

COMMUNITY TRANSIT SERVICE

P. O. Box 612

Corsicana, Tx. 75151

903-872-2405

800-834-1924

Passenger Guide

January 2007

(amended 01-07)

All appointments for rides must be made through the scheduling office at the numbers above at least **24 hours before** the desired scheduled time for pick-up.

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1. Service Provider

Community Transit Service (CTS) is operated as a component of Community Services, Inc.. Hours of operation are from 6:00a.m. to 4:00p.m. Monday through Friday excluding holidays. Office hours are from 6:00a.m. to 4:00p.m., Monday through Friday, excluding holidays. CTS provides service to the general public, the elderly and disabled and medical transportation for Medicaid clients. Our vehicles are equipped to accommodate individuals requiring wheelchair lifts.

CTS provides a "Demand-Response" service system. CTS provides curb to curb services only.

2. Eligibility for Service

Transportation services provided by Community Transit Service were developed to provide safe, efficient and affordable 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 CTS may enter into from time to time.

Goal

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

Objective

The specific objectives of Community Transit Service are:

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

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.

3. General Procedures

Reservations

To arrange a ride, customers need to call Community Transit Service at 903-872-2405 or 800 834-1924. Please be prepared to provide your name, the addresses of the pick-up and drop-off points, your arrival and departure time and any special accommodations you may need. Children age 17 and younger must have a escort. Children 36 inches or shorter must have a car seat.

All out of area reservations must be made at least two weeks in advance for approval.

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 8a.m. To 4p.m. daily, Monday through Friday excluding holidays.

If a return ride is required, it should be scheduled at that same time. We do not provide same day service.

4. Scheduling Tips

Many factors may affect your travel plans. Weather may affect traffic conditions and slow service. Medical appointments, for example, are often delayed, so it is better to overestimate rather than underestimate your travel and appointment times. Please take into consideration any conditions that may affect your pick-up and drop-off times. All appointments are scheduled at least one hour prior to your appointment time.

5. 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 CTS driver at the location or time schedule are expected to call CTS and advise them as soon as possible. In the event that CTS is unable to meet the customer at the agreed upon time, CTS will make every effort to alert the customer of any change. Pick up time at origin will be between 15 and 55 minute prior to scheduled pick up time. Likewise, return trip pick up will be from 15 to 55 minute after dispatch is notified for return.

6. Cancellations Policy

CTS requires 2 hour cancellation notice before scheduled pick-up time. Failure to cancel may result in the loss of transportation privileges.

7. NO SHOW

CTS buses will wait five (5) minutes at each scheduled pick up location 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 No-Shows in a thirty day period will result in the suspension of services for a period of one month. In the event the problem continues service can be suspended permanently.

8. Passenger Wheelchairs and other Mobility Aids

All common wheelchairs are accommodated on CTS vehicles. A common wheelchair does not exceed 30" in width, 48" in length, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include 3-wheeled and 4-wheeled mobility aids. **CTS will refuse service to customers with wheelchairs larger in length, width and weight than listed above.** CTS requires customers to transfer from 3-wheel scooters to a bus seat in order to ensure customer Safety. **CTS will refuse service to any customer with a wheelchair that is not in proper working order or that CTS feels is unsafe.**

COMMUNITY TRANSIT SERVICE RESERVES THE RIGHT TO DENY SERVICE IF THE SITUATION IS DETERMINED TO BE UNSAFE FOR THE CONSUMER AND/OR THE DRIVER.

Community Transit Service allows customers to travel with portable oxygen and other life support equipment determined medically needed by attending physician. Community Transit Service will require a customer to supply his or her own Personal Care Attendant (PCA). The following conditions warrant a PCA.

9. IMMOBILITY

If the customer is not capable 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.

10. 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.

11. 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.

12. 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.

13. 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 this bus and back.

- Opening doors
- Pushing wheelchairs
- Carrying packages
- Communications 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 charge full fare.

In addition to physician-related PCA's, attendants will be required to accompany under the following circumstances.

