

Service Hours

Regular Service Hours

Regular Service operates during Northern Illinois University's Spring and Fall semesters.

ADA Paratransit Door-to-Door Service

Monday – Sunday: 24 hrs/ 7 days

Non-Emergency Medical Transportation

Monday – Sunday: 7:00am to 6:00pm

Break Service Hours

Break Service operates during Northern Illinois University's Spring Break, Summer Break, Thanksgiving Break, and Winter Break periods.

Paratransit

Monday – Sunday: 24 hrs/ 7 days

Non-Emergency Medical Transportation

Monday – Sunday: 7:00am to 6:00pm

No Service on the following holidays:

- New Years Day
- Thanksgiving Day
- Christmas Day



ParaTransit Mini Passenger Guide

Rider's Guide for City of DeKalb Paratransit Services

This Rider's Guide is designed to assist passengers in using the City of DeKalb's ADA paratransit and non-emergency medical transportation (NEMT) services, providing valuable information that is helpful in making trips convenient and hassle-free. For information about this guide or services provided by the City of DeKalb paratransit services, including applications or information on eligibility, please contact Transdev at (815) 420-5500.

Or visit

<https://www.cityofdekalb.com/1259/Paratransit>

For a complete guide to transportation services

Updated Dec 19, 2023

ADA Paratransit

One-Way Fare

Individual with qualifying disability
\$1.00

Non-Emergency Medical Transportation

One-Way Fare

Individual with qualifying disability
\$7.50

Payment Form

Cash

Check (Payable to City of DeKalb)
Paratransit Punch Card

Paratransit Punch Card

- Can be used on Paratransit ONLY
- Can be purchased from Driver - Driver will not make change.
- Cannot use Credit or Debit cards for purchases. If purchasing by check, Check must be made out to "City of DeKalb"
- Can buy multiple cards at a time.
- Cards can be purchased by "Care" agencies for their patrons ahead of time.
- When booking trip let them know you will pay with Ride Card
- When boarding bus for pick up, present card to driver and they will remove (hole punch) one of the "\$1" from the card.
- When card is fully used Driver will take keep card.



Make A Reservation

Call Transdev at (815) 420-5500

- 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.
- ADA paratransit eligible 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.

When you request a trip, be ready to provide the dispatcher with the following:

- Your name and phone number
- Your complete pick-up address, including apartment or complex name, unit number or business name
- The complete address and phone number of where you are going; that way Transdev can contact you regarding your return trip if necessary. Your cell phone number may also be appropriate.
- Your arrival time (when you would like to arrive at your destination) or your pick-up time (when you would like to be picked up)
- The time you need the return trip
- The date of your planned trip
- Any special needs you have such as: oxygen, wheelchair or scooter, personal care attendant (PCA), other riders, service animal or pet, food or water.
- The City of DeKalb and Transdev do not provide any of the special needs items included above.

Canceling A Reservation

(815) 420-5500 (within 2 hours)

- If a customer finds that they cannot keep the time they have reserved for their travel, they must call Transdev at (815) 420-5500 and cancel the reservation. The reservation should be canceled as soon as the customer knows the services will not be needed.

- If the services are canceled two (2) hours prior to the scheduled pick-up time, the customer will not be charged with a “no show”.

What is a trip window?

A trip window is an amount of time surrounding your request where the driver will arrive to pick you up. See page 20 for more information.

Pick-Up Window of Time

Passengers must be ready to travel from the scheduled pick-up location ten (10) minutes before the scheduled pick-up time and up to ten (10) minutes beyond the scheduled pick-up time.

Example: The pick-up time is scheduled for 10:00am. This means the passenger should be at the pick-up location for departure at 9:50am and remain there until 10:10am. This is the **pick-up window**.

If the vehicle arrives at the pick-up location between 9:50am and 10:10am, the service is considered on time

The passenger must be at the pick-up location during the pick-up window time and **must be ready** to travel. If the driver arrives at 9:50am and the passenger is not ready to leave by 9:55am, the driver must leave, and the passenger will miss their ride.

The driver is only able to **wait five minutes** for any passenger.

If the driver arrives at the pick-up location earlier than the pick-up window, they will wait for the passenger at least five minutes past the beginning of the pick-up window.

Personal Care Attendant Policy

If a Personal Care Attendant (PCA) is required to assist a passenger during their travels, and if the passenger's ADA certification stipulates the need for a PCA, the PCA will be able to ride at no charge whenever the passenger is traveling. The PCA must board and exit the vehicle at the same time and location as the passenger. Transdev does not provide PCA's or offer PCA type services.

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Guest Policy

One guest may ride with a passenger if space is available and if the guest pays the same fare as the passenger per one way trip. The guest must board and exit the vehicle at the same time as the passenger.

Service Animal Policy

Service animals that provide general assistance to a person with specific disabilities may ride on paratransit vehicles. Service animals must be under the passenger's control at all times. A passenger's request that the operator take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a personal care attendant.

Pet Policy

- Only small pets in protective carriers are allowed on paratransit vehicles. Carriers cannot take up seats, seating areas, or obstruct pathways on vehicles and must be able to be carried on by a single person
- To ensure comfort of others, animals in carriers need to behave in such a way that does not disturb others
- The City and Transdev reserve the right to remove from transit vehicles or property any animals (including service animals) which act aggressively or pose a direct threat to others.

Bringing Packages

Passengers are only permitted to carry bags and other personal items onto the vehicle. Due to space and time limitations; the number of shopping bags and/or personal items are restricted to those that can be easily handled by the passenger and carried aboard without delaying the vehicle. The carry-on items must fit within a certain space either on the passenger's lap or in front of their seating area. Small hand carts are acceptable.

Did you know?

Door-to-door service does not allow operators to assist passengers inside their residences or places they travel to. If you require such assistance, you may need a Personal Care Attendant (PCA).