



PROVISO TOWNSHIP TRANSPORTATION

FREE SENIOR RIDE PROGRAM



CLIENT RESPONSIBILITY POLICY FOR ELIGIBLE PROVISO TOWNSHIP RESIDENTS

To participate in the Senior Ride Program, clients must:

- Be a senior 60 years of age or older and a resident of Proviso Township.
- Register with Senior Services at 4565 Harrison in Hillside or call **708-449-4307**.
- Be aware that the **Township vehicles are not wheelchair accessible**.
- Know that we provide curb to curb service; therefore, clients are required to enter/exit the vehicle without driver assistance.
- Engage another individual, 21 years of age or older, to accompany you, if you need assistance. Any client with a neurocognitive disorder and/or physical disability is required to have someone assist them.
- **Be ready for pick-up 15-minutes prior to their scheduled time**, to avoid delays. Drivers are not allowed to wait for extended periods of time, to ensure they are able to maintain their schedules.

To Schedule Ride Appointments:

- You can schedule appointments up to 4-weeks in advance by calling **708-344-7430**. **Cut off time to schedule is 2 business days (48 workday hours) in advance - Monday through Friday, 8:00 a.m. to 4:00 p.m.** We do not accept appointments left on Voice Mail. Non-compliance could result in your request **not** being honored.
- Clients are allowed one-free round trip per-day. We suggest that you schedule your ride(s) immediately after confirming your appointment(s).
- Please be prepared to provide us with your appointment information: Your Name, Date(s), Time(s), Pick-up/Drop-off Location Name (s), Address, City and Telephone Number(s).
- Non-Medical trip appointments must be scheduled after 10:00/10:30 a.m.
- **We DO NOT TRANSPORT to/from work, other residences or volunteer sites.**

Township Policy Requires ALL Passengers to:

- Call the office prior to 3:00 p.m. to ensure a return trip.
- Always wear seatbelts while riding in Township vehicles. Those who refuse will forfeit their ride privileges - **NO EXCEPTIONS**.
- Not smoke, eat, drink, curse, or exhibit rude, inappropriate behavior towards staff and/or other clients. Offenders will forfeit their ride privileges - **NO EXCEPTIONS**.
- **PLEASE DO NOT ASK OUR DRIVERS TO ENTER DRIVEWAYS, MAKE UNSCHEDULED TRIPS, AND ASSIST WITH WALKING OR TO CARRY PACKAGES (THERE'S A 4-BAG MAXIMUM PER CLIENT/TRIP). NOTE: YOU MUST BE ABLE TO HANDLE/CARRY ALL OF YOUR PACKAGES WITHOUT DRIVER'S ASSISTANCE.**
- Make dispatchers aware of oversized walkers and/or if a caregiver will be accompanying you.

*****Clients failing to adhere to this Policy could risk forfeiting their ride privileges*****

Non-Medical - Transportation Locations

Clients are transported to Grocery Stores, Pharmacies, Libraries, Banks, Beauty shop Barber shop and other authorized locations, within Proviso Township, **closest to their residence* NO EXCEPTIONS**

These appointments are scheduled for after 10:00/10:30 a.m. by calling 708-344-7430.

MONDAYS ONLY

Malls (Macy's Entrance)	Oak Brook
Malls (Food Court Entrance)	Yorktown

MONDAY THROUGH FRIDAY

*Aldi's Bellwood – Broadview – Forest Park – Melrose Park – Northlake	
*Jewel Osco Elmhurst – Melrose Park – La Grange Park – North Riverside – Westchester	
*Target Broadview – Hillside – Melrose Park	
*Wal-Mart Northlake – Forest Park	
*Tony's Foods Melrose Park – Berwyn	
*Walgreens	Various Locations
CVS	Bellwood
Food-4-Less	Melrose Park
Torres Foods	Melrose Park
Torres Foods (former Berkeley Foods)	Berkeley Square
Mariano's	Westchester
Mall (Food Court Entrance)	North Riverside
Living Fresh	Forest Park
Illinois Secretary of State's Office	1903 N. Mannheim Road - Melrose Park
Social Security Administration	230 Mannheim Road – Hillside
Department of Human Services	2701 W. Lake Street, Melrose Park

Since Oak Park, Oak Brook, Berwyn, Hinsdale and Elmhurst are not in Proviso Township; Medical clients will be transported ONLY to Hospitals and some affiliates within those areas

The policies set forth are subject to change without notice.

