

## Service Area

Service areas include 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 Co.**



## 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. Contact the dispatch office at 815-758-3932 or download the registration form at [vacdk.org](http://vacdk.org). Please return the forms to the main office or fax 815-758-0202.

## Types of Service

TransVAC covers transportation services for all areas in DeKalb County, excluding rides that start and end within the city limits of DeKalb, Sycamore, and Cortland. These urban services are specifically offered by Transdev. TransVAC, on the other hand, is a rural program that caters to transportation needs where either the origin or destination is situated outside of the urban geography.



**Voluntary Action Center  
1606 Bethany Rd  
Sycamore, IL 60178**

For information, questions, comments, and concerns, please call 815-758-3932 or email [dispatch@vacdk.org](mailto:dispatch@vacdk.org).

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 Meals on Wheels Kitchen are in Sycamore and Sandwich, IL.

Find us on 

This brochure is to give a general description of TransVAC. For more information, please call 815-758-3932 or visit VAC's website: [www.vacdk.org](http://www.vacdk.org).

**The Voluntary Action Center received Title III Older American Act and Stat of Illinois General funds through the Northwestern Area Agency on Aging and the Illinois Department of Aging.**



**TransVAC**  
VOLUNTARY  
ACTION CENTER  
OF NORTHERN ILLINOIS

Serving the community and fulfilling the public transportation needs of DeKalb County.

**TransVAC  
Dial-A-Ride-Services**

Phone: (815) 758-3932  
Voice: (800) 526-0851 or 711

## 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

To participate in the TransVAC program, one must be a registered rider who resides in DeKalb County. Contact VAC to register!

## Hours of Service

Dial-A-Ride transportation with limited operations is available Monday - Friday, 6:00 am - 10:00 pm, Saturday, 8:00 am - 4:00 pm. For a list of holiday hours, please visit [vacdk.org](http://vacdk.org).

## Assistants

VAC bus operators are trained to take a wheelchair up and down one step only. A travel assistant is required when a rider's needs are beyond the operator's responsibility. 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 815-758-3932 (Option 1) or emailing [dispatch@vacdk.org](mailto:dispatch@vacdk.org).

- General trips should be scheduled up to six days in advance.
- Medical trips out of county may be scheduled out further than six days.
- Trips may be scheduled less than six days from when needed but are subject to space and availability.
- Two or more people may be transported together to maximize our transportation resources if the origin and/or destination locations are within reasonable times and distances.

**All trips are based on space and availability.**



## Fares (one-way)

The one-way fare for TransVAC is \$1.00 for all riders. Seniors (65+) are not required to pay the fare, but we ask that you consider a donation. Seniors will not be denied service due to inability to pay. Children five and younger ride free with a paying adult. When paying drivers directly, fares must be paid in exact change at the time of each pickup. Drivers do not carry change with 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 10:00 am, please be ready by 9:50 am while constantly watching for the bus. Once the bus arrives, it will wait three minutes. After three minutes, if the rider hasn't 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 maintain control of all packages while on the bus, and drivers cannot guarantee they will assist with items. If passengers cannot ensure they can control their items the ride may be forfeited.

## Canceling a Trip

If you need to cancel a ride, please do so as soon as possible but at least one (1) hour before pick-up. A ride canceled with less than one (1) hour of notification may be considered a "no-show," and in the event of excessive "no-shows," service could be restricted.

## Questions, Comments, or Concerns

Your input is important to us. If you have 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 VACs dispatch and bus operators and we want to know when the expectation has not been met.