



Transportation Customer Guide

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Version 1.3

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a. Dial-A-Bus Overview:

Hanover Township is committed to providing safe and courteous transportation to Hanover Township residents age 55 and over, and persons with a disability age 18 and over. Once a resident is registered for the Dial-A-Bus Program, the resident can call 630-483-5656, to make a reservation. All buses are in compliance with federal ADA regulations. Reservations are made on a first come, first serve basis, with medical appointments taking a priority. The bus will pick the resident up at their designated pick-up location and drop-off the resident at their destination. All vehicles prominently display Hanover Township's name and telephone number, as they travel throughout the Township.

b. Dial-A-Bus Eligibility:

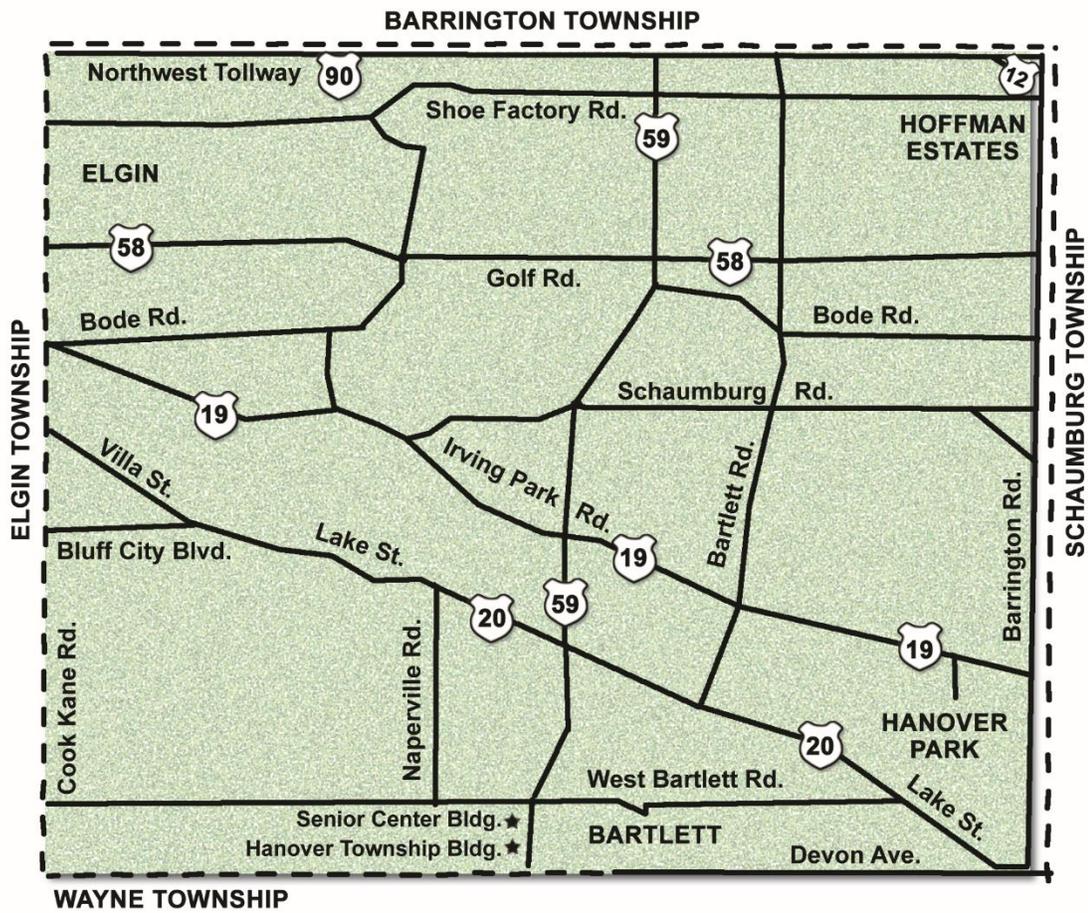
Qualifications: The Township provides transportation to Hanover Township residents 55 years and over, and persons with disabilities age 18 and over. **Required Documentation:** All residents must complete a bus waiver, a data page, and a TRIP registration form. This information asks for emergency contact information and that residents specify any special needs they may have (i.e. wheelchair, walker, limited vision, hearing loss etc.). For disabled individuals under 55 years of age, a copy of their Social Security disability income statement or a copy of the Social Security Award letter is required. Since individuals cannot apply for Social Security Disability until they are 18 years old, individuals of this age that have disabilities must provide their local school district documentation stating their disability. Upon receipt of this documentation, a copy of their Social Security Disability application will be accepted. These individuals will have until age 20; to then provide a copy of the actual Social Security Award letter.

