

DART Collin County Demand Responsive Service
February 29 – May 27, 2016

In response to the discontinuation of Texoma Area Paratransit System (TAPS) service in Collin County, Dallas Area Rapid Transit (DART) is temporarily offering transit service to eligible Fairview residents. **DART Collin County Demand Service is currently available to those aged 65 and older as well as the disabled. This temporary service by DART is currently slated to end on May 27, 2016.**

Town staff continues to meet with DART and other local transportation agency representatives in search of possible long-term TAPS replacement(s) to present to the Town Council.

DART Collin County Demand Responsive Service
Fact Sheet for Fairview Patrons

Service Area: The municipalities of Fairview, Allen and Wylie comprise the service area for **originating** DART Collin County Demand Responsive Service trips. Eligible persons may travel anywhere within these three municipalities without regard to trip purpose. Eligible persons originating in Fairview, Allen or Wylie may additionally schedule trips to and from McKinney and Frisco for **medical-related trips only**.

Riders in the municipalities of Fairview, Allen and Wylie, **may NOT be transported into the current DART service areas** of Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park.

Eligibility: The DART Collin County Demand Responsive Service will serve registered Senior Citizens aged 65 and older as well as persons with disabilities. Persons interested in applying for this service should call the DART Certification office at 214-515-7272, option 5. DART will work with you to see if you qualify.

Fare: \$3.00 is the fare per trip. Exact change is required. Drivers will not be able to make change.

Daily Service Hours: DART Collin County Demand Responsive Service will be provided on **weekdays only, Monday, February 29 through Friday, May 27**. DART Demand Responsive passengers may schedule pickups and drop offs between **5 a.m. and 6 p.m.**

Medical Trip Priority: Non-emergency medical trips will be given first priority. Priority will be implemented by permitting medical trips to be scheduled up to one week (seven days) in advance. Medical trips may include, but not be limited to, the following: dialysis centers, rehabilitation centers, pharmacies, doctor's appointments, etc.

Subscription trips: Riders who have regularly scheduled medical appointments may be eligible for subscription service. This service eliminates the need to call and schedule each individual trip in advance. A scheduling representative will be able to determine eligibility and assist in setting up a subscription.

Scheduling: Non-medical trips may be scheduled up to two service days in advance by registered clients. **Same day scheduling of trips is not permitted.** Return medical trips **must** be scheduled in advance based upon expected appointment completion time.

DART Collin County Demand Responsive Service phone reservations are available Monday through Friday between 8 a.m. and 5 p.m. Reservation line: 214-935-6940. "Where's My Ride" allows riders to check the status of their vehicle on the day of the scheduled trip. "Where's my Ride" and cancellation line: 214-935-6940. Cancellation and "Where's my Ride" calls will be answered between 5 a.m. and midnight. Riders can also check vehicle status online at <http://dart.thebus.mobi>.

Ready Time Window: DART will operate Collin County Demand Response Service on a 0-to-20 minute window for scheduled pick-ups. **The vehicle is considered to be on time when it arrives within the assigned 20-minute ready-time window.** Please plan trips for medical appointments accordingly.

Advanced Cancellation: As long as trips are cancelled by the rider before 5 p.m. the day prior to their scheduled trip, riders will not be penalized for an advanced cancellation.

Same Day Cancellation: Trips that are cancelled by the rider between 5 p.m. the day before the trip, and 2 hours before their scheduled trip are considered same day cancellations. Riders may be penalized for excessive same day cancellations if they equal 50 percent or more of their trips. A minimum of 20 trips must be scheduled before this policy is violated.

Late Cancellation: Trips that are cancelled by the rider 2 hours or less before their scheduled pick up time. Riders may be penalized for excessive late cancellation trips.

No-Show: A rider is given a no-show when the vehicle arrives within the 20-minute ready-time window and the rider fails to board the vehicle within 5 minutes of the vehicle's arrival. Riders may be penalized for excessive no-shows.

Vehicles and Service Operation: Vehicles will be white with DART logos and will be lift equipped. MV Transportation, Inc., DART's contractor, will operate service and will be responsible for call center operations, scheduling, dispatching, driver operations and management, vehicle maintenance, safety and licensing requirements, fare and data collection and reporting to DART.

Trip Denials: Trip requests may be denied due to capacity constraints or eligibility.