

Access Policies and Procedures Update



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Section	Current Language	Proposed Language	Page
Certification Process	Upon receipt of completed applications, ADA regulations allow a maximum of 21 <u>business</u> days to process applications.	Upon receipt of completed applications, ADA regulations allow a maximum of 21 days to process applications.	6
Certification Process	N/A	You will receive a determination letter within 21 days of submission of a completed application. If DCTA has not <u>made a decision</u> on eligibility within 21 days of receipt of the completed application, the applicant may use Access ADA paratransit service starting on the 22nd day until a determination is made.	6
Service Parameters	<p>DCTA Access service hours are intended to mirror that of the local fixed route service.</p> <p>Access service hours (excluding holidays) for the entire service area when UNT Shuttle operates a limited schedule are: Weekdays: 5:30 am – 9:30 pm Saturday: 7:30 am – 7:30 pm</p> <p>Access service hours (excluding holidays) for Denton when UNT Shuttle operates full service: Monday – Thursday: 5:30 am – 11:30 pm Friday: 5:30 am – 9:30 pm Saturday: 7:30 am – 7:30 pm</p>	Access service hours will be the same as hours and days of operation for fixed route services.	8

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Subscription Service	Subscription Service is limited to customers traveling to the same place at the same time at least three times per week for a minimum period of ninety (90) days.	Subscription Service is limited to customers traveling to the same place at the same time at least one time per week on a regular and consistent basis.	9
Service Rules	To avoid delaying other passengers, drivers can only wait five minutes upon arrival before proceeding on their route.	To avoid delaying other passengers, drivers can only wait five minutes after the scheduled pickup time before proceeding on their route.	10
Service Rules	Vehicle operators are not allowed to make changes in scheduled times or destinations without authorization from the DCTA Operations office.	Vehicle operators are not allowed to make changes in scheduled times or destinations without authorization from DCTA. Passengers must schedule these trip changes with DCTA by calling 940 243-0077.	10
Accompanying Passengers	N/A	<p>Mobility Devices</p> <p>DCTA will transport any wheelchair on its vehicles regardless of size and weight <u>as long as</u> the lift and vehicle can physically accommodate them.</p>	11
Visitors	DCTA will provide Access service to visitors for no more than 21 consecutive days within a <u>365 day</u> period. Visitors must contact DCTA Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required.	DCTA will provide Access service to visitors for any combination of no more than 21 consecutive days within a 365-day period beginning with the visitor's first use of the service. Visitors must contact DCTA Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required.	11

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No-Shows and Cancellations	Two (2) Same Day Cancellations within a thirty-day period will be charged as one (1) no-show.	This information is to be removed.	12										
Suspension of Service	<p>Within each 30-day period, the following penalties may be assessed for no-shows:</p> <table border="1"> <thead> <tr> <th>Warning</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>Policy Reminder letter sent to customer</td> </tr> <tr> <td>Second</td> <td>Verbal warning to customer</td> </tr> <tr> <td>Third</td> <td>Written warning to customer</td> </tr> <tr> <td>Fourth</td> <td>Possible suspension of service</td> </tr> </tbody> </table> <p>Customers accumulating eight (8) no-shows within a sixty (60) day period may receive up to fifteen (15) days suspension of service.</p> <p>After the fourth and eighth occurrences, DCTA will contact the customer via telephone and send a letter identifying the proposed</p>	Warning	Penalty	First	Policy Reminder letter sent to customer	Second	Verbal warning to customer	Third	Written warning to customer	Fourth	Possible suspension of service	<p>Passengers who have no-showed or same day canceled 25 percent of their scheduled trips with a minimum of 11 trips for a calendar month will be subject to suspension. For passengers who schedule 10 or fewer trips in a calendar month, if you no-show or cancel 60 percent of your trips your service will be subject to suspension. Initially a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:</p> <ol style="list-style-type: none"> First Suspension will be for 5 days. Second Suspension will be for 10 days. Third Suspension will be for 15 days. Four and any subsequent Suspensions will be for 30 days. <p>All potential suspensions will be handled on a case by case basis. DCTA will contact the customer identifying</p>	13
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	<p>suspension period and the reasons for the penalty. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.</p>	<p>the proposed suspension period and the reasons for the penalty. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.</p> <p>What can the customer do to reduce their No-Shows?</p> <p>Reducing no-shows in ADA paratransit requires actions by riders as well as transit agencies.</p> <ul style="list-style-type: none"> • Call to cancel, as soon as possible, if you won't be taking the trip. • Be ready and watching for vehicles during the full on-time pickup window. • Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance. • If you are a subscription rider, call to inform the transit agency of any changes to your plans, such as a vacation or other absence. Telling a driver is not sufficient. 	
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[Complete Outline of Existing Policies and Procedures](#)