

WINFIELD TOWNSHIP



Senior and Disabled Transportation Service

A Bus Service for those age 65 and over and/or disabled (18 and older) who reside within Winfield Township, and funded by Winfield Township.

130 Arbor Avenue
West Chicago, IL 60185

630-520-0054

Fax (630) 231-3697

Email: info@winfieldtownship.com

8:15 am to 4:45 pm



Transportation Information

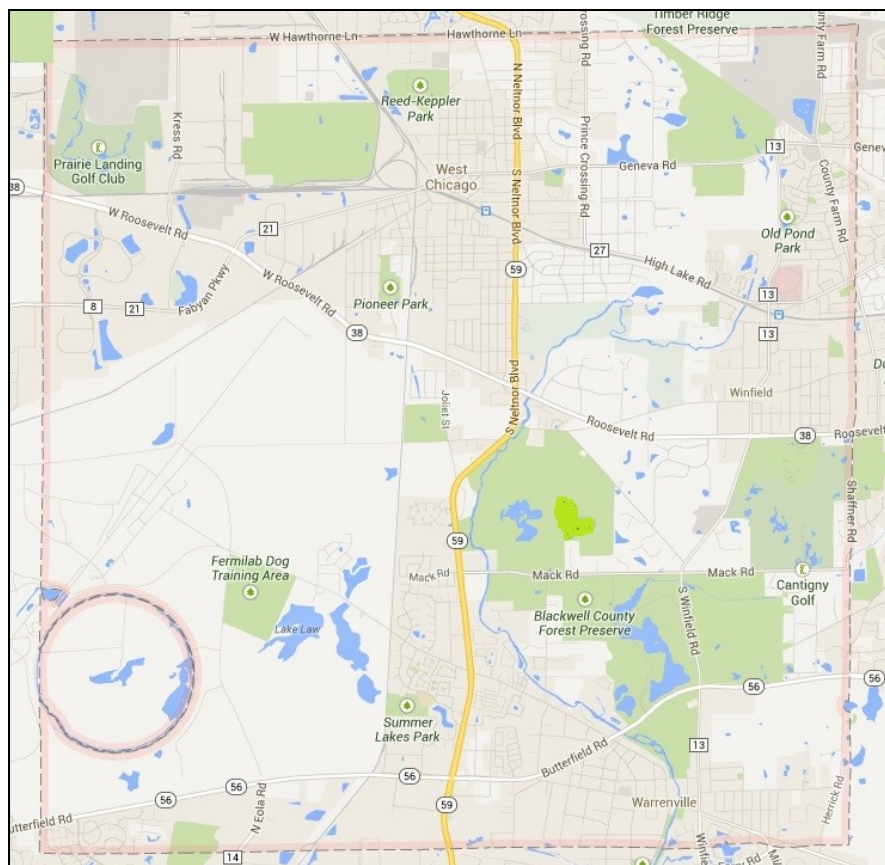
Service is provided for Seniors age 65 and over and/or disabled (18 and older). Proof of age and Winfield Township residency, and disability, if appropriate, are required. Bus service is available Monday through Friday from 8:15 am to 4:45 pm, with one hour during the day for bus driver's lunch. The bus is equipped with a lift for wheelchairs. This bus travels within Winfield Township boundaries with exceptions listed below. The boundaries are as follows (we have also included a map for your reference):

- To the NORTH: Hawthorne Lane in West Chicago, IL
- To the EAST: County Farm Road in Winfield, IL
- To the SOUTH: Townline Road in Warrenville, IL
- To the WEST: Kautz Road in West Chicago, IL

The exceptions to these boundaries are as follows:

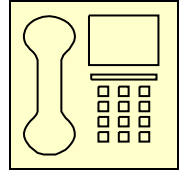
- Wheaton Eye Clinic - 2015 N. Main St., Wheaton, IL 60187
- Wheaton Medical Clinic - 150 E. Willow Ave. Wheaton, IL 60187
- Aldi - 978 N. Neltner Blvd., West Chicago, IL 60185
- Target - 601 S. County Farm Rd., Wheaton, IL 60187
- Kohls - 401 S. County Farm Rd., Wheaton, IL 60187
- Ultra Foods - 501 S. County Farm Rd., Wheaton, IL 60187
- DuPage County Complex - County Farm Rd., Wheaton, IL 60187