MUNICIPALITIES
WITHIN
PROVISO TOWNSHIP

Bellwood 60104

Berkeley 60163

Broadview 60155

Brookfield (*Portion*) 60513

Forest Park 60130

Hillside 60162

Hines 60141

La Grange Park 60526

Maywood 60153

Melrose Park (*south of North Avenue*) 60160

Northlake (*south of North Avenue*) 60164

North Riverside (*Portion*) 60546

Stone Park 60165

Westchester 60154

Western Springs (*Portion*) 60558

2026 HOLIDAYS

HOLIDAY	DATE OBSERVED
NEW YEAR'S DAY	Wednesday, January 1
MARTIN LUTHER KING BIRTHDAY	Monday, January 19
PRESIDENTS' DAY	Monday, February 16
GOOD FRIDAY	Friday, April 3
MEMORIAL DAY	Monday, May 25
JUNETEENTH	Friday, June 19
INDEPENDENCE DAY	Friday, July 3
LABOR DAY	Monday, September 7
COLUMBUS DAY	Monday, October 12
VETERANS' DAY	Wednesday, November 11
THANKSGIVING HOLIDAY	Thursday & Friday, November 26 & 27
CHRISTMAS EVE	Thursday, December 24
CHRISTMAS DAY	Friday, December 25
NEW YEAR'S EVE	Thursday, December 31
NEW YEAR'S DAY	Friday, January 1, 2027

CLIENT AGREEMENT

The Proviso Township Senior Transportation Department strives to provide the best service possible to our Township residents. We ask that you please understand that there will be times when the Senior ride Program may not be able to meet the needs of every senior who would like to utilize our transportation service, we assure you that every effort is made by the Board of Trustees of Proviso Township to bring a meaningful service to the senior residents of the Township.

Our goal is to keep **this service FREE for the Proviso Township senior residents who qualify based on criteria that are set by the Board of Trustees.** As we strive to provide the eligibility criteria, however, could change at any time as needed in order to provide the best service possible to our Proviso Township residents.



PROVISO TOWNSHIP TRANSPORTATION CLIENT AGREEMENT



Please initial the statements to acknowledge you agree to the terms and conditions

Initial Township vehicles **are not** wheelchair accessible and all clients are required to walk without driver assistance. **Drivers will not assist clients with walking and/or getting in and out of the vehicle.**

Initial **All clients must be ready for pick-up 15-minutes prior** to their scheduled time. Drivers are allowed to wait *only* 5 minutes after they arrive, to ensure they stay on schedule.

Initial **Clients cannot ask the drivers to enter driveways, make unscheduled trips, and assist with walking or to carry packages.** There's a 4-bag maximum per client/trip. Clients must be able to handle/carry all packages without driver's assistance.

Initial All clients must call the office prior to 3:00 p.m. to ensure a return trip.

Initial **All appointments must be scheduled at least 2 business days** (weekends not counted) and up to **4 weeks in advance.** Last minute requests will not be honored.

Initial Clients must provide a minimum of 24hours' notice when canceling a scheduled appointment.

Initial Clients may have another individual 21 years of age or older to accompany me.

Initial Clients with a neurocognitive disorder and/or physical disability is required to have someone assist them.

Initial All clients are allowed **one round-trip per day.**

Initial All clients must always wear seatbelts while riding in Township vehicles. Those who refuse will forfeit their ride privileges.

Initial It is prohibited to smoke, eat and drink, curse, or exhibit rude, inappropriate behavior towards staff and/or other clients.

Initial I acknowledge that, in consideration of both our drivers and other riders, we require clients to maintain a high level of cleanliness when using the service.

Initial I acknowledge that, due to the large number of clients in our program, wait times may vary.

*We Assure you that every effort is made to bring a meaningful service to as many senior residents as possible in the Township.

BY SIGNING BELOW, THE CLIENT AGREES TO THE TERMS AND CONDITIONS OUTLINED IN THIS AGREEMENT.
NON-COMPLIANCE MAY RESULT IN THE SUSPENSION AND/OR TERMINATION OF SERVICES.

Client's Printed Name

Signature

Date

Please complete the registration process by providing:

Completed copy of this Client Agreement, proof of age (a current state ID) and residency (Gas or Light bill or Social Security statement).

You can mail, deliver in person, fax or email the documents to:

**Proviso Township
Senior Services Department
4565 Harrison Street, Hillside, IL 60162
FAX: (708-202-1265) Email: Lrizzo@provisotownship.illinois.gov**