

October 28, 2020

The City of DeKalb, Voluntary Action Center of Northern Illinois, and Transdev Services Inc. have created this document to provide guidance and clarification for our passengers and the public about some of the commonly asked questions regarding the transition of providers:

**1. Why are the paratransit and deviated flex route services being moved from Voluntary Action Center (VAC) to Transdev Services Inc. (Transdev)?**

- The City of DeKalb is the State and Federal transportation grant recipient for the DeKalb Urbanized Area including DeKalb, Sycamore, and Cortland. All grant recipients have the responsibility to procure and obtain competitive proposals and quotes for service provided when utilizing State and Federal funds to ensure fair and open competition occurs. The upcoming contract with Transdev was awarded based upon Federal Transit Administration (FTA) guidelines. Voluntary Action Center will continue to provide paratransit and deviated flex route services through December 31, 2020; Transdev will begin service on January 1, 2021.

**2. What services will VAC continue to provide?**

- VAC will continue to provide public transportation services for rural areas through their contracts with DeKalb County and Kendall County. For more information regarding the rural public transportation services VAC will provide within the DeKalb area, please see question number 6.

**3. Will the same service that operates today be available on January 1, 2021?**

- Yes, paratransit service (door-to-door), non-emergency medical transportation, and the Route 21 (Deviated Flex Route to Sycamore) will all continue to operate. Hours of operation for the paratransit (door-to-door) and Route 21 will mirror the Huskie Line bus system schedule. Non-emergency medical transportation services will be available Monday – Friday, 7:00a – 6:00p.

**4. If I am an existing rider, will my information be transferred to Transdev or will I be required to complete a new application?**

- All relevant passenger information contained in VAC's system will be transferred to Transdev to ensure that riders do not have to resubmit a new application. Passenger information will remain confidential throughout the transition. When passengers begin to contact Transdev on January 1, 2021, all user information will be available for the Transdev Dispatch team.

## 5. How do I know if I am already registered with VAC?

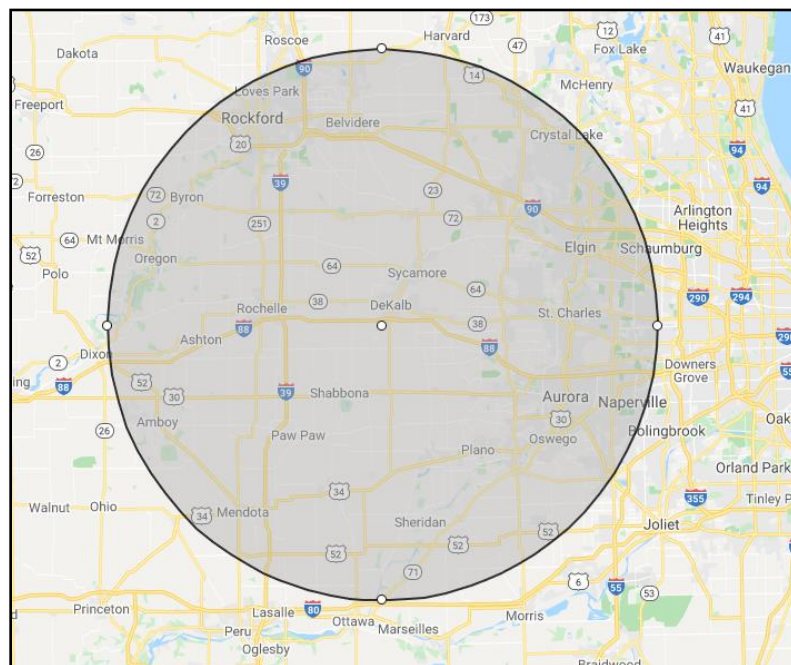
- Anyone who currently uses VAC's paratransit or non-emergency medical transportation services would have been required to submit a registration form to VAC before scheduling a ride and would be considered as "active". If you are unsure if you are registered with VAC, please contact their Dispatch team at 815-758-3932 to inquire.

