

Now that you have qualified for the Demand Response Program, there are a few things you need to know. This document contains instructions and information that will make using the program a seamless process.

Important Contact Information

- Trip Scheduling – 940.243.0077
- Customer Service – 940.243.0077

Service Details

- Monday through Friday, 6 a.m. to 6 p.m.
- Saturday, 8 a.m. to 6 p.m.
- Excludes official DCTA holidays
- Service provided within Collin County

Fares

- \$3 one way (Local Fare)
 - For service provided within participating cities of the McKinney Urban Transit District (MUTD) including Celina, Lowry Crossing, McKinney, Melissa, Princeton and Prosper.
- \$5 one way (Regional Fare)
 - Travel outside a participating city but within Collin County

Booking a Trip

- Call DCTA Customer Service at 940.243.0077
- Requests can be made up to seven (7) days in advance but no later than 5 p.m. the day before the requested trip
- Requests can be made Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m.
- Schedule your trip by providing the following information:
 - Your name or the name of the person for whom you are calling to schedule the ride
 - Phone number to call back
 - Date of the requested trip(s)
 - Requested pick-up time(s)
 - ♦ Specific appointment time(s) or time(s) to be at work
 - ♦ How long you want to be at the location, or approximately how long for medical appointments
 - The exact street address (and building entrance) of each location, including location name if available
 - If you use a mobility device
 - If you will have a companion/guest or a Personal Care Attendant (PCA) accompanying you on your trip and what their mobility device is (if applicable)

Taking Your Trip

- Customers are asked to allow a 30-minute window (15 minutes before or after the scheduled pick up time)
- Customers must wait in a place where they can see or hear the vehicle arrive and have the required fare ready upon boarding
- Demand response drivers are able to provide minimal assistance to customers while boarding
 - If you require special assistance, the driver is able to assist to or from the vehicle to the door and with up to two (2) packages or grocery bags that are less than 20 pounds each
- If a customer requires a Personal Care Attendant (PCA), this need must be noted and approved during the certification process, as well as at the time of reservation – a PCA is allowed to accompany the customer at no additional charge
- Service animals are permitted on vehicles for those customers requiring a service animal

Cancellations

- To cancel a trip, customers must call 940.243.0077
- Trips no longer required by a customer, whether single trips or subscription service, must be canceled by 5 p.m. the day before the scheduled trip

No Shows

- A No-Show occurs when a customer fails to cancel their trip by 5 p.m. the day before their scheduled trip or fails to board the Collin County Transit vehicle within five (5) minutes after its arrival within the ready-time window

Denials

- DCTA will make every effort to accommodate trip requests
- Trip requests may be denied due to capacity constraints and/or eligibility

Payment

- The appropriate fare (local or regional) will be collected by the driver
- Customer must pay the fare with cash or personal check only
- Exact fare is required (No change will be made)
- Personal Care Attendants (PCA) may accompany a customer free of charge
- Guests may accompany the customer, but they are required to pay the appropriate fare with cash or personal check only; no change will be made

Customer Service

- Customers can call DCTA Customer Service at 940.243.0077 with any questions Monday through Friday from 5 a.m. to 7 p.m. and Saturdays from 8 a.m. to 4 p.m.

Customer Rights

- DCTA designs and operates services and programs without regard to gender, race, color or national origin. If you feel you or another person has been discriminated against by the actions of DCTA or its employees, please send your complaint to DCTA via one of the following ways: by mail to Denton County Transportation Authority, Attn: Title VI Coordinator, P.O. Box 96, Lewisville, Texas 75067, by email to info@dcta.net or by calling 940.243.0077 and requesting the administrative office.