

logo

Wheeling Township

Senior & Disabled Transportation Service

Information sheet Rev.6-18-08 – keep for reference
(Note: a LARGE PRINT version of this information sheet is available on request)

WHO IS ELIGIBLE?

Wheeling Township provides transportation services for **senior** (age 60 and over) and **permanently disabled** residents (age 18 and over, with doctor's certification). All riders must **reside in 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

Service hours are **9:00 AM to 3:30 PM, weekdays only**. 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.

- Busses operate **within WHEELING TOWNSHIP** only, with some exceptions for medical trips. (map)
See map at right.
- **Passengers should be ready 15 minutes prior to the planned pickup and return times.** Drivers are allowed to wait only 5 minutes.
- Services are normally provided on a "curb-to-curb" basis, but "door to door" assistance may be provided when medically necessary.
- Reservations are taken on a "first-come, first served" basis, until the bus schedule is full. **Last minute and emergency requests are not possible.**
- When shopping, please limit your purchases to 2 grocery-sized bags.
- Riders with disabilities, please see the separate information page: "**Information for Riders with Disabilities**".

SERVICES PROVIDED:

1. "**Dial-a-Bus**" is a **scheduled** bus service. **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. Riders are picked up from their homes. Times are **APPROXIMATE**, within 15 minutes, due to varying rider volume, traffic and weather. If you miss a planned pickup, you will have to call to see if a later bus is available. If you use the "Dial-A-Bus" for medical appointments, you must wait for the scheduled bus for your return ride.

2. **Weekly "Shopping Bus"** is a **scheduled** bus service from selected senior housing buildings to selected local shopping centers. **No reservations are needed for this service**, but you must be pre-registered with the Township to ride. The busses follow a set schedule and route. (Schedules are posted in the senior housing centers served.)

3. **“Medical Van Service”** is provided for **medical appointments ONLY** (doctors, dentists, hospitals, therapy, etc.). Pickup times are determined by the rider’s appointment time.

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 business days advance notice is recommended. Call as soon as you have made a medical appointment.

- This service is primarily for use within Wheeling Township. However, a few health care locations in nearby areas are served (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. **Last minute requests can only be handled on a time available basis.**
- One registered caregiver or helper is allowed to ride with the patient at no charge.
- Please make your appointments no earlier than 9:30 AM or later than 2:00 PM. You must be finished by 3:30 PM to allow for a return ride.
- Medical van riders are permitted to call us for their return 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.
- When the medical van schedule is filled, some riders choose to use the scheduled “Dial-a-Bus” service to travel to and from their medical appointments. If you do this, you must wait for the scheduled bus for transportation.

4. Transport to other townships (for medical needs):

Transport to medical appointments in other nearby townships is available to Township registered riders, via a program which is contracted with PACE, called **TRIP**. Service on Saturdays and weekday evenings is included. See the separate **TRIP** information brochure for details. **Additional registration is required to use this service.** Call if you would like to register.

WHAT IS THE FEE ?

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

CONTACTS FOR QUESTIONS AND RESERVATIONS:

- . Wheeling Township Senior & Disabled Transportation Service (bus)
1616 N. Arlington Hts. Rd.; Arlington Hts., IL 60004
Office hours: 9:00 AM to 4:30 PM, Closed Saturday and Sunday
- . **For general information:** call 847-259-7743. (Best to call in the early afternoon.)
- . **FAX:** 847-259-1570. Also see our website: www.wheelingtownship.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

For same day “TRIP” program cancellations, call 1-800-554-7599

After business hours and weekends: call and leave a message.