

Collin County Transit

How To Submit A Request for Accommodation or Modified Service

Customers needing to make a modification or accommodation request may do so by contacting the City of McKinney at collincountytransit@mckinneytexas.org or DART Mobility Service at 214-749-2844 or send an email to collincountytransit@dart.org.

Request Reviews

The City of McKinney and DART Mobility Service staff will review requests for reasonable modifications and accommodations. Requests will be denied if it will:

- Fundamentally alter the nature of the entity's transit services
- Create a direct threat to the health and safety of others
- Without the requested modification, the individual with a disability is able to fully use the transit agency's services, program or activities for their intended purpose
- Granting the request would cause an undue financial or administrative burden

If none of these conditions are present, the request will be approved. If a request is denied, the City of McKinney and DART Mobility Service will consider any other actions to ensure that the individual with a disability receives service.

The City of McKinney and DART Mobility Services will respond to a request within 15 calendar days to notify receipt of the request. Staff will respond with a decision to the request within 45 calendar days thereafter.

Appeal Process

The customer shall have 10 calendar days from the date of the denial notice to submit to DART Mobility Service a written request for an appeal. He or she (or their representative) shall include a written explanation as to why they believe their request should be approved.

A customer who disputes the basis for denial may request an appeal hearing in writing DART Mobility Service at:

DART Mobility Service - Collin County Transit
P.O. Box 660163
Dallas TX 75266-7248

DART Mobility Service will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reason(s). A decision will be provided to the appellant within 30 days from the appeal request date. Appeal Panel will have the final say on all appeals.