

ELK GROVE TOWNSHIP

Senior and Disabled Transportation Service

A bus service is available for Elk Grove Township residents who are age 55 and over, and/or adults 18 and older with disabilities.



600 Landmeier Road

Elk Grove Village, IL 60007

(224) 265-6115

Fax: (847) 437-0434

8:30 a.m. to 4:00 p.m.

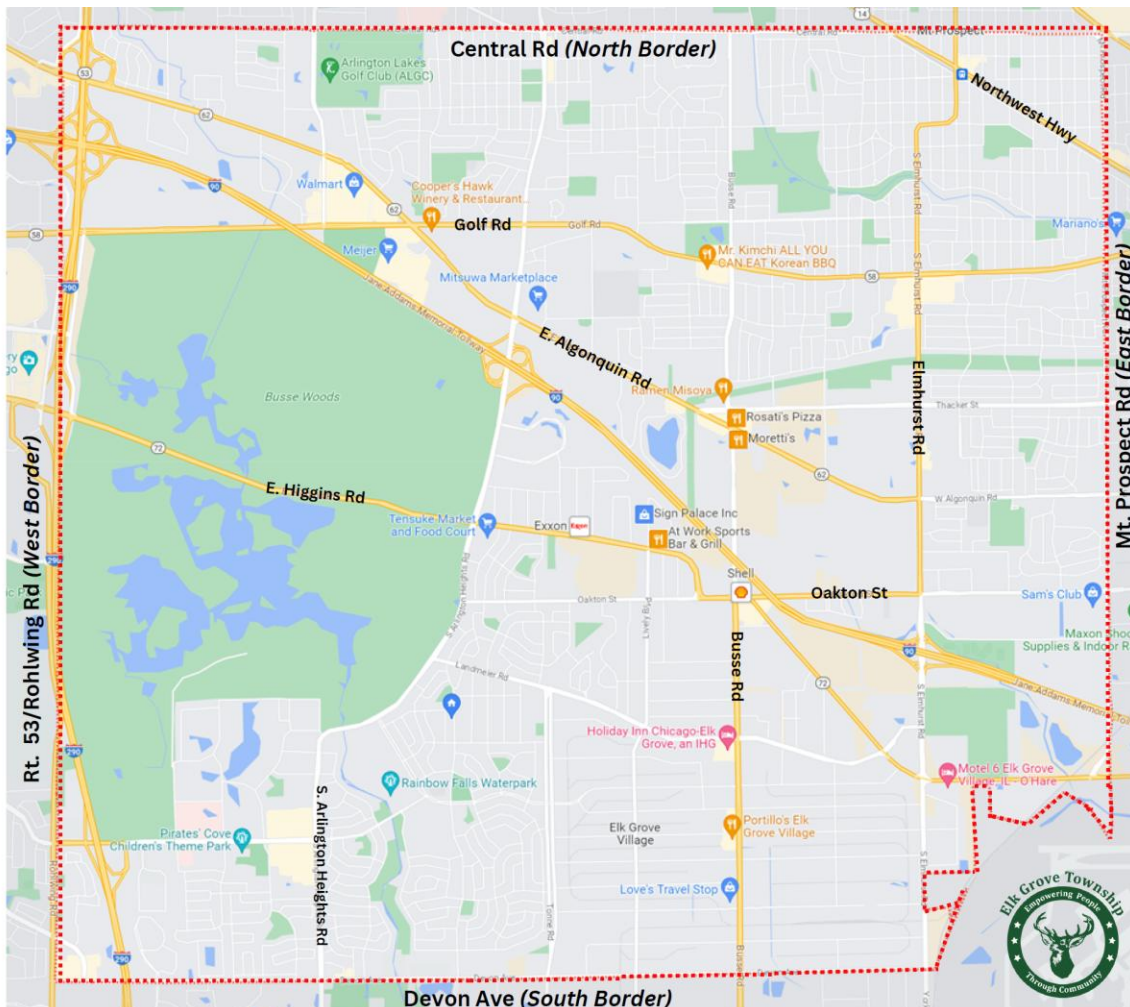
Transportation Information

Service is provided for Seniors age 55 and over and/or disabled (18 and older) or veterans traveling to the Elk Grove Township Building. To qualify for this (curb-to-curb) service, riders must live within the Elk Grove Township boundaries. Proof of age and Elk Grove Township residency, and disability, are required. They must also complete an application form that includes emergency contact details. Bus service is available Monday through Friday from 8:30 a.m. to 4:00 p.m. All buses have lifts that can accommodate wheelchairs/walkers.

The travel boundaries are as follow:

- To the NORTH: Central Road
- To the EAST: Mount Prospect Road
- To the SOUTH: Devon Avenue
- To the WEST: Rt.53/ Rohlwing Road

Boundary Map



Reservations

Monday through Friday, 8:30 a.m. to 3:15 p.m. Call: (224) 265-6115

Reservation Guidelines

When making a Reservation, you need to know:

- Each rider is required to arrange their own reservation.
- Reservation cannot be left on our voicemail or made with the bus driver.
- Rides are scheduled on a first call, first served a basis. We begin taking calls at 8:30 a.m.
- Reservations are requested at least 24 hours to two weeks prior to appointment.
- We do not accept same day ride requests.
- There is no bus service on Holidays which the Elk Grove Township office observes and weekends.
- Cancellations are strongly discouraged. Please do your best to keep your scheduled appointment.

When making a Reservation, we need to know:

- Your name.
- The time of your appointment. Our driver does their very best to stay within the confines of the schedule; however, you should be ready 30 minutes prior to your pick-up time.
- Precise address of drop-off and pickup location.
- The time you will be ready to return home. Our driver does their very best to arrive on time. Traffic and other unforeseen circumstances can delay our drivers; please be patient.
- Please remind us if you use a wheelchair/walker or need to use the lift.

Cancellations

How do I cancel my reservation?

- Please remember that other riders might have been turned away in order for you to ride. We strongly discourage cancellations.
- If you must cancel your ride please call (224) 265-6115 as soon as possible.

What happened if I forget to cancel my reservation?

- We will call you if you do not answer then we will mark you as a **no-show**.
- On the day of your reservation, if you cancel more than three times or have three no-shows, it will result in a two-week suspension.

Rules for Riding

- Monday through Friday the buses will travel within the Elk Grove Township Boundaries, (Central Rd, Devon Ave, Mt. Prospect Rd, and Rohlwing Rd).
- NO STANDING WILL BE PERMITTED WHILE THE BUS IS IN MOTION.
- Foul language or disruptive behavior will not be tolerated on the buses and may lead to a suspension.
- Please be respectful to other riders and bus drivers.
- We reserve the right to remove disorderly passenger which can result in loss of service.
- Due to the volume of bus riders, we can only accommodate one round trip per day.
- Dialysis and Doctor appointment will always take priority when scheduling.
- The bus service is available to you for a routine Doctors and Therapy appointment.
- Medical procedures will require the passenger to arrange their own ride home.
- 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.
- Under no circumstances is the driver to enter a rider's home.
- Driver does not make unscheduled stops.
- Monetary donations are welcomed and help defray the cost of operation the Elk Grove Township bus service.
- Tipping the drivers is not allowed.