Winfield Township Boundary Map



Reservations

Call: 630-520-0054 Monday through Friday, 8:00 am to 3:00 pm



Reservation Guidelines

When making a Reservation, you need to know:

- Rides are scheduled on a first call, first served basis. We begin taking calls at 8:00 am.
- We have one phone line, so please be patient.
- You must call the day before the day you need a ride. Call on Friday for a Monday ride.
- We do not accept same day ride requests or same day changes to a previously scheduled ride.
- There is no service available between 1:00 pm and 2:00 pm.
- There is no bus service on Holidays which the Winfield Township office observes.
- Cancellations are strongly discouraged. Please do your best to keep your scheduled appointment.
- You are allowed 3 stops per ride if there is available time. Example: you may go to Jewel for 1 hour, Walgreens for 30 min. and the bank for 15 min.
- Please allow up to 5 business days from the date of receipt of necessary documents to schedule a ride. We will notify you by phone when your documents have been approved.

When making a Reservation, we need to know:

RESERVED

- Your name.
- Where you want to go.
- The time of your appointment. Our driver does his/her very best to stay within the confines of the schedule; however you should be ready 30 minutes prior to your pick up time.
- The time you will be ready to return home. **We do not accept open ended appointments.** Our driver does his/her very best to arrive on time. Traffic and other unforeseen circumstances can delay our driver; please be patient.
- Please remind us if you use a wheelchair/scooter so that we can allow extra time for our driver.

Payment

- **Fare is \$4.00 per rider/per roundtrip**
- Driver will only accept cash.
- Please have exact change ready.
- **Payment is due at the time of pick up.**



Rules for Riding

- All riders must wear seat belts (if provided) and remain in their seats at all times. The bus will not move until all passengers and wheelchairs are secured.
- The bus will provide curb to curb service.
- Driver does not make unscheduled stops.
- Smoking, eating or drinking is not permitted on the bus.
- Driver is not required to assist riders with packages. Under no circumstances is the driver to enter a rider's home.
- We reserve the right to remove disorderly passengers which can result in loss of service.
- Please refrain from tipping the driver.
- All riders are required to provide us with proof of age and Township residency.
- All riders are required to have an updated registration/waiver form on file with Winfield Township. If your information changes please contact us to update your form.

Cancellations

How do I cancel my reservation?:

- Please remember that other riders might have been turned away in order for you to ride. We strongly discourage cancellations.
- If you must cancel your ride please call (630) 520-0054.

What happens if I forget to cancel my reservation?:

- We will call your house.
- If you do not answer your phone, the driver will knock on your door.
- If you do not answer your door, your emergency contact will be called.
- If your emergency contact cannot be reached or is unaware of where you may be, we will call the police department to do a "wellness check".
- Excessive cancellations, with or without a phone call, can result in loss of service.



Comments and Suggestions

Riders are welcome to call the Winfield township office with any comments or suggestions. It is not the responsibility of the driver to address issues. Call the Winfield Township office at (630) 520-0054 or email us at info@winfieldtownship.com.



Non-Service Days

There will be no bus service on the following days:

2015

- January 1 - *New Year's Day*
- January 19 - *Martin Luther King Day*
- February 16 - *President's Day*
- May 25 - *Memorial Day*
- July 3 - *Independence Day*
- September 7 - *Labor Day*
- October 12 - *Columbus Day*
- November 11 - *Veteran's Day*
- November 26th and 27th - *Thanksgiving*
- December 24 - *1/2 day Christmas Eve*
- December 25th - *Christmas*
- December 31 - *1/2 day New Year's Eve*



Additional dates may be added throughout the year for the purpose of mandatory staff training, etc. We post those dates on the bus as soon as they become available.