduling your appointment times between the hours of 9:00 am and 2 pm.***

DESTINATIONS

Based on availability, SCT reserves the right to coordinate requests to businesses with multiple locations to the nearest facility. For example, coordination of rides to Wal-Mart or Dillon's for groceries will be based on the client's address in proximity to the nearest store.

****You may not ask the driver to take you places other than what was scheduled. Destination adjustments may be made within one day of the initial requested trip; authorized by SCT (not contracted vendors).***

CANCELLATIONS & NO SHOWS

Trip cancellations must be made one hour prior to the scheduled pick-up time. Notice given less than one hour will be considered a "no show." No-shows are scheduled pick-ups where the passenger(s) are not at the designated site, is not ready to go within time allowed, has not called SCT or the vendor to cancel the ride or has violated one of the Rules of Conduct and trip was not provided. **If three no shows occur, a customer will not be eligible for service**

through SCT for thirty calendar days. At the end of the thirty-day period, service may be reinstated as long as the fees are paid in full. The customer will be subject to the same three “no shows” policy once reinstated. If a rider is not dressed and ready for pick-up (see Pick-Ups & Drop-Offs policy), the driver will leave after a five minute window; the ride will be counted as a no-show and may be rescheduled for another date (no same day rescheduling). If the time of pick-up is prior to or after SCT office hours, please leave a message so we may do a follow-up and then contact the vendor direct to cancel the trip. All vendor numbers are listed above under Vendors for your ability to cancel before or after office hours.

The following two circumstances are not counted against the consumer as a no-show:

- 1) if a customer called to cancel a ride through SCT but the vendor providing it did not get the message;
- 2) if the vendor providing the ride was over 30 minutes late for the scheduled pick-up time

Illness or an emergency situation may still constitute a no-show due to resources being sent to provide the trip and incurred costs. All circumstances are subject to investigation and final determination of fee by Sedgwick County Transportation administration.

Our scheduling system automatically deducts fares on the consumer accounts as trips are scheduled and then provided. It is very important to call SCT and/or leave a message on the phone if a cancellation was done after SCT office hours or from the weekend by the next business day so that the individuals account can be credited back the \$3 or more fare if the trip was not provided. Validation of trip being cancelled in a timely manner will be conducted by contacting the assigned vendor. If the consumer fails to not notify SCT by the end of the next business day, the fare will be forfeited.

A \$5 No Show fee will be charged for each no-show occurrence.

WAIT TIME FOR DRIVER & PASSENGERS

A vendor is only required to wait up to 5 minutes from the scheduled pick-up time. Riders should be ready at least 15 minutes prior to pick-up time in the event routes are full and are on a tight schedule. If the customer has waited 15 minutes past the scheduled pick-up time and no vehicle is in sight, please contact SCT or the vendor direct (only if before or after SCT’s regular office hours 8 a.m. – 5 p.m.).

PICK-UPS & DROP-OFFS

For pick-ups, riders must be ready and waiting at the designated pick-up location. Vendors will wait for a rider in front of, or as close as possible to, the rider’s designated pick-up location. Drivers may assist from the door of origination to the door of the destination. ***Please request at the time of scheduling a trip.*** If a rider needs assistance exiting the threshold of the pick-up location or crossing the threshold of the destination location, an attendant/or escort must be available to assist (*not provided by the SCT program*). Anything requested not pre-authorized by SCT is the riders’ responsibility (providers’ charges at private pay rates – paid at time of service).

If your pick-up is at an apartment complex or large institution, please let the scheduler know when requesting the trip if there are special instructions 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.

LATE VEHICLES: TRAFFIC & WEATHER

Public transportation providers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, vendors may run late for a pick-up. If the vehicle has not arrived by 15 minutes after the scheduled pick-up time, please call SCT or the vendor direct (only if before or after SCT’s regular office hours (8a – 5p)).

ACCOMMODATIONS

VEHICLES

A variety of vehicles are available through SCT; sedans, taxicabs, minivans, ADA ramp and lift accessible vans and buses to meet individual needs. Sedgwick County Transportation reserves the right to assign the most appropriate and available mode of transportation. We do not guarantee any one vendor or vehicle type.

BOARDING & SECUREMENT OF PASSENGERS

Drivers will secure wheelchairs and all other mobility devices. Individuals who cannot board the vehicles using steps may use a lift or ramp for access if available. Kansas Law requires safety restraints (seatbelts) to be used at all times during transport. Should a seatbelt interfere with a lifesaving device or would pose a threat to life, a signed, up-to-date Doctor form must be present during each transport as proof to law enforcement.

