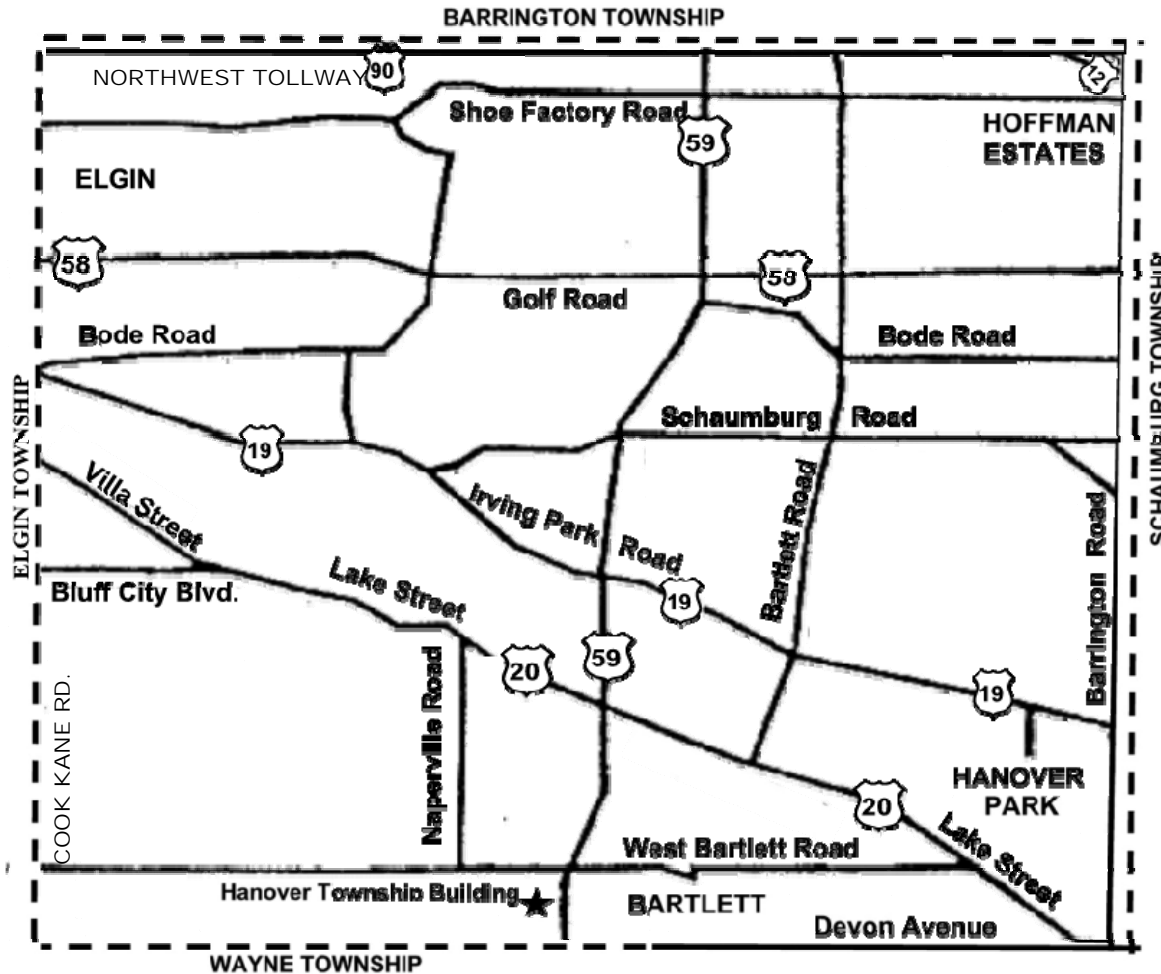


# SERVICE AREA



Senior  
Services



## DIAL- A - BUS TRANSPORTATION INFORMATION

Hanover Township  
Senior Services  
240 South Illinois Rt. 59  
Bartlett, IL 60103

630-483-5656

Hanover Township does not discriminate in admission to programs or activities. In compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act; the U.S. Civil Discrimination Act; the Age Discrimination in Employment Act; the U. S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint. For information, contact Barbara Kurth Schuldt at (630) 483-5600.

## **INTRODUCTION**

Hanover Township Senior Services Dial-A-Bus provides transportation to residents 55 years of age and persons with disabilities over the age of 18. Our operating hours are Monday - Friday only, 7:00 a. m. - 3:30 p. m. except for observed holidays and emergency closings.

A one-way trip costs the township approximately \$14.50. A donation of 75 cents one-way, \$1.50 round trip is suggested, but you are free to contribute the amount you choose discreetly in the convenient, small envelopes provided. Your donations are kept separately in a township accrual fund for future vehicle purchases

In order to register for our Dial-A-Bus service, you must complete the "Senior Services Information Form" and provide us with an emergency contact. For your convenience, specifying any special needs you may have will assist us in providing you with a more comfortable experience.

## **SCHEDULING A RIDE**

Transportation is provided on a first come, first service basis with priority given to medical appointments. We do not recommend transportation to and from work as we cannot guarantee an opening in the schedule. However, we will make every effort to accommodate most requests and pride ourselves on our personal curb-to-curb service.

All rides are scheduled by calling the Dial-A-Bus Dispatcher at (630) 483-5656. The dispatcher is available between 7:00 a.m. and 3:00 p.m. If you call after hours, please leave a message with your name and phone number. The dispatcher will return your call on the next business day.

Reservations must be made for all rides at least 24 hours in advance. Medical appointments to doctors, dentists and therapy appointments may be made up to six weeks in advance. Reservations for personal business and township sponsored mall or grocery trips may be scheduled up to seven days in advance.

Please have your destination address, Dr.'s name and phone number and appointment time ready when you call to request your ride.

## **GROCERY SHOPPING**

Every **Monday** and **Thursday** are regularly scheduled trips to specific grocery stores. Grocery shoppers may bring aboard **two standard-size grocery bags** and one small parcel to be held on the lap. The driver will assist seniors who are unable to carry the parcels.

## **MALL SHOPPING**

Every Tuesday is mall shopping. Check your *Club 59* calendar for the specific mall each week. Mall shoppers will be dropped off and picked up at the same location.

## **HOSPITALS**

The hospitals we currently serve include St. Alexius Hospital, St. Joseph Hospital, & Sherman Hospital. If you are uncertain whether we go to a specific place, call the Transportation Office and ask.

## **SAFETY**

Due to the volume of riders we serve, please be ready and watching for the bus 15 minutes prior to your scheduled pick up time. Buckle up for safety! If your vehicle is equipped with seat belts please wear them. Please call **911** in any emergency situation.