

# Transportation Resources

## American Cancer Society

800-227-2345

Remain on the line to speak to a cancer specialist or press # 5. Operators are available **24/7**.

<http://www.cancer.org/treatment/supportprogramsservices/road-to-recovery> Click the top “Find Support Programs and Services in Your Area” and then click “Road to Recovery (Rides to Treatments)”.

“Rides to Treatments” is a volunteer escort service that provides rides to and from treatment centers for cancer patients, serving the whole Northwest area. Must call at least 4 business days in advance to schedule rides for cancer related appointments. Patients must be able to walk unassisted to and from the vehicle, or have an accompanying caregiver to assist.

**Cost: None**

## Angel Wheels to Healing

800-768-0298 (Voicemail only)

<http://www.angelwheels.org>

Non-profit charity providing non-emergency long distance ground transportation for financially disadvantaged ambulatory patients who are traveling for treatment. A typical trip does not exceed 300 miles (one way) and they do not normally handle trips within a local area or community. Exceptions made are on a case-by-case basis. Program services provide gas cards to help off-set fuel cost for patients, bus tickets (Greyhound, Trailways, etc.), and Train Tickets (Amtrak). Requires 10 business days advance notice.

## Comfort Keepers

185 Hansen Court, Suite 120, Wood Dale, IL 60191

630-313-2242 / 630-834-8366 / 847-577-5780; Operators are available **24/7**.

Home health agency partnered with Lyft ride sharing service that offers escort to the doctor, shopping, etc. Caregiver will drive client to their destination, stay with them, and bring them back. Must be able to walk unassisted or need light assistance but **NOT wheelchair accessible**.

**Cost: 1 hour visit:** \$49.95 per hour **2-3 hours visit:** \$32.95 per hour **4-39 hours visit:** \$24.95 per hour  
Additional fee of \$0.90 per mile is required, unless the client’s car is driven at no extra mile charge.

**Note:** Client must provide gas in own car.

## Des Plaines-Taxi Subsidy Program

1420 Miner Street, City Hall Room 502, Des Plaines IL 60016

847-391-5480

*Must be age 65 or older or be disabled.* Des Plaines **MUST** be a start or end point.

**Must Apply First:** In person at Des Plaines office or may call to receive mail in application. Applicants must provide ID, proof of residency and/or proof of disability (*SSDI awards letter & MD completed form*).

**Hours:** Can access taxis-24 hours a day/7 days a week.

**Cost:** Each voucher has a **\$3.00** value. Only one voucher will be accepted for a one-way ride.

## Elk Grove Township Dial-A-Bus

2400 S. Arlington Heights Road, Arlington Heights IL 60005

847-437-0300

<http://www.elkgrovetownship.com/senior>

Available to residents of Elk Grove Township, age 55 and older. Residents **MUST** first apply online or call to receive mail in form. Resident will need to provide ID, proof of residency and emergency contact information before using service. The bus will take you anywhere within Elk Grove Township: To doctor offices **PLUS** Northwest Community Hospital. Reservations require a minimum of 1 business day advanced notice before 3:00 p.m.

**Hours:** Monday through Friday 9:30 a.m. - 3:00 p.m.

**Note:** If going to the doctor, appointments must be scheduled *Monday through Friday between 10:30 a.m. and 1:00 p.m.* to get all riders home by 3:00 p.m. **On day of scheduled pick up rider MUST** call between 9:00 a.m. to 9:15 a.m. to confirm pick up time and location.

**Cost:** No cost but donations are accepted.

**Note:** Can accommodate mobility limited riders (those using walkers, wheelchairs, etc.). Please let dispatcher know if you have a disability at the time you make a reservation. One registered caregiver over 18 years of age is allowed to ride with resident at no cost. If caregiver accompanies resident, resident **MUST** provide information of caregiver name and emergency contact **at time of scheduling ride**. Space is limited and is on a first come first served basis.

## Elk Grove Township Disability Transport Service

847-437-0300

<http://www.elkgrovetownship.com/pdf/senior/disability-transport-service-application.pdf>

Call or visit website for an application. With the application please note that proof of residency, proof of age, and proof of disability (*SSDI awards letter & MD completed form*) will be required. Bus is equipped with lifts but rider must be able to enter and exit bus by self or with the aid of their caregiver.

**Eligibility:** Must live in Elk Grove Township, be permanently disabled between the ages of 18 and older or seniors over 55.

**Destination Boundaries:** You can use this service for any reason (shopping, physician appointments, etc.) traveling inside the township and to Northwest Community Hospital.

