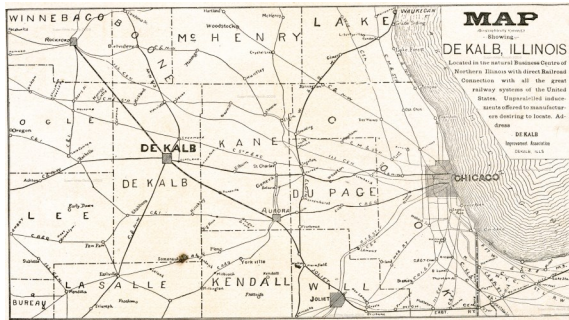


Service Area

Service area includes DeKalb County and limited locations outside the County. To get a complete listing of these locations, please contact dispatch. One leg of the trip must begin or end in DeKalb County.



Who Can Ride the Bus

Service is available to seniors, individuals with disabilities, and the general public. All rides are based on space and availability. All riders must first register to ride. To register, please contact the dispatch office at (815) 758-6641, or download a registration form at www.vacdk.com. Return forms to main office or fax (815) 758-0202.



Types of Service

TransVAC is a shorter distance general public transit service. Riders who use TransVAC are generally transported within DeKalb County, especially to and from the DeKalb-Sycamore area. However, TransVAC vehicles do make cross county trips, especially in the Genoa-Kingston-Kirkland and Sandwich-Somonauk areas of the County.



Voluntary Action Center

1606 Bethany Road
DeKalb, IL 60115

(815) 758-6641 For Info/Rides

(815) 758-3932 For Complaints

VAC was incorporated in 1974. The organization is governed by a volunteer Board of Directors comprised of representatives from communities throughout DeKalb County. Our Public Transportation Facility and Community Kitchen are located at 1606 Bethany Road in Sycamore, IL. VAC also maintains community offices in Oglesby, Sandwich, and Yorkville.



Find us on
Facebook

This brochure is designed to give a general description of TransVAC. For more information please call (815) 758-6641 or visit the VAC webpage: www.vacdk.com

The Voluntary Action Center receives Title III Older American Act and State of Illinois General Revenue funds through the Northwestern Area Agency on Aging and the Illinois Department on Aging.



TransVAC

Dial-A-Ride Services

Serving the community and public transportation needs of DeKalb County, Illinois.

(815) 758-6641

Last Revised: August 2018



Available in alternative formats upon request.

About TransVAC Service

TransVAC is VAC's community and public transportation program for DeKalb County. TransVAC is reliable, flexible, and financially sustainable while serving the various mobility needs of the general public and individuals unable to access or operate private cars.

Registering for Service

In order to participate in the TransVAC program, one must be a registered rider that resides in DeKalb County. To find out more about how to become a registered rider contact VAC.

Hours of Service

Dial-a-ride transportation is available Monday through Thursday from 7:00 a.m. to 11:00 p.m., and Fridays 7:00 a.m. to 9:00 p.m. Hours of operations cease during weekends and designated holidays. For a complete list of our holiday schedule, please visit vacdk.org.

Assistants

VAC bus operators are trained to take a wheelchair up or down one step only. When a rider's needs are beyond the responsibility of the operator, a travel assistant is required. One travel assistant may ride at no charge.

Children

VAC follows all Illinois Safety Seat Laws. Please check with the dispatcher regarding the infant and toddler seat requirements. Passengers are responsible for providing and installing these car seats. Children 12 and under must be accompanied by an adult.

Schedule a Ride

After becoming a registered rider, you can schedule a ride by calling (815) 758-6641. General trips can be reserved no more than 6 days and no less than 2 business days in advance. Trips can be requested with 24 hours notice or less but cannot be guaranteed.

All trips are based on space and availability. In order to maximize our transportation resources, two or more people may be transported together if origin and/or destination locations are within reasonable times and distances.



Fares (one-way)

The one-way fare for TransVAC is \$1.00 for all riders. Seniors (60 year of age and older) are not required to pay a fare, but we ask that you consider a donation. Seniors will not be denied service due to inability to pay. Children 5 years and younger ride free w/paying adult. When paying driver directly fares must be paid in exact change at the time of each individual pickup. Drivers do not carry change on them.

Day of Trip

TransVAC buses can arrive anywhere from 10 minutes before or 10 minutes after the scheduled pickup time. If your pickup time is set at 10:00 a.m., please be ready by 9:50 a.m. while constantly keeping any eye out for the bus.

Once the bus arrives, it will wait three minutes. After three minutes if the rider has not boarded the bus, it will leave and the ride will be forfeited.

When shopping **only items the passenger can easily manage will be allowed**. The rider must be able to maintain control of all packages while on the bus, and drivers cannot guarantee that they will assist with items. For example, if a passenger tries to board the vehicle with a shopping cart full of items, service cannot be guaranteed and the ride may be forfeited.

Canceling a Trip

If you need to cancel a ride, you are encouraged to do so as soon as possible but no less than 2 hours prior to pick-up time. A ride cancelled with less than 2 hour of notification may be considered a "no show" and can result in restricted service.



Questions, Comments, or Concerns

Your input is important to us. If you have a questions, comments, or concerns regarding our services or your ride, please contact VAC at (815) 758-3932.

Safety, courtesy, and on-time performance are expected of our dispatchers and bus operators and we need to know when the expectation has not been met.