- Customer unable to orient him/herself and navigate to reach a destination
- Customer unable to effectively control his/her own actions
- Customer who will not remain seated and belted
- Customer using non-conventional wheelchairs and who are unable to independently transfer
- Children seventeen years of age or younger
- Others, as required by the Transportation Director

14. Animals

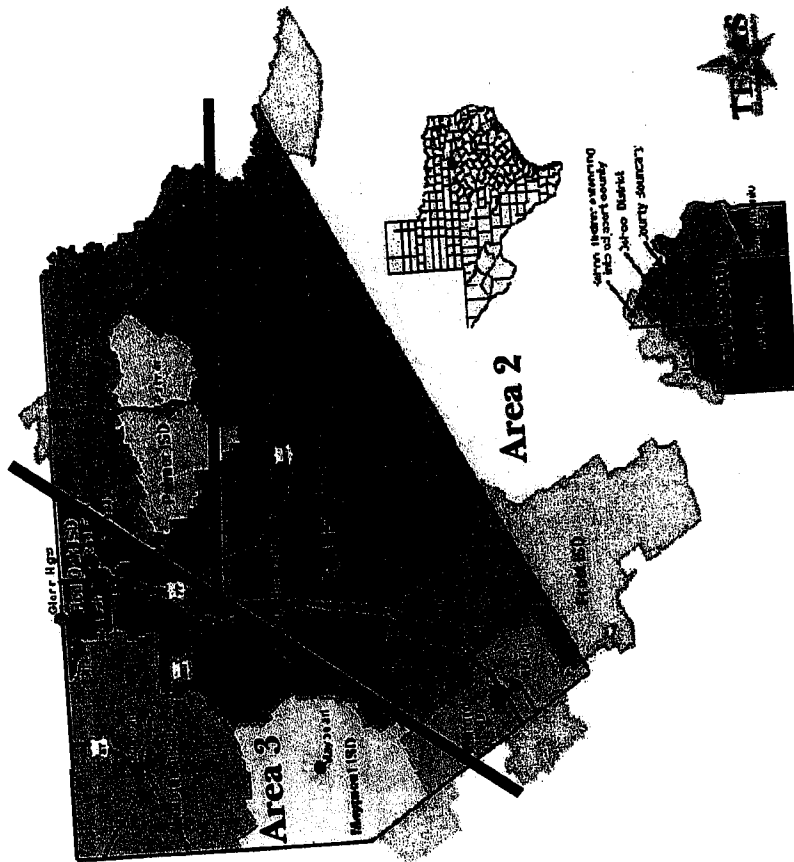
CSI allows customers to travel with animals trained to assist them. All animals, with exception of animals that are required to aid the customer, (e.g., seeing-eye dog), must be contained in a approved pet travel kennel. The animal must remain in the kennel throughout the trip.

