



## Service Guidelines

Operated By:



Effective Date: November 26, 2018

Revision Date: January 18, 2019

Revision Date: June 3, 2019

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## 1. SERVICE PARAMETERS

The City of McKinney, the McKinney Urban Transit District (MUTD) and the Denton County Transportation Authority (DCTA) provide Collin County Transit Service. This service consists of a subsidized taxi voucher program that provides efficient transit options for participating MUTD cities including McKinney, Lowry Crossing, Melissa, Princeton, Celina and Prosper.

Residents can enjoy the convenience of regular taxi service at a fraction of the cost to get to popular destinations such as grocery stores, senior centers, libraries, Baylor Medical Center, Medical Center of McKinney and more. Trip destinations are limited to Collin County.

Irving Holdings, DCTA's contractor, will operate the taxi voucher program and manage the call center. A variety of taxis will operate Collin County Transit. Not all taxis are accessible. Accessible service must be requested at the time of scheduling.

### 1.1 *Passenger Program Qualifications*

**Older Adult Program** - must be a resident of one of the participating cities and be 65 years or older

**Individuals with Disabilities Program** - must be a resident of one of the participating cities and meet one of the seven criteria

**Low Income Transit Subsidy Program** - must be a resident of one of the participating cities and have an annual household income (before taxes) at the required program amounts based on the U.S. Federal Poverty Guidelines

### 1.2 *Service Hours*

Monday through Friday from 6am to 6pm and Saturdays 8am to 6pm. Requests received for pick-up times during these service hours will be accepted. There is no service on the following holidays: New Year's Day, Labor Day, Memorial Day, Thanksgiving Day, Independence Day and Christmas Day.

## 2. SCHEDULING A TRIP

A Collin County Transit trip may be scheduled by calling (972) 728-6789 24 hours a day, seven (7) days a week, 365 days per year. Customers are encouraged to make trip requests at least two (2) hours in advance and up to seven (7) days in advance of the requested trip date. It is recommended that customers book all sections of a trip in advance with an estimated pickup time for each trip. As the customer takes their trips they can adjust their travel times as needed.

Providing the booking agent with mobile and home phone numbers when booking trips is encouraged. Customers may also provide their email address at the time of booking to receive an emailed receipt of their transaction.

If the phone number the customer provided can receive SMS messages, the customer will receive a text message stating their transportation is en route, the vehicle number, a hyperlink to track the progress of the vehicle, as well as, a phone number for the Irving Holdings office. Upon vehicle arrival the customer will receive a phone call stating that your vehicle has arrived along with the vehicle number. If the phone number the customer provided can receive SMS messages, the customer will receive a text message stating the driver is outside with the vehicle number. At the end of the trip, a receipt will be printed or emailed to the customer. If Irving Holdings is unable to contact a passenger due to a wrong number or no answer the passenger remains obligated for the scheduled trip.

### **2.1 *Ready-Time Window***

Customers will receive an approximate time for pick up. The driver may arrive up to 10 minutes before or after this time (20 minute Ready-Time Window) and be considered on-time. Customers are encouraged to be ready 10 minutes prior to the scheduled pick-up time and are expected to board within the first five (5) minutes of the vehicle arriving.

## **3. DEBIT CARD**

Customers can load as little as \$5 or as much as \$150 on their debit card (in \$5 increments) per month. For every \$1 loaded on the debit card, Collin County Transit will match 3:1 up to a value of \$600 each month. Unused funds at the end of the month will be rolled over. Debit cards can only be reloaded for the difference of the rollover balance up to \$150. Drivers cannot take any form of payment to load funds on debit cards; funds must be loaded prior to the trip. All funds loaded on the debit card are non-refundable and non-transferrable. Adequate funds are required to utilize Collin County Transit services. Debit cards must have the necessary funds to cover the trip or the customer will pay the difference with cash or credit card. To check debit card balances customers can go to the DCTA website at <https://www.dcta.net/service-overview/demand-services/collin-county-transit/debit-card-balance> or call (682) 334-8045. Failure to produce the appropriate fare may result in a No-Show. If a passenger is without the appropriate fare on a continuous basis they may be suspended from service.

New and/or replacement debit cards can take up to one week to receive. When loading funds onto a debit card, please allow 24 hours for the transaction to process and the funds to be available.

