

the lap of the passenger. Packages should never be stored on the seats or in front of the door. Packages must be limited to no larger than a brown paper grocery bag. Oversized packages will be refused. Passengers are expected to carry their own packages. If you are not capable of loading or unloading packages, and do not have an attendant to assist you, the packages will be prohibited from the vehicle.

**Visiting** – The DMC is available to take you visiting. If you have a friend or family member anywhere in our service area and Abilene, Texas the DMC can drive you.

**Bill Paying** – Let the DMC drive you to pay your water bill or electric bill. Maybe you just need a ride to the post office. We are here to help.

**Medical Appointments** – The DMC is available to transport you to your medical appointments Monday thru Saturday. Medicaid recipients may qualify for Title XIX Medical Transportation. Call 1-877-633-8747 to determine if you are eligible. All other reservations for transportation to a medical facility are made by calling the Double Mountain Coach phone number.

**Miscellaneous Transportation Services** – The DMC also provides transportation for those who need a ride to other appointments such as probation office visits, beauty shop appointments, job interviews, etc. Call us today for more information.

**ALL TRANSPORTATION RESERVATIONS  
MUST BE MADE 24 HOURS IN ADVANCE**

## SCHEDULING A RIDE

Rides can be scheduled by calling 1-800-722-0137 or (940) 989-2239 Monday thru Friday between 8:00 AM and 3:00 PM 24 hour advance notice is required. Transportation is available on a first call first serve basis. Please have the following information available when you call:

PASSENGER NAME  
PASSENGER PICK-UP ADDRESS  
PASSENGER PHONE NUMBER  
DESTINATION NAME  
DESTINATION ADDRESS  
DESTINATION PHONE NUMBER  
APPOINTMENT TIME IF APPLICABLE

*Please have exact change.  
Drivers do not make change.*

## NON-CONVENTIONAL WHEELCHAIRS

DMC will make every effort to accommodate various wheelchair models. However, due to increasing size & weight of such equipment, some limitations will be necessary in order to ensure the safe transport of these wheelchairs & passengers.

## PASSENGER POLICY FOR DOUBLE MOUNTAIN COACH RURAL PUBLIC TRANSIT

## INTRODUCTION

The *Double Mountain Coach* is a rural public transit service providing curb-to-curb demand response transportation needs to the residents of Jones, Haskell, Kent, Knox, Throckmorton, Stonewall and Fisher Counties. Anyone may schedule a ride to any location in our service area and to Abilene, Texas. Passengers must be capable of using DMC demand response service. Double Mountain Coach will make reasonable accommodations such as curb to curb assistance on and off the van. Drivers are trained in passenger assistance such as proper tie down of wheelchairs. Due to liability issues passengers needing assistance beyond the above described assistance will be required to provide an attendant for his/her care.

1-800-722-0137  
1-(940) 989-2239  
Monday thru Friday  
8:00 AM – 6:00 PM

## **RULES & GUIDELINES**

**Passengers must pay round-trip fare upon boarding van.**

Passengers must remain seated at all times.

Passengers must wear seat belt at all times.

Passengers must not distract the driver.

No tobacco products are to be used.

No food or drinks are allowed on vehicle unless medically necessary.

Car seats for infants & children are required.

No weapons are allowed on vehicle.

Passengers must wear shoes unless medical exception.

Parents are expected to have complete control over children.

**All DMC rules and guidelines are strictly enforced. Passengers who do not abide by the DMC rules & guidelines will be denied transportation.**

## **PICK-UP & DROP-OFF PROCEDURE**

**P**ickup will be made at the right hand curb in front of the passenger's residence. This will allow the passenger to enter the vehicle on the curbside of the street. The driver will honk the horn upon reaching the point of pickup. The driver is required to wait five minutes, if the passenger has not come out to meet the van the driver will honk again. If there is no response driver is required to report no-show to dispatcher and proceed to next pickup.

**D**rop-off will be made by pulling up to the curb with right hand side of the vehicle to the curb.

**P**ick-up or drop-off on a business street will be made near intersections or at marked stop zones nearest the address.

**P**assengers needing assistance entering or exiting the van will be provided assistance by the Double Mountain Coach Driver or an assigned assistant.

## **NO SHOWS**

**D**ouble Mountain Coach appreciates a courtesy call to cancel your trip if you are not going to ride with us. If you do not call and cancel you may be billed as a no show and required to pay the no show fare before being allowed to ride with DMC in the future.

## **UNAUTHORIZED PASSENGERS**

**U**nauthorized passengers are not to be on the vehicle at any time. An authorized passenger is a person, other than a driver assistant or escort, who has not had prior approval to ride the van.

