

Who can ride? (Service Eligibility)

Residents age 55 and older living within the Plainfield Township boundaries. (135th Street to the North, County Line to the West, Theodore Street to the South, Gaylord Road to the East.) Residency may be verified on our website homepage.

***Residents age 18 and older who provide documentation of their disability, may also be eligible. Proof of residency is required. Call to discuss the specifics.**

Service Animals: People with disabilities who use service animals are allowed to board with their service animal. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

For questions about service animals, please refer to https://www.ada.gov/regs2010/service_animal_qa.html

How do I sign up? (Service Restrictions)

First-time riders must fill out, a [Passenger Information Form](#). This form must be signed, and either mailed, emailed or dropped off to the Township Office, before rides can be scheduled.

Email:
feedback@plainfield-township.com

Mail to:
Plainfield Township
22525 W. Lockport Str.
Plainfield, IL 60544

What hours does the bus operate?

Bus hours are Monday through Friday between 7:30 a.m. and 3:00 p.m. The bus does not operate on most holidays. From time to time, unforeseen issues arise such as inclement weather or unscheduled bus maintenance and we are forced to cancel or reschedule rides.

What type of service is provided?

(Restrictions of Service)

Drivers provide curb-to-curb service. For safety reasons, the driver is prohibited from helping riders into buildings or private dwellings. Riders who need assistance due to physical limitations or with groceries, must have an aide ride along to assist them at no additional cost.

How much does it cost? (Fares)

\$4 round trip or **\$2** one way per person

\$2 for each additional stop per person*

Caregivers ride the shuttle at no charge.

***Additional stops must be scheduled in advance by office personnel only.**

Drivers are not allowed to alter the printed schedule at the riders request.

How do I pay for my ride? (Fares)

Cash - Exact change is appreciated or small denomination bills only. Drivers cannot make change for bills greater than \$20. Payment is **required** upon entering bus. If the fare is not paid, ride will be forfeited. You may call dispatch to reschedule.

What if I use a wheelchair or walker?

(Medical Aids)

The bus is equipped with an electric lift. All wheelchairs must be restrained with Q-Strait belts to ensure the safety of all.

What information do I need to have ready before calling to book my ride?

(Scheduling Appointments)

You will need to provide the following:

1. Your name and pickup address.
2. Name, address, phone to your destination.
3. Date of travel.
4. Appointment time, if you have one.
5. How long you need at your destination.

Remember to allow plenty of time for all medical appointments since doctors don't always run on time. Riders have the option of calling dispatch if they finish sooner than expected. If the driver is able to pick you up sooner than the scheduled time, they will. If not, you will need to wait.

Where will the bus take me?

(Plainfield Township Boundaries)

The bus travels mainly throughout the Plainfield area and into Joliet around to Presence St. Joseph Medical Center and the surrounding doctor's offices.

How far in advance can I book a ride?

(Scheduling Appointments)

Rides for scheduled appointments may be made up to 4 weeks in advance.

What rules must be followed?

The rules summarized in this brochure set responsibilities and duties for residents using this service. In order to promote safety and efficiency of the Senior Shuttle Bus Program, all drivers and office personnel are required to enforce the rules which require consideration and patience.

Rider Rules:

1. Smoking or Vaping are not permitted on or within 15' of shuttle bus.
2. Eating and drinking on the shuttle bus is not permitted.
3. Riders must remain seated until vehicle comes to a complete stop and the driver has indicated it is safe to exit the vehicle.
4. Disruptive or inappropriate behavior.
 - * Verbal or physical behavior
 - * Use of language that is obscene, threatening or derogatory.
 - * Being in possession of weapons of any kind.
 - * Deteriorating personal hygiene presents health or safety hazard to others.



What if I need to cancel my ride?

(Failure to Cancel Appointments)
Please call the reservation line at 815-436-1112 as soon as possible to cancel ride. This frees up space for others to make reservations. If the office is closed, leave a message on the voicemail, stating your name, date, and time of reservation. Cancellations must be made 2 hours before scheduled pick-up or you will be charged.

Termination of Service

The township retains the right to immediately terminate service to anyone who is verbally or physically abusive to township employees or has 3 no show, no contact cancellations.

Who can I contact with concerns or suggestions?

Any concerns or suggestions regarding the shuttle bus program can be directed to Plainfield Township. Phone: 815-436-1112

When should I be ready for my pickup? (Limitation on Waiting Time)

Please wait in a location where you can see and or hear your ride arrive. If the rider has not boarded within (5) minutes of scheduled pick up time, the driver will call the rider, if no answer the rider will be considered a no show, no contact cancellation. Please call dispatch to reschedule your ride.

Plainfield Township reserves the right to update the bus service rules, regulations, and related paperwork at any time.



Senior Shuttle Bus Service



For reservations call
815.436.1112

Hours of Operation
Monday - Friday
7:30 a.m. - 3:00 p.m.

Office Phone 815.436.8308

www.plainfield-township.com