

Service Area

The service area includes all of Kendall County and designated locations outside the County, including, but not limited to, Aurora, Joliet, Plainfield, and Sandwich. To get a complete listing of these locations, please contact dispatch. One leg of the trip must begin or end in Kendall County.



**Voluntary Action Center
Kendall Area Transit
109 W. Ridge Street; Room 002
Yorkville, IL 60560**

For information, questions, comments, and concerns, please call (630) 882-6970.

Kendall Area Transit (KAT) is Kendall County, Illinois's community and public transportation program. It is intended to be safe, reliable, flexible, and financially sustainable while satisfying the various mobility needs of seniors, individuals with disabilities, and the general public throughout the county.

The county hired Voluntary Action Center (VAC), a non-profit transportation provider, to operate the program.

This brochure provides a general description of KAT. For more information, please call (630) 882-6970 or visit VAC's website: www.vacdk.org.

This project is funded, in part, with a grant from the Regional Transportation Authority through the Federal Transit Administration Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Who Can Ride the Bus

This is a general public transportation service with priority for the disabled and seniors. All riders must register to ride. To register, please see the "Registering for Service" section or contact the office at (630) 882-6970.

Types of Service

KAT is a dial-a-ride service (paratransit or demand-response) with curb-to-curb or door-to-door pickup/drop-off options.

- Curb-to-curb transportation: Drivers will pick up a rider from the curb in front of the trip origin to the curb in front of the destination.
- Door-to-Door transportation: Drivers assist riders with mobility issues from the door of the trip origin to the bus and from the bus to the destination door.



Serving the Community and fulfilling the public transportation needs of Kendall County.

**KENDALL AREA TRANSIT (KAT)
Dial -A-Ride- Services**

**Phone: (630) 882-6970
TTY: (800) 526-0844 or 711
Voice (800) 526-0857 or 711**

About Kat Service

KAT is a community and public transportation program for Kendall County. It is reliable, flexible, and financially sustainable and serves the various mobility needs of the general public and individuals unable to access or operate private cars.

Registering for Service

All riders must register before they can use KAT. VAC can send registration forms by email or fax or allow you to complete them online from the VAC website. Certain sponsoring agencies can also handle registration. Please contact dispatch to determine if you qualify for registration with a sponsoring agency.

Hours of Service

Dial-a-ride transportation is available Monday through Friday from 6:00 a.m. to 6:30 p.m. For a list of holiday hours, please visit vacdk.org.

Assistants

For those requiring door-to-door services, KAT drivers may assist riders from home to their destination and vice versa. However, drivers are NOT allowed to enter the threshold of a person's trip destination, be it a home, medical office, shopping center, etc. The rider must ensure paths to and from the vehicle are appropriately paved and clear of snow, ice, parked cars, debris, or other obstructions.

Children

When transporting children, all Illinois child safety-seat laws must be followed. To learn more about these laws, please call VAC or visit the Illinois Department of State website. VAC does not provide child safety seats, nor are VAC drivers allowed to fasten these seats. All riders must provide these seats to ride. Children under five (5) years of age ride free of charge. Riders who are 13 or older may ride by themselves. A paid adult must accompany anyone under the age of 13.

Schedule a Ride

After a rider registers with VAC, reservations can be made by dialing 630-882-6970 Monday through Friday from 8:00 a.m. to 4:00 p.m. General trips can be reserved four (4) to eight (8) business days in advance. Medical trips may be scheduled up to one (1) month in advance. All transportation is based on space and vehicle availability.

Reservations made with 24-hour notice or less may be possible if available but should not be expected. It is always best to call in advance to schedule a ride. When scheduling trips, priority will be given to senior citizens and those with disabilities. Please keep in mind: 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, and the office may adjust a scheduled reservation to maintain efficiency or accommodate priority passengers.

Fares

Cash fares are collected in EXACT CHANGE ONLY at the time of each pickup.

One-way curb-to-curb is \$3.00.

- An additional \$2.00 fee will be added for destinations outside the County.
- Seniors (60 years of age and older) receive \$1.00 off all fares.
- One travel assistant may ride at no charge.
- Children aged five (5) and under ride free. Fare cards may be purchased from the office. Please call the office for more information regarding purchasing these fare cards.

Canceling a Trip

If you need to cancel a ride, please do so as soon as possible, at least two (2) hours before pick-up time. A ride canceled with less than two (2) hours of notification may be considered a "no-show." For details on the No-Show Policy, see below. Suppose it is determined that a rider cancels scheduled reservations excessively. In that case, he or she may be subjected to limited service, as this behavior can be disruptive to other riders and staff.

Pickup and Return Procedures:

Passengers must allow some flexibility in pickup times. The bus can arrive anytime within a window of 10 minutes before or 10 minutes after the scheduled reservation. Please be ready 10 minutes before your scheduled reservation. Pick-off and drop-off locations must have accommodations for the vehicle to park and remain within the driver's vision. In addition, the rider must ensure paths to and from the point of pickup and drop-off are properly paved and kept clear of snow, ice, parked cars, debris, or other obstructions.

Once the bus arrives, the driver will honk the horn for curb-to-curb riders or ring the bell for door-to-door riders. After the driver indicates arrival, he or she will wait three (3) to five (5) minutes. If the rider does not board the bus within three (3) to five (5) minutes, the trip is considered a "no-show," and the driver will leave. The rider is responsible for being ready within the 10-minute window. (Please see the No Show Policy below.)

No-Show Policy:

KAT reserves the right to deny ridership if a rider consistently misses scheduled rides. KAT will track scheduled trips, no-shows, and late cancellations by riders. KAT will identify riders who, within 30 days, have no-shows and late cancellations that meet both of the following criteria:

- No-shows/late cancellations represent 25% or more of the rider's scheduled trips and
- The rider has three or more no-shows.

Riders who meet the above criteria will violate the no-show/late cancellation policy. If a rider has three (3) "no-shows" in 30 days, he or she will be placed on the Restricted List. The rider may still use KAT but must call at least two (2) hours in advance to notify dispatch that the scheduled reservation is still needed. While on restriction, if the rider records another "no show" or fails to call two (2) hours before the pickup time, the rider will be suspended and not allowed to use KAT for 30 days.