Demand Response Service Guidelines

Operated by:

DENTON COUNTY TRANSPORTATION AUTHORITY

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SERVICE PARAMETERS

On behalf of the City of Frisco, the Denton County Transportation Authority (DCTA) provides a **shared ride, curb-to-curb** demand transit service to eligible Frisco residents who are 65 and older or have a qualifying disability, for trips within the City of Frisco and designated areas of Plano. Our fleet provides 2 ambulatory and wheelchair-accessible vans and other contracted TNC (Transportation Network Companies) affiliate services that are available five days a week on an appointment basis.

Hours of Operation

Monday through Friday from 6:00 a.m. to 6:00 p.m.
Customer Service is available for booking at 940-243-0077 or by downloading RIDEDCTA mobile app. Monday through Friday, from 8:00 am to 5:00 pm.

There is no weekend service, no service on the following holidays:

New Year's Day
Labor Day
Memorial Day
Thanksgiving Day
Independence Day
Christmas Day

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

Passenger Qualifications

Frisco residents who are 65 years of age and older
Frisco residents of any age that may meet program disability qualifications
Proof of residency may be requested to determine eligibility

SCHEDULING A TRIP

A Frisco Demand Response trip may be requested by calling a customer service coordinator team member at **(940)243-0077** or by downloading the mobile **RIDEDCTA mobile app**. or by visiting **DCTA.net**. Trips must be made at least 24 hours in advance or up to seven (7) days in advance of the requested trip date.

IMPORTANT TIP: If a return ride is needed, it must be scheduled at the same time you schedule your ride going to your desired destination. Use your best judgment for time needed at each destination, for example, give yourself 90 minutes to 2 hours for a typical medical appointment. If your return trip gets delayed, call us **(940.243.0077**) to adjust your ride home.

There is a minimum of 30 minutes required at each destination before a return trip can be requested.

DCTA Frisco Demand Response also offers its riders an option to opt in to be transported by a contracted TNC affiliate driver, which are used in conjunction with DCTA Frisco Demand Response service to supplement service as capacity dictates.

For proper transport on DCTA vehicles, mobility devices must not exceed size/weight limits:

- Height: 56inches
- Length: 48inches
- Width: 36inches
- Weight: 600pounds (combined weight of mobility device and client estimated weight)

Trip Notification

Once a trip has been scheduled, customers will receive confirmation notifications one day prior to their scheduled trip, one hour prior to their scheduled pick-up time, and a 2-minute notification prior to the driver's arrival on the day of the 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 Ready-Time window for pick up. The driver may arrive up to 30 minutes from the estimated scheduled pick-up time 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.

FARES

Fare is collected by the driver upon boarding the vehicle if paid in cash. Please have exact fare. Tipping is not required.

One-way local trip: $3.00 (traveling within Frisco)
One-way regional trip: $5.00 (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.

MAKING CHANGES TO A TRIP

Customers needing to change the 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.

Same day changes are not allowed. If a change is needed after business hours, leave a message on the customer service line **(940) 243-0077.** Customers should not contact the service company or the driver directly to change trips.

CANCELLATIONS

Any scheduled trips that are no longer required by a customer, whether single trips must be canceled prior to 5 p.m. the day before the scheduled trip. Cancellations can be made by phone or through the RIDE.DCTA app.

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 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 service entirely should the customer systematically miss scheduled trips.

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:

Medical Emergency
Late vehicle arrival
Medical conditions which may cause involuntary behavior

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 calendar month over a 90-day consecutive 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 a 30-day suspension

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.

If the appeal is denied, the suspension shall be imposed effectively on the date the appeal is denied, pending final notification to the customer. To reduce No-Shows and Late Cancellations, customers should call customer service or log on to the **RIDE.DCTA app** to cancel their scheduled trip as soon as possible.

Provide detailed pickup instructions (side or rear door, and so on) for large facilities or facilities with multiple entrances, for any pickup location that may be difficult for drivers to find, and for any location where your needed pickup is not at the main entrance.

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 a 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 other passengers.
Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle or interfere with the comfort of 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 will be reviewed by DCTA appeals committee for legitimacy.
The customer will be provided with 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 the 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.

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.

DCTA will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reasons. A decision will be made to the appellant within 30 days of 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.

DEFINITIONS OF TERMS USED

Demand Response Service - Non-fixed-route service provided directly by DCTA branded vans 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 van or Lyft 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.

FRISCO DEMAND RESPONSE SERVICE MAP

