

## **Collin County Demand Responsive Fact Sheet For Wylie, Fairview and Allen Patrons**

**Service Area:** The municipalities of Wylie, Allen and the Town of Fairview in Collin County comprise the service area for originating trips. Eligible persons may travel anywhere within these three municipalities without regard to trip purpose. However, eligible persons originating in Wylie, Fairview or Allen may 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 area (Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park).

**Daily Service Hours:** Passengers may schedule pickups and drop offs between 5:00 am and 6:00 pm.

**Service Days:** Service is provided on weekdays only, beginning Monday, February 29<sup>th</sup>.

**Call Center Hours:** The call center will open for trip scheduling beginning Monday, February 22, 2016. Trips may be scheduled by phone between 8:00 am and 5:00 pm on weekdays only.

**Scheduling Trips:** The DART Collin County demand responsive service phone reservations are available Monday through Friday 8:00 am – 5:00 pm. Reservations through the automated system are available 24 hours a day. [Reservation line: 214-935-6940](tel:214-935-6940)

**Call Center Information:** Cancellations and “Where’s my Ride” calls will be answered between 5:00 am and 12:00 midnight. “Where’s My Ride” allows riders to check the status of their vehicle on the day of the scheduled trip. “Where’s my Ride” line: [214-515-7272](tel:214-515-7272) Riders can also check vehicle status online at <http://dart.thebus.mobi>.

**Vehicles:** Vehicles will be white with DART logos, and will be lift equipped.

**Service Operation:** 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.

**Eligibility:** The Collin County service will serve registered Senior Citizens (65+) and persons with disabilities. Persons interested in applying for the service eligibility should call DART’s [Certification office at 214-515-7272, option 5](tel:214-515-7272), and DART will work with you to see if you qualify.