**6. Who will I call when I need to schedule a Paratransit (door-to-door) ride?**

- Please reference the *Urban and Rural Paratransit Service Area Map* on page 5:
  - i. The **blue** shaded area represents the **Urban Paratransit Service Area**; this area will be serviced by Transdev; the **red** shaded area represents the **Rural Paratransit Service Area**; this area will be serviced by VAC.
  - ii. Passengers whose trip begins and ends within the **blue** shaded area will contact Transdev to schedule a paratransit (door-to-door) ride.
  - iii. Passengers whose trip begins in the **blue** and ends in the **red** will contact VAC to schedule a paratransit (door-to-door) ride.
  - iv. Passengers whose trip begins in the **red** and ends in the **blue** will contact VAC to schedule a paratransit (door-to-door) ride.
  - v. Passengers whose trip begins in the **red** and ends in the **red** will contact VAC to schedule a paratransit (door-to-door) ride.

**7. Where will the Non-Emergency Medical Transportation service operate after January 1<sup>st</sup>, 2021?**

- Non-emergency medical transportation service will be provided within a 35-mile radius of DeKalb for eligible **Urban Paratransit Service** passengers. The 35-mile radius service area is included on the map below. Passengers located in the **Rural Paratransit Service** area in need of non-emergency medical transportation will contact VAC to schedule their ride.



**8. Will the fare for the Urban Paratransit (door-to-door) service remain the same?**

- Senior is considered aged 60 and over through December 31<sup>st</sup>, 2020.
- Senior is considered aged 65 and over as of January 1<sup>st</sup>, 2021 for the **Urban Paratransit Service**.
- Existing passengers aged 60 - 64 will maintain their senior status as of January 1<sup>st</sup>, 2021.
- Existing General Public passengers will maintain their active eligibility status as of January 1<sup>st</sup>, 2021; however, **new** General Public passengers will not be eligible for paratransit services as of January 1<sup>st</sup>, 2021.

Passenger Type	Through December 31 <sup>st</sup> , 2020	As of January 1 <sup>st</sup> , 2021
Existing Senior/Disabled	\$1.00	\$1.00
Existing General Public	\$1.00	\$5.00
New Senior/Disabled	\$1.00	\$1.00
New General Public	\$1.00	Not Eligible

The increase in fare for the existing General Public passengers on the door-to-door service is being implemented by the City of DeKalb to ensure that the paratransit service remain accessible and available for seniors and individuals with disabilities. The City recommends that General Public passengers utilize the Huskie Line fixed route service as they are able.

**9. Will the fare for the Urban Non-Emergency Medical Transportation service remain the same?**

- Senior is considered aged 60 and over through December 31<sup>st</sup>, 2020.
- Senior is considered aged 65 and over as of January 1<sup>st</sup>, 2021 for the **Urban Paratransit Service**.
- Existing passengers aged 60 - 64 will maintain their senior status as of January 1<sup>st</sup>, 2021.
- Existing General Public passengers will maintain their active eligibility status as of January 1<sup>st</sup>, 2021; however, **new** General Public passengers will not be eligible for non-emergency medical transportation services as of January 1<sup>st</sup>, 2021.

Passenger Type	Through December 31 <sup>st</sup> , 2020	As of January 1 <sup>st</sup> , 2021
Existing Senior/Disabled	No Fare/Donation .50¢ per mile	\$7.50 one-way
Existing General Public	No Fare/Donation .50¢ per mile	\$15.00 one-way
New Senior/Disabled	No Fare/Donation .50¢ per mile	\$7.50 one-way
New General Public	No Fare/Donation .50¢ per mile	Not Eligible

**10. Who will be eligible for the paratransit and non-emergency medical transportation services beyond January 1<sup>st</sup>, 2021?**

- The paratransit and non-emergency medical transportation services will remain available for all currently active users. Beginning January 1<sup>st</sup>, 2021, all **new** users will be required to comply with the City of DeKalb's eligibility standards to qualify for the paratransit and non-emergency medical transportation services to include the following:



- i. Everyone that uses the services must be certified.
- ii. A paratransit/non-emergency medical transportation application must be completed and returned to Transdev prior to using the services.
  1. Applications will be available on the City of DeKalb website or on-site at the Transdev facility located at 1825 Pleasant St. in DeKalb.
- iii. Applicants must provide a State of Illinois identification card, issued by the Illinois Secretary of State, that clearly states the individual has a disability or is 65 years of age or older to be considered as eligible.
- iv. You will be notified within 21 days of receipt of your application as to whether it was approved or denied.
- v. Individuals that do not meet the disabled or senior requirement will be ineligible for service.

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.





# Urban and Rural Paratransit Service Area Map

