



RIDER'S GUIDE & POLICIES

Toll Free KAT Number: (877) IGO-4KAT (877-446-4528)

About the Program: Kendall Area Transit (KAT) is the community and public transportation program of Kendall County, Illinois. KAT is a community transit service 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 Kendall County community. Voluntary Action Center (VAC) is the non-profit transportation provider hired by the County to operate the program.

The following guidelines are designed to clarify the rights and responsibilities of passengers, drivers, and other employees. They are in place to promote safety, efficiency, and effectiveness in the KAT program.

Type of Service: KAT is a dial-a-ride service (also known as paratransit or demand-response) with the option of curb-to-curb or door-to-door pickup/drop off.

- *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 trip destination.
- *Door-to-door transportation:* Drivers assist a rider with mobility issues from the door of the trip origin to the bus and from the bus to door of trip destination.

Service Area: 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.

Transportation Hours: Dial-a-ride transportation is available Monday through Friday from 6:00 a.m. to 6:30 p.m. All operations cease during the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

Inclement Weather Policy: If management determines the weather is so severe it is unsafe to operate, then operations will cease for the day in question. Check your local media sources for information regarding system closures.

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

Registering for Service: All riders must be registered with VAC before they can use KAT. VAC can provide Registration Forms by email, airmail, fax, or they can be printed online from the Kendall County website. Registration can also be handled by certain sponsoring agencies. To find out if you qualify for a sponsoring agency registration, please contact dispatch.

Scheduling a Ride: After a rider has registered with VAC, reservations can be made Monday through Friday from 8:00 a.m. to 4:00 p.m. by dialing (877) IGO-4KAT (877-446-4528). General trips can be reserved two (2) to six (6) business days in advance. Medical trips may be scheduled up to two (2) weeks in advance. *All transportation is based on space and vehicle availability.*

Reservations made with 24 hour notice or less may be possible if there is availability 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:** *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, and a scheduled reservation may be adjusted by the office in order to maintain efficiency or accommodate priority passengers.*

When calling to schedule a ride, be prepared to provide the following information:

- Name and date of trip.
- **EXACT** addresses of both pickup and destination locations.
- Reservation time(s) you would like to be picked up. (Note: Schedulers will try to match your requested time as closely as possible, but may not be able to due to prior scheduled rides. Please be flexible as we are trying to accommodate many residents.)
- Name of travel companion/assistant, if applicable.
- Please state if you use a wheelchair, need door-to-door services, or require any other assistance.

Have dispatcher confirm the following information:

- Pick-up time(s).
- Pick-up location - exact address.
- Drop off location - exact address.
- Special instructions for the driver.
- Return trip information.
- Cost of trip.

Other things to give consideration when scheduling trips:

- For medical appointments, it is very important to let the scheduler know if you have an appointment time, as to make sure you arrive on time.
- Allow for at least 15 minutes after the completion of an event for a return reservation. For example, if your shopping trip ends at 5:00 p.m., schedule a 5:15 p.m. or later pickup.
- Confirm a designated location or entrance when being dropped off or picked up. For example: If you are going to Rush-Copley Medical Center, indicate where you are going, such as the Ogden Entrance or the Montgomery Entrance. If you are going to Wal-Mart, indicate the North Entrance or South Entrance, or if applicable pharmacy or grocery entrances.
- When shopping **only two manageable items per person will be allowed.** Two items include one grocery bag, one boxed item (such as case of bottled water or a case of pop), or a combination of the two. Portable two-wheeled shopping carts are allowed and encouraged for riders who wish to bring more than two (2) items from shopping trips. Riders must be able to maintain control of all packages/personal belongings while on the bus.

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

- One-way curb-to-curb is \$3.00.
- For destinations outside of the County, an additional \$2.00 fee will be added.
- Seniors (60 year of age and older) receive a \$1.00 off all fares.
- One travel assistant may ride at no charge.

- Children ages seven (7) and under ride free.
- Fare cards may be purchased from the driver or the office. Please call the office for more information regarding purchase of these fare cards.

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 prior to your scheduled reservation. Pickup and drop-off locations must have accommodations for the vehicle to park and remain within the vision of the driver. 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. *Because the vehicles are routed prior to pickup times, we may not be able to return if a rider misses their reservation time.*

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. It is the responsibility of the rider to be ready within the 10-minute window. (Please see No Show Policy below.)

