

**COMMUNITY TRANSIT SERVICE**

**P.O. BOX 612  
302 Hospital Drive  
CORSICANA, TEXAS 75151**

**(903) 872-2405  
(800) 834-1924**

**RURAL PUBLIC TRANSPORTATION  
PASSENGER GUIDE**

**January 2021**

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## **Service Provider**

Community Transit Service (CTS) operates as a component of Community Services, Inc. (CSI). Hours of operation are from 5:00 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, in another language, TDD, Braille, audiotape (upon request).

## **Eligibility for Service**

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

CTS's goal is 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 subject to discrimination under any program or activity undertaken by Community Transit Service. Community Transit Service serves person without regard to race, sex, religion or national origin.

## **Title VI**

CTS is hereby given public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, or national origin be excluded from the

participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

## **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 pick-up and drop-off points, your appointment and departure time, and any special accommodations you may need. If you fail to give the 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 the desired trip. If a return ride is required, it must be scheduled at the same time.

**Please Note: If you need to schedule a ride or make changes to an existing ride, you must contact dispatch. Drivers cannot take your trip information.**

**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. This includes scheduled pick-ups and return trips. The client must cancel a Will Call no later than 5:30 p.m., or it will be considered a NO-SHOW.

## **Bad Weather or Road Closures**

CTS staff will make every effort to provide service whenever scheduled. In severe weather or poor road conditions, which

makes travel unsafe, CTS management reserves the right to delay or close some or all service until conditions are favorable.

## **Customer Responsibilities**

Customers are expected to be ready and waiting just inside the entrance door or other pre-arranged location at least 30 minutes before 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. If CTS cannot 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 before the appointment time. Return trip pick-up will be 15 to 60 minutes after dispatch is notified for return pick up. The customer is responsible for all personal items left on the CTS vehicle. The customer is responsible for picking up these items at the CTS office at 302 Hospital Drive in Corsicana.

## **No-Show**

A no-show occurs when a customer fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes. When a customer has a no-show or late cancellation for a trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows or late cancellations on the same day, customers are strongly encouraged to cancel any subsequent trips they no longer need that day.

CTS management reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a customer's file. Customers will be subject to suspension under the following conditions:

- Schedule 20 or more trips within a calendar month and have no-shows or late cancellations totaling 20% of their trips; or

- Schedule 8 to 19 trips within a calendar month and have no-shows or late cancellations totaling 40% of their trips; or
- Schedule 7 or less trips within a calendar month and have no-shows or late cancellations totaling 50% of their trips.

Initially, two warning letters will be issued to notify the customer of the no-show and ask for cooperation in scheduling trips. If the problem continues, a progressive suspension length will be as follows:

- First Suspension will be for 5 days;
- Second Suspension will be for 10 days;
- Third Suspension will be for 15 days; and
- Four and any subsequent Suspensions will be for 30 days.

### **Priority Seating/Flip-up Seats**

Priority seats are made available to individuals with disabilities. The driver will relocate all persons occupying flip-up seats in the wheelchair securement area to accommodate individuals in wheelchairs.

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

CTS vehicles can accommodate most wheelchairs that do not exceed 30" in width, 48" in length, and do not exceed the 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 mobile device in unsafe working conditions, such as broken brakes, broken wheels, etc.

### **Immobility**

If the customer is incapable of self-mobility or if self-mobility is possible, but the risk of physical injury exists. If a PCA's assistance 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, cannot 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, cannot adequately perform those mental processes necessary to handle common occurrences or cannot 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 cannot effectively transmit or receive communications due to sensory or mental problems, and if the problems 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 assist the customer with personal daily care specifically. 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
- communicating with the driver (if the 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 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 allows customers to travel with service animals. The customer must contain all other animals in an approved pet travel kennel that the customer must carry. The animal must remain restrained in the kennel throughout the trip. The kennel must remain with the customer. The kennel cannot occupy a seat.

## **Customer Behavior**

To ensure all customers and the driver's safety and comfort, the following activities are prohibited on all vehicles. 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. Persons who engage in the activities listed above will be suspended immediately and a notice of suspension will promptly be mailed to the customer.

## **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 the proper fare. The 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 a demand response service with a curb to curb policy and 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. CTS will deny reasonable modifications based on the following.

The request will:

- Fundamentally alter the nature of the entity's transit service
- Create a direct threat to the health or safety of others
- Without the requested modification, the individual with a disability can fully use the transit agency's services, program, or activities for their intended purpose
- Granting the request would cause an undue financial or administrative burden

## **Termination of Services**

If a person does not follow guidelines and procedures involving 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, CTS management shall notify in writing that his/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 systems.

