

Transit Policy

Description of Services

Davidson County Transportation System (DCTS) provides non-emergency transportation for qualifying Davidson County residents. DCTS coordinates transportation for the Senior Services department: Senior Service transportation provides transportation for senior nutrition programs, medical appointments and employment. General demand response transportation provides various trips to qualifying clients and provides oversight of contracted transportation services for the Workshop of Davidson, the Life Center of Davidson County, as well as the Work First program. These services are provided through contracted transportation providers and DCTS vehicles.

To serve residents and anyone visiting in the Davidson County area, DCTS offers Four (4) Deviated Fixed Routes in the Cities of Lexington and Thomasville. Two of these Deviated Fixed Routes connect Lexington and Thomasville at our bus stop at Davidson Davie Community College (DDCC). DCTS also offers a Saturday Route in Thomasville. The Deviated Fixed Route bus service can deviate from the route up to 1/4 mile in either direction. Any requests for deviations must be called in to the office.

Hours of Operation

Office/ Reservations: 8:00 AM - 6:00 PM - Monday through Friday

Lexington BLUE Route	6:00 AM - 6:00 PM - Monday through Friday
Lexington ORANGE Route	6:00 AM - 6:00 PM - Monday through Friday
Thomasville RED Route	6:00 AM - 6:00 PM - Monday through Friday
Thomasville GREEN Route	6:00 AM - 6:00 PM - Monday through Friday
Thomasville SATURDAY Yellow Route	10:00 AM - 4:00 PM- Saturday
Contracting Agencies	8:00 AM - 5:00 PM - Monday through Friday
Dialysis	6:00 AM - 5:00 PM - Monday through Saturday (some holidays)

No General Public (GP) transportation will be provided on observed Holidays by Davidson County Government:

- *New Year's Day*
- *Martin Luther King's Jr. Day*
- *Good Friday*
- *Memorial Day*
- *Independence Day*
- *Labor Day*
- *Veteran's Day*
- *Thanksgiving Day and the day after Thanksgiving.*
- *Christmas Day (total of 3 days recognized by the Davidson County Board of Commissioners.)*

In the event of inclement weather, Davidson County may make the decision to cancel scheduled Demand Response trips and the Deviated Fixed Route bus service. Cancellations will be announced as early as possible via Davidson County Website, WXII 12, FOX 8 and WFMY News 2.

Transit Policy

Services Not Provided:

1. Charter Service:

Davidson County Transportation System, (hereafter referred to as DCTS), has agreed, in its financial assistance contract with the North Carolina Department of Transportation, Public Transportation Division, that shall only use FTA- funded vehicles or facilities acquired with federal assistance authorized under the Federal Transit Laws only in compliance with the regulations set out in 49 CFR 604. It is the policy of DCTS that it will not use Federal assistance to compete with private operators of charter bus service where such private operators were willing and able to provide the service. DCTS will only perform charter services consistent with 49 CFR part 604.

2. School Transportation Service Policy:

Davidson County Transportation System (DCTS) will adhere to all federal and state requirements related to exclusive public school transportation service and will at no time provide such service.

Qualifications for General DCTS Demand Response Services

DCTS demand response services, within Davidson County, are available to all residents of Davidson County and are contingent on available funding. To use the demand response service, residents must schedule their trip at least 2 business days in advance by calling 336-242-2250, Monday through Friday between 8:00 a.m. and 5:00 p.m.

Riders with a pick-up and drop-off location within ¼ mile of a DCTS bus route will be encouraged to use the Deviated Fixed Route.

Events in which DCTS services are denied:

DCTS complies with the Federal Title VI guidelines and the guidelines of the Federal Register regarding ADA accessibility.

For safety reasons, the following individuals are not permitted to use DCTS services:

- A person who is unable to sit in an upright position, has severe pain, or other debilitating conditions.
- A person who is on or must utilize a stretcher, gurney, geriatric chair or other device that is in a reclining position.
- Any person with a device that cannot be secured without danger of injury to the passenger or device that exceeds the limitations of the on-board equipment. *This includes any passenger that cannot be properly secured in their wheelchair or mobility device in a safe manner.*
- Any person that requires passenger assistance when their assistant is not riding for the duration of the trip.
- Any passenger that is not able to maneuver or operate their own mobility device.

