



Palatine Township Transportation

**Serving Senior Citizens
& Disabled Individuals**

Serving all or part of:
Palatine * Rolling Meadows * Inverness * Arlington Heights *
Hoffman Estates * Barrington * South Barrington * Schaumburg

Palatine Township

721 S. Quentin Road, Suite 101
Palatine, Illinois 60067

Phone: (847) 358-6700

Fax: (847) 358-2888

www.palatinetownship-il.gov

Supervisor

Andy-John G. Kalkounos

Town Clerk

Lisa Moran

Assessor

Bill Pohlman

Highway Commissioner

Aaron B. Del Mar

Town Trustees

John Freese

A. Christine Svenson

Lelsie M. Bolanos

Michael C. Smolka



For more information call (847) 358-6907

Office Hours: Monday through Friday 8:30 AM – 4:00 PM

Dispatch: Monday through Friday 8:00 AM – 4:00 PM

Operations: Monday through Friday 8:00 AM – 3:00 PM

Lift-Equipped Mini-Bus Service

Service provided: Buses provide curb to curb service anywhere within the Palatine Township boundaries for residents who are 60 and over, and / or disabled.

Service area:

Palatine Township encompasses a 36-square mile area northwest of Chicago. Our boundaries are:

- Wilke Road to the east
- Huntington/Freeman Road to the west
- Lake-Cook Road to the north
- Central Road to the south

This service also includes rides to **Arlington Heights & Rolling Meadows** on **Monday through Friday for medical appointments.**

Hours:

The bus service is available Monday through Friday 8:00 am to 3:00 p.m. (closed holidays and weekends). Earliest appointment destination is 9:00 a.m.

Cost: A one-way ride is \$2.00.

Mandatory pre-registration:

Sign up at Palatine Township Monday through Friday from 8:30 a.m. to 1:30 p.m. Or register on-line at: www.palatinetownship-il.gov

Documentation of age and residency must be provided and if under 60, documentation of disability is required to complete the registration process.

Drop off or mail all info to:

**Palatine Township Transportation
721 S. Quentin Rd, Suite 101
Palatine, IL 60067**

Or e-mail to: transportation@palatinetownship-il.gov

If you have any questions regarding our bus service, please call us at 847-358-6907.

**We look forward to helping you
With your transportation needs.**

Other Transportation Services Outside the Township

Palatine Township T.R.I.P. Program (Out of township medical appointments only)	847-358-6907
Alexian Brothers	847-228-6394
Escorted Transportation Service Northwest	847-222-9227
Good Shepherd Hospital	888-574-5700
Lutheran General	855-664-7433
MV Transportation (ADA Paratransit)	800-554-7599
Northwest Community Hospital	847-618-6480
Pace	847-364-7223

Senior Centers

Palatine Sr. Center	847-991-1112
Arlington Heights Sr. Center	847-253-5532
Rolling Meadows Sr. Center	847-818-3205



**Palatine Township
Subsidized Taxi Program**



Service area:

- ❖ The ride must originate or terminate in Palatine Township.

Voucher cards:

- ❖ Included with registration for our bus service for seniors 60 and over and or permanently disabled persons who are permanent residents of Palatine Township.
- ❖ You must visit us at the Palatine Township office to obtain your voucher card.
- ❖ Each card will be individualized with your name, client ID number and your photo.
- ❖ All cards are assigned to individuals and are not to be used by another. Violators will lose all program privileges.
- ❖ The taxi meter together with the card swipe will document both pickup and drop off locations.
- ❖ Cards may only be used with approved taxi companies as set forth by Palatine Township.
- ❖ 10 card swipes, each worth \$4.00, will be auto loaded on to your card at the beginning of each month.
- ❖ After the card is swiped you are responsible for paying the balance of the fare and tips.
- ❖ No rides will be carried over to the next month.
- ❖ You may not use more than one swipe per one-way trip.
- ❖ If your card is lost or stolen, you must immediately notify Palatine Township.
- ❖ Replacement cards will be \$5.00 each.
- ❖ If your name, address or any contact details change, you must notify Palatine Township to advise of the new details as soon as possible.

**Subsidized Taxi Program
Continued.**

Palatine Township Approved Taxi Companies:

American Taxi ***** 847-253-4411
303 Cab ***** 847-364-0303

There are three ways to track your voucher card balance.

1. Your cab ride receipt.
2. Go online to check your ride balance at this link:
palatinetownship-il.gov/taxi-voucher-card/
or
palatinetownship-il.gov/taxi-voucher-card-balance/
3. Call the Palatine Township Transportation Office.

To sign up for Palatine Township’s transportation services please stop in, visit our website or e-mail us to obtain registration forms at:

**Palatine Township
Transportation Department
721 S. Quentin Rd., Suite 101
Palatine, IL 60067**

**Website: Palatinetownship-il.gov
Email: transportation@palatinetownship-il.gov**

**Any questions regarding our services, please call:
Phone: 847-358-6907**

We look forward to helping you with your transportation needs.

**Palatine Township
Offers Many Services Including:**

Front Counter:

847-358-6700

Disabled Parking Placards Lion's Club eyeglasses/hearing aid drop off
Notary service Palatine Township Maps
RTA Senior Passes Voter Registration
Yard Waste Stickers – Unincorporated Cook County

Assessor's Office:

847-358-6164

Explanation of property assessment and tax bill
Property Tax Appeal forms
Property Tax Exemption applications
Senior Citizen Tax Freeze
Zoning variances

Community Outreach:

847-358-6161

Apple Tree Program
Angel Tree and Adopt-a-Family Programs
Easter Basket Program
Thanksgiving Basket Program

General Assistance:

847-358-6110

Access to Care Career Resources
Emergency Assistance Emergency Assistance (LIHEAP)
Food Pantry Mobile Dental Clinic

Road District:

847-358-6336

Road and bridge maintenance for unincorporated Palatine Township

Veteran Center Counselor:

847-980-1827

Veterans Service Officer:

847-485-2772



Reservations: Must be made a **minimum of 3 working days in advance**, between the hours of **8:00 a.m. & 1:30 p.m.** Call **847-358-6907** or e-mail transportation@palatinetownship-il.gov with your appointment information.

Self-service Reservations: www.palatinetownship.ecolane.com/selfservice Available **24 hours a day**. Contact Transportation to activate the self-service reservation tool.

Appointment Information Needed:

- Appointment time.
- Length of appointment.
- Appointment address and phone number.
- Specific drop off and pick up point.
- Any aids used: wheel chair, walker, need of lift, etc...

Bus arrival time:

All appointments will receive a 20 to 30 minute window of time for pickup. **All clients are expected to be ready when the bus arrives. The driver will not wait more than 5 minutes beyond arrival.**

To cancel your reservation:

- Call the Palatine Township Transportation Department at **847-358-6907**.
- E-mail us at transportation@palatinetownship-il.gov.
- Or cancel using self-service reservations at: palatinetownship.ecolane.com/self-service