If an individual cannot maintain an upright seating position during transport, SCT reserves the right to deny service and refer to a stretcher support service at the customer's cost (non-subsidized service).

SAFETY BELT USE & CHILD PASSENGER SAFETY/SEATS

Kansas Safety Belt Use Act (K.S.A 8-2501) requires vehicle safety restraints to be used in vehicles designed to carry 10 passengers or less. State law (K.S.A. 8-1344) requires children 3 and younger to be in a federally approved child seat; children 4 through 7 who weigh less than 80 pounds and are not 57 inches tall (4'9") must be in a federally approved booster seat. Children under the age of 7 will not be allowed to ride without a child safety seat if applicable to the above criteria. Per request, one child safety seat may be available based on provider assigned. Additional child safety seats are not provided. You must take your child seat with you when you unload from the vehicle. Neither SCT nor vendors are responsible to stow child safety restraint or booster seats for you.

THREE OR MORE WHEELED MOBILITY DEVICES

Most vendors accommodate three- or more wheeled devices. Individuals who use a fold-up wheelchair may request a taxicab if they can transfer with an attendant (not driver) or by themselves. Three- or more wheeled devices must not exceed 700 pounds in total weight (occupied). Individuals with mobility devices exceeding this standard will be denied service and referred on to a stretcher support service at their cost. Three- or more wheeled devices should be clean, safe, and in good working condition. Lap belts are recommended to minimize slippage from the wheeled devices.

OTHER MEDICAL EQUIPMENT

Persons traveling with portable oxygen or other support equipment (IV's) may be transported as long as the items do not interfere with passenger(s) safety and is not prohibited by Hazardous Materials Regulations.

ESCORTS & VENDOR ASSISTANCE

An escort (attendant) who provides physical assistance to the rider may accompany the rider at no additional charge. An escort must be at least 16 years of age or older, if not, they will be considered as a guest and charged a punch to the customer's ride card each trip taken. SCT does not provide escorts but some assistance may be requested from drivers when scheduling the trip. In order to receive assistance it must be requested at time of scheduling. Items and assistance allowed and not allowed through drivers include:

ASSISTANCE PROVIDED BY DRIVERS

- ◆ Assisting passengers on safe and non-steeply inclined accessible mobility device ramp or stairs.
- ◆ Providing assistance from the door, to the vehicle, leverage while boarding the vehicle and securement in the vehicle.
- ◆ Securement of mobility devices, equipment and packages in the vehicle.
- ◆ Loading and unloading some packages (see "Packages" section).

ASSISTANCE NOT PROVIDED BY DRIVERS

- ◆ Not able to assist passengers on unsafe or steeply inclined ramps or stairs.
- ◆ NO assistance beyond the door (threshold).
- ◆ Locking/unlocking doors or activating/deactivating house alarms.
- ◆ Loading and unloading personal items (exception of small packages. *See PACKAGES below).
- ◆ Physically lifting persons in or out of seats, mobility devices, bench walkers or vehicles – require an attendant.

GUESTS

Up to three people may accompany an eligible customer on trips (includes children under the age of 16). If a guest is 16 or older, they may be considered as the attendant (no guarantee), for each additional rider an extra punch will be charged (\$3 per one-way) using the eligible customers ride card. You must reserve seating for any guest(s) riding when scheduling your trip. A SCT adult customer must accompany children under the age of 12 and provide proper child seats. *See Safety Belt Use & Child Passenger Safety/Seat above.

SERVICE ANIMALS & PETS

Use of service dogs is allowed. Small pets (cat or dog) not identified as a service animal may be transported in an official pet carrier (no allowance for bags/purses, etc. that a pet could escape from or soil through while in transport) and the carrier may only be lifted, carried and transferred by the customer. No medium or large size pets will be allowed for transport if not a service animal. Please inform our office when scheduling a ride if a service animal or small pet in a carrier will be accompanying you. The animal's care and safety is the responsibility of the owner.

PACKAGES

Space may be limited due type of vehicle and/or other riders. Carry-on packages are limited to a total of five packages/bags with a five pound weight limit per package/bag. Items must be able to be secured by drivers or able to be held in the passengers lap so not to be a projectile in the event of an accident. Limited assistance by the drivers from the door and on/off the vehicle may be requested, however, drivers are not permitted to enter a residence under any circumstance. Neither the vendor(s) nor Sedgwick County may be held liable for any damage that may occur to packages/bags during assistance or transport.

