



PALATINE TOWNSHIP T.R.I.P. BUS SERVICE

Township Riders Initiative Program Information for Palatine Township residents

This program provides limited transportation **outside of Palatine Township** (to selected other townships) for Palatine Township seniors (over 60) and those aged 18 to 59 who are permanently disabled. **This service is for medical appointments only.**

GENERAL INFORMATION:

- Residents must be registered as a Township bus rider and must complete a separate **TRIP** program registration form (available from Palatine Township) in order to use this service. This program is only available to residents of the participating Townships: Elk Grove, Hanover, Palatine, Schaumburg and Wheeling.
- The participating Townships administer the program, but transportation is provided by contract with **Pace**. All **Pace** vehicles are lift equipped to assist riders with disabilities.
- Registration processing time, (**with Pace**) is approximately 1 week before rides may be taken.
- This service is for **health care appointments only** (doctors, dentists, hospitals, therapy, etc.). Rides to nursing homes and hospitals for visits are allowed in this program as well.
- Advance reservations are required and rides must not duplicate existing township services.
- Cost of **TRIP** program transportation is \$10 round trip when crossing one township border and \$20 round trip if crossing two or more borders. Riders must have **EXACT CHANGE** for each ride since drivers cannot make change and each ride may have a different driver.
- One caregiver or service animal may accompany the rider with advanced notice (no added charge).
- Please have a photo ID available to present to the driver at the time of your pick-up.

DESTINATIONS:

Service area includes Barrington, Hanover, Schaumburg, Elk Grove, Wheeling and Maine Townships. Service is also provided to VA medical facilities in Maywood (Jesse Brown/Edward Hines Hospitals), Hoffman Estates VA Outpatient Clinic, North Chicago (Lovell Healthcare Center) and John H. Stroger, Jr. Hospital of Cook County, Rush University Hospital, University of Illinois, Loyola University Medical Center, Northwestern Memorial Hospital, Good Shepard Hospital, ARA South Barrington Dialysis Center and specified Social Security offices.

HOURS OF OPERATION: Monday-Friday 5:00 am to 9:00 pm; Saturday – 7 am to 4:00 pm

TO REGISTER FOR THIS SERVICE: Call Palatine Township at 847-358-6907.

By mail: Palatine Township – Transportation Dept. Attn: TRIP Program
721 S. Quentin Rd., Ste. 101, Palatine, IL 60067

FOR RIDE RESERVATIONS: CALL THE PALATINE TOWNSHIP OFFICE

Call Palatine Township at 847-358-6907. Palatine Township reserves your rides with **Pace** and schedules all travel times.

- Reservations are required and may be made **14 days in advance**, with a minimum of **3 (business) days before the ride**. Long-term repeat requests may only be arranged for dialysis, chemotherapy and similar medical treatments; others require weekly calls.
- When making a **TRIP** ride reservation, be prepared to give your contact telephone number and suite number of the medical offices (doctor, hospital, etc.) where you are scheduling your appointment. This is needed in case the **TRIP** dispatcher needs to contact you.
- Note that all **pickups** and **returns** are scheduled **in advance** for this service.

FOR CHANGES OR CANCELLATIONS ON THE DAY OF THE RIDE:

Call Pace at 1-800-554-7599. DO NOT CALL PALATINE TOWNSHIP.

ON THE DAY OF THE RIDE:

1. When you arrive at the medical facility for your appointment, tell the medical staff that you have a return bus scheduled at a specific time. If staff feels you will need more time, please call **Pace immediately at 1-800-554-7599** to reschedule your return pick-up time.

If you miss your scheduled return time, you must call the **Pace** dispatcher at **1-800-554-7599** and **press 2 for dispatch** to schedule a new pickup time.

For comments about TRIP services: please call Pace Customer Relations at 847-364-7223.

Palatine Township
Transportation Department
721 S. Quentin Road, Ste. 101
Palatine, IL 60067
847-358-6907

July 2022

F:/TRIP Program Instruction Sheet