## **CONDUCT ON THE VEHICLE**

**P**assengers must remain in their seats at all times when the vehicle is in motion. Parents should have complete control over their children at all times. A passenger, who conducts himself/herself in a disorderly or threatening manner, creates unnecessary noise, annoys other passengers, or behaves in a manner determined to be a disturbance will be given a warning that he/she is violating Double Mountain Coach rules regarding passenger conduct. The driver will then inform the Transportation Director of the situation. Passengers will be given one warning, after the warning if such behavior continues passenger will then be ejected from vehicle in the nearest city or town if it is deemed necessary for the

safety and welfare of other passengers. The driver has the authority to contact law officials if misconduct on vehicle becomes such that reinforcement is necessary. All reports regarding incidents are filed in the Double Mountain Coach office.

## **THE FOLLOWING ITEMS ARE STRICTLY PROHIBITED ON THE DMC VEHICLE.**

**Firearms, Farm Tools, Farm Implements, combustible or corrosive materials or liquids, and any other items that could become dangerous in the event of a sudden stop. Also prohibited are large packages and coolers.**

**THE DOUBLE MOUNTAIN COACH IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS**

## **AVAILABLE TRANSPORTATION SERVICES**

**T**here are many transportation services available through the Double Mountain Coach. Maybe you need to go shopping? Visit a friend or relative? We will even take you to pay your bills.

**Shopping** – The DMC provides transportation for your shopping needs. We can transport you to a shopping center of your choice in our service area or to Abilene, Texas. Days available for shopping: **Tuesday, Wednesday & Thursday each week. Please give 24 hour advance notice.**

**R**ules regarding shopping: Packages must be limited to space availability. All packages shall be placed standing up in either the storage area behind the rear seat, or on the floorboard between or underneath the seats, or be held in

# DOUBLE MOUNTAIN COACH

RURAL PUBLIC TRANSIT



## FARES FOR ONE-WAY TRIP PER PERSON

EFFECTIVE JANUARY 1, 2004

LOCAL SERVICE - .50  
(5 MILES OR LESS)

### OUT OF TOWN SERVICE

6 - 20 Miles	-	\$1.00
21 - 40 Miles	-	\$2.00
41 - 60 Miles	-	\$3.00
61 - 80 Miles	-	\$4.00
81 - 90 Miles	-	\$5.00
91 Miles & Over		\$6.00

Please have exact change. Drivers do not make change.

**1-800-722-0137 or 940-989-2239**

**DOUBLE MOUNTAIN COACH RURAL TRANSIT DISTRICT**  
**ASPERMONT SMALL BUSINESS DEVELOPMENT CENTER, INC.**  
**P.O. Box 188**  
**Aspermont, Texas 79502**

**(940)989-2239**  
**1(800)722-0137**

**DOUBLE MOUNTAIN COACH**  
**POLICIES & PROCEDURES**

**5311, 5310, Medical Transportation Provider**  
**of the Texas Department of Transportation**

# DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES

## I. General

### A. *Mission*

It is the mission of Double Mountain Coach Rural Transit District (Double Mountain Coach) to design, implement and maintain an efficient and effective transportation system for residents of Stonewall, Kent, Knox, Haskell, Throckmorton, Jones and Fisher Counties.

### B. *Policy*

Double Mountain Coach serves a large diverse population of individuals with varying ages (children, teenagers, adults, elderly), physical challenges, economic and financial status, and ethnic backgrounds.

Double Mountain Coach Rural Transit District shall ensure that no person shall be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by DMC, solely by the reason of his/her race, color, religion or non-religion, sex, national origin, age, disability, or any other characteristic protected by law.

### C. *Objectives*

The specific objectives of Double Mountain Coach.

1. To provide demand response curb to curb transportation to the residents of its service area.
2. To maintain a trained staff for the operation and control of the system.

# DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES

## II. ADMINISTRATION

### A. General

Double Mountain Coach Rural Transit District shall maintain an adequate staff to successfully operate Double Mountain Coach.

### B. Organization

The Executive Director is responsible for the overall management of Double Mountain Coach including the operations and personnel. The Dispatching/In-take staff, Drivers, Maintenance Supervisor and Assistant/Transportation Director assist with specific daily activities.

### C. Employees and Assignments

1. It is the responsibility of the Executive Director to organize and monitor the specific activities necessary to achieve agency goals. The Executive Director directly supervises the Transportation Director, the Dispatching/Intake staff, the Drivers, and Maintenance