

## **POLICY FOR THE VILLAGE OF VERNON HILLS SENIOR RESIDENT TRANSPORTATION**

Transportation service for senior citizen residents of the Village of Vernon Hills shall be provided, without charge, by the Village, in accordance with the following policy:

Service shall be provided for residents who are fifty-five (55) years of age or over. Proof of residency and age may be required. Spouses of senior residents are eligible for transportation in connection with field trips, regardless of age. No children/grandchildren will be allowed to use the senior bus.

I. Services include pickup in accordance with the following schedule:

If going to the Senior Center, the following is the schedule for each day of the week when you'll be picked up at your home and when the bus will pick you up at the Senior Center to go back home.

		<u>Pick Up at Home</u>	<u>Pick Up from Center</u>
Monday		9:30AM	11:00AM
Tuesday	1 <sup>st</sup> and 3 <sup>rd</sup> of the month	10:30AM	3:00PM
	2 <sup>nd</sup> and 4 <sup>th</sup> of the month	10:30AM	1:00PM
Wednesday		11:00AM	2:30PM
Thursday		10:00AM	3:00PM
Friday		10:30AM	2:30PM

The following is the bus schedule (per day of the week) for other trips besides going to the Senior Center:

- Monday: The bus will operate between the hours of 8:30 a.m. and 3:00 p.m. for MEDICAL APPOINTMENTS (includes trips to the pharmacy) and SENIOR CENTER ONLY.
- Tuesday: The bus will operate between the hours of 8:30 a.m. and 3:00 p.m. for RETAIL SHOPPING IN VERNON HILLS and trips to the VERNON AREA PUBLIC LIBRARY IN LINCOLNSHIRE and the ASPEN COOK MEMORIAL LIBRARY IN VERNON HILLS, in addition to the SENIOR CENTER.
- Wednesday: The bus will operate between the hours of 8:30 a.m. and 3:00 p.m. for MEDICAL APPOINTMENTS (includes trips to the pharmacy) , RETAIL SHOPPING IN VERNON HILLS, and the SENIOR CENTER, with MEDICAL APPOINTMENTS having first priority.
- Thursday: The bus will operate between the hours of 8:30 a.m. and 3:00 p.m. for RETAIL SHOPPING IN VERNON HILLS and trips to the VERNON AREA PUBLIC LIBRARY IN LINCOLNSHIRE and the ASPEN COOK MEMORIAL LIBRARY IN VERNON HILLS, in addition to the SENIOR CENTER.

Friday: The bus will operate between the hours of 8:30 a.m. and 3:00 p.m. for MEDICAL APPOINTMENTS (includes trips to the pharmacy) and SENIOR CENTER ONLY.

- II. Transportation service for physically challenged riders needing the wheelchair lift will be provided in accordance with the following:
  - A. Prior to use of the wheelchair lift, riders will register with the Village Clerk's Office and advise of special needs and desired trip destination. New users will be advised of the requirements and must advise the Village staff of any problems.
  - B. Service will be provided from the residents outside door to the bus for the rider. The bus operator will not lift or push wheelchairs up or down steps or steep ramps. If this presents a hazard or potential injury to the rider or bus operator, service will not be provided by the Village.
  - C. An escort/helper may accompany a rider using the wheelchair lift to assist with the trip. The Clerk's Office should be notified ahead of time if an escort will be riding on the bus.
  - D. Service may be cancelled for safety of the rider due to heavy snow or icy, freezing rain conditions.
  - E. The bus operator will secure the wheelchair lockdowns and assist with securing the seatbelt of the occupant.
- III. Field Trips & Special Events: The Senior Bus will pick up those residents who wish to go on Senior Center sponsored trips and special events. The bus is to be used solely to deliver participants to the Village Hall. Return trips will be