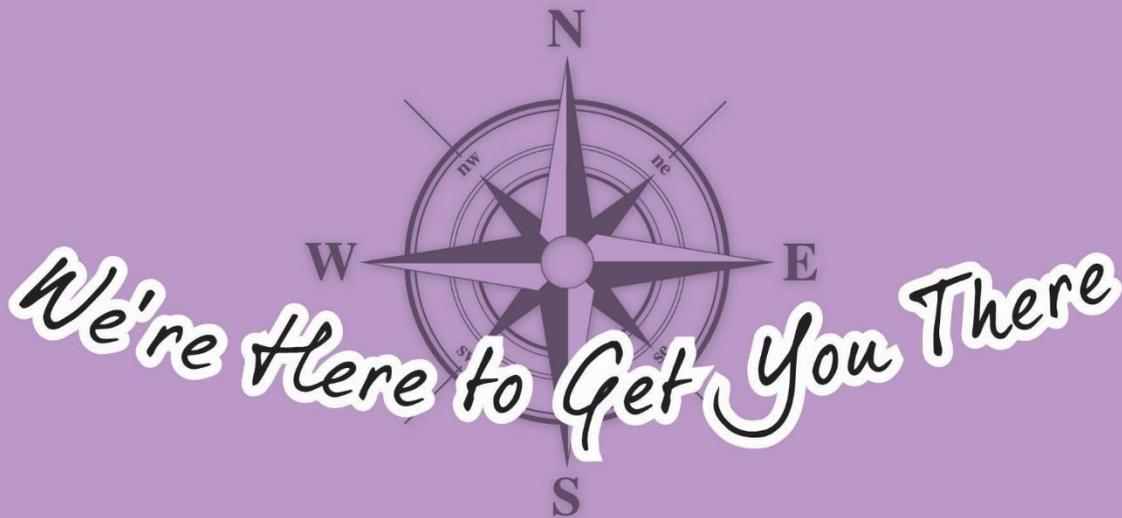


SEDGWICK COUNTY TRANSPORTATION (SCT)

RIDER GUIDE: POLICIES & PROCEDURES



*Sedgwick County...
working for you*

**271 W. 3RD ST. N., SUITE 500
WICHITA, KANSAS 67202
(316) 660-5150
1-800-367-7298
TDD: 1-800-766-3777
FAX: (316) 660-1936**

ESTABLISHED 2000

A program of the Department on Aging

SEDGWICK COUNTY TRANSPORTATION POLICIES & PROCEDURES

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GENERAL

PROGRAM PURPOSE

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 are those that reside in Sedgwick County, Kansas and meet criteria established by each funding source may include: 60+, physically disabled, and general public from the surrounding cities of Wichita and rural communities within Sedgwick County. Funding is available based on the economic environment and subject to change.

Please note, if the individual resides in Wichita City limits, services are provided by the Wichita Transit fixed routes and their ADA Paratransit transportation services. Sedgwick County Transportation (SCT) does not duplicate transit services established in the metro area.

Service area is Sedgwick County, Kansas. Trips to persons residing outside of the Wichita city limits may receive trips to and from Wichita or a neighboring community; but not within their community as this is cost prohibiting. At this time there is no allowance/availability for residents of Wichita to surrounding communities nor surrounding counties, for example; Wichita to Andover (provided by Butler County Transportation), or Andale to Newton, Derby to Derby and so forth.

SCT is an origin to destination, demand response, first come, first serve availability program. We perform scheduling of trips and arrange the ride with our SCT drivers and/or contracted area transit services for the most efficient route on any given day. No guarantee of specific vendors or availability. Other than ADA access and rulings, no special accommodations may be arranged with our contracted vendor(s) or SCT drivers. Individuals must have the capacity to access the service within the availability of times assigned and assigned vendors based on route(s) and current vicinity of vehicles. No accommodations will be made for wait time or drive-thru requests. Service does not provide attendants/aids, cannot go pass the threshold of a facility or residence and will only adjust pick-up times if route permits. Transfers while in the City of Wichita may be accessed by using Wichita Transit's fixed routes, Paratransit services or may seek private pay options, i.e. taxi, uber, etc.

