

TERMS & CONDITIONS

Below are the terms and conditions for participation in the Collin County Transit Demand Response Program. Please review each line and initial next to it to acknowledge you understand and agree to abide by them. The customer further understands that failure to adhere to the terms and conditions may result in suspension or termination of their participation in the program.

Service Parameters

- Service is provided Monday through Friday from 6 a.m. to 6 p.m. and Saturday from 8 a.m. to 6 p.m.
- Trips are provided within Collin County
- DCTA will operate Collin County Transit Demand Response Service on a 30-minute ready time window
- The vehicle is considered to be on-time when it arrives within the 30 minutes ready-time window (15 minutes before or 15 minutes after the scheduled pick-up time)
- Customers are encouraged to be ready 15 minutes before their scheduled pick-up time and are expected to board within the first five (5) minutes of the vehicle arriving
- DCTA will make their best attempt to provide the trip as requested. However, trip times may be negotiated and/or denied due to capacity constraints
- The McKinney Urban Transit District (MUTD), City of McKinney, and DCTA reserve the right to modify the service at any time

Cancellations/No-Shows

- Cancellations must be made by 5:00 pm the day before the scheduled trip
- A No-Show occurs when a customer fails to cancel their trip by 5:00 pm the day before or fails to board the Collin County Transit vehicle within five (5) minutes of the vehicle's arrival
- Excessive No-Shows may result in suspension or termination of program participation

Fare/Payment

- The customer is responsible for paying the appropriate fare
- Local Fare - \$ 3 one way (trips within MUTD participating cities, including Celina, Lowry Crossing, McKinney, Melissa, and Princeton)
- Regional Fare - \$5 one way (trips within Collin County)
- Exact fare is required, no change will be made

I have read and agree to these terms and conditions.

Printed Name _____

Signature: _____ **Date:** _____