

**COMMUNITY TRANSIT SERVICE**

**P.O. BOX 612**

**CORSICANA, TEXAS 75151**

**(903) 872-2405**

**(800) 834-1924**

**RURAL PUBLIC TRANSPORTATION**

**PASSENGER GUIDE**

**March 2017**

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## **Service Provider**

Community Transit Service (CTS) operates as a component of Community Services, Inc (CSI). Hours of operation are from 5:00am to 5:30pm, Monday through Saturday excluding holidays and office closing. Reservations are taken Monday through Friday from 8:00am to 4:00pm. CTS provides demand response service in Navarro and Ellis County. CTS vehicles are ADA equipped, CTS has a curb to curb policy. All publicized services are made in accessible formats (i.e., large print, TDD, Braille, audio tape) “upon request”

## **Eligibility for Service**

CTS transportation services were developed to provide safe and efficient transportation for the general public and to persons with special needs as specified by Americans with Disabilities Act (ADA) and as defined by contracts into which CTS may enter from time to time.

It is the goal of CTS transportation services to implement and maintain an effective transportation system to serve the general public

## **Policy**

It is the policy of CTS to serve person(s) without regard to race, religion, or national origin.

## Reservations

To arrange a ride, customers need to call CTS at (903) 872-2405 or toll free 1 800-834-1924. You must be prepared to provide your name, the addresses of ALL pickup and drop off points, your appointment and departure time, and any special accommodations you may need. If you fail to give correct destination address, you will be returned home and charged for the return. Reminder: CTS has a three (3) bag limit with a 25lb maximum weight limit per bag. A bag is considered to be a bag, case of soda or water, a box or any separate parcel or package.

Customers are required to telephone CTS to reserve a ride in advance of desired trip. If a return ride is required, it must be scheduled at the same time.

**ALL RESERVATIONS ARE BASED ON AVAILABILITY.**

## Cancellation Policy

CTS requires a two (2) hour notice before pick up time to cancel a reservation. Less than two hours notifications are considered a NO SHOW. Three No Shows in thirty (30) days will result in suspension for 30 days. This includes scheduled pickups and return trips. A Will Call must be canceled no later than 5:30pm or it will be considered a NO SHOW.

## Customer Responsibilities

Customers are expected to be ready and waiting just inside entrance door or other pre-arranged location at least 30 minutes prior to the agreed upon time. Customers finding that they will be unable to meet the CTS bus at the location or time scheduled are expected to call CTS and advise them two hours in advance. In the event that CTS is unable to pick up the customer at the agreed upon time, CTS will make every effort to alert the customer of this change. Pick up time at origin will be 60 to 90 minutes prior to appointment time. Return trip pick up will be 15 to 60 minutes after dispatch is notified for return pick up. Customer is responsible for all personal items left on CTS vehicle and customer is responsible to pick up these items at CTS office.

## No Show

CTS vehicle will wait 5 minutes after arrival of vehicle at each scheduled pick up point for customer. Customers who are more than 5 minutes late or fail to meet vehicle for any reason are considered a No Show and scheduled trips are automatically canceled. Three No Shows in a 30 day period will result in suspension for thirty days. Continuation of No Show suspension can result in services being permanently terminated.

## **Passenger Wheelchair and Other Mobility Aids**

CTS vehicles are able to accommodate most wheelchairs that do not exceed 30" in width, 48" in length, and does not exceed ADA weight limit when occupied. Clients are responsible for the safe working condition of their mobility devices. CTS will not be held responsible for any mobility device that is found to be in an unsafe working condition such as broken brakes, broken wheels, etc.

## **Immobility**

If the customer is incapable of self-mobility, or if self-mobility is possible but risk of physical injury exists, and if the assistance of a PCA would provide mobility or lessen the danger of injury, a customer can request a PCA to ride at no cost. The customer is responsible for providing the PCA.

## **Disorientation**

If the customer, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a destination, a customer can request a PCA to ride at no cost. The customer is responsible for providing the PCA.

## **Non Comprehension**

If the customer, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences, or is unable to effectively control his/her own action, a customer can request a PCA to ride at no cost. The customer is responsible for providing the PCA.

## **Communication Impairment**

If the customer is unable to effectively transmit or receive communications due to sensory or mental problems, and if the problems would prevent the customer from using the service a customer can request a PCA to ride at no cost. The customer is responsible for providing the PCA.

## **Personal Care Attendant**

PCA is required to specifically assist the customer with personal daily care. Below listed is some of the things a PCA will help with: assisting the customer from his/her door to the CTS vehicle and back, opening doors, pushing wheelchairs, carrying packages, communication with the driver (if customer is unable), personal care.

A customer can request a PCA to ride at no cost. The customer is responsible for providing the PCA. PCA

must remain with the client at all times in order to ride free.

