



600 LANDMEIER ROAD  
ELK GROVE VILLAGE, IL 60007  
Office Hours 9:00 a.m. – 4:00 p.m.

## **BUS SERVICE OVERVIEW**

To qualify for this (curb-to-curb) service riders must live within the Elk Grove Township boundaries, (Central Rd, Devon Ave, Mt. Prospect Rd, and Rohlwing Rd), must complete an application form that includes emergency contact information, and are a senior (55+), are 18 years of age and disabled, or a veteran traveling to the Elk Grove Township Building.

The service hours for the bus program are:

**Monday through Friday from 10:30 a.m. – 3:00 p.m.**

*All appointments must be between 10:30am and 1:00pm.*

*All appointments must be finished by 3:00 p.m.*

## **HOW TO RESERVE AND CANCEL A RIDE**

Please call 224-265-6115 to make a reservation. Each rider is required to arrange their own reservations, and reservations cannot be left on our voicemail or made with the bus driver.

Reservations can be taken:

**Monday through Friday from 10:00 a.m. – 3:00 p.m.**

*Next day appointments must be made the day before **by 12:00p.m.***

*No SAME DAY reservations will be accepted.*

*All buses have lifts that can accommodate wheelchairs/walkers. If you use a wheelchair/walker, please inform us when reserving your ride.*

*Please call us ASAP if you need to cancel or reschedule a ride.*

All calls for pick-up times should be made to the Transportation Department at 224-265-6115 between 9:00 a.m. and 9:30 a.m., the day of your trip.

Please ensure that you are aware of your pickup time and are ready at least 10 minutes prior to your driver's arrival.

*If we do not hear from you by 9:30 a.m. we will be forced to cancel your reservation for that day.*

## **PLEASE NOTE:**

1. NO STANDING WILL BE PERMITTED WHILE THE BUS IS IN MOTION.
2. Monday through Friday the Township buses will travel to dialysis, doctors, hospital appointments, physical therapy, grocery stores, Walmart, Meijer's, Kohls, senior centers, beauty shop appointments, and miscellaneous destinations within Elk Grove Township.
3. Due to the volume of bus riders, we can only accommodate one round trip/per day.
4. When shopping you should only purchase what you, or your aid/helper, can comfortably carry. Bus drivers are restricted from carrying packages. Passengers are required to be self-sufficient.
5. The Bus Service is available to you for routine Doctor and Therapy appointments. Medical procedures will require passengers to arrange their own ride home.
6. Be sure you are aware of your pick-up time and are at the assigned pick-up location at your time.
7. Dialysis and doctor appointments will always take precedence when scheduling.
8. Monetary donations are accepted and help defray the cost of operating the Elk Grove Township bus service. Tipping the driver is not allowed.