ELLIS COUNTY COVERAGE

ENNIS
WAXAHACHIE
AREA 1
AREA 2
AREA 3

DAILY
DAILY
MONDAY
WEDNESDAY
THURSDAY

Area 1



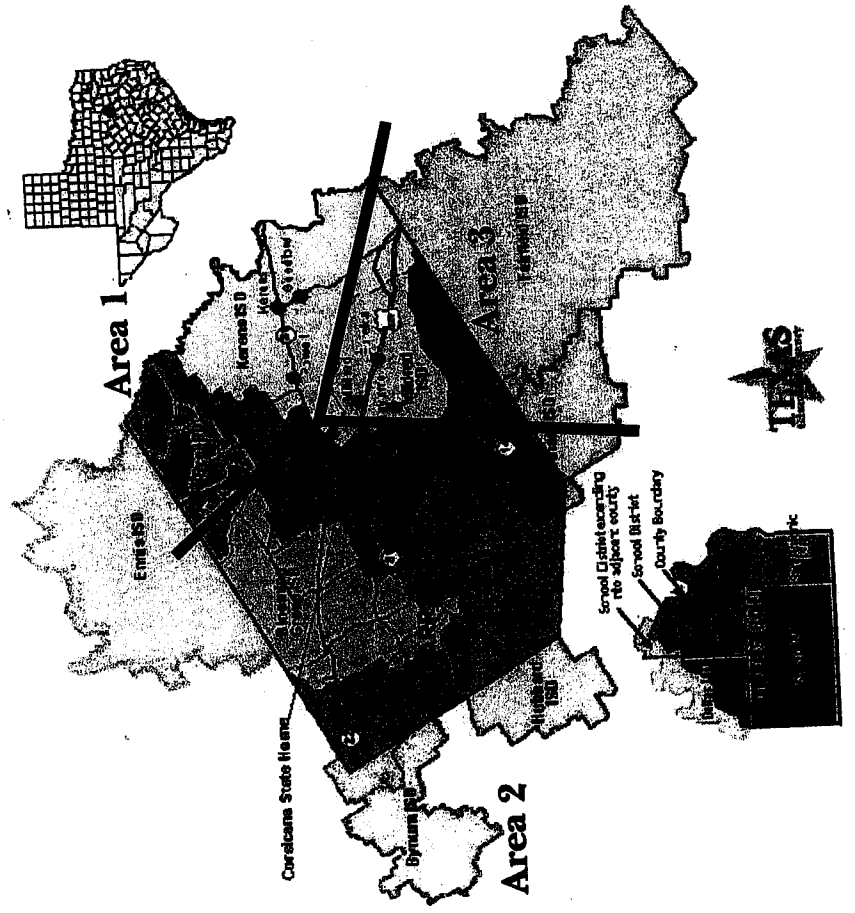
Area 2

Area 3

NAVARRO COUNTY COVERAGE

DAILY
TUESDAY
MONDAY & WEDNESDAY
THURSDAY

CORSICANA
AREA 1
AREA 2
AREA 3

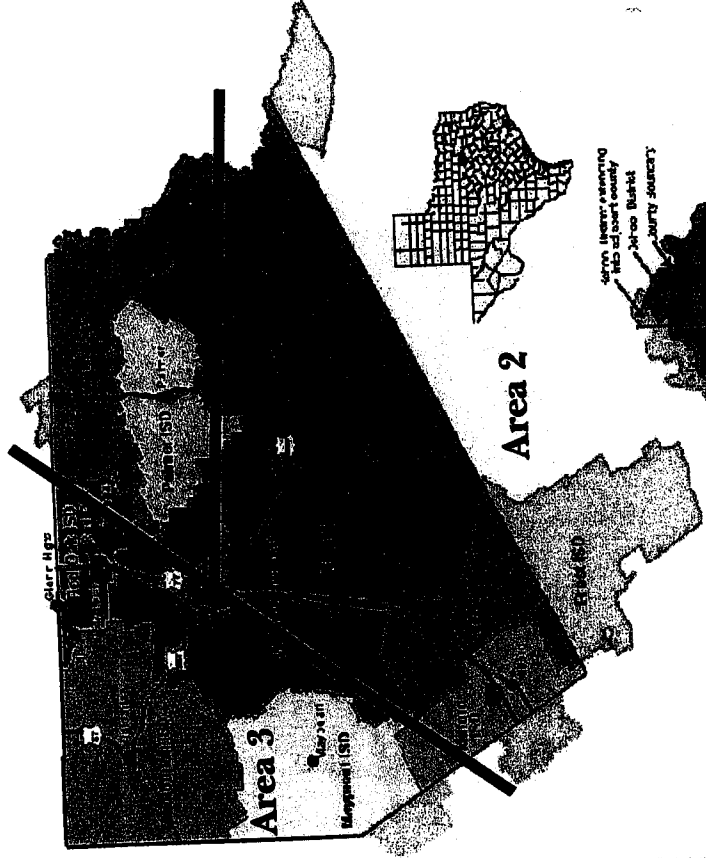


ELLIS COUNTY COVERAGE

DAILY
DAILY
MONDAY
WEDNESDAY
THURSDAY

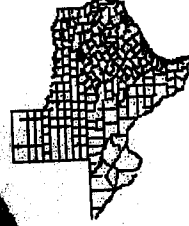
ENNIS
WAXAHACHIE
AREA 1
AREA 2
AREA 3

Area 1



Area 2

Area 3



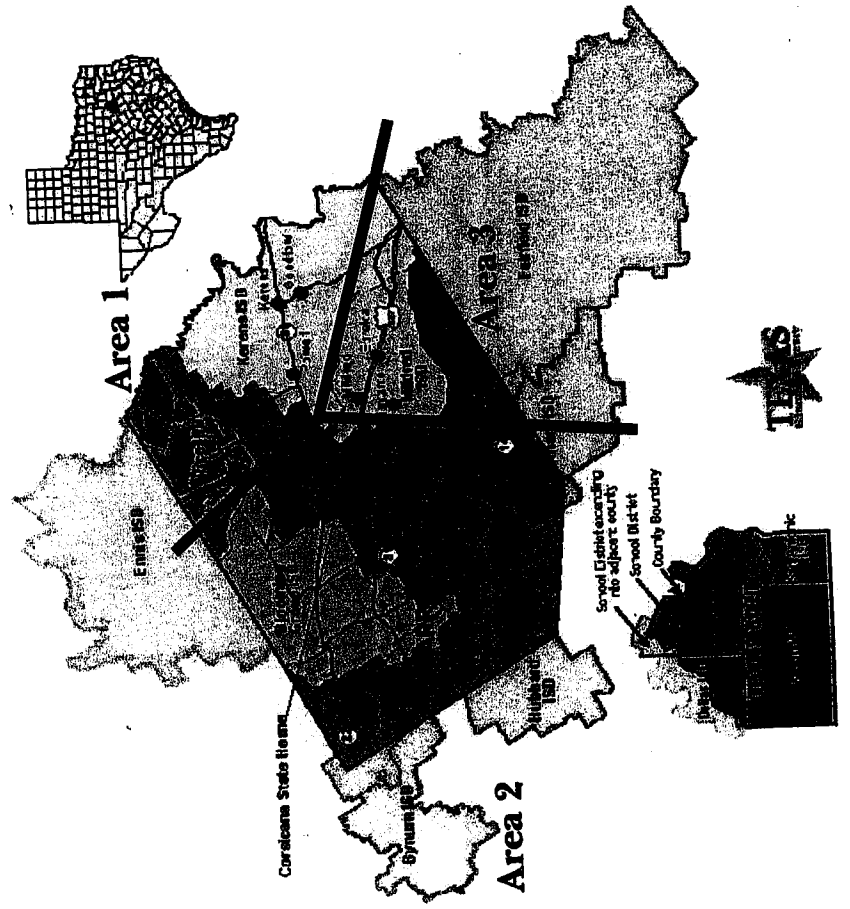
Area 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

