

## How does someone make a request for reasonable accommodations related to the ADA?

In accordance with the requirements of the Americans with Disabilities Act of 1990 (“ADA”), Davis Community Transit (DCT) will not discriminate against individuals with disabilities in its services, programs, or activities. DCT will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services, and activities. Anyone who requires a modification of policies or procedures to participate in a program, service, or activity of DCT, should contact the DCT office.

The ADA does not require DCT or any other transit system to take any action that would fundamentally alter the nature of its program or services, or impose an undue financial or administrative burden. Complaints that a program, service, or activity of DCT is not accessible to persons with disabilities should be directed to the DCT Paratransit Supervisor.

### **Davis Community Transit**

23 Russell Blvd., Davis, CA 95616



## **Davis Community Transit**

Paratransit service in Davis, CA

Davis Community Transit (DCT) is the complementary paratransit provider for Unitrans and YoloBus. It is a shared ride, origin-to-destination paratransit service for qualified customers and visitors in the Davis area.

Dispatch Office: 530-747-8240  
Phone Hours: 8am-5pm daily

[www.cityofdavis.org/cs/transit](http://www.cityofdavis.org/cs/transit)

**Shared-ride service** - Customers should expect to share the bus with other DCT customers; customers should be courteous and respectful of other riders using the service. Allow sufficient time for travel and never expect direct service. DCT is not an ambulance service and drivers do not provide medical care.

**Origin to destination** - DCT primarily provides curb-to-curb service to customers. If a customer indicates the need for further assistance, the driver will provide assistance between the entry way of a building and the vehicle. Drivers cannot enter buildings and they must maintain line of sight of their vehicle.

**Eligibility** – a prospective customer needs to submit an application detailing a qualifying health related condition or disability that prevents the applicant from accessing fixed route public transit.

### **Staff Don'ts**

- Staff will not go through customers belongings for fare or any other items.
- Staff will not conduct any personal business while actively on shift.
- Drivers will not load or unload more than four bags per a trip.
- Drivers will not make change for fare.
- Drivers will not discuss other customer's condition, personal situations, or engage in conversation about other customers.

## **Staff Do's**

- Staff will be courteous and professional to customers both over the phone and on the vehicle.
- Drivers will ensure the safety of customers by obeying traffic laws, adhering to safe driving practices, and maintain awareness of the vehicle and any occupants at all times.
- Staff will assist customers in boarding and disembarking the vehicle including assistance with mobility aids and small carry-ons.
- Drivers will report any relevant information to DCT Staff and their supervisor.

DCT provides a public transit alternative for the rides that a customer would want to take on Unitrans or YoloBus but would be prevented due to their qualifying disability.

**Service Area** – DCT will make a reasonable effort to reach any destination within one mile of either a Unitrans bus route or any local portion of a YoloBus route.

**Advance Reservation** – Rides on DCT must be scheduled at least the day before the requested ride by 5 pm. The earliest a ride can be scheduled is two weeks before the day of the requested ride.



**Rides** – Dispatch phone hours are 8am to 5pm daily. A message may be left at any time and will be returned as soon as possible. Messages left after 5pm will be returned at the start of the next day.

**Call the Office** – to set up a ride, customers can call the dispatch office at 530-747-8240 or email [DCTDispatch@cityofdavis.org](mailto:DCTDispatch@cityofdavis.org) and make sure to include:

- Your name
- Pick-up and drop-off location(s)
- Requested date and time of pick-up or time of appointment

**Negotiated Trip Times** – DCT can schedule rides up to an hour before or after a requested pick-up time. Pick-up times will be scheduled to accommodate every customer as best as possible. Customers should allow at least thirty minutes before appointments.

## **Customer Don'ts**

- Customer will not board the bus with more than four bags or large items exceeding 20 lbs. each.
- Customers will refrain from using offensive or inappropriate language or behavior.
- Customers will not disrupt the safe operation of the vehicle by the DCT driver.
- Customer will refrain from eating, drinking, or smoking while on the bus.
- Customer will not bring any non-service animals onboard the vehicle unless that animal is in a transportable, rigid carrier they can carry and have notified dispatch in advance.

## **Customer Do's**

- Customers will have exact fare (cash/ coins, check, or a ticket) ready before boarding the bus.
- Customers will be courteous to other customers and respect that DCT is a shared ride service.
- Customers will wear seatbelts at all times.
- Customers will be ready to come out and board the bus while waiting for pick-up.
- Customers will have their ride information ready when calling to schedule a ride.
- Customers will maintain an acceptable level of hygiene when riding the bus.
- Customers will inform dispatch of any changes to a ride before the ride.

**Twenty Minute Window** – The scheduled ride time is not the exact time of pick-up. The entire period from ten minutes before and ten minutes after the scheduled time is the window in which a customer should expect the bus.

**Three Minute Wait** – The bus will wait for the customer at least three minutes once it arrives but no longer than five minutes. If the customer cannot be located, or is not ready to take the ride, the bus will have to leave and the trip will be documented as a customer No-Show.

**Return Ride** – From 8 am until 5 pm, Monday through Friday, customers call the DCT dispatch office for return rides only when they are ready for a return trip. For some eligible rides during these hours, DCT is able to schedule the return trip in advance. At all other times, and on most holidays, return rides are scheduled in advance.

**Additional Ride Requests** – Customers may schedule multiple rides in a single day. Customers need to set up all rides by 5 pm the day before and factor in reasonable travel time between locations.

**No-Shows** – Missing a requested ride or cancelling a ride after the end of business (5pm) the previous day will result in a No-show. A customer who accumulates sufficient No-shows over a 45-day period may be subject to having their service suspended.

**Regular Fare** – The regular, one-way fare for DCT is \$3.00. Regular Fare is in effect whenever Unitrans is operating. Fare needs to be paid before a ride will be provided. Drivers do not carry change so customers need to have exact fare when boarding.

**Premium Fare** – When Unitrans is not operating but Yolobus is operating in Davis, DCT provides rides at a Premium Fare rate of \$4.50 per a one-way trip and only in areas within a mile of local portions of a Yolobus line.

**Same Days** – DCT can provide rides the day of a request only if time and space permit. Same day rides are subject to an additional \$3.00 fare.

**Tickets** – A punch-card ticket can be purchased from the driver and then used for fare. The tickets are valued at \$15, \$30, and \$60 and can be purchased by cash or check (checks made out to “City of Davis”).

For more detailed information on any of our policies, contact our office.