## **Children**

Children sixteen and younger are required to be escorted by an adult. Children 7 years old and younger and under 4'9" are required to be in a safety seat. The escort and child pay regular fare.

## **Service Animals**

CTS allow customers to travel with service animals. All other animals are required to be contained in an approved pet travel kennel. The animal must remain restrained in the kennel throughout the trip. The kennel must remain with customer. The kennel cannot occupy a seat.

## **Customer Behavior**

To ensure the safety and comfort of all customers and the driver, the following activities are prohibited on all vehicles. Persons who engage in these activities may be refused service: Smoking or using electronic cigarettes, eating, drinking, and playing personal radios without earphones, behaving in ways that are violent or seriously disruptive, in possession of illegal drugs, weapons, causing damage to the vehicle.

## **CTS Driver Assistance**

CTS drivers will assist all customers when boarding and exiting the vehicle. Drivers will secure wheelchairs and other mobility devices, assist with seat belts, and collect proper fare. Driver will also assist in loading and unloading 3 bags of groceries (as defined previously). Drivers are not permitted to carry packages to customers' homes or assist customers to or from their location. Drivers cannot accept gifts or tips.

## **Accidents/Incidents/Complaints**

Complaints should be reported as soon as possible after the incident to assure proper handling. When filing a complaint please provide the following information:

1. Description of Incident or Complaint
2. Your name (not required),
3. Date and time of incident,
4. Location of incident,
5. Vehicle number and/or driver name if possible.

Complaints can be addressed to: CTS Management by phone (903) 654-2821

CTS address: P.O. Box 612 Corsicana, TX 75151

TxDot Public Transportation 1 (512) 374-5233

FTA 1(817) 978-0550

## Grievance Procedures

Step 1. The aggrieved person will request a conference with Management who will make every effort to resolve concern. If these efforts prove unsuccessful, proceed to the next step.

Step 2. The aggrieved person shall present his or her specific written grievance to the Executive Director of CSI. Efforts shall be made to resolve the problem. If these efforts prove unsuccessful, proceed to the next step.

Step 3. The aggrieved person shall present his or her specific written grievance in a letter to the Chairperson of the CSI Board of Directors. If the aggrieved person needs help in preparing the letter, he or she may request assistance from a member of the CSI staff. The Board Grievance committee will review the written appeal statement and accompanying documentation provided with the appeal, any information provided by CSI staff and its own inquiry. The Board Grievance committee may make a determination on the appeal based on the information provided and, at its discretion, may request an interview with the complainant before finalizing its decision on the appeal. The decision of the Grievance committee regarding appeals on complaints will be final. The

Grievance committee will report to the Board of Directors on its actions or resolution of the appeal.

The hearing is limited to the specific grievance presented in the letter. Following deliberation, the committee shall present a written recommendation to the Chairperson for disposition by the CSI Board of Directors.

### **Termination of Services**

If a person does not follow guidelines and procedures involving the use of CTS services, service will be terminated as follows.

1. If feasible, the person will receive two oral warnings.
2. If compliance is not achieved after the two oral warnings, the person shall receive a written warning stating in detail the area of non compliance.
3. If compliance is not achieved after the written warning, the person shall be notified in writing that his or her use of all or a portion of CTS services terminate, with a statement of reasons thereof.

## **Security System**

CTS vehicles are protected by audio and video security system.

## **Fares**

Bus Pass \$10.00

\$2.00 with bus pass per-one way stop within hub cities

\$4.00 without bus pass per one way stop within hub cities

\$5.00 per stop within same county

\$1.00 per mile county to county (Ellis/Navarro only)

If you have any questions regarding fares, please contact CTS at (903) 872-2405 or toll free 1 (800) 834-1924

CTS does not accept checks.

CTS does not make change.

You must have exact change/ ticket ready for your fare and pay before entering the CTS vehicle.

**CTS WILL NOT WAIT FOR YOU TO LOOK FOR TICKET OR GO AND GET CORRECT CHANGE. YOU WILL BE MARKED AS A NO SHOW.**

## Definitions

**ADA:** The Americans with Disabilities Act of 1990

**CSI:** Community Services, Inc.

**CTS:** Community Transit Service

**Personal Care Attendant PCA:** a person who is medically or socially required to facilitate travel of a person with a disability; employed specifically to help the eligible individual meet his or her personal needs.

**Demand Response:** Demand response service is a transportation system characterized by flexible routing and scheduling to provide curb to curb transportation.

**Mobility Aids:** Wheelchairs, walkers, crutches, canes, braces, portable oxygen, and other similar devices designed for use by individuals with mobility disabilities.

**No Show:** No show is failure to notify of cancellation two hours prior to pick up time.

**Service Animal:** *Service animal* means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service

animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

## **Holidays Observed**

Martin Luther King Birthday

Presidents Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving (Thursday and Friday)

Christmas Eve and Christmas Day

New Year's Day