If any of the above-mentioned guidelines are violated, the trip may be denied.

Transit Policy

Scheduling

- Demand Response trips can be scheduled via 3 methods:
 - In person at our Lexington Transportation Hub
 - In writing to:

Davidson County Transportation
945 N. Main St., Suite B.,
Lexington, NC, 27292.
 - **By telephone, by calling (336) 242-2250, this is the number for the Piedmont Authority for Regional Transportation (PART) regional call center, they will transfer any calls inquiring about a trip request to the Davidson County main office to be evaluated.**
- All appointments must be scheduled during office hours 8:00 am to 5:00 pm. When leaving a voice message, please leave your name and phone number so that we may return your call.
- Demand Response transportation trips require two (2) business days' notice. Scheduled trips will be given our highest priority. For trip requests with less than two (2) business days' notice, DCTS staff in conjunction with our contractor will review the request and determine ability to provide the transportation.
- DCTS will schedule trips based upon available resources and advise the passenger of departure and arrival times. DCTS will make every effort to transport all passengers on time; however, conditions beyond DCTS' control may cause limited delays or early arrivals.
- DCTS Deviated Fixed Route Bus Services deviation requests may be scheduled for same day service. Passengers must call the PART call center for the request. The client must give their name and phone number and deviation location for documentation. The office staff will then notify the driver of the deviation. DCTS request that you be at the deviated pick-up location at least 5 minutes early. If you are not present at the deviated stop when the bus arrives, if there is no one waiting at the stop, the driver will then wait five (5) minutes, if the passenger does not arrive it will be reported as a "no-show", **refer to DCTS no show policy on pg. 9**
- **All Scheduled Trips must begin and end within the same business day**

Demand Response:

DCTS offers Demand Response transportation services to those who qualify (for qualification information please see pg. 2) These services include but are not limited to: transportation for employment, DDCC, medical appointments, points from rural to urban areas, Senior Services appointments, as well as transportation to the Work First program. Trips to grocery stores will be provided to the closest grocery store to the pickup site only. Trips are within the county boundaries. Trips for non-medical reasons are limited to a maximum of two trips per week.

Transit Policy

Appointments are taken Monday - Friday from 8am until 5pm.

Whenever making an appointment you should be prepared to provide the following information.

- Your name
- Address
- Date of birth
- Mobility type
- Contact number
- Address of destination.
- Requested appointment time.
- Any attendants or additional riders

DCTS request that you be ready at least one (1) hour prior to the appointed pick-up time. DCTS will only wait five (5) minutes upon arrival. If you do not ride for a requested pick up or return trip it will be considered a no-show in accordance with the DCTS no show policy.

Availability of “Out-of-County” transportation is based on availability of excess funding and is typically not available. If “Out-of-County” Trip Requests are offered by DCTS: the following is in addition to all other policies regarding Demand Response trip requests: the rider could be picked up for their appointment 2 hours prior to allow time to pick up/drop off additional riders to the same location or location on the route to the out-of-county destination.

Demand Response Pick-Up and Wait Times

Pick-Up Times

DCTS passengers must be ready one hour prior to the scheduled pick-up time. Times may vary due to the location of the passenger’s home and/or destination. **Please keep in mind that these services may be a shared ride service, and the exact pick-up time cannot be guaranteed.**

Wait Times

Drivers will wait three (3) minutes past the pick-up time for passengers to board the vehicle. If the client is not ready to board, an attempt will be made to contact the individual by phone. After the call the client will be allowed two (2) additional minutes before the driver proceeds to his next destination. The Drivers will be allowed to wait a total of five (5) minutes for all clients. Wheelchair passengers will be provided with an additional five (5) minutes for loading and securing the wheelchair.

