

Community Services, Inc.  
DBA  
Community Transit Service

**AMERICANS WITH DISABILITIES POLICY**


March 21, 2012


July 6, 2015

May 10, 2019

January 7, 2020

Board Approved

  
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President Signature

  
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Date

Community Services, Inc.  
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AMERICANS WITH DISABILITIES ACT  
POLICY STATEMENT

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**Introduction**

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

**Goal**

It is the goal of Community Transit Service transportation services to implement and maintain an efficient and effective transportation system to serve the general public.

**Objectives**

The specific objectives of Community Transit Service transportation services are:

1. To provide transportation designed to accommodate the general public and persons with disabilities, and
2. To maintain a trained staff for the operation and control of the system.

**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.

**General Procedures**

All publicized services are made in accessible formats (i.e., large print, TDD, Braille, audio tape) “upon request”

## **Reservations**

To arrange a ride customers need to call Community Transit Service at 903-872-2405. Please be prepared to provide your name, the addresses of the pick-up and drop-off points, your arrival and departure times, and any special accommodations you may need.

Customers are required to telephone Community Transit Service to reserve a ride at least one (1) day but not more than two (2) weeks in advance of the desired trip. Reservations are accepted from 8 a.m. to 4 p.m. daily, Monday through Friday. If a return ride is required, it should be scheduled at that same time. If scheduling permits, Community Transit Service may accommodate customers on shorter notice.

## **Scheduling Tips**

Many factors can affect your travel plans. Weather can affect traffic conditions and slow service. Medical appointments, for example, are often delayed, so it is better to overestimate rather than under estimate your travel and appointment times. Please take into account any conditions that may affect your pick-up and drop-off times.

## **Customer Responsibilities**

Customers are expected to be ready and waiting just inside the entrance door or other pre-arranged location at the agreed upon time. Customers finding that they will be unable to meet the Community Transit Service driver at the location or time schedule are expected to call Community Transit Service and advise them as soon as possible. In the event that Community Transit Service is unable to meet the customer at the agreed upon time, Community Transit Service will make every effort to alert the customer of this change.

## **Cancellations Policy**

Community Transit Service requires two (2) hours cancellation notice before scheduled pick up time. Less than two hours notification is considered a No-Show. Failure to cancel may result in the loss of transportation privileges.

No-Show Community Transit Service buses will wait five (5) minutes at each scheduled pick up point for customers. Customers who are more than 5 minutes late or fail to meet the bus for any reason are considered No Shows. Customers are given notice that three (3) No-Shows in a thirty day (30) period will result in the suspension of services for a period of one (1) month. In the event the problem continues service can be suspended permanently.

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

Priority seats are made available to individuals with disabilities.

All persons occupying flip up seats in the wheelchair securement area will be relocated to accommodate individuals in wheelchairs.

### **Passenger Wheelchairs and Other Mobility Aids**

Community Transit carries all wheelchair and occupant if the lift and vehicle can physically accommodate the, unless doing so is inconsistent with legitimate safety requirements. "Legitimate safety requirements" includes such circumstances as a wheelchair of such size that it would block an aisle, or would be too large to fully enter a vehicle would block the vestibule, or would interfere with the safe evacuation of passengers in an emergency. Wheelchairs are defined to include 3-wheeled or more mobility aids.

Community Transit Service reserves the right to deny service if the situation is determined to be unsafe for the passenger and/or the driver. Community Transit Service allows customers to travel with portable oxygen and other life support equipment. Community Transit Service may require a customer to supply his or her own Personal Care Attendant (PCA). Generally the following conditions warrant a PCA.

### **Immobility**

If the customer is incapable of self-mobility, or if self-mobility is possible but risk of falling or physical injury exists, and the assistance of a PCA would provide mobility or lessen the danger of injury, then the customer's attendant may accompany the customer at no cost.

### **Disorientation**

If the customer, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a destination, and the assistance of a PCA is required, the customer's attendant may ride at no cost.