#### **4. FARES**

The one-way fare is based on the origin and destination requested by the customer. Basic meter rates of \$2.25 boarding fare plus \$1.80 per mile apply. There is a traffic delay time/waiting-time charge of \$0.45 per every 1.5 minutes. Riders may be responsible for any toll charges the trip may require and tolls may be paid using the debit card.

Personal Care Attendants (PCA) and guests may accompany a qualified customer for an additional cost of \$2. PCA's and guests under the age of 17 may charge the additional \$2 to the qualified customer's debit card. However, riders over the age of 17, must pay the additional \$2 using another form of payment (cash or credit). Taxi drivers will accept cash and credit card for any additional payments.

Fares are to be paid using the customer's official Collin County Transit debit card. Customer's must have their Collin County Transit debit card physically with them when taking a trip. Adequate funds should be loaded onto the Collin County Transit debit card prior to booking a trip. If the total fare is more than what is available on the debit card, it is the customer's responsibility to pay the difference using either cash or credit card.

Trips are scheduled for drop-off and pick-up only. Drivers are not scheduled to wait. Two one-way trips are necessary for destinations instead of wait time as the meter will continue to run.

#### **5. SUBSCRIPTION SERVICE**

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. Irving Holdings may terminate any subscription service that is cancelled 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.

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

#### **6. CANCELLATIONS**

Trips no longer required by a customer, whether single trips or subscription service, must be cancelled at least two hours before the scheduled trip. To cancel a trip, customers must call (972) 728-6789. Cancellations made with less than a two (2) hours' notice may be considered a No-Show.

## 7. 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 vehicle within 5 minutes after it arrives within the Ready-Time Window.

## 8. 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 (i.e. on the vehicle, with Customer Service, talking/distracting the driver, etc.)
- Inadequate funds on available debit card

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)

### 8.1 *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.

Passengers who have No-Showed or late cancelled three times within a 30-day period may be subject to suspension. Initially a warning letter will be issued to try to resolve the issue. If the problem continues, a progressive service suspension policy will be followed.

- First Suspension will be for 5 days
- Second Suspension will be for 10 days
- Third Suspension will be for 15 days
- Fourth and any subsequent Suspensions will be for 30 days

All potential suspensions will be handled on a case by case basis. DCTA will contact the customer identifying the proposed suspension period and the reason(s) for the suspension. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. (See Section 8.3) If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final

notification to the customer. DCTA requires appeals regarding suspension of service due to excessive No-Shows be made within 10 days of occurrence.

What can the customer do to reduce their No-Shows?

- Call to cancel, as soon as possible, if you won't be taking the trip.
- Be ready and watching for the vehicle during the full Ready-Time Window.
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities or facilities with multiple entrances, 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 Irving Holdings of any changes to your plans, such as a vacation or other absence. Telling a driver is not sufficient.

## 8.2 *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, for 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, customer service staff 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
- 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 which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- 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 reason(s) 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.

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 themselves, 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.

### 8.3 *Service Suspension Appeal Process*

The customer shall have 10 calendar days from the date of notice of the proposed suspension to submit to DCTA a written request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed.

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

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

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.

Once an individual requests an appeal, the Appeal Panel will hear all current violations. For example, 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.

Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the No-Shows.

Collin County Transit service will not be suspended while an appeal is being considered, except in the case of suspensions due to seriously violent or illegal conduct. (See Section 8.2)

DCTA will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reason(s). A decision will be provided to the appellant within 30 days from the appeal request date.

Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.

## 9. DEFINITIONS OF TERMS USED

**Demand Response Service** – Non-fixed-route service provided directly by DCTA or via taxi with passengers boarding and alighting at pre-arranged times and locations within the designated service area.

**No-Show** – A No-Show occurs when: 1) The customer fails to cancel their trip at least 2 hours before the scheduled pick-up time; 2) fails to board the vehicle within 5 minutes after the vehicle arrives within the Ready-Time Window; and 3) fails to have the adequate funds when boarding the vehicle. Customers who show a pattern and practice of No-Showing trips may be suspended.

**Ready-Time Window** – A 20-minute window, 10 minutes before and 10 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 at least one time per week on a regular and consistent basis.