

December 1, 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 regarding paratransit and non-emergency medical transportation (NEMT) service eligibility standards effective January 1, 2021:

- All individuals active within the Voluntary Action Center (VAC) scheduling system as of 12/31/2020, including senior citizens, individuals with disabilities, and the general public, will be eligible for paratransit and non-emergency medical transportation services on and after January 1, 2021.
- All individuals active within the VAC scheduling system as of 12/31/2020 between the ages of 60 – 64 will maintain their “senior citizen” status with Transdev as of January 1, 2021 and will remain eligible for paratransit and non-emergency medical transportation (NEMT) services.
- Effective January 1, 2021, all **new** applicants must meet the senior citizen or individual with disability standards to be considered eligible for the paratransit and non-emergency medical transportation (NEMT) services. A new applicant who is not 65 years or older or does not have a disability or health condition that may prevent them from using the fixed route system will be unable to utilize the paratransit and non-emergency medical transportation (NEMT) services.
- All individuals that submit applications on and after January 1, 2021 must provide a copy of their State of Illinois issued identification card that clearly states that the person has a disability or is 65 years of age or older.
- The fare structure for paratransit and non-emergency medical transportation services on and after January 1, 2021 for existing and new **Senior Citizens/Individuals with Disabilities who are ADA eligible:**
 - Paratransit (door-to-door): \$1.00 per one-way trip
 - Non-Emergency Medical Transportation (NEMT): \$7.50 per one-way trip

<i>Passenger Type</i>	<i>Fare through December 31, 2020</i>	<i>Fare as of January 1, 2021</i>
Existing Senior/Disabled (Paratransit)	\$1.00	\$1.00
New Senior/Disabled (Paratransit)	\$1.00	\$1.00
Existing Senior/Disabled (NEMT)	No Fare/Donation .50¢ per mile	\$7.50
New Senior/Disabled (NEMT)	No Fare/Donation .50¢ per mile	\$7.50

- The fare structure for paratransit and non-emergency medical transportation services as of January 1, 2021 for **existing General Public**:
 - Paratransit (door-to-door): \$5.00 per one-way trip
 - Non-Emergency Medical Transportation (NEMT): \$15.00 per one-way trip

<i>Passenger Type</i>	<i>Fare through December 31, 2020</i>	<i>Fare as of January 1, 2021</i>
Existing General Public (Paratransit)	\$1.00	\$5.00
New General Public (Paratransit)	\$1.00	Not Eligible
Existing General Public (NEMT)	No Fare/Donation .50¢ per mile	\$15.00
New General Public (NEMT)	No Fare/Donation .50¢ per mile	Not Eligible

- **Senior Citizens/Individuals with Disabilities who are ADA eligible** may request a trip up to seven days in advance effective January 1, 2021.
- **General Public** passengers may request a trip 24 hours in advance effective January 1, 2021.
- **Senior Citizens/Individuals with Disabilities who are ADA eligible** will receive priority in the scheduling process.

If you have questions about the transition of paratransit and deviated flex route services, we welcome you to contact 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.

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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.