Service is not able to provide Emergency trips, Stretcher services or have capacity for Geri-Chair

ELIGIBILITY

The SCT information sheet is a tool to assist SCT in setting up an account, identifying the most appropriate vehicle accommodations to match the rider, determine eligible resources to use to subsidized the ride and provides demographics that helps seek grants as well as reporting needs to grantees.

To obtain a form, contact SCT via Hotline (316) 660-5150 or visit our website at www.sedgwickcounty.org (hover over 'Government', click 'Aging'; click in the left column 'Transportation', click blue lettered 'Rider Information').

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 review eligibility status and if able to accommodate trip with current fleet of vehicles. If not able to accommodate or loss of eligibility, SCT will provide referral to other modes of transport that would better fit the individual's needs.

***Eligibility will be inactivated 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 rides 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.**

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

RIDE CARDS/FARES

An individual's account must have a positive balance or pay at time of trip to SCT drivers, but not contracted vendors. 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, 271 W. 3rd St. N., Suite 500 - Wichita, KS. 67202**. 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). We accept personal and cashier checks, money orders and/or cash in the exact increments desired (no cash change available and only accepted in office). Please do no mail cash. NO credit cards as payment. If a personal check is returned for non-sufficient funds or a closed account, client will be charged a return fee of \$35 for the returned check.

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 SCT program or other transit resources in the community. **Reservations for rides are taken Monday – Friday, 8:00 a.m. to 4:30 p.m.**

***On the following holidays, our offices will be closed to the public with limited trip service through one or more vendors (subject to availability):** 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 as necessary and until weather conditions are favorable. It is better to reschedule a trip than endanger the lives of our customers or drivers.

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 will charge the consumer their full rate (paid by consumer at time of transport). For more information on vendors or private pay options contact our office.

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. Requests are on first come, first served basis and does not guarantee transport if no accessible availability exist for the request. Advanced notice is advisable. Office is 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 through a contracted vendor).**

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 such circumstances exist, SCT may need to adjust pick-up times to reflect up to 30 minutes earlier to accommodate all riders and minimize trip duplication from any one area. SCT will then provide a call, noting the scheduled pick-up time change. If the customer has waited 15 minutes past the scheduled pick-up time (not returns) 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 (providing conditions are safe and not a hazard to drivers or persons being served). **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: SCHEDULES/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 scheduled return time or will call return due to weather, traffic or high volume (peak time) routes or unforeseen circumstances. If the vehicle has not arrived by 20 minutes after the scheduled pick-up time or will call request, please call SCT during regular office hours (8a – 5p) or the vendor direct only if before or after SCT’s regular office hours (8a – 5p).

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 vendors 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 warnings and or immediate and/or permanent suspension of service. Individuals who engage in physical abuse or injury to another rider, driver or dispatch as noted on Rules of Conduct list 18 and 19 are subject to immediate and permanent suspension, and criminal charges.

RIDER RULES OF CONDUCT FOR SAFETY, COMPLIANCE AND COMFORT FOR ALL

1. FACE coverings are required during transport to help slow and prevent the spread of Coronavirus.
2. NO smoking/vaping (E-cigs), tobacco chewing, alcohol consumption, intoxication or being under the influence of illegal substances aboard a SCT or affiliated vehicle.
3. NO use of full face costume masks/Halloween or hoodies that obstruct the face of a passenger during transport.
4. ALWAYS wear shirt, pants and shoes; indecent exposure is prohibited. Sagging pants or showing of undergarments prohibited. Violators will be asked to pull up their pants, cover undergarments; or will not be transported.
5. FARE evasion or sharing of ride cards is prohibited.
6. FOOD and drink must be in a sealed/enclosed type container at all times.
7. PASSENGERS are not to extend arms, hands, heads, or any body parts through any vehicle window(s).
8. NO ride will be provided to anyone with soiled clothing; offensive odor, open or uncovered sores or wounds. Anyone with incontinence must be dry and take measures to remain dry during transport.
9. NON-collapsible carts or strollers are prohibited. Collapsible strollers and carts must be folded prior to boarding.
10. PLEASE do not obstruct entry areas or aisles.
11. LIMIT the number of carry-on items (see section on Packages, pg. 8); place carry-on items on lap or under seat to where you as the rider have control and securement of those carry-ons.
12. INAPPROPRIATE media viewing and/or sharing is not permissible while riding in a SCT or affiliated vehicles; items considered offensive, obscene or vulgar.
13. PLEASE use headphones for any noise producing devices, including cell phones (no speaker usage).
14. NO feet on the seats, or littering.
15. NO standing while vehicle(s) are in motion.
16. NO hazardous materials or large items on board any SCT or affiliated vehicle. Items that would be hazardous or large are: car batteries, explosives, gasoline, fireworks, propane, kerosene, panes of glass, furniture, trees, etc.
17. NO verbal abuse (threatening, demeaning, or obscene language) will be tolerated on a vehicle or call to dispatch.
18. NO physical abuse including spitting will be tolerated or directed at another rider, driver or dispatch.
19. NO Weapons defined as an item being used with the intent to threaten or cause harm to another will be allowed, including unconcealed firearms or ammunition on any SCT or affiliated vehicle or at the SCT’s housed program. Exception for agents of law enforcement.