c. Dial-A-Bus Donations:

Hanover Townships asks for \$1.00 donation per one way trip. Service will never be denied due to lack of donation from a rider. Residents may purchase a bus pass for 20 rides. The driver will punch the bus pass for each one-way ride. A companion or personal care assistant (PCA), may ride with a resident for no charge (dispatch must be informed).

d. Dial-A-Bus Service Area:

Transportation is provided anywhere within Hanover Township, and up to 5 miles outside the Township boundaries. See below for a map of the Township boundaries:



e. Dial-A-Bus-Scheduling Trips

1. Once a resident is registered for the Dial-A-Bus program, they can call dispatch at (630) 483-5656, to schedule a ride.
2. Transportation is provided on a first come, first serve basis, with priority given to:
 - a. Dialysis – may be scheduled six (6) months in advance.
 - b. Medical – may be scheduled six (6) weeks in advance.
 - c. Personal Errands – may be scheduled two (2) weeks in advance.
3. The Dispatch hours are Monday-Friday 7:30 a.m. to 3:30 p.m. The first pick-up is 8:00 a.m. and the last pick-up in the afternoon is at 3:00 p.m.
4. The resident must provide:
 - a. Date of trip
 - b. Requested pick-up time or appointment time
 - c. Exact street address of the trip origin and destination
 - d. Name of additional person traveling with the rider (IE companion, family member)
 - e. Description of any special assistance needed
5. When the resident calls to make a medical appointment, the dispatcher will ask the resident approximately how long the medical appointment will last. This duration will be used as an approximation for a pick-up time, as the resident will be instructed to call once their appointment is over. At that time, a driver will be dispatched to pick-up the resident.
6. The last pick-up time is 3:00, so all appointments need to be concluded prior to 3:00 PM.

f. Dial-A-Bus-Canceling or Changing a Reservation:

It is the responsibility of the resident to call 24 hours before the appointment time if it needs to be canceled. If the resident is aware of the need to cancel earlier, immediate notification of the cancellation is appreciated. This will give other riders the opportunity to schedule a ride in the openings created in the schedule. It will also eliminate the wasted resources when buses and drivers appear at clients' homes only to discover that the rider is not using the service. Automated reminder calls will continue to be made the day before and the day of the ride.

There are times when the unexpected happens, and a ride needs to be canceled on the same day such as illness or emergencies. However, if a client has a chronic record of not canceling a ride or not showing up when the bus arrives (a no-show), the Township has the right to document this and deny the resident future rides.

Destination changes are not permitted while on board the vehicle or at the time of pick-up unless authorized by the dispatcher. Drivers are not permitted to make any changes to a trip unless authorized by the dispatcher.

g. Dial-A-Bus Pick-up and Drop-off Procedures:

Residents should allow for a 30 minutes pick-up window based on their scheduled pick-up time. Residents should be ready and watch for the bus during this time. The bus will pull up to the drop-off location, and beep the horn to let the resident know the bus has arrived. Vehicles cannot pull into, or back out of driveways under any circumstances. Drivers will wait 5 minutes after arriving. If the resident is not visible, the driver will notify dispatch to try and call the resident to let them know the bus has arrived. If the resident is not ready, does not answer, or does not come out to the bus within 5 minutes, the client will be recorded as a no-show and the bus will leave. The Township makes every attempt to get residents to their appointments on time.

h. Dial-A-Bus Companion Policies:

As defined in the ADA regulations, a personal care attendant (PCA) is “someone designated or employed specifically to help the eligible individual meet his or her personal needs. “ A PCA typically assists with one or more life activities such as providing personal care, performing manual tasks, or providing assistance with mobility or communication. A companion is someone such as a friend or family member. The Township permits one PCA or one companion to ride with an ADA eligible resident for no charge but must inform dispatch at the time of the reservation. A rider is permitted to bring one service animal aboard the bus (must be noted as a special need at the time of registration).

i. Dial-A-Bus- Passenger Assistance and Handling:

The Township offers to curb to curb service, which means the resident must be able to get themselves to and from the bus, without assistance from the driver. A resident can have a companion/personal care assistance (PCA) ride the bus to assist. Drivers are not allowed to enter residences.