No Charge to Client Trips

- Senior Citizens 60 years and older registered with Davidson County Senior Services for Congregate Nutrition sites trips, Life Center of Davidson County, Adult Day Health, Medical and Dental Appointments (Non-Medicaid recipients only) - (Medical trips include physicians, clinics, dialysis, vision, mental health and Chiropractic), Senior Centers (Lexington and Thomasville).
- Other Persons who qualify are defined on pg. 2 under **Qualifications for General DCTS Services**

Transit Policy

Passenger Assistance

- Assistance escorts may accompany passengers who are unable to access DCTS vehicles on their own (wheelchair, walker, visually impaired, etc.). The passenger is responsible for providing his or her own escort. An escort must be physically able to provide all assistance needs to the passenger except for services that are the responsibility of the Driver. The DCTS Driver is responsible for operating the wheelchair lift and securing the wheelchair once the passenger and the mobility device is in place within the vehicle.
- Door to Door service for those requiring assistance from DCTS Drivers, are as follows:
 - The DCTS Driver or contractor, in coordination with the office personnel, will determine whether the client can be safely transported from their door to the vehicle. Any barriers that may prevent the safe loading or unloading of the passenger or require the Driver to exert more than 75 pounds of pushing or pulling pressure will be grounds for terminating the trip unless the passenger or agency requesting the service provides on-site assistance to the DCTS Driver or contractor. DCTS or contractor drivers will make reasonable accommodations to help board passengers.
 - For reasons of safety, training, and liability, Drivers will not physically lift a person into or out of a wheelchair
 - In the performance of their duties, DCTS or contract drivers are not permitted to enter a passenger's resident or privately-owned buildings nor is the Driver permitted to lose sight of the vehicle at any time when providing services at a private dwelling. Institutions providing care to individuals needing DCTS services should have passengers ready at the entrance when the vehicle arrives.
 - DCTS Drivers or contractors will not load or unload a passenger's personal belongings, packages, mail, or freight. All clients must arrange to have these items carried to and from the DCTS vehicle.

Children & Minors

- DCTS does not transport children under the age of fourteen (14) without the accompaniment of an adult.
- Passengers needing mobility aids, i.e. wheelchairs, walkers, child-car seats, must provide their own equipment.
- The North Carolina Child Passenger Safety Law requires children less than age 16 to be properly restrained in an age, weight, and height appropriate restraint. Passengers age 16 and older are covered by the North Carolina Seat Belt Law. The law requires that any child restraint must be used correctly according to the manufacturer's instructions. The law does not specify which type of car seat can be used at any age or weight, only that the seat is used properly in accordance with the manufacturer's instructions and meets all Federal Safety Standards in place when the seat was manufactured. Every car seat and booster seat has a different set of requirements for use that may include age, height, and weight requirements. When a child reaches age 8 (regardless of weight) OR reaches 80 pounds (regardless of age), a properly fitted seat belt may be used instead of a child restraint/booster to restrain the child. However, keep in mind that the seatbelt may not fit properly even if the child is 8

Transit Policy

years old or weighs 80 pounds. The law does require that children stay in a child restraint or booster seat until the seat belt fits properly on its own. Booster seats can only be used with lap and shoulder seat belts. Booster seats can NEVER be used with a lap belt only. A child who weighs at least 40 pounds can legally be restrained using only a properly fitted lap belt if there is no lap and shoulder belt available for use with a booster seat.

- Clients with children are responsible for their care and conduct. The DCTS Driver will direct all requests to the parent or guardian should the transportation of the child become a safety issue.

Deviated Fixed Route

The Deviated Fixed Route bus service is free of charge. Passengers may ride for one (1) hour (round/loop) at a time. Using the buses for any reason other than transportation may result in removal of passenger from the bus by verbal request from the driver. Extended stays of over an hour will not be permitted.

Passenger Conduct and Responsibilities:

The following applies to both Deviated Fixed Route bus services and Contracted demand response services

DCTS requests that all passengers conduct themselves with courtesy and consideration to the Driver and other passengers. The Driver is responsible for on-vehicle behavior. All instructions from the Driver are to be followed by the passenger. DCTS reserves the right to refuse service based on violation of agency rules and regulations and the Rules of Behavior on Vehicle:

