RIDER ALERT

Effective August 28, 2023

Attention all City of DeKalb Transit Passengers:

Cortland Dial-a-Ride Service

Starting August 28, 2023, City of DeKalb Public Transit is announcing a new Dial-a-Ride service for the residents of Cortland and southwest DeKalb. This Dial-a-Ride service is designed to connect individuals who do not qualify for Paratransit services to the DeKalb Public Transportation Fixed Route system:

- Service Open to all non-paratransit riders within the zone.
- Service outside Dial-a-Ride area will transfer to fixed routes at:
  - DeKalb Walmart
  - Locust St. between 6th St. and 7th St. in DeKalb (by the train depot).
- Cost is $1.00 within the Dial-a-Ride area.
  - Transfers to from Dial-a-Ride to Fixed Route do not require an additional fare.
  - Transfers from Fixed Route to Dial-A-Ride Service are 50 cents.

Dial-a-Ride Service Area:

The boundaries of the Dial-a-Ride Service Area are:

- 10th St. DeKalb between Lincoln Hwy. (Rt. 38) and Sycamore Rd. (Rt. 23)
- Sycamore Rd. between north of 10th St. and Barber Green Rd.
- Barber Green Rd. between Sycamore Rd. and Somonauk Rd.
- All Incorporated Areas of the Town of Cortland.
Transfer Points:

Transfer points to connect non-paratransit riders to fixed route service will be at the DeKalb Walmart and at Locust St. by the train depot. The transfer stops and route connections are listed below:

### Walmart Transfer Point

- Sycamore Rd. at Market Square Dr. North Bound #050 Route Connections:

  - Bus #17, #18, #21

### Locust Street Transfer Points

- Locust St. at 6th St. West Bound Stop Stop #572 Connections:

  - Bus #12, #17

- Locust St. at N. 6th Street East Bound Stop #624 Connections:

  - Bus #11, #12, #16, #17

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**How to Ride**

Call Transdev at (815) 420-5500 for Information, Trip Requests, and Cancellations:

- Monday thru Sunday: 6:30am to 6:00pm
- After-hours cancellations can be made by leaving a message if a Transdev representative is unavailable.
- Transdev will provide individuals with a 20-minute pick-up and drop-off window when a trip is scheduled.
- Passengers may schedule rides 1-7 days in advance.
- If you need a trip the next day, Transdev will only guarantee that trip if you call before 6:00pm.
- Transdev drivers cannot request or cancel trips for you; you must contact Transdev to schedule or cancel trips.
- During the trip, the paratransit vehicle may make several stops to let other passengers on or off before arriving at your destination.
- For rider convenience, it is suggested Dial-a-Ride connections to fixed route service be planned around the connecting Fixed Route schedule. Full system maps and schedules may be found at https://www.cityofdekalb.com/1287/Maps-Schedules