## Elk Grove Township Senior/Disability Taxi Service

847-437-0300

**Note:** Rides are provided through 303 Taxi in Mount Prospect IL.

**Eligibility:** Must be a resident of Elk Grove Township and senior over 55 or be permanently disabled age of 18 and older. Be prepared to provide a valid state ID/driver's license, proof of residency or proof of disability (*SSDI awards letter & MD completed form*). Riders must be ambulatory and able to enter and exit taxi by self or if disabled, must be accompanied by one caregiver over age 18 +.

Residents can call Elk Grove Township at 847-437-0300 to obtain information on how to qualify and apply. Applications are available in person, online and by mail if requested. If approved, each \$5 taxi voucher issued is good for a one way trip. Fares over \$5 are the responsibility of the resident. Change is not issued for rides under \$5. If approved, a maximum of 10 vouchers can be issued per month. Taxi provides service for travel inside the boundaries of Cook County.

## Connections to Care

Arlington Heights Senior Center, 1801 W. Central Road, Arlington Heights IL 60005  
847-222-9227

**Office Hours:** Monday – Friday 8:30 AM – 2:30 PM

<https://connectionstocare.org/>

To obtain application in person please visit Arlington Heights Senior Center or call for application request by mail. Online applications can be obtained on the ETS website. Services will be available once the application is processed and approved, please allow up to 10 business days for processing to occur. **Ride requests must be made 5 business days in advance.**

**Service provided for seniors (60+) living within the borders of Northwest Suburban Cook County.** Seniors **MUST** be able to get in and out of a car without physical assistance. Cane & foldable walkers are acceptable. A \$12 donation for each round trip (\$6 each way) is requested. For seniors that are veterans, a \$24 round trip donation to the VA Hospital will be requested. Parking/toll fees are the rider's responsibility. An invoice will be sent the month after services are provided for the donation. **Volunteer do not accept tips.**

Volunteers use their own cars to drive seniors (60 +) to medical, dental, health related appointments, wait for them and bring them home again, stopping at the pharmacy if necessary on the way home. Please inform ETS at time of scheduling appointment if traveling with a caregiver. **Note: If anesthesia is involved for a medical appointment requiring a responsible sign-out person (i.e. colonoscopy, oral surgery) ETS/NW will ONLY provide a drop off ride to the appointment and WILL NOT WAIT and NOT PROVIDE a ride home.**

**Volunteer Availability:** Monday - Friday 8:00 a.m. to 4:00 p.m. and Saturday 8:00 a.m. to 2:30 p.m.

## First Transit (Illinois Department of Health and Family Services Program)

Non-Emergency Transportation Services Prior Authorization Program (NETSPAP) is dedicated to help Medicaid participants who have limited access to non-emergency transportation to and from a Medicaid covered healthcare service.

**Phone:** 877-725-0569 (Translator services available) TTY 630-873-1449

**Hours:** Monday through Friday, 8:00 a.m. – 5:00 p.m. **Closed on Federal Holidays.**

<http://www.netspap.com>

**Note:** Rides **REQUIRE PRIOR AUTHORIZATION**, a two business week advance notice is highly recommended.

**Note:** First Transit is a call center that services all Illinois areas. First Transit is not a transportation provider. They maintain a list of enrolled Medicaid transportation providers for participants.

**Step 1:** Call First Transit to inquire if participant qualifies. Have a pen and paper ready along with your Medicaid ID/RIN number and physician appointment information. If approved, write down the pin number and reference number given. If you are traveling with a caregiver (over the age of 18+) please inform First Transit at this time.

**Step 2:** Call a transportation company to see if they can take you to your doctor's appointment. You will need to provide the company with your pin & reference number. If you need help finding a transportation company, call First Transit at 877-725-0569 or go to [www.netspap.com](http://www.netspap.com)

**Step 3:** Call First Transit back with transportation company information and confirm ride.

## Northwest Community Hospital Courtesy Van

847-618-6480 (Please Call 24 Hours in Advance)

<http://www.nch.org/patients-visitors/hospitalamenities/transportationservices>

**Service provided for individuals with no other means of transportation.**

Provides transportation between home and the following locations:

- \* Northwest Community Hospital
- \* Busse Center
- \* NCH Behavioral Health Center
- \* NCH Day Surgery Center
- \* NCH Wellness Center
- \* Atherton Heart Failure Clinic, Mount Prospect
- \* Rolling Meadows Outpatient Rehab & Therapy

**Cost:** \$5.00 per direction (\$10.00 for round trip total)

**Hours:** Monday through Friday 7 a.m. – 6 p.m.

**Service:** For outpatient procedures, medical tests and medical services (i.e. Breast Center, physical therapy, etc.). Not to visit patients or for doctor visits in the Busse Center-floors 3-8.

**Van does not provide a ride home if the department of medical treatment or test requires anesthesia and a responsible adult to sign out and care for patient (i.e. colonoscopy, etc.).**

**Boundaries:** Must live within Rt. 22/Half Day Road to the North, I-294 to the East, Route 59 to the West, and Thorndale/Elgin O'Hare Expressway/Irving Park Road to the South.

