

City of Palos Hills

P.A.T.S.E.

Palos Area Transportation Services for the Elderly

Mayor

Gerald R. Bennett

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Kenneth Nolan, City Treasurer

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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
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. Anyone with an appointment who will be sedated or under general 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 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 1:30 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 87th Street

South to 135th 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. 103rd Street
Palos Hills, IL 60465