The Township will accommodate residents with mobility devices as long as the lift or ramp can accommodate the size and weight of the resident and their mobility device, and the device and resident can fit onto the vehicle. The Township will not be able to accommodate residents and their mobility devices if the combined size and/or weight exceed the capabilities of the vehicle equipment.

The Dial-A-Bus program is a shared ride system, which means there could be other stops along the way and other residents on the bus. Once the client is at the door of the bus, the driver is to stand by the door while the client boards the bus. This will enable the driver to promptly assist the passenger in the event of a trip or fall. If the client is visually impaired, the driver should communicate to the client as to how many steps there are and guide them to the nearest seat. The driver should ask the client if they would like assistance in buckling their seatbelt. In the event a client is too

weak to walk up or down the steps on the bus, the driver may offer the client use of the wheelchair lift while the client remains standing.

Ambulatory Riders:

Once the client is on the bus, it is the responsibility of the driver to ensure that every rider uses their seatbelt. The driver should provide assistance in buckling the belt if necessary. If the rider refuses to wear the seatbelt, the driver must inform them that it is the law and if they choose not to wear it must be reported to dispatch immediately. The driver should also inform them that once it has been reported to dispatch that the Township no longer assumes liability.

j. Dial-A-Bus -Disruptive Conduct:

Residents, who engage in violent, disruptive, or illegal conduct, will be refused service. A resident whose behavior threatens or has threatened the safety of Township personnel or other riders may be denied service. Residents who engage in violent, threatening or illegal behavior may lose the privilege of riding

k. TRIP (Township Riders Initiative Program) Program:

The T.R.I.P. program provides transportation for medical purposes to seniors 60 and over, and disabled individuals 18 and over, and individuals undergoing cancer treatments. This service is provided by PACE and funded through the Illinois Dept. of Transportation. Residents may request rides for medical purposes within Hanover, Schaumburg, Elk Grove, Palatine, and Wheeling Townships. The below hospitals are only serviced on Tuesday's, Thursday's and Friday's:

- Rush Presbyterian
- Northwestern Memorial Hospital
- The University of Illinois Medical Center
- Stroger Cook County Hospital
- Hines Veterans Hospital
- Loyola Hospital

- Good Sheppard Hospital

Residents can schedule rides through Hanover Township Senior Center for this service by calling dispatch, at (630) 483-5656.

1. Cost is \$5.00 for each Township line crossed during a single trip with a maximum of \$10.00 per one-way ride.
2. Hours of operation are Monday-Friday, from 5:00am-9:00pm, and Saturday, 7:00am to 4:00pm.
3. Reservations must be made at least 48 hours prior to the trip, but no more than 7 business days in advance.
4. Cash is required as well as a photo ID.
5. This service is a shared ride service (meaning expect multiple individuals/stops on the bus).
6. It is a curb to curb service, meaning that the client is expected to get to and from the bus with no assistance from the driver or have an assistant available to help.
7. One service animal, caregiver, or attendant, may accompany the rider at no charge.

I. TIDE: Ticket to Ride Taxi Voucher Program:

The TIDE Ticket to Ride Taxi Voucher Program is available for residents of Hanover Township, Cook County, 16 years or older, who have a physical, cognitive (mental) or developmental condition that interferes with at least one “major life activity”. For the purpose of TIDE, the “major life activity” is the ability to be self-transporting (make arrangements for and travel by one’s self) over distances. The TIDE Ticket to Ride Voucher Program is available for cab rides to or from work, or job training only.

The TIDE Ticket to Ride program will provide transportation to work sites up to 7 miles outside the boundaries of Hanover Township. For more information in TIDE program, please contact the Mental Health Board Coordinator, at (630) 483-0301.