

SENIOR TRANSPORTATION SERVICE

The Danville Transit System provides reservation-based transportation service for seniors ages 60 years old or older. Certification requirements are not required. However, seniors must call Danville Transit and provide information that is required by the Southern Area Agency on Aging.

Danville Transit System
P.O. Box 3300
Danville, Virginia 24543
434-799-5144

WAIT TIME FOR BOARDING

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

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 at 799-5144 after business hours. No priorities are used for completing reservations based on trip purpose. The time the trip is completed may be negotiated with the rider and scheduled within one hour of the requested trip time.

DEMAND RESPONSE FARES

A voluntary fee is requested for eligible trips like medical trips and certain shopping trips. **However, for ineligible trips like work trips, a 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.**

TRIPS FOR SENIORS THROUGH THE OLDER AMERICANS ACT

The Danville Transit System will complete trips for seniors that are financed through the Older Americans Act. For more information concerning eligible trip activity, please call Danville Transit at (434) 799-5144.

SERVICE AREA FOR SENIOR TRIPS

Service is provided for seniors who live within ½ mile of the city limits.

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.

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. Trips for dialysis treatment are completed on certain holidays based on the clinic's schedule.

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.

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

Senior passengers can complete online reservations for service that are paid with cash. For more information, please visit www.danvilletransit.com. A mobile app and web portal can be used to schedule service independently for paid trips.

BOARDING AND DEPARTING

Curb to curb service is provided for ambulatory passengers. Door to door service is provided for disabled persons.

CITY OF DANVILLE TRANSIT SYSTEM SENIOR TRANSPORTATION

**RESERVATION BASED
OPERATIONS
MONDAY – SATURDAY**



Danville Transit System

**City of Danville
Transit System
P. O. BOX 3300
Danville, VA 24543
August 4, 2023**