- No smoking or spitting is allowed in DCTS facilities or DCTS vehicles. This also includes any use of electronic cigarettes or vapor producing smoking devices. Chewing and dipping tobacco is also not allowed.
- No eating or drinking allowed on the vehicle (exceptions may be made for medical passengers, as needed, for health reasons with Driver's approval).
- No abusive, socially offensive, obnoxious, or insulting slang and language that is personally, ethnically, or racially degrading to the Driver and other passengers is permitted.
- Lack of personal hygiene is offensive to others. Passengers should be clean and dressed before boarding the vehicle. A shirt and footwear is required while riding on a DCTS vehicle.
- No horseplay of any kind allowed.
- No annoyance of other passengers.
- No weapons of any kind will be allowed.
- Possessions of alcoholic beverages, and/or illegal drugs are not allowed on a public transportation vehicle. Prior use of alcoholic beverages or illegal drugs before boarding the vehicle may result in denial of transportation.
- **According to NC General Statute 20-135.2A(a):** Passengers of a motor vehicle manufactured with seat belts must have a seat belt properly fastened about his/her body at all times when the vehicle is in motion. This includes all DCTS vehicles and contractors' vehicles.
- Passengers must secure any carry-on or personal items, these items are the passenger's responsibility. Any item that is large enough to take away a possible seat for another passenger (meaning that the item takes up two (2) seats) will not be allowed. No items are allowed in the aisles of the bus.
- DCTS does not allow animals or pets on vehicles- unless it is a service animal

Transit Policy

Right To Appeal

If a rider is banned from using our system, the rider can appeal that decision by submitting, in writing, a request to appeal the decision to the Transportation Director. The request to appeal will be presented to the Transportation Advisory Board at their next scheduled meeting. The passenger will be notified within five (5) days after the Board has made a determination of the complaint. **The decision of the TAB is final.**

Emergency Procedures

In case of an accident or other emergency the passenger should:

- Remain calm.
- The Driver will stop the vehicle in a safe location and contact the Office of DCTS for additional instructions.
- Follow the Driver's instructions.
- If the Driver is incapacitated call 9-1-1.
- Conduct an orderly evacuation of the vehicle and stay off the roadway in a safe location.
- Do **not** smoke anywhere near the vehicle.

Passenger Comment, Complaint and Grievance Procedures

DCTS is committed to being responsive to passenger perceptions about their transportation services and welcomes feedback from passengers. Title VI & ADA Policies along with compliant forms can be found at the DCTS office. Any comments/complaints may be addressed by calling the PART call center at 1(336) 242-2250 or the Transportation Director at (336) 242-2925 and will also be accepted by writing to the following address:

Davidson County Transportation System
945 North Main Street, Suite B.
Lexington, NC 27292.

- DCTS' Transportation Director will discuss complaints with the passenger and the incident will be thoroughly investigated. If the complaint is deemed valid, a solution to remedy the issue will be done in a timely manner.
- If the complaint is against a Driver, the Transportation Director will discuss the problem with the Driver and any witnesses involved within three (3) working days. If the Driver is deemed at fault, necessary corrective action will immediately be implemented.
- Passenger making the complaint will be notified within five (5) working days of the status of the complaint.
- The person filing a complaint and witnesses names and comments will not be disclosed to the Driver. Complaints will be disclosed to the DCTS Transportation Advisory Board (TAB).
- If the passenger is not satisfied with the disposition of the complaint, they may contact the DCTS Transportation Director within three (3) days to request an audience before the Transportation Advisory Board (TAB). A topic of the attending person's presentation and information must be supplied to the

Transit Policy

Transportation Director who will confirm the meeting date and time. Currently, the TAB meets 4 times per year.

- The passenger will be notified within five (5) days after the Board has made a determination of the complaint. **The decision of the TAB is final.**

Lost and Found

Items left on a DCTS or Contractor Vehicle will be held for 30 days. If not claimed within 30 days, the item(s) will be disposed.

Transit System Responsibilities

- DCTS is responsible for oversight of all Davidson County Human Services Transportation programs.
- All vehicles will have properly maintained communication equipment.
- DCTS is responsible for providing clean, reliable, safe, and efficient service.
- DCTS is responsible for abiding by the policies detailed in agency Transit Policy manual.
- DCTS will maintain insurance coverage at or exceeding the legally FTA mandated minimums.
- DCTS will abide by all applicable Federal, State and Local regulations.
- DCTS will keep all vehicles and equipment properly maintained and in safe working order.
- DCTS is **not** responsible for passenger items left on the vehicle. However, DCTS will make a reasonable effort to secure lost items found on the vehicles for 30 days or until the client claims the item.

