



Elk Grove Township Bus Passengers,

Thank you for participating in the Elk Grove Township Senior and Disabled Bus transportation program. The Township is proud to offer this service to Township residents that are senior citizens (55+), are over 18 years of age and disabled, or a veteran traveling to the Elk Grove Township Building. The Township's bus drivers have many daily duties and responsibilities. The most important of these duties is to provide safe, friendly, and efficient service to our passengers.

The following detailed items are reminders to all program passengers of the Township service guidelines and to help clarify specific items of which you may not currently be aware.

1. The Township transportation program is one that functions as a curb-to-curb service and depends on our passengers being self-sufficient in getting to, as well as on and off, the bus with minimal or no assistance. Lifts are available for your use on each Township bus for wheelchair passengers or those that have difficulty negotiating steps.
2. Drivers are not allowed to assist passengers with their packages when entering or exiting the bus nor are they allowed to enter your building/residence to provide any assistance. If you require assistance to get to the bus or into/out of the bus you are allowed to bring an aid/helper with you on your trip that can provide that assistance to you. The aid would also be able to assist you while at your destination.
3. Elk Grove Township bus drivers are familiar with navigating the Township streets. One may take a route that you like better than the other so you may want to ride with that driver but unfortunately, specific drivers cannot be requested.

4. Many passengers are transported on any given day and in order to keep to the schedule so every rider is taken and picked up as close to their requested scheduled times as possible the buses are not able to make intermittent stops to and from the predetermined destinations.
5. Drivers cannot leave the bus unattended to assist you with your purchases so it is a good idea that when shopping that you bring along shopping aids such as reusable totes, shopping carts, etc., and only purchase the amounts of items you or, as applicable, your aid/helper can comfortably handle without assistance.
6. When picking up passengers for their return trip home the Bus Driver (or other passengers) is not able to leave the bus to return to a store, residence, or Doctor's office to locate a passenger. After the Bus Driver has made every attempt to locate a missing passenger that is not in the designated pick-up area at their scheduled departure time the Driver will, before departing, inform the Elk Grove Township office that a passenger is not at the site and cannot be seen in the pick-up area. If this occurs the Driver will be instructed to depart and the passenger will be required to find their own form of transportation for their return trip. PLEASE ENSURE YOU KNOW YOUR PICK-UP TIME WHEN YOU ARE DROPPED OFF.
7. Bus Drivers cannot do any personal shopping for passengers. Passengers are required to be self-sufficient.
8. Elk Grove Township's boundaries are Central Road to the North, Mount Prospect Road to the East, Devon to the South, and roughly Rohlwing Road to the West. Bus Drivers cannot arbitrarily pick up or drop off passengers outside of the Township boundaries unless prior approval is arranged with the Township office personnel when the transportation appointment is booked.
9. We want your experience to be a pleasant one that is safe, friendly, and efficient. Please contact the Township Transportation Coordinator (224-265-6115) if you have any questions or special needs.



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, complete an Application Form that includes emergency contact information, live within the Elk Grove Township boundaries, (Central Rd, Devon Ave, Mt. Prospect Rd, and Rohlwing Rd), and be a senior (55+), 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. We are not able to fulfill any appointment times earlier than 10:30 a.m. or later than 1:00 p.m. Any/All appointments must be finished by 3:00 p.m.

HOW TO RESERVE AND CANCEL A RIDE?

Call 224-265-6115 at least one day in advance to reserve your ride (reservations cannot be left on voicemail or made with the bus driver). Reservations can be made 2 weeks ahead of time and, at the latest, by 12:00 p.m. the day before your trip. All buses have lifts that can accommodate wheelchairs/walkers. If you use a wheelchair/walker please inform us when reserving your ride if you will remain in your wheelchair.

Calls for pick-up times the day of your trip should be made to the Township's Transportation phone number (224-265-6115) between 9:00 a.m. and 9:30 a.m. You should be ready to go at that time otherwise be aware of the pick-up time you are given and be ready at least 10 minutes before that time. If we do not hear from you by 9:30 a.m. we will be forced to cancel your reservation for that day. Please call us ASAP if you need to cancel a ride.

PLEASE NOTE:

- 1. 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.**
2. Due to the volume of bus riders, we can only accommodate one round trip/per day.
3. 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.
4. The Bus Service is available to you for routine Doctor and Therapy appointments. Medical procedures will require passengers to arrange their own ride home.
5. Be sure you are aware of your pick-up time and are at the assigned pick-up location at your time.
6. Dialysis and doctor appointments will always take precedence when scheduling.
7. Monetary donations are accepted and help defray the cost of operating the Elk Grove Township bus service. Tipping the driver is not allowed.