Can accommodate wheelchairs but the person must be able to maneuver wheelchair independently. One ambulatory companion may ride with a frail patient to provide assistance.

## Pace Northwest Cook County ADA Paratransit Services

312-341-8000 (ADA Paratransit Visitor Information)

847-364-7223 (For Route/Map Information)

<http://www.ada.paratransit.visitor@pacebus.com>

Service provides a small bus with lift for door-to-door service within Northwest Suburban Cook County (Elk Grove, Niles, Northfield, Palatine, Schaumburg, West Deerfield and Wheeling).

**Note: You MUST be approved before using this service.**

**Application Registration:** Call 312-663-4357 between the hours of 6 a.m.-6 p.m. to apply for the ADA Paratransit Program from RTA. Once approved, you will be given an ID card and number that will be used for scheduling a trip and to display to the driver.

**To Schedule a Trip:** 800-554-7599 or TTY 800-833-7223, daily between the hours of 6:00 a.m. to 6:00 p.m.

**Note:** Routes are filled up on a first call, first served basis so it is highly recommended that you call between the morning hours of 6:00 a.m. to 9:00 a.m. **You MUST call 1 business day in advance to schedule a ride.**

**Cost:** \$3.00 each way.

**Note:** Must be unable to use a regular fixed route due to a physical or mental disability and be within ¼ mile of a Pace fixed route. One registered personal care attendant may ride for free.

## PACE Fixed Routes

<http://www.pacebus.com>

PACE at 847-836-7000 or TTY 847-364-5093 for information and schedules for fixed bus routes.

**Obtain** an RTA Reduced Fare Card application and card at:

PACE Headquarters 550 W Algonquin Road Arlington Heights IL 847-364-8130	Arlington Heights Senior Center 1801 W. Central Road Arlington Heights IL 847-253-5532	Village of Schaumburg 101 Schaumburg Court Schaumburg IL 847-923-3861
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To apply in person bring a picture ID and Medicare card. For mail in application please call PACE Headquarters, Arlington Heights Senior Center or your local Township Office.

**Note:** Applications are mailed to Fort Wayne, Indiana for processing so please allow up to 4 weeks for approval. Qualified incomes can inquire about the free ride program provided through Catholic Charities, please check with phone representatives for details.

## Palatine Township Transportation

847-358-6907

721 S. Quentin Road

Palatine IL 60067

<https://palatinetownship-il.gov/bus-transport/>

Service provides two minibuses and a van that are lift equipped that provide curb-to-curb service for seniors (60+) and/or permanently disabled individuals living within the Palatine Township boundaries. In addition, the minibus goes to Arlington Heights on Tuesdays for medical appointments only. Reservations are required 3-14 business days in advance, during working hours (8:00 AM-4:00 PM.)

Note: You can register at Palatine Township Monday through Friday from 8:30 AM until 4:00 PM, and on Saturday from 8:30 AM until 12 noon. Or register online at [palatinetownship-il.gov](http://palatinetownship-il.gov)

Be sure to bring documentation of age or disability (social security award letter), Driver's License or State ID, proof of residency, and the name and phone number of a contact in case of emergency.

**Bus Operation Hours:** Service is available 8:00 AM to 4:00 PM Monday through Friday (closed holidays and weekends.)

**Cost:** \$2.50 each way.

## Palatine Township Taxi Subsidy Program

847-358-6907

721 S. Quentin Road

Palatine IL 60067

<http://www.palatinetownship.com/transportation>

Palatine Township has Taxi Cab Vouchers for seniors (60+) and/or permanently disabled individual living within the Palatine Township boundaries. Vouchers are worth \$4.00 off the metered fare, fares above \$4.00 are the responsibility of the rider. Services all of Palatine Township and surrounding areas but the ride **MUST** originate or end in Palatine Township. Residents **MUST** go to the township office and fill out an application to register. A maximum of up to 10 vouchers per month allowed. A single voucher is required for each one-way trip.

## Schaumburg Dial-A-Ride Transportation (DART)

**To Schedule a Ride:** 847-352-8097 (Call 1 ½ to 2 hours in advance)

<http://www.ci.schaumburg.il.us/depts/transportaion/dart.htm>

Community operated bus service that provides curb-to-curb transportation to any location within the Village of Schaumburg and outside to Harper College in Palatine, IL.

**Hours of Bus Operation:** Monday – Friday 5:30 a.m. – 9:30 p.m. Saturday 9:00 a.m. – 4:30 p.m.

**Cost:** \$1.00 each way reduced fair for age 65+ and/or disabled individuals (18+). Cost of \$2.00 each way for riders under the age of 65. Passes of 18 rides for \$15.00 can be purchased, inquire when calling to schedule ride.