DCTS Safety Guidelines

- DCTS maintains a “zero tolerance” Drug and Alcohol Testing Program to ensure that drivers who operate transit vehicles are drug and alcohol free.
- DCTS drivers are trained to be at a proficient level. Any employee not at proficient level will have to go through remedial training. DCTS employees are trained to meet passenger needs in order to provide safe and reliable public transportation. Records disclosing DCTS programs are on file at the DCTS business office and may be requested in writing from the Transportation Director with appropriate advance notice.
- Drivers receive at least 40 hours of Driver training when hired and refresher training regularly. Additional training is scheduled as the needs and circumstances dictate.
- All Drivers have the proper licenses to operate their vehicles. Drivers are required to possess a Commercial Driver’s License (CDL) with the appropriate endorsements when driving classes of vehicles as required by NC State and Federal law.

Transit Policy

- DCTS drivers will not drive the bus under any carport/overhang/porte-cochere/breezeway unless a height of 13'6" or higher is posted and visible before entering.
- All passengers are to be seated, if seating is available before the vehicle is put into motion.
- All passengers in wheelchairs are to be safely secured by the Driver before the vehicle is put into motion.
- DCTS has standard on board-vehicle safety equipment on all vehicles.
- All Drivers conduct & document vehicle inspections at the beginning of the service day and at the end of each day.
- DCTS is committed to the safe operation of its vehicles, including the safe boarding and exiting of its clients and passengers.
- DCTS will not operate if weather conditions making it unsafe to operate our vehicles on the public roadways or private drives.
- No flammable or explosive materials are allowed on board any DCTS vehicle (Limited amounts of individual medical oxygen is permitted if properly secured).

Railroad Crossing

All drivers need to stop at railroad crossings when transporting citizens around the County. The General Statute states you must stop within 50 feet of and no closer than 15 feet of the first track. Management suggest you stop, put the bus in "park", look both directions, and open the door, wait five (5) seconds, listen for an audible signal, close the door, put the bus in gear and proceed. This should take no more than 15 to 20 seconds from start to finish. The General Statute also states: "Unless you are a school bus or activity bus you are not required to stop at crossings with BOTH signal gates and signal lights. Locations in Davidson County falling into this **exemption** category are:

- **The tracks at the intersection of Hwy 109 and Old Hwy 64 (Silver Valley)**
- **The tracks on Hwy 109 near South Davidson High School (Denton)**
- **The tracks at GW Smith Lumber/West Center Street (Lexington)**
- **The tracks at Main St./Salem St./Randolph St. (Thomasville)**
- **The tracks at Walgreen's Pharmacy on Randolph St. (Thomasville)**
- **The tracks at West Holly Hill at the flea Market (Thomasville)**

These locations are the only known locations on our current routes with both lights and signal gates. You may still stop at these locations. Please stop at all other locations and follow the procedure described above.

Statement of Non-Discrimination

DCTS does not discriminate on the basis of race, creed, color, sex, age, or national origin. All persons will be treated equally with respect and dignity. DCTS complies with the Federal Title VI guidelines and the guidelines of the Federal Register regarding ADA accessibility.

Cancellations:

A scheduled **demand response** pick-up must be canceled before the driver is in route. A cancellation one (1) day before is preferred and will ensure that your trip has been cancelled, rather than counted as a no-show

"No-Show" Policy:

Transit Policy

Three (3) no shows over a thirty (30) day period will constitute a thirty (30) day suspension of DCTS services. After being re-instated for DCTS you must call to schedule each appointment. "Standing Order" appointments (*appointments that are schedule at one time to continue weekly, daily, or in any other reoccurring pattern*)

Please keep in mind that these services may be a shared ride service and the exact pick-up and drop-off times can't be guaranteed being ready early will ensure transportation.

Changes in DCTS Policy

DCTS employees or managers may not authorize, abbreviate, or alter in any manner the directives of this policy without collective approval of the Davidson County Transportation Advisory Board (TAB) and Davidson County Board of Commissioners. A public hearing must be held for any eliminations of DCTS service. The public hearing date, time, and location will be advertised and held at the TAB meeting. All revisions to this policy must be reviewed and approved by the TAB and the County Board of Commissioners.

This Davidson County Transportation Policy was approved by the Transportation Advisory Board (TAB) on:

This Date: 09 / 14 / 2025

Signed by:

Chairperson of the Transportation Advisory Board:

Transportation Director:

This Davidson County Transportation Policy was approved by the Davidson County Board of Commissioners on:

This Date: 05 / 12 / 2025

Signed by:

Davidson County Board of Commissioners Chairman: