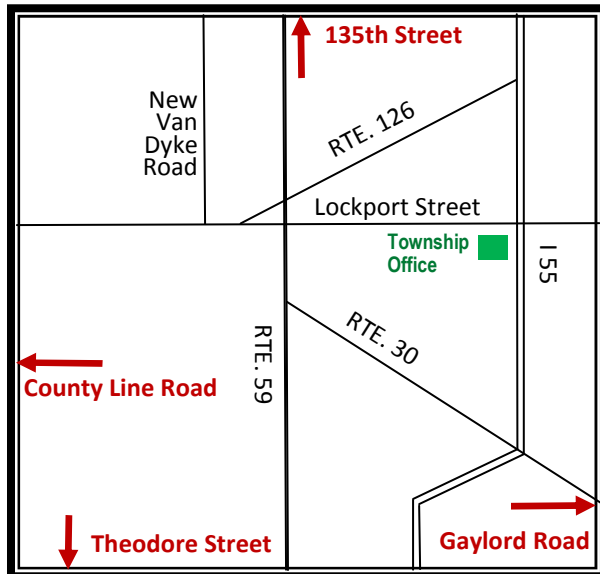


POLICIES & PROCEDURES

The policies and procedures summarized in this brochure set forth responsibilities and duties for residents utilizing the service in order to promote program safety, efficiency and effectiveness. As agents of the Plainfield Township Senior Shuttle Program, all drivers and other employees are required to adhere to the regulations set forth while performing duties, which require the utmost in patience, courtesy and compassion.

WHO CAN RIDE?

Shuttle service is only available to seniors 60+ years and those with disabilities who live within the Plainfield Township boundaries. The boundaries below are: County Line Road to the west, Theodore Street to the south, Gaylord Road to the east and 135th Street to the north.



HOW MUCH DOES IT COST?

\$2.00 one way

\$4.00 round trip

\$2.00 for one additional stop
(Prior approval is necessary.)

▶ **Same fees apply to aides assisting riders.**

Full payment is required at pick-up.

WHAT TYPE OF SERVICE IS PROVIDED?

Drivers provide door-to-door service and may assist riders getting on and off the bus. Helping riders into buildings or entering into private dwellings to pickup or return residents is prohibited. If you require more assistance than this, you are welcome to have an aide assist you.

WHAT IF I AM IN A WHEELCHAIR OR SCOOTER?

To ensure maximum safety, the drivers must restrain all wheelchairs and scooters with Q-Strait belts. If a wheelchair or scooter is unable to be secured, the resident may still ride as long as he/she is aware of the risk of riding unrestrained and accepts that risk as his/her own.



HOW DO I SCHEDULE AN APPOINTMENT?

Call Melanie at 815.436.1112 at least 24 hours in advance or sooner especially for medical appointments. First time riders must fill out, sign and mail back a **Passenger Information Sheet** before any rides can be scheduled.



WHAT HOURS DOES THE BUS RUN?

Rides are scheduled from 7:30 a.m. to 2:00 p.m. Monday through Friday. Doctor appointments must be scheduled 12:30 or earlier. Every effort will be made to accommodate riders in terms of pickup and return times. Scheduling difficulties may require riders to accept either a pickup or return time which less than perfectly matches his/her personal time schedule.

WHEN DO I NEED TO BE READY FOR MY PICKUP?

Riders must be ready **15 minutes before** their scheduled pickup and may have to wait up to **15 minutes after** the scheduled pickup time. This promotes flexibility and efficiency for the drivers. The driver will wait for the rider at the pickup site for five (5) minutes after he arrives. If the rider does not board the bus within that timeframe, he will proceed to the next appointment and not return for you that

WHAT IF I NEED TO CANCEL AN APPOINTMENT?

Appointments must be cancelled no fewer than two (2) hours before the pickup time. If you need to cancel before regular office hours, leave a message on the voicemail stating your name, address and pickup time.

The rider will be charged \$2.00 if he/she fails to cancel an appointment. This fee must be paid before the resident can ride the bus again.

WHO CAN BE CALLED IF I HAVE CONCERNS or COMMENTS?

Concerns or comments regarding the bus program should be directed to the Plainfield Township Administrator, Andi French. Call 815.436.8308 ext. 221 or send an email to afrench@plainfield-township.com.



Plainfield Township Elected Officials

Supervisor
Tony Fremarek

Trustees
Ernie Knight
Debbie Kraulidis
Matthew Starr
Chuck Willard

Clerk
Anita Gerardy

Tax Collector
Yvonne Bolton

Assessor
Erin Kljaich

Highway Commissioner
Ken Marland



Senior and Disabilities Shuttle



815.436.1112

Monday - Friday
7:30 a.m. - 2:00 p.m.



Office Phone 815.436.8308 • Office Fax 815.436.5117
www.plainfield-township.com