

**WINFIELD TOWNSHIP**



## **Senior and Disabled Transportation Service**

A bus service for those age 55 and over and/or disabled (18 and older) who reside within Winfield Township.

130 Arbor Avenue  
West Chicago, IL 60185

**630-520-0054**

Fax (630) 231-3697

Email: [info@winfieldtownship.com](mailto:info@winfieldtownship.com)

**8:15 am to 4:00 pm**



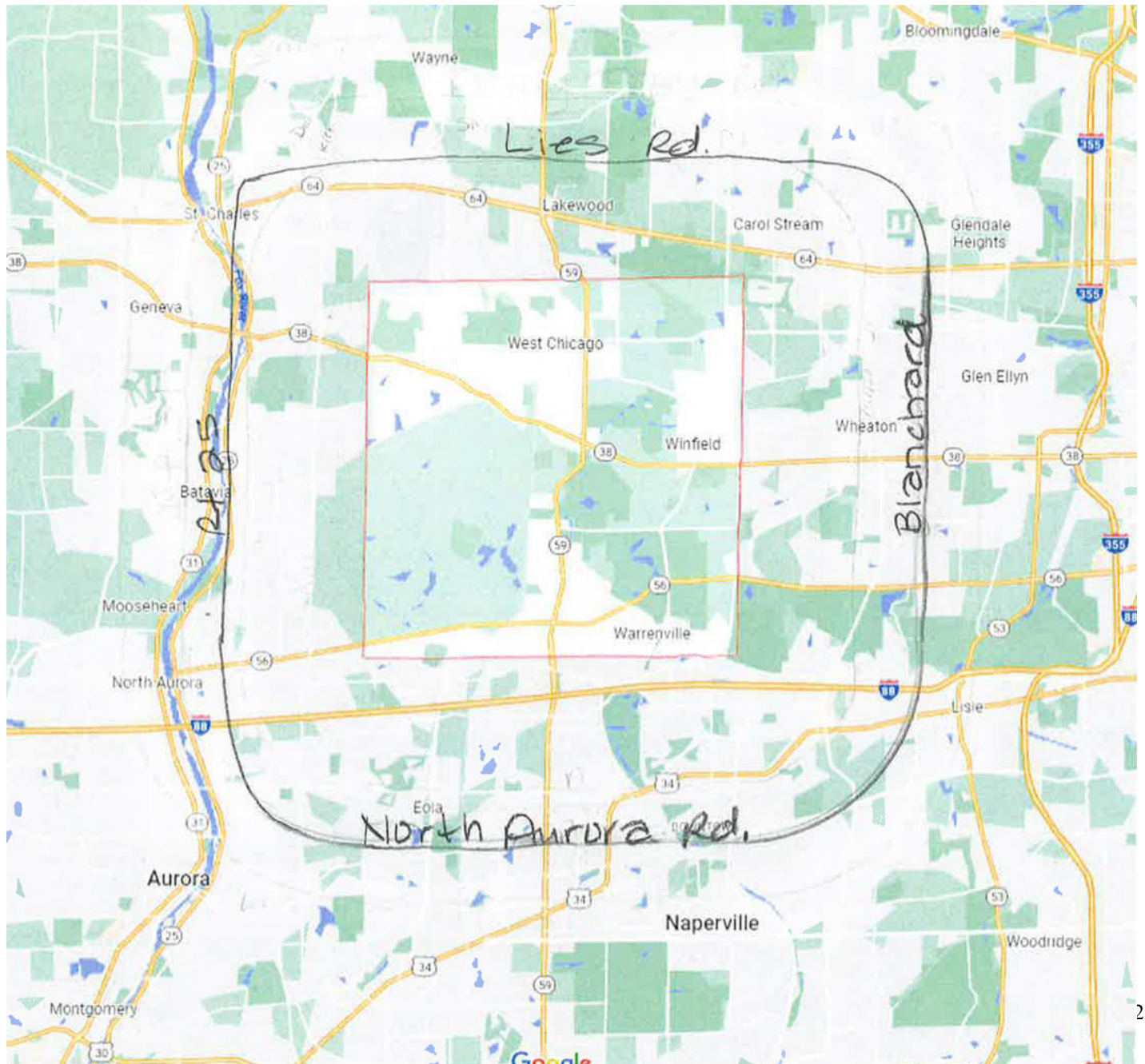
# Transportation Information

Service is provided for Seniors age 55 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 4:00 pm, with one hour during the day for bus driver's lunch. The bus is equipped with a lift for wheelchairs. The bus travels 3 miles outside of Winfield Township.

The travel boundaries are as follows:

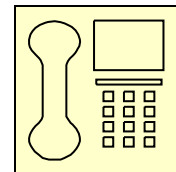
- To the NORTH: Lies Road in Carol Stream, IL
- To the EAST: Blanchard Street in Wheaton, IL
- To the SOUTH: North Aurora Road in Naperville, IL
- To the WEST: Rt 25 in Geneva, IL

## Boundary Map



# Reservations

Call: 630-520-0054 Monday through Friday, 8:00 am to 2:30 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** you need a ride. Ex: 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.
- The time of your appointment. Our driver does his very best to stay within the confines of the schedule; however you should be ready 30 minutes prior to your pick up time.
- Where you want to go.
- The time you will be ready to return home. We do not accept open ended appointments. Our driver does his 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 FREE per rider/per roundtrip**

# 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.

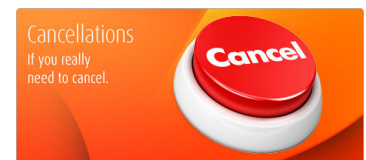
## Cancellations

### 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](mailto:info@winfieldtownship.com).

