



# 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](http://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 9:00 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](http://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](mailto: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/](http://palatinetownship-il.gov/taxi-voucher-card/)  
or  
[palatinetownship-il.gov/taxi-voucher-card-balance/](http://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](mailto:transportation@palatinetownship-il.gov) with your appointment information.

**Self-service Reservations:** [www.palatinetownship.ecolane.com/selfservice](http://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](mailto:transportation@palatinetownship-il.gov).
- Or cancel using self-service reservations at: [palatinetownship.ecolane.com/self-service](http://palatinetownship.ecolane.com/self-service)