Maplewood (SD)



NAVARRO COUNTY COVERAGE

CORSICANA	DAILY
AREA 1	TUESDAY
AREA 2	MONDAY & WEDNESDAY
AREA 3	THURSDAY



15. Fares

Navarro and Ellis Counties

General Public, Elderly and /or Disabled

Within the same county

\$1.00 per one way trip within hub cities (with bus pass)

\$2.00 per one way trip within hub cities (without bus pass)

\$3.00 per trip within same county

\$0.50 per mile county to county

All trips outside of service area will be charged \$0.50 per mile and \$15.00 per hour overtime. (Overtime is any time after 4:00p.m.) Trips of this nature will only be scheduled as resources are available.

If you have any questions regarding fares, please contact CTS at 903 872-2405

**** Map is located in the middle of the booklet for Navarro and Ellis Counties including days of coverage that are in areas outside of hub cities.**

16. 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
- In possession of illegal drugs
- Using obscene or abusive language
- Behaving in ways that are violent or disruptive
- Causing damage to the vehicle

17. Driver Assistance

CTS drivers will assist customers when boarding and exiting the vehicle. Drivers will secure wheelchairs, assist with seat belts, small parcels, and up to three standard size 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.

18. Accidents/ Incidents/ Complaints

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

- Description of accident/ incident/ complaint
- Your name
- Date and time of accident/ incident/ complaint
- Where it happened
- Vehicle number, if possible
- Driver's name, if possible
- Any passengers that may witness the accident/ incident.

Community Transit Service personnel are available to assist customers with scheduling, to resolve problems, and to provide information about the service. Questions, suggestions, and complaints should be communicated to Community Transit Service by phone or mail.

19. Grievance Procedures

Step 1. The aggrieved person shall request a conference with the Community Transit Service Director. Efforts shall be made to resolve the problem. If these efforts prove unsuccessful, then the second step shall be taken.

Step 2. The aggrieved person shall request a conference with the Executive Director of Community Services, Inc.. Efforts shall be made to resolve the problem. If these efforts prove unsuccessful, then the third step shall be taken.

Step 3. The aggrieved person shall present the grievance in a letter to the Chairperson of Community Services, Inc. Board of Directors. 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 Service, Inc. Board membership. A second member shall be a client of Community Transit Service. Following deliberation, the committee shall present a written recommendation to the Chairperson for disposition by Community Service, Inc. Board of Directors.

20. Termination of Services

If a person does not follow guidelines and procedures prescribed the use of Community Transit Service, transportation services will be terminated as follows:

If feasible, the person will receive two oral warnings.

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.

If compliance is not achieved after the written warning, the person shall be notified in writing that his or her use or all or a portion of Community Transit Service services is terminated, with a statement of reasons.

21. Medicaid Trips

Medicaid medical appointments are scheduled according to the time that the client has an appointment and the location of the appointment.

Medicaid medical appointment clients can arrive up to one hour prior to the scheduled time of the appointment.

Medicaid Pharmacy drop off

Pharmacy trips is for prescription pick up only.

Definitions

ADA means the Americans with Disabilities Act of 1990.

Personal Care Attendant (PCA) means a person who is medically or socially required to facilitate travel of a person with a disability.

Companion means a person, other than a PCA, traveling with a customer and having the same origins and destinations as the eligible individual.

Demand Response: twenty four hour notice for transportation.

