



Community On-Demand

Effective April 4, 2016

SCHEDULING A TRIP

A Community On-Demand trip may be scheduled by calling 940-243-0077 same day, up to seven (7) days in advance of the requested trip date. Reservations may be made between 5:30 a.m. and 7 p.m. Monday through Friday. On Saturday, Sunday and holidays an answering machine will take requests. **Requests for same-day service will be provided if capacity is available.**

If customer calls at least one day in advance, they will receive a confirmation telephone call one day prior to their scheduled trip. It is recommended that phone numbers on record with DCTA be equipped with messaging devices. If DCTA is unable to contact a passenger due to a wrong number being on file or due to no answer on a phone without a messaging device, the passenger remains obligated to the trip scheduled.

Customers will receive an approximate time for pick up. The driver may arrive up to 15 minutes before or after this time (30 minute Ready-time Window), and be considered on-time for your trip. Customers should be ready to go and be waiting in a place where they can hear or see the vehicle arrive. **If the vehicle arrives after the 30 minute ready-time window, the passenger will not be required to pay for the trip.**

SUBSCRIPTION SERVICE

No more than 50% of scheduled service can be designated as subscription service. DCTA reserves the right to restrict and/or prioritize subscription service to maintain a maximum level of 50%. DCTA reserves the right to terminate any subscription service that is canceled 50% or more of the time during any thirty (30) day period, or if there is a consistent pattern of cancellations or no-shows of any part of a subscription. Subscription service is limited to customers traveling to the same location and at the same time at a minimum of one trip per week for a minimum period of 30 days and a maximum period of 90 days.

NO-SHOWS AND CANCELLATIONS

Trips no longer required by a customer, whether single trips or subscription service, must be canceled at least two hours before the scheduled trip. To cancel a trip, customers must call 940.243.0077.

Missed scheduled trips adversely affect service provision as well as other users of the Community On-Demand service. To that end, DCTA has implemented a set of sanctions to be applied in the case of individuals who systematically miss scheduled trips.

No-Shows

A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the Community On-Demand vehicle within 5 minutes after it arrives within the ready-time window.

SUSPENSION OF SERVICE

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No-Shows)
- Excessive Cancellations
- Engaging in disruptive behavior

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Service Suspension for No-Shows

Because no-shows have the potential to adversely affect other passengers, excessive no-shows may result in a suspension of service.

Within each 30-day period, the following penalties may be assessed for no-shows:

<u>Warning</u>	<u>Penalty</u>
First No Show	Policy Reminder letter sent to customer
Second No Show	Verbal warning to customer
Third No Show	Written warning to customer
Fourth No Show	Possible suspension of service

Customers accumulating eight (8) no-shows within a sixty (60) day period may receive up to fifteen (15) days suspension of service.

After the fourth and eighth occurrences, DCTA will contact the customer via telephone and send a letter identifying 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.

Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service shall immediately be suspended for 15 days or until an appeal hearing is held, to passengers who engage in violent, seriously disruptive or illegal conduct. This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers or other service personnel

- Physical assault or battery on driver or other passengers
- Verbal abuse, intimidation or altercation with driver or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Smoking while aboard the vehicle
- Repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the Texas Penal Code

Customers suspended from service for exhibiting violent, seriously disruptive and/or illegal behavior shall be contacted by DCTA to investigate the alleged situation or incident. If DCTA determines the customer's behavior to be disruptive or violent, the customer shall be sent a written notice explaining the reasons for the suspension.

Note: Customers who engage in physical abuse or cause physical injury to another customer or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

The person shall have 10 calendar days from the date of notice of the proposed suspension to submit to DCTA a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the Appeal Committee issues a written decision on the case. Disruptive behavior which is determined to be due to a disability of the customer may not result in a suspension. However, DCTA may require the customer to travel with a Personal Care Attendant (PCA) if it is established that the customer's behavior poses a significant potential threat of harm to other passengers or to the driver. If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the customer continues to present a potential safety problem, service for the customer may be discontinued.

Service Suspension Appeal Process

A customer who disputes the basis for a suspension of service may request an appeal hearing by calling or writing DCTA at:

**DCTA
Appeal Panel
P. O. Box 96
Lewisville, TX 75057
972-221-4600
972-221-4601 (fax)**

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Appeal Panel will have the final say on all appeals.
2. Once an individual requests an appeal, the Appeal Panel will hear all current violations. For example, suppose an individual appeals sanction for May 2nd and the appeal cannot be heard until May 17th and this individual incurs three additional no- shows during the interim, all violations will be heard during the same meeting.
3. Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the no-shows.
4. Community On-Demand service will not be suspended while an appeal is being considered.
5. DCTA will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reasons. A decision will be provided to the appellant within 30 days from the appeal request date.
6. Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.
7. DCTA requires appeals regarding suspension of service due to excessive no-shows be made within 60 days of occurrence. Appeals regarding suspension of service due to violent, seriously disruptive and/or illegal conduct must be made within 10 days of occurrence.
8. The Appeal Panel's decisions are final.

DEFINITIONS OF TERMS USED

On-Demand Service - Non-fixed-route service utilizing vans or buses with passengers boarding and alighting at pre-arranged times at any location within the designated service area.

No-Show – A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the Community On-Demand vehicle within 5 minutes after it arrives within the ready-time window. Customers who show a pattern and practice of missing scheduled trips may be suspended for a reasonable period of time.

Ready-time Window – A 30 minute window, 15 minute before and 15 minutes after the scheduled pick up time, in which a customer should be ready for pick-up.

Subscription service – An ongoing standing order for a passenger traveling to the same place at the same time. Subscription service is limited to customers traveling to the same location and at the same time at a minimum of one trip per week for a minimum period of 90 days.