

**City of Palos Hills**

**P.A.T.S.E.  
Palos Area Transportation  
Services for the Elderly**

**Mayor  
Gerald R. Bennett**

Rudy Mulderink, City Clerk  
Kenneth Nolan, City Treasurer

**Aldermen**

Marty Kleefisch      Joan Knox  
Pauline Stratton     Mark Brachman  
A.J. Pasek            Michael Lebarre  
Ricky Moore          Joseph Marrotta  
Dawn Nowak          MaryAnn Schultz

**Sponsors**

City of Palos Hills  
Pace Paratransit  
Age Options  
City of Hickory Hills  
Village of Bridgeview  
Village of Palos Park  
Palos Township  
City of Palos Heights  
Village of Worth

**Staff**

Harry Combs, Dispatcher  
Bill Heide, Driver  
Tom Pacholski, Driver/Dispatcher  
Albert Krueger, Driver  
Ed Jung, Coordinator

**The City of Palos Hills PATSE bus  
Service is a recipient of Older  
Americans Act funds through  
Age Options.**

**Suggested Donations**

**Within Palos Township**

\$2.00 one way or \$4.00 round trip

Please have EXACT fare, driver carries no cash! If for some reason you are unable to contribute the above fare, please inform the dispatcher. No one is refused rides due to his/her inability to contribute to the program. The PATSE bus service operating budget for 2014-15 totaled \$76,733. Total rides during the same time period were 4,645. The cost averaged \$16.52 per ride.

**Reservations**

Reservations can only be made by calling the Dispatcher at 708-430-3822. The phone line is open between the hours of 8:00 am and 12:00 (Noon). Rides are scheduled on a first call basis, with medical appointments the first priority.

**Reservations must be called in by noon the day before the scheduled pick up. The phone is equipped with voice mail.**

**Pick Up Time Call**

Calls with pick up times will be made by the Dispatcher. Please do not call in for pick up times; it only delays the scheduling process.

**Cancellations/Alternative Rides Home**

You must call in all unneeded rides as soon as possible. You must call the Dispatcher or inform the driver if there is a change of plans and you will not need a ride home.

**Scheduled Appointments**

Please make medical appointments early in the day as possible. **LAST PICK UP FROM ANY DESTINATION IS 1:45 PM.**

**If you are to be admitted to a Hospital**

The bus is not equipped for medical emergencies. If you must go to a hospital for other than routine treatment, please call 911 or have family/friends take you.

**Scheduled Outing/Non-Medical**

Monday-Friday: Medical/Dental/Palos Hospital  
Monday: Tony's/Fairplay/Palos Mart/Lassak  
Tuesday: Wal-Mart/Pete's Fresh Market  
Wednesday: Chicago Ridge Mall  
Thursday: Jewel  
Friday: Hair Salons (Palos Township)  
All medical, grocers, beauty shops, banks, shopping, and restaurants, etc. must be within Palos Township boundaries.

**Boundaries for pick up**

The home or dwelling you are picked up from must be within Palos Township.

\*See Retirement, Nursing & Assisted Living.

**Medical Tests Requiring Fasting**

Please carry crackers or a light snack if you have been fasting, you may need to wait to be picked up from your appointment.

**Scheduled Non-Service Days**

|                |                        |
|----------------|------------------------|
| New Year's Day | Martin Luther King Day |
| Good Friday    | Independence Day       |
| Memorial Day   | Labor Day              |
| Thanksgiving   | Day after Thanksgiving |
| Christmas Eve  | Christmas              |
| New Year's Eve |                        |

**Winter Weather**

For the safety of our riders we may have to cancel rides or the bus entirely in severe weather. If you see on the radio/TV that School District 117 is closed due to weather, the PATSE bus will be closed.

**Disabled Riders**

**Riders under the age of 60 who are disabled must show medical proof of a disability to use the service.**

**Non-Discrimination Publication Statement**

PATSE does not discriminate in admission to programs or activities in compliance with the Illinois Human Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination in Employment Act; and the U.S. & Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging.

For information call 1-800-252-8966 (voice 7 TDD), or 708-430-3822.

### **Service Hours**

The City of Palos Hills PATSE bus operates between the hours of 8:30 am-2:00 pm, Monday-Friday, except for posted Holidays. Last scheduled pick up is 1:45 pm. Riders not on the bus by 1:45 pm will have to find alternate means of transportation.

### **Service Area**

The bus will remain in the Palos Township boundaries except for destinations scheduled by the service. All banks, shops, etc. must be within Palos Township boundaries.

### **GENERAL BOUNDARIES**

North 87<sup>th</sup> Street  
South 135<sup>th</sup> Street  
East Harlem Avenue  
West Will Cook Road

The PATSE bus does not service Little Company of Mary Hospital, Christ Hospital, Crestwood Dialysis Center, or Medical Centers in the Orland area, etc. Please call for details.

### **For those living in nursing homes, assisted living or retirement centers.**

The PATSE bus service will schedule group outings with the site Activity Director. Centers are allowed up to two group outings per month, schedule permitting. Aides from the facility must accompany the group and assist with boarding, etc. The PATSE bus can't provide individual appointments.

### **Limited Disability**

Transportation is available for those under 60 years of age or temporarily disabled due to surgery, loss of vision, etc. with a Physician statement stating type and length of disability. Forms must be updated as needed.

### **BUS PROCEDURES**

- \* Medical appointments take priority.
- \* All rides must be scheduled by noon the day before the scheduled ride.
- \* Please be ready when the bus arrives. The driver has many trips to complete daily and delays are difficult to make up.
- \* If you are in a wheelchair or need special assistance you must have someone ride with you. The driver is not allowed to leave the bus unattended.
- \* Non-motorized wheelchair riders must be accompanied by an aide over 18 years of age.
- \* Wheelchairs may not be used as a walker or as a shopping cart. Riders requiring a wheelchair must be seated in the wheelchair & require an aide.
- \* The service is not intended to provide trips to places of employment.
- \* All riders/aides must be 18 years of age or older.
- \* Disabled riders must provide proof of disability.
- \* Due to schedule variation, we do not guarantee pick up or destination times.
- \* Please allow additional time in inclement weather or road construction. The bus may be canceled due to weather. Riders will be called.
- \* Busses are not allowed on Private Property or private driveways of any type.
- \* Limit of two groceries per person. YOU MUST BE ABLE TO CARRY YOUR GROCERIES UP TO YOUR CONDO/APARTMENT.
- \* Carry-on items must be secured between seats and not in the aisle.
- \* Drivers are not permitted to shovel snow.
- \* Drivers may not escort you into or out of your home or destination. Drivers are not allowed to leave the bus unattended. Drivers are not allowed to enter your home at any time.
- \* Please be aware that the vehicles do require maintenance and repairs. Breakdowns do occur, even though the schedule has been made. When this occurs we will operate with one bus. Medical appointments will be a priority!
- \* Please call the office with any questions or concerns, 708-430-3822.
- \* Safety is a concern. We will not rush.

## **City of Palos Hills**

## **PATSE**

## **Bus Service**



## **Palos Area Transportation Service for the Elderly & Disabled**

Serving those residents 60+ year of age or disabled residing in Palos Township.  
(708)430-3822

Palos Hills Community Center  
8455 W. 103<sup>rd</sup> Street  
Palos Hills, IL 60465