WARNINGS & SUSPENSION

Warnings and suspension are implemented to support good manners and decrease unsafe and/or unruly behavior. The following warnings and/or suspension will occur based on the type of violation the rider has engaged in.

- Immediate and/or permanent suspension will take place for violating items 18 and 19 of the Rules of Conduct list. Criminal prosecution may be sought for 17 on threats and criminal charges will be sought for 18 and 19.
- Rule #2 of the Rules of Conduct list will receive one warning before refusal and/or suspension of service for 30 days.
- Excluding rules 2, 17, 18 and 19; any of the other violation(s)/combination of violation(s) will have a maximum of two (2) verbal and/or written warnings before a suspension of service for 30 days.
- If a rider continues to violate any of the Rules of Conduct after the first 30 day suspension, no additional warning will be provided and SCT will implement another 30 days suspension effective immediately following the misconduct. The rider may be subject to not receiving a scheduled return trip or will call and will need to seek alternative options.

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 three- or more wheeled devices and any accessories with the securement systems within the vehicles. If unable to secure, and to keep equipment from being damaged and for the safety of the rider, unless able to transfer to a seat the trip may be denied. Individuals who cannot board the vehicles using steps may use a lift or ramp for access as 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 by themselves or with an attendant (not driver). Three- or more wheeled devices must not exceed 800 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 while riding in the mobility wheeled device. Scooters are not crash tested and note to not ride on them when being transported in a vehicle. We request that the individual transfer from the device to a chair with seat belts for their safety.

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, has the ability of being secured by the rider or with use of securement system and is not prohibited by Hazardous Materials Regulations.

ESCORTS & VENDOR ASSISTANCE

An escort (attendant/aid) 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; however, some assistance may be requested from drivers when scheduling a 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 purchased ride card or collection of fare at time of transport. 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 animals are allowed. "Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA." Only small pets (cat, dog, rabbit, etc.) not identified as a service animal may be transported in an official moisture protected, enclosed pet carrier to keep pet from escaping or soiling in the vehicle. Carrier may only be handled by the owner. No medium or large sized 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 (including waste or litter clean-up) and safety is the responsibility of the owner and may be liable for damages the animals may cause.

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.

BIKES

Bikes are allowed with the SCT vehicles that have a bike rack to accommodate and secure the equipment. Please note that contracted vendor's do not have the capability to transport bikes in trunks or within their vans.

TITLE VI (CIVIL RIGHTS)

Notifying the Public of Rights Under Title VI

Sedgwick County Department on Aging

Sedgwick County Department on Aging (SCDOA) 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SCDOA.

For more information on the SCDOA civil rights program, and the procedures to file a complaint, contact 316-660-7298 (TDD 1-800-766-3777); or email annette.graham@sedgwick.gov; or visit our administrative office at 271 W. 3rd St. N., Suite 500, Wichita, KS 67202. For more information, visit <http://www.sedgwickcounty.org/aging>

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, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 316-660-7298 (TDD 1-800-766-3777)

This notice is posted on the official website for Sedgwick County at <http://www.sedgwickcounty.org/aging> and SCDOA printed materials.

TITLE VI COMPLAINT PROCEDURE

Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of Sedgwick County Transportation.

Title VI, 42 U.S.C. §200 et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.

