

COMMUNITY TRANSIT SERVICE

P.O. BOX 612

CORSICANA, TEXAS 75151

(903) 872-2405

(800) 834-1924

RURAL PUBLIC TRANSPORTATION

PASSENGER GUIDE

January 2019

Updated

May 14, 2019

Table of Contents

Service Provider.....	3
Eligibility for Service.....	3
Policy.....	3-4
Reservations.....	4
Cancellation Policy.....	4-5
Customer Responsibilities.....	5
No Show.....	5-6
Passenger Wheelchair And Other Mobility Aids.....	6
Immobility.....	6
Disorientation.....	6-7
Non Comprehension.....	7
Communication Impairment.....	7
Personal Care Attendant.....	7-8
Children.....	8
Service Animals.....	8
Customer Behavior.....	8-9
CTS Driver Assistance.....	9
Accidents/Incidents/Complaints.....	9-10
Grievance Procedures.....	10-11
Termination of Services.....	11-12
Security System.....	12
Fares.....	12-13
Definitions.....	13-14
Holidays Observed.....	15
Notes.....	16

Service Provider

Community Transit Service (CTS) operates as a component of Community Services, Inc. (CSI). Hours of operation are from 5:00 a.m. to 5:30 p.m., Monday through Saturday excluding holidays and office closing. Reservations are taken Monday through Friday from 8:00 a.m. to 4:00 p.m. CTS provides demand response service with a curb to curb policy. CTS vehicles are ADA equipped. 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 Community Transit Service that no otherwise qualified person shall, solely by reason of his or her disability, be excluded from participation in, be

denied the benefits of, or otherwise be subject to discrimination under any program or activity undertaken by Community Transit Service. Community Transit Service serves persons without regard to race, sex, 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 5:30 p.m. 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 are 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 (age 21 or older). 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.

Reasonable Modification

Community Transit Service provides demand response service with a curb to curb policy as well a no back policy, however Community Transit will make reasonable modifications of its policy upon request from individuals that would otherwise be unable to use the service. Reasonable modifications will be denied based on the following.

The request will:

- a. Fundamentally alter the nature of the entity's transit service
- b. Create a direct threat to the health or safety of others

- c. Without the requested modification, the individual with a disability is able to fully use the transit agency's services, program or activities for their intended purpose
- d. Granting the request would cause an undue financial or administrative burden

Accidents/Incidents/Complaints

All complaints should be directed to Katie Ragan at Community Transit Service by phone: 903-875-3736, email: kragan@csicorsicana.org or by mail: Community Services, Inc., P.O. Box 612 Corsicana, TX 75151

When filing a complaint, please provide the following information:

- Contact information (name, address, telephone or email)
- Mobility aid used (if any)
- Date, time, and location of the incident
- Vehicle ID number
- Name(s) of agency employee(s) or others

Grievance Procedures

Step 1: The complainant will contact Katie Ragan to report the complaint by phone, mail or email, (contact information listed above). Mrs. Ragan will respond within two to five business days to the complaint. If no

response or resolution to complaint proceed to step two.

Step 2: The complainant will contact Daniel Edwards, Sr., Executive Director at Community Services Inc. by phone: 903-875-3721, by email: dedwards@csicorsicana.org or mail: Community Services Inc., P.O. Box 612, Corsicana TX, 75151. Mr. Edwards will respond within seven to ten business days. If no response or resolution to complaint proceed to step three.

Step 3: The complainant will notify in writing Dairy Johnson, Chairperson of the Community Services, Inc. Board of Directors, P.O Box 612, Corsicana, TX 75151. If the aggrieved person needs assistance in preparing the letter, he or she may request assistance from a third party of their choice. The Chairperson shall then convene a committee to be composed of three persons. One member, who shall serve as chairperson, shall be chosen by the Community Services, Inc. Chairperson from among the Community Services, Inc. Board membership. A second member shall be a user of the Community Transit Service and shall be chosen by the aggrieved person. A third member shall be chosen by the Chairperson of the Community Services, Inc. Board. The Committee shall then meet the aggrieved person. The hearing is limited to the specific grievance presented in the letter. If these efforts prove unsuccessful within ten to fourteen business day proceed to the final step.

Following deliberation, the committee shall present a written recommendation to the Chairperson for disposition by the Community Services, Inc. Board of Directors.

Final Step: The aggrieved person shall present his or her grievance to:

Texas Department of Transportation
Civil rights Division
125 E 11th Street
Austin, TX 78701

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 noncompliance.
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

PCA: Personal Care Attendant, 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: The definition of a service animal by the U.S. DOT: “any guide dog, signal dog, or other

animal individually trained to work or perform tasks for an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing animal protection or rescue work, pulling wheelchair or fetching dropped items”.

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