## Schaumburg Taxi Subsidy Program

847-923-3861

<http://ci.schaumburg.il.us/depts/transport/taxidiscount.htm>

**Note:** Individuals who wish to participate must live in the Village of Schaumburg, register at the Village Hall (101 Schaumburg Court) and be registered in the Benefit Access Program (formerly Circuit Breaker 800-252-8966).

**Hours:** 7 days a week, 24 hours per day.

**Cost:** Village subsidizes \$2.70 off the metered rate per one way trip with coupon of \$5.00 off for hospital and treatment center trips. Trips **MUST** start or end in Schaumburg.

**Note:** Must be a senior age 65+ or person of disability (18+) and meet RTA reduced fare card requirements.

## Schaumburg Township Seniors and Disabled Bus

847-882-1929

<http://www.schaumburgtownship.org/departments/transportation-services>

**Must:** Be a resident of Schaumburg Township and be age 65+ or ages 18+ if permanently disabled (buses are equipped with a lift, when calling to schedule please inform township of need). Bus operates within boundaries of Schaumburg Township. Residents **MUST** register first before using the service. Inquiries and further information can be obtained by calling 847-882-1929.

**Hours of Bus Operation:** Monday – Friday 9:00 a.m. – 3:00 p.m.

**Cost:** \$1.00 each way. One registered caregiver may accompany resident at no charge.

**Note:** When scheduling a ride a **minimum of 7 business days** advanced notice is required.

**Note:** Rides to area hospitals including Northwest Community hospital are given through TRIPS (a PACE run program). Cost for TRIPS bus is \$5.00 each way (\$10 round trip). A cost of \$10.00 each way (\$20 round trip) to Chicago area hospitals including Hines VA Hospital.

## TRIPS Program – Inter-Township Medical Transportation

TRIPS is a door to door medical transportation program that crosses township boundaries for seniors and individuals with disabilities who live in Elk Grove, Hanover, Palatine, Schaumburg and Wheeling Townships. The fare is \$5.00 per township boundary crossed, with a maximum of \$10.00 each way.

**Registration:** Eligibility requirements include seniors age 60+ or disabled individuals age 18+ with proof of disability (*SSDI awards letter & MD completed form*). Applications can be completed in person by visiting your local township hall. Mail in application requests can be obtained by calling your township office or are available online through the township website.

**Note:** Registration approval can take 10-14 business days.

**Elk Grove:** 847-437-0300 <http://elkgrovetownship.com/senior>

**Hanover:** 630-483-5668 <http://hanover-township.org/services/transportation>

**Palatine:** 847-358-6907 <http://palatinetownship.com/transportation>

**Schaumburg:** 847-882-1929 <http://schaumburgtownship.org/departments/senior-services/transportation>

**Wheeling:** 847-259-7743 <http://www.wheelingtownship.com/content/Docs/transportation>

## VA –Veteran’s Administration

### Hines VA

708-202-2568

<http://www.hines.va.gov/patients/vttbp.asp>

Veterans may be eligible for payment or reimbursement for travel costs for scheduled medical appointments, or return mileage for patients without a scheduled medical appointment.

If you meet the criteria below, you may be eligible for mileage reimbursement or special mode transport in association with obtaining VA health care services.

#### You qualify if:

- you have a service-connected (SC) rating of 30 percent or more, or
- you are traveling for treatment of a SC condition, or
- you receive a VA pension, or
- your income does not exceed the maximum annual VA pension rate, or
- you are traveling for a scheduled compensation or pension examination

#### You qualify for Special Mode Transportation (Ambulance, Wheelchair van etc.) if:

- your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and
- you meet one of the eligibility criteria listed above, and
- the travel is pre-authorized (authorization is not required for emergencies if a delay would be hazardous to life or health)

## Wheeling Township Senior and Disabled Transportation Services

847-259-7743

1616 N. Arlington Heights Road

Arlington Heights IL 60004

**Office Hours:** Monday – Friday 9:00 a.m.– 3:30 p.m.

<http://www.wheelingtowship.com/senior-disability-services>

**Cost:** \$2.00 each way within the township for medical and non-medical appointments (i.e. shopping, barber & salon appointments). \$8.00 each way for rides outside of the township.

**Note:** Rides outside of township are to be used for medical appointments only.

Reservations are required and may be made up to 30 days in advance. A minimum of 10 business days advance notice is recommended for medical appointments. A minimum of 2 business days advanced notice is recommended for non-medical appointments. One registered caregiver is allowed to ride with the patient at no charge. Please make your appointments no earlier than 9 a.m. and no later than 2:00 p.m. You must be finished by 3:30 p.m. to allow for a return ride. When the medical van schedule is filled, some riders choose to use the scheduled **Dial-a-Bus** service to travel to and from their medical appointments.

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