Sedgwick County Transportation has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that Sedgwick County's federally funded program has discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Sedgwick County Transportation unit, may file a written complaint with the Sedgwick County Transportation, Department on Aging Director. A sample complaint form is available for download at www.sedgwickcounty.org/aging and is available in hard copy at the offices of Sedgwick County Transportation. Upon request, the Sedgwick County Transportation unit will mail the complaint form. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

Assistance in the preparation of any complaints will be provided to a person or person upon request and as appropriate. If information is needed in another language, please contact Kandace Bonnesen, (316) 660-5150.

Complaints should be mailed to or submitted by hand to:

Sedgwick County Department on Aging
Attn: Director on Aging
271 W. 3rd St. N., Suite 500
Wichita, KS 67202

2. Referral to Review Officer

Upon receipt of the complaint, the Sedgwick County Department on Aging Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Sedgwick County Department on Aging Director *shall* notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Sedgwick County Department on Aging processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Sedgwick County Department on Aging Director for concurrence. If the Sedgwick County Department on Aging Director concurs, he or she shall issue to the Sedgwick County Department on Aging's written response to the complainant. The final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of a complaint, Sedgwick County Department on Aging shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Sedgwick County Department on Aging Director's response, he or she may request reconsideration by submitting the request, in writing, to the Sedgwick County Department on Aging Director within 10 calendar days after receipt of the Sedgwick County Department on Aging Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Sedgwick County Department on Aging Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Sedgwick County Department on Aging Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Sedgwick County Department on Aging Director's response by submitting a written appeal to the Sedgwick County Director of Public Services no later than 10 calendar days after receipt of the Sedgwick County Department on Aging Director's written decision rejecting reconsideration. The Sedgwick County Director of Public Services will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

5. Submission of Complaint to Kansas Department of Transportation

If the complainant is not satisfied with the Sedgwick County Department on Aging's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Bureau of Transportation Planning/Contract Compliance
Dwight D. Eisenhower State Office Building
700 SW Harrison St, 3rd Floor West
Topeka, KS 66603-3754

6. Submission of Complaint to Appropriate Federal Agency

The complainant may also submit a written complaint the federal agencies listed below. Complaints must be filed no later than 180 days after the alleged date of discrimination.

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., S.E.
Washington, DC 20590

**Sedgwick County
Department on Aging - Transportation**



*Sedgwick County...
working for you*

Title VI Complaint Form

Sedgwick County Department on Aging has a policy and process in place for filing a Title VI complaint. Policy states that Sedgwick County Transportation (SCT) will not discriminate against any person on the basis of race, color, national origin, age, sexual orientation or disability in accordance with Title VI of the Civil Rights Act.

Civil rights complaints must be filed with the transit agency within 180 days following the discriminatory action.

Title VI Complaint Form

Items with an asterisk () 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: _____ *Email: _____

Accessible Format Requirements? Large Print TDD Audio Tape Other _____

Are you filling the complaint on your own behalf? Yes [] No [] If yes, go to question 1 (one).

If no, please supply name of person for whom you are complaining _____
(Print First & Last Name)

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

*Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. Yes [] No []

*1. Date of alleged discrimination: _____(Month/Day/Year) Time: _____ am[] pm[]

Location: _____

* 2. Check discrimination experienced: Race [] Color [] National Origin [] Age [] Disability [] Other [] _____

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

* 4. 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 _____

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

Name: _____ Title: _____

Agency: _____ Phone: _____

Address: _____ City: _____ St. _____ Zip _____

* 6. Name of Agency complaint is against: _____ Phone: _____

Contact person: _____ Title: _____

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.

You may attach any written material or other information that you think is relevant to your complaint and/or continue writing on the back of this page.

*Signature: _____ *Date: _____

Please submit this form by mail to:

**Attn: Director on Aging
Sedgwick County Transportation
271 W. 3rd St. N., Suite 500
Wichita, KS 67202**

OFFICE USE ONLY
Date received: _____

INTERNAL USE ONLY To be completed by Compliance Officer Date accepted for formal Investigation: _____
Referred to another department (name): _____ Date: _____ Date Rejected: _____
Reason for Rejection: _____

Compliance Officer Name: _____ Date: _____