### **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 actions, and the assistance of a PCA is required, then the customer's attendant may ride free.

### **Communication Impairment**

If the customer is unable to effectively transmit or receive communications due to sensory or mental problems, and if these problems would prevent the customer from using the service, the customer's attendant may ride free.

## **Personal Care Attendant (PCA)**

Attendants are required to specifically assist the customer, including, but not limited to, the following duties:

- Assisting the customer from his/her door to the bus and back again
- Opening doors
- Pushing wheelchairs
- Carrying packages
- Communication with the driver (if customer is unable)

If a PCA does not specifically perform some type of assistance for the customer, that person is considered a guest and is charged full fare.

In addition to physician-related PCAs, attendants will be required to accompany under the following circumstances:

- Customers unable to orient him/herself and navigate to reach a destination
- Customers unable to effectively control his/her own actions
- Customers who will not remain seated and belted
- Customers using non-conventional wheelchairs and who are unable to independently transfer
- Children under seven (7) years of age, and
- Others, as required by the Transportation Coordinator

## **Animals**

Community Transit Service allows customers to travel with animals trained to assist them. All animals, with exception of animals that are required to aid the customer (e.g., seeing-eye dog), must be contained in an approved pet travel kennel. The animal must remain restrained in the kennel throughout the trip.

## **Customer Behavior**

To assure the safety and comfort of all customers and the driver, the following activities are prohibited on all vehicles and persons who engage in these activities may be refused service:

- Smoking
- Eating and drinking
- Playing personal radios
- Consuming alcoholic beverages, using illegal drugs
- Using obscene or abusive language
- Behaving in ways that are violent or seriously disruptive
- Shoving, pushing, or behaving in a disorderly manner
- Causing damage to the vehicle



**Driver Assistance**

Community Transit Service drivers will assist customers when boarding and exiting the vehicle. Drivers will secure wheelchairs, assist with seat belts, small parcels, and up to three bags of groceries. Drivers are not permitted to carry groceries or parcels up and down stairs or steps, enter homes, or 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](mailto:kragan@csicorsicana.org) or by mail: Community Services, Inc., P.O. Box 612 Corsicana, TX 75151

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

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 contact the complainant within two to five business days in response 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](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 by mail: Community Services, Inc., 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 11<sup>th</sup> Street  
Austin, TX 78701



## **Termination of Services**

If a person does not follow guidelines and procedures involving the use of Community Transit Service Transportation, services 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 Community Transit Service services is terminated, with a statement of reasons therefor.

## **Sample Complaint Form**

Community Transit Service is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. 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



SECTION I: TYPE OF COMMENT (Choose One)*				
Compliment__	Suggestion__	Complaint__	Other:_____	ADA Related? Y / N
SECTION II: CONTACT INFORMATION				
Salutation [Mr. / Mrs. / Ms., etc.]:				
Name:				
Rider ID (if applicable):				
Street Address:				
City, State, Zip code:				
Phone:		Email:		
Accessible Format Requirements:	Large Print__	TDD/Relay__	Audio Recording__	Other_____
SECTION III: COMMENT DETAILS				
Date of Occurrence:		Time of Occurrence:		
Name/ID of Employee(s) or Others Involved:				
Vehicle ID/Route Name or Number:				
Direction of Travel:				
Location of Incident:				
Mobility Aid Used (if any):				
If above information is unknown, please provide other descriptive information to help identify the employee:				
Description of Incident or Message:				
SECTION IV: FOLLOW-UP				
May we contact you if we need more details or information?		Yes	No	
What is the best way to reach you? (Choose One)*		Phone	Email	Mail
If a phone call is preferred, what is the best day and time to reach you?				
SECTION V: DESIRED RESPONSE (Choose One)*				
<input type="checkbox"/> Email response <input type="checkbox"/> Telephone response <input type="checkbox"/> Response by U.S. Postal Mail				