



Wheeling Township Senior/ Disabled Transportation Service

Information sheet 4/17/06 – keep for reference

WHO IS ELIGIBLE?

Wheeling Township provides “**Dial-A-Ride**” (curb-to-curb) transportation services for **seniors** (age 60 and over) and **permanently disabled** residents (age 18 and over, with doctor’s certification). All riders must be **residents of Wheeling Township**, be **pre-registered** with the Township Transportation Department and be able to safely ride our vehicles. Due to insurance restrictions, minors and non-registered passengers are not allowed to ride on the busses.

GENERAL OPERATION

Township services are provided during **weekdays only, 9 AM to 3:30 PM**. To allow all residents equal access, most services are provided on an **advance reservation, "first come- first served" basis**, and **only one round trip per day** is allowed.



- Township bus services are, with only a few exceptions for medical trips, limited to WHEELING TOWNSHIP only. See map.
 - Passengers should be ready 15 minutes prior to the planned pickup and return times. The drivers are allowed to wait only 5 minutes.
 - All busses and vans are equipped with lifts and can safely accommodate walkers, wheelchairs, power chairs and electric scooters, within our weight limitations.
 - **It is the responsibility of the passenger to ensure that the equipment and aids they use are in acceptable working order. If a wheelchair or scooter is used, ramps must be installed at the passenger’s home before bus service can be provided.**
 - Wheelchair-bound riders must be wheelchair independent or have a caregiver to assist them. Drivers will assist wheelchair users with bus boarding only and cannot enter homes to assist riders.
 - Riders who are oxygen dependent may ride if they are able to self-administer their oxygen and if their oxygen units can be tied down to ensure passenger safety.
 - Riders cannot be dependent on drivers for mobility, orientation, or medical attention.
1. **"Dial-a-Bus"** is a **scheduled bus service**, using small busses. Passengers are picked up at their homes and taken to their destinations. **Reservations are required and must be made two BUSINESS days in advance.**

These busses follow a pre-set schedule, picking up and dropping off passengers as they travel through the Township. Pickup times and routes are determined by the bus schedule for that day. Times are APPROXIMATE, within 15 minutes, due to varying rider volume, traffic and weather. If you miss a pickup, you will have to wait for a later bus (if available).

2. **Weekly "Shopping Bus"** is a **scheduled bus service** from local senior housing buildings to selected local shopping centers. **No reservations are needed for this service**, but you must be pre-registered with the Township . The busses follow a set schedule and route. (Schedules are posted in most senior housing centers)
- The “North route” (serves Wheeling, Buffalo Grove, and Mt. Prospect): THURSDAY.
 - The “South route” (serves south & central Arlington Heights): MONDAY and WEDNESDAY.
 - **Please limit your purchases to 2 grocery sized bags.**

3. **“Medical Van Service”** is an appointment based service, provided for taking passengers to **health care appointments** (doctors, dentists, hospitals, therapy, etc.), using passenger vans.

Reservations are required and may be made up to 30 days in advance.
Due to the heavy demand for this service, a minimum of 10 days advance notice is suggested. Call as soon as you have made a medical appointment.

- Township medical vans are primarily intended for use within Wheeling Township. However, they will take patients to a few selected health care locations in nearby Townships (including Glenbrook Hospital and selected dialysis / cardiac treatment centers).
- Remember that this is not an emergency ambulance or medical transport service. Our drivers are NOT trained medical professionals. Riders must be in stable condition and be able to ride in a sitting position.
- Pickup times are determined by the rider’s medical appointment time. Generally, the rider is taken directly to the provider location with no other stops. One registered caregiver or helper is allowed to ride with the patient at no charge.
- Please make your appointments no earlier than 9:00 am or later than 2:00 PM. All appointments must be finished by 3:00 PM to allow for a return ride.
- To reduce waiting times, medical van riders call us for their return trip when they are finished with their visit. It is normal for the wait to be 15-20 minutes, but can be longer in times of heavy use.

4. Transport to other townships:

Transport to medical appointments in other nearby townships is possible via a new pilot program, called **TRIP**. Service area includes Barrington, Palatine, Hanover, Schaumburg, Elk Grove and Maine Townships. Service is also provided to VA Hospitals in Maywood and Elgin, as well as to Cook County Hospital. Service on Saturdays and weekday evenings is also included. See the separate **TRIP** information brochure for details. Separate registration is required to use this bus.

WHAT IS THE FEE REQUIRED?

For all trips **within** the Township, **the fee is \$2 each way**. For trips **outside** of the Township (by Township medical Van), **the fee is \$8 each way**. Payment must be made to the driver with exact fare amounts. No coupons, passes or prepaid tickets are used.

RESERVATIONS AND CHANGES:

Reservations are taken on the days noted, on a “first-come, first served” basis, until the bus schedule is full. When you make a reservation, you are using a space which could be used by others. Please respect other’s needs when making reservations.

Please remember that last minute schedule changes and cancellations disrupt the service operations. Last minute and emergency requests are not possible.

CONTACTS FOR QUESTIONS AND RESERVATIONS:

- . Wheeling Township/Senior/ Disabled Transportation Service
1616 N. Arlington Hts. Rd.; Arlington Hts., IL 60004
- . **For general information:** call 847-259-7730, ext. 20 (best in the early afternoon.)
- . **FAX:** 847-259-1570. Also see our website: www.wheelingtowship.com

Reservations: call 847-259-7743; reservation calls are taken from 9:00 AM to 4:00 PM

To cancel same day reservations, call 8:30-9:00 AM

After business hours: call and leave a message.