

DEMAND RESPONSE SERVICE

The Danville Transit System provides reservation-based transportation service for persons with disabilities. Certification requirements are required for persons with disabilities to receive a \$2 fare from 6:00 am until 6:00 pm.

ELIGIBILITY REQUIREMENTS FOR HANDIVAN SERVICE

Transportation service is available to residents of the City of Danville who are determined to be unable to use the fixed route system due to a physical or cognitive disability. Patrons must obtain certification forms from the transit system and have some forms completed by a qualified physician, health care professional, or rehabilitation professional. Eligibility decisions are made within 21 days of receipt of a completed application, otherwise presumptive eligibility is granted. Once approved persons are charged \$2 per one-way trip from 6:00 am until 6:00 pm. Persons denied eligibility or given conditional eligibility will be provided written notice with specific reasons for the decision and notice of their right to appeal.

Persons denied eligibility may appeal for service in writing. Appeal requests should be submitted to the following;

**Danville Transit System
P.O. Box 3300
Danville, Virginia 24543**

WAIT TIME FOR BOARDING

Drivers cannot wait for more than 3 minutes past a passenger's scheduled boarding time. If the driver leaves, then please call the transit office for service.

APPEALS PROCESS

A decision regarding an appeal for eligibility for disabled transportation service will be made within 60 days and written notification of the decision with reasons provided. If a decision is not made within 14 days transportation will be provided until a decision to deny the appeal is issued.

OUT OF TOWN VISITORS

Out of town visitors with existing certification approval are not required to complete Danville Transit certification forms. A copy of the visitor's forms should be sent to Danville Transit.

RESERVATIONS & BOARDING TIMES

Transit staff are available at the times listed below to take reservations and to provide you with scheduled boarding times based on your trip request:

- (434) 797-8994, Mon-Thur., 8 am - 3 pm
- (434) 799-5144, Mon-Sat., 4 am - 7 pm
- (434) 799-6512, TDD

Please leave your trip request on the answering machine after business hours. No priorities are used for completing reservations based on trip purpose. Trips may be negotiated with the rider and scheduled within one hour of the requested trip time.

HANDIVAN FARES

Disabled Passenger:	\$2.00
(6:00 am until 6:00 pm, Monday- Saturday <u>only</u>)	
Extra Stop for disabled rider	\$2.00
Companion with disabled rider:.....	\$4.00
Personal Care Attendant:	FREE
One child 12 years old or younger:	FREE
(One child free per paying adult)	
Disabled Passenger:	\$4.00
(4:00 am - 6:00 am and 6:00 pm - 1:00 am, Monday- Saturday)	

The fare will be charged each time you board the bus. Please have the exact cash or tokens available before boarding. Additional companions can receive service on a space available basis.

CANCELLATION PROCEDURE

Please call the Danville Transit System **one hour** before your scheduled boarding time to cancel service! Passengers should call the phone numbers identified in this brochure to cancel service.

TRIP SCHEDULING

Trips are scheduled within one hour of the requested time. (before or after). If callers regularly receive a busy signal when attempting to schedule a trip, please notify the Transportation Services Director at 434-799-5110.

HANDIVAN SERVICE AREA

Trips are provided **within one mile of the city limits of Danville, Monday through Saturday**

HOLIDAYS

There is no service on these holidays:

New Year's Day, Martin Luther King, Jr. Day, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day

PRESCHEDULING OF TRIPS

Regular recurring trips may be prescheduled (i.e. dialysis, meal sites, work) when capacity exists. Standing reservation recurring service may not absorb more than fifty percent of the number of trips available at a given time of day, unless there is capacity.

NO SHOW POLICY

Danville Transit tracks scheduled trips that are not cancelled or completed. The system reserves the right to suspend service if it is determined that you are not calling to cancel your trips. If a pattern of no-shows is observed, then an investigation will be completed and a 15-day advance notice will be provided for proposed suspension of service. An appeal can be made by phone, email or letter within 60 days of receipt of the suspension letter, which will be acted upon within 14 business days.

TO HELP US SERVE YOU BETTER:

- Please cancel a trip at least 60 minutes before the scheduled pickup time.
- Please have the exact cash fare or tokens ready when you board.
- Please be prepared to board the bus at your scheduled boarding time. ***The driver cannot wait for more than 3 minutes past your scheduled pickup time.***
- Please arrange to board the bus at the curb, if possible.

SCHEDULING RETURN TRIPS

All return trips should be scheduled in advance when reservations are made if possible. **When your return time is uncertain for trips such as medical or beauty parlor trips, please give the dispatcher an approximate pickup time and call the transit office when you are ready to go.**

ONLINE RESERVATIONS

Passengers can complete reservations by accessing a mobile app or web portal. Please visit www.danvilletransit.com for information.

BOARDING AND DEPARTING

Door to door service is provided for disabled persons.

CITY OF DANVILLE TRANSIT SYSTEM TRANSPORTATION FOR PERSONS WITH DISABILITIES

RESERVATION-BASED OPERATIONS MONDAY – SATURDAY



Danville Transit System

**City of Danville
Transit System
P. O. BOX 3300
Danville, VA 24543
September 1, 2023**