

October 6, 2020

Beginning January 1, 2021, the City of DeKalb, the City of Sycamore, and the Town of Cortland paratransit and deviated flex route services will be operated and managed by Transdev Services Inc. Until that time, the Voluntary Action Center of Northern Illinois will continue to operate and provide all paratransit and deviated flex route services within the DeKalb Urbanized Area including door-to-door, on demand, non-emergency medical transportation, and the Route 21.

Transdev Services Inc. currently provides the Huskie Line fixed route public transportation service and has been involved with DeKalb public transportation since the inception of the Huskie Line in 1971. Transdev operates a variety of fixed route and paratransit service contracts across the country and will utilize their experience and resources to maximize the passenger experience for all City of DeKalb Public Transit users.

To ensure a smooth transition of services between providers, representatives from the City of DeKalb, Voluntary Action Center of Northern Illinois, and Transdev Services Inc. are holding weekly meetings to discuss all operational and administrative aspects of the service and to prepare for the transition at the beginning of the year.

If you have questions about the transition of paratransit and deviated flex route services, we welcome you to contact any one of our representatives for additional information; the designated representative for the City of DeKalb, Voluntary Action Center of Northern Illinois, and Transdev Services Inc. will be happy to assist you. We look forward to continuing to provide our communities with the public transportation service they deserve and expect.

City of DeKalb
Marcus Cox
Transit Manager
815-748-2370

Voluntary Action Center
Mike Neuenkirchen
Chief Operating Officer
815-758-3932

Transdev Services Inc.
Melissa Ohrwall
General Manager
815-758-6900

The City of DeKalb, Voluntary Action Center of Northern Illinois, and Transdev Services Inc. will continue to provide periodic updates to the public regarding the exchange of service providers throughout the remainder of the transition process.