Assistance: For those who require door-to-door services, KAT drivers may assist riders from their 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 properly paved and kept clear of snow, ice, parked cars, debris, or other obstructions.

Drivers are trained to take a wheelchair up or down one step by themselves. Clients are responsible for providing ramps to manage multiple stairs. *Please note: The maximum capacity for the KAT lift is set by manufacturers recommendations. Lift capacity includes the passenger, any mobility aid, medical equipment, or personal items.*

When a rider's needs are beyond the responsibility of the driver, a travel assistant is required. The travel assistant must be identified with KAT and can only ride with a registered rider. One travel assistant may ride at no charge.

Children: When transporting children, all Illinois child safety-seat laws must be followed. To find out 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 seven (7) years of age ride free of charge. Riders who are 12 or older may ride by themselves. Anyone under the age of 12 must be accompanied by a paying adult.

Cancellations: If you need to cancel a ride, you are encouraged to do so as soon as possible, but no less than two (2) hours prior to pick-up time. A ride cancelled with less than two (2) hour notification may be considered a “no show.” For No Show Policy details, see below. If it is determined that a rider cancels scheduled reservations excessively, he or she may be subjected to limited service, as this behavior can be disruptive to other riders and staff.

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 rider. KAT will identify riders who, within a 30-day period, 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 3 or more no shows.

Riders who meet the above criteria will be in violation of the no show/late cancellation policy. If a rider has three (3) “no shows” in a 30-day period, he or she will be placed on the Restricted List. The rider may still use KAT but will be required to 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 prior to the pickup time, the rider will be put on suspension and will not be allowed to use KAT for 30 days.

Riders will not be penalized for no shows or late cancellations due to circumstances beyond their control or due to carrier error.

Passenger Guidelines: It is the goal of KAT to be safe, reliable, flexible, and financially sustainable, while satisfying the various mobility needs of the community. Passengers are asked to observe the following guidelines. Failure to do so may result in limited or suspended service:

- All passengers must be capable of remaining seated while vehicle is in motion.
- All mobility devices are required to be secured by the driver with proper securement devices.
- Passengers cannot demand change in the schedule once on the bus, or request to be picked up first or last. All changes to the schedule must be made with the dispatcher PRIOR to pickup.
- Drivers will not wait more than five (5) minutes for passengers to board.
- Physical or verbal abuse of the driver, or other passengers (example: shoving, hitting, cursing, excessively loud conversation, etc.) will not be tolerated.
- Personal hygiene which is consistently offensive to a majority of the passengers will be discussed with the passenger privately, and may be cause for further action.

ABSOLUTELY NO:

- Eating
- Drinking (bottled water only)
- Smoking
- Standing
- Taking non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs
- Use of tobacco products
- Possession of weapons
- Transportation of any hazardous substance (acids, gasoline, oil, fluids, etc.)
- Improper dress (example: no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles (exterior or interior)
- Removing any items from the vehicle not belonging to the passenger (example: fares, donations, blankets, fire extinguisher, supplies, tools, etc.)

Any action by a passenger which may endanger the safety of the passengers, driver, or vehicle itself, may be cause for disciplinary action or refusal of service.

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 (630) 882-6970. Safety, courtesy, and on-time performance are expected of our employees, and we need to know when the expectation has not been met.



Operators of Kendall Area Transit

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 offices in Oglesby, Sandwich, and Yorkville.

Contact Information:

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

Toll Free: (877) IGO-4KAT/(877-446-4528)

Phone: (630) 882-6970

Fax: (630) 981-4187

Website: www.kendallareatransit.com
<http://vacdk.org>

Facebook: <http://www.facebook.com/VACKAT>
<http://www.facebook.com/VACDeKalb>

Twitter: <https://twitter.com/VACKAT>
https://twitter.com/VAC_DekalbCo

Illinois Relay Service

TTY: 1 (800) 526-0844 or 711

Voice: 1 (800) 526-0857 or 711

Available in alternative formats upon request.

Pursuant to federal laws (Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, Environmental Justice Regulations) and in accordance with applicable state and local laws: VAC grants all citizens equal access to its transportation services.

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.

Document updated July 17, 2019