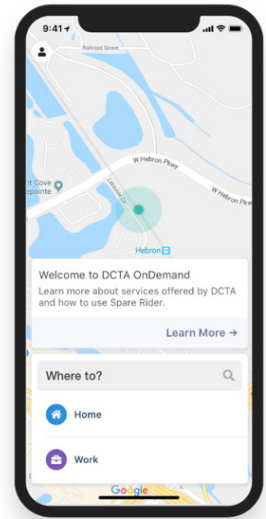# On-Demand Service Instructions

Effective Monday, March 23, 2020

The Denton County Transportation Authority (DCTA) reduced service hours and frequency in response to the coronavirus (COVID-19) health emergency. **As bus service will end prior to A-train service, DCTA is providing on-demand service to assist rail passengers to get to their final destination.**

This on-demand service will be provided from the Downtown Denton Transit Center (DDTC), MedPark Station, Old Town Station and the Hebron Station. On-demand trips from the Highland Village/Lewisville Lake Station will be provided through DCTA's Highland Village Lyft Program.

Service Provided Monday through Friday:
- DDTC and MedPark Stations: 6 p.m. - 10 p.m.
- Hebron and Old Town Stations: 6:45 p.m. - 9:40 p.m.
- Highland Village/Lewisville Lake Station (via DCTA's Lyft Program): 5 a.m. - 9 p.m. *(Saturday: 7:30 a.m. - 8 p.m.)*

HOW TO BOOK A TRIP

Booking a trip is easy. Follow these steps below:

1 Download the Spare app by searching Apple and Google Play stores for **"Spare Rider,"** and selecting the "Spare" option (see app logo above).

2 Open the Spare Rider app on your mobile device and link your account to DCTA.

3 Enter your destination in the "Where to?" box.

4 When selecting your pickup location (all DCTA stations except for Highland Village/Lewisville Lake), choose the A-train station of choice. When selecting your drop-off location, enter in an address for your specific location. **PLEASE NOTE:** DCTA will only drop passengers off at Connect Bus stops closest to their final destination.

5 Add in any additional information by tapping on the "Passenger" or "Wheelchair" icon and tap "Request Ride" when ready. If you want to schedule your trip in advance, you can select a later time and/or date by tapping "Schedule" in the lower right corner.

6 Receive real-time prediction of pick-up time via text and the mobile app.

Once you have created a trip, you can track the vehicle on the trip view in the Spare Rider mobile app. You will be able to see where the vehicle is driving to, and an estimated time of arrival for when the vehicle will arrive.

TRIP PLANNING ASSISTANCE AND HELPFUL RESOURCES

For general questions and facts about the Spare mobile app, riders can visit **help.sparelabs.com/spare-rider**. If riders need assistance with their account, they can visit **sparelabs.com/help** or go to "Settings" in the mobile app and click Help. Passengers can call DCTA's Customer Service team at 940.243.0077 if they have any questions or need assistance booking a trip.

For updates on DCTA's response to COVID-19 and what the agency is doing to help keep riders and employees safe, visit **RideDCTA.net.**

Updated 3.25.2020