## **Accidents/Incidents/Complaints**

All accidents/incidents and discriminatory complaints will be documented and filed separately according to the complaint type and the response to the complainant.

All complaints should be directed to Katie Ragan at Community Transit Service by phone: 903-875-3736, email: [kragan@csicorsicana.org](mailto: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
- The reason for the complaint

## **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 contact the complainant within two to five business days of the complaint; if there is no response or resolution to the complaint, proceeds 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](mailto: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/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 days, 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.

**Step 4:** A complainant may file a complaint directly to:

**ADA complaint -**

FTA Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Title VI complaint -**

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

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

Texas Department of Transportation  
Civil Rights Division  
125 E 11<sup>th</sup> Street  
Austin, TX 78701

**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 the 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 the 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 the travel of a person with a disability; employed specifically to help the eligible individual meet his/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 the failure to notify of cancellation two hours before pick-up time.

**Service Animal:** The definition of a service animal by the U.S. DOT: “any guide dog, signal dog, or other animals 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.”

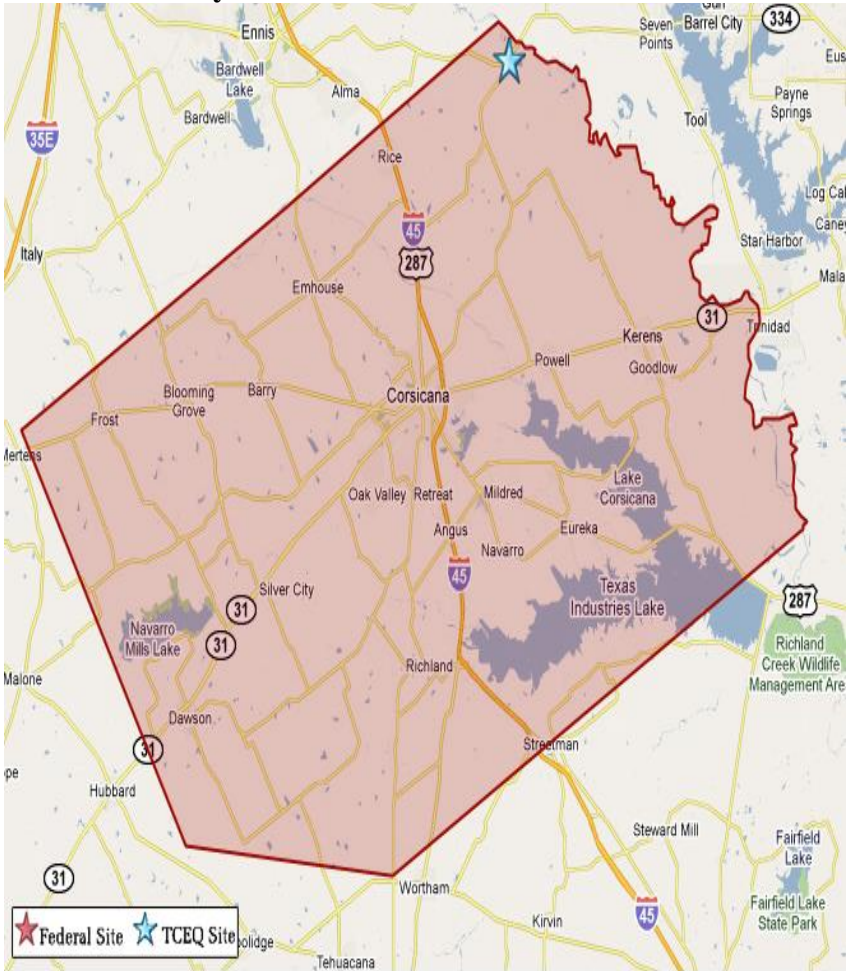
**Title VI:** Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq.

**Holidays Observed**

Martin Luther King Jr.	Jan. 18
Presidents' Day	Feb. 15
Good Friday	April 2-4
Memorial Day	May 31
Independence Day (observed)	July 5
Labor Day	Sept. 6
Veterans Day	Nov. 11
Thanksgiving (Observed)	Nov. 25-28
Christmas Eve and Christmas Day (Observed)	Dec. 23-26
New Year's Day (Observed)	Dec. 31

## Maps of Service Area

### Navarro County



## Ellis County

