



# Demand Response Service Guidelines

Operated by:



Effective Date: October 1, 2020

# Table of Contents

1. SERVICE PARAMETERS.....	2
1.1 Service Hours.....	2
1.2 Plano Service Area Boundaries .....	2
1.3 Passenger Qualifications for all Frisco Services .....	2
2. SCHEDULING A TRIP.....	2
3. FARES .....	3
4. SUBSCRIPTION SERVICE .....	3
5. MAKING CHANGES TO A TRIP .....	3
6. CANCELLATIONS .....	4
7. NO-SHOWS .....	4
8. SUSPENSION OF SERVICE.....	4
8.1 Service Suspension for No-Shows .....	4
8.2 Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct.....	5
8.3 Service Suspension Appeal Process .....	6
9. DEFINITIONS OF TERMS USED .....	7
10. FRISCO SERVICE AREA .....	9

## 1. SERVICE PARAMETERS

On behalf of the City of Frisco, the Denton County Transportation Authority (DCTA) provides curb-to-curb demand response transit service for eligible Frisco residents for trips to/from Frisco and designated portions of Plano. Taxi vehicles are used in this service to supplement demand-response service as capacity dictates.

### 1.1 *Service Hours*

Monday through Friday, 6:00 a.m. to 6:00 p.m. 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.

### 1.2 *Plano Service Area Boundaries*

North: Sam Rayburn Tollway (SRT/121)

South: President George Bush Turnpike (PGBT)

East: Coit Road, including Medical City Plano

West: West Spring Creek Parkway/Midway Road

Plano service boundary map attached (See Section 10)

### 1.3 *Passenger Qualifications for all Frisco Services*

- Frisco residents who are 65 years of age and older
- Frisco residents of any age that meet one of the following program disability qualifications:
  - Certified legally blind
  - Certified deaf or profound hard of hearing
  - Certified to be non-ambulatory without assistance or mechanical aid
  - Certified to qualify for at least 50 percent disability allowance through U.S. Department of Veterans Affairs (VA)
  - Certified for Social Security Disability Income (SSDI)
  - Certified intellectual disability/intellectually disabled
  - Certified as having a seizure disorder
- Frisco residents, who are not 65 years of age and older or disabled, but who require transportation for medical-care related purposes

## 2. SCHEDULING A TRIP

A Frisco Demand Response trip may be requested by calling (940) 243-0077 at least 24 hours in advance and up to seven (7) days in advance of the requested trip date between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

DCTA staff will recommend the best service type available based on the customer's needs, trip length and available vehicles.

The customer will receive a confirmation call one day prior to their scheduled trip. If DCTA is unable to contact a passenger due to a wrong number being on file or due to not being able to leave a message, 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. 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 within the 30-minute Ready-Time Window, the customer has five minutes to board the vehicle. After that time, the customer will be marked as a No-Show and the driver will proceed to pick up the next customer.

### **3. FARES**

Fare is collected by the Frisco Demand Response/taxi driver and must be paid by cash only.

- One-way local trip: \$3 (traveling within Frisco)
- One-way regional trip: \$5 (traveling to designated portion of Plano)

An appropriate fare is required to utilize Frisco Demand Response services; failure to produce the appropriate fare will be considered a No-Show. If a passenger is without appropriate fare on a continuous basis the Service Suspension for No-Shows policy may be enforced. (See Section 8.1)

### **4. SUBSCRIPTION SERVICE**

DCTA reserves the right to restrict and/or prioritize subscription service to maintain the maximum level of flexibility and efficiency. 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. DCTA will 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.

### **5. MAKING CHANGES TO A TRIP**

Customers needing to change a trip time or location(s) should contact DCTA and provide the new time and location at least 24 hours before the scheduled pick-up time. If a change is needed after business hours, leave a message on the customer service line

(940) 243-0077. Customers should not contact the taxi service company or the driver directly to change taxi trips. Customers who repeatedly contact the taxi service company directly may be suspended from service and may become ineligible for taxi service going forward.

## 6. CANCELLATIONS

Trips no longer required by a customer, whether single trips or subscription service, must be cancelled prior to 5 p.m. the day before the scheduled trip. To cancel a trip, customers must call (940) 243-0077.

## 7. NO-SHOWS

A No-Show occurs when a customer fails to cancel their trip prior to 5:00 p.m. the day before the scheduled trip or fails to board the Frisco Demand Response or Taxi vehicle within 5 minutes after it arrives within the Ready-Time Window.

Missed trips adversely affect service provision, as well as other users of the Frisco Demand Response service. DCTA will be required to take further action, up to and including suspension from taxi service and/or Frisco Demand Response services entirely should the customer systematically miss scheduled trips.

## 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.)

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 issue 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.

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 DCTA 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 in the vehicle, standing while the vehicle is in motion, eating or drinking in 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 driver 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 to 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 individuals request 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.

Frisco Demand Response 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 a customer fails to cancel their trip prior to 5 p.m. the day before the scheduled trip, fails to board the Frisco Demand Response or Taxi vehicle within 5 minutes after it arrives within the Ready-Time Window or fails to have the appropriate fare when boarding the vehicle. Customers who show a pattern and practice of No-Showing scheduled trips may be suspended. (See Section 8.1)



**Ready-Time Window** – A 30-minute window, 15 minutes 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 at least one time per week on a regular and consistent basis.

## 10. FRISCO SERVICE AREA