RULES FOR SAFETY AND COMFORT

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

The driver of any vehicle has the discretion to take measures if a consumer engages in persistent inappropriate and/or dangerous behavior. This discretion will include a vendor refusing service, a driver putting a rider out of the vehicle and/or calling the authorities, if necessary. Consumers who violate these rules of conduct are subject to immediate and/or permanent suspension of service. Individuals who engage in physical abuse or cause physical injury to another rider, driver or dispatch are subject to immediate and permanent suspension, and possible criminal prosecution.

RULES OF CONDUCT

- ◆ No smoking on board a SCT or affiliated vehicle.
- ◆ No verbal abuse (threatening, demeaning, or obscene language) or physical abuse of another rider, driver or dispatch is permitted.
- ◆ No standing while vehicle(s) are in motion.
- ◆ Passengers are not to extend arms, hands, heads, or any body parts through any vehicle window(s).
- ◆ Anyone with incontinence must be dry and take measures to remain dry during transport.
- ◆ Weapons defined as any item being used with the intent to threaten or cause harm to another may not be allowed on an SCT or affiliated vehicle or at the SCT's housed program.

GRIEVANCE & APPEALS

Sedgwick County Transportation (SCT) is sanctioned to conduct services based on funding eligibility and parameters set forth by each program or grant.

GRIEVANCE

Every rider has a right to file a formal complaint by completing the Grievance form found on page 9 and returning it within 10 business days of initial complaint. If an individual receives a written warning or a suspension notice the individual sighted may dispute it by completing the Grievance form found on page 9 and returning it within 10 business days to (continued pg 8):

Attn: Operations Manager
Sedgwick County Transportation
2622 W. Central Ave, Suite 500
Wichita, KS 67203

If in the event a grievance form is not filed within 10 business days of complaint, warning or suspension notices, the complainant forfeits their right to an appeals process.

The SCT program may see fit to terminate services of any one violation of program policies.

APPEAL PROCEDURES

If a satisfactory solution cannot be reached, a written appeal may be filed within 10 business days of receiving the grievance response to:

Attn: Annette Graham, Director
Sedgwick County Department on Aging
2622 W. Central, Suite 500
Wichita, KS 67203
(316) 660-7298
1-800-367-7298
TDD: 1-800-766-3777

Sedgwick County Transportation will not discriminate against any person on the basis of race, color, national origin, sex, age, disability, veteran or low income status. If you feel you have been discriminated against, you may file a Title VI Compliant Form found on page 9 and return it to the address provided above and on the form.

Sedgwick County will process complaints that are complete.



Sedgwick County...
working for you

Sedgwick County Department on Aging

Annette Graham, Director

Sedgwick County Transportation (SCT)

2622 W Central Ave, Suite 500

Wichita, Kansas 67203

Phone: (316) 660-5150 Fax: (316) 660-1936

Long Distance: 1-800-367-7298

Grievance and Title VI Complaint Form

Items with the * next to them are required fields to be completed.

*Last Name: _____, *First Name: _____ M.I.: _____
(Print) (Print)

*Address: _____ Apt# _____, *City: _____ *Zip Code: _____

*Daytime Phone or Cell: _____ *Date alleged grievance or discrimination occurred: _____
(Month/Day/Year)

If applicable, Representative of named above: _____
(Print First & Last Name)

*Phone: _____ * Relationship of person for whom you are complaining: _____

*Please confirm that you have obtained permission of aggrieved party if filing on behalf of third party. Yes _____ No _____

*Provide title of Complaint: _____

Examples: Customer service, driver complaint, vehicle condition, denial of program eligibility, discrimination due to race, color, etc.

If the complaint pertains to Title VI (discrimination) please complete the following questions:

1. Have you previously filed a Title VI complaint with this agency? Yes _____ No _____

2. Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court?

Yes _____ No _____

If yes, check all that apply:

Federal Agency _____ Federal Court _____ State Agency _____ State Court _____ Local Agency _____

3. Please provide contact person at the agency/court where the complaint was:

Name: _____ Title: _____

Agency: _____ Phone: _____

Address: _____ City: _____ St. _____ Zip _____

4: Name of Agency complaint is against: _____ Phone: _____

Contact person: _____ Title: _____

Please continue to the next page.

Please provide a narrative of the occurrence, including names, numbers and a description that would assist us in researching and conducting a formal grievance or discrimination finding. Additional space is provided on the back of this form.

You may attach any written material or other information that you think is relevant to your complaint.

*Signature: _____ *Date: _____

Please print and return this form to:

**Attn: Operations Manager
Sedgwick County Transportation
2622 W. Central Ave, Suite 500
Wichita, KS 67203-4974**

Office Use Only
Date received: _____