



## **PALATINE TOWNSHIP T.R.I.P. BUS SERVICE**

Township Riders Initiative Program  
Information for Palatine Township residents

This program provides limited transportation outside of Palatine Township for residents who are seniors 60 and over and permanently disabled 18 and over.

This service is for medical appointments only.

### **GENERAL INFORMATION:**

- Residents must be registered as a Township bus rider to use the T.R.I.P. bus service. This program is only available to residents of the participating Townships: Elk Grove, Hanover, Palatine, Schaumburg and Wheeling.
- The participating Townships administer the program, but transportation is provided by contract with Pace. All Pace vehicles are lift equipped to assist riders with disabilities.
- Registration processing time is approximately 1 week before rides may be taken.
- This service is for health care appointments only; doctors, dentists, hospitals, therapy, etc. Rides to nursing homes and hospitals for visits are allowed in this program also.
- Advance reservations are required and rides must not duplicate existing township services.
- Cost of T.R.I.P. program transportation is \$5.00 each way when crossing one township border and \$10 each way if crossing two or more borders. Riders must have exact bus fare for each ride because the drivers cannot make change.
- One caregiver or service animal may accompany the rider with advanced notice (no added charge).
- Please have a photo ID available to present to the driver at the time of your pick-up.

### **DESTINATIONS:**

For registered Palatine Township residents, the transportation service area includes:

Barrington, Elk Grove, Hanover, Schaumburg, Maine and Wheeling Townships.

Transportation service is also provided to VA medical facilities in Maywood (Jesse Brown/Edward Hines Hospitals), Hoffman Estates (VA Outpatient Clinic) and North Chicago (Lovell Healthcare Center) plus these medical facilities; John H. Stroger, Jr. Hospital of Cook County, Rush University Hospital, University of Illinois, Loyola University Medical Center, Northwestern Memorial Hospital, Good Shepard Hospital, Glenbrook Hospital and specified Social Security offices.

**HOURS OF OPERATION:** Monday-Friday 5:00 am to 9:00 pm; Saturday – 7 am to 4:00 pm

**TO REGISTER FOR THIS SERVICE:**

To get a registration form, call Palatine Township Transportation at 847-358-6907, visit our website: [palatinetownship-il.gov](http://palatinetownship-il.gov) or come to the Palatine Township office located at 721 S. Quentin Rd., Ste. 101, Palatine, IL 60067

**FOR RIDE RESERVATIONS: CALL THE PALATINE TOWNSHIP OFFICE**

Call the Palatine Township Transportation Department at 847-358-6907.

Palatine Township reserves your rides with Pace and schedules all travel times.

- Reservations are required and may be made 14 days in advance, with a minimum of 3 (business) days before the ride. Long-term repeat requests may only be arranged for dialysis, chemotherapy and similar medical treatments; others require weekly calls.
- When making a T.R.I.P. ride reservation, be prepared to give your contact telephone number and suite number of the medical offices (doctor, hospital, etc.) where you are scheduling your appointment. This is needed in case the TRIP dispatcher needs to contact you.
- Note that all pickups and returns are scheduled in advance for this service.

**FOR CHANGES OR CANCELLATIONS ON THE DAY OF THE RIDE:**

**Call Pace at 1-800-554-7599 if before 8:00 am or after 4:00 pm, otherwise call Palatine Township.**

**ON THE DAY OF THE RIDE:**

1. When you arrive at the medical facility for your appointment, tell the medical staff that you have a return bus scheduled at a specific time. If staff feels you will need more time, please call Palatine Township. After 4:00 pm call Pace immediately at 1-800-554-7599 to reschedule your return pick-up time.

If you miss your scheduled return time, you must call Palatine Township to reschedule a ride. After 4:00 PM call the Pace dispatcher at 1-800-554-7599, follow the prompts to schedule a new pickup time.

For comments about T.R.I.P. bus services: please call Pace Customer Relations at 847-364-7223.

Palatine Township  
Transportation Department  
721 S. Quentin Road, Ste. 101  
Palatine, IL 60067  
847-358-6907

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