

**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      Mike Price  
Pauline Stratton     Mark Brachman  
A.J. Pasek            Michael Lebarre  
Phil Abed             Peter Donahue  
Dawn Nowak         Donna O'Connell

**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**

Terry Belseth, Dispatcher  
John Rose, Driver  
Chris Johannsen, Driver/Dispatcher  
Sophia Alfaro, Coordinator

**Funding for the City of Palos Hills  
PATSE bus is in part provided by Age  
Options and PACE bus.**

**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.

**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 1:30 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. While we  
understand your needs, anyone with an  
appointment who will be sedated or under  
anesthesia will have to find another form of  
transportation.

**Scheduled Outing/Non-Medical**

Monday-Friday: Medical/Dental/Palos Hospital  
Monday: Fairplay/Palos Mart/Lassak  
Tuesday: Wal-Mart/Pete's Fresh Market  
Wednesday: Aldi ( On Lagrange)  
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 Day
New Years 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 of 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 1:30 pm. Riders not on the bus by 1:30 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 to 87<sup>th</sup> Street  
South to 135<sup>th</sup> Street  
East to Harlem Avenue  
West to 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.

**\*PATSE bus provides service to older persons with severe disabilities and older persons with Alzheimer's disease. An aide or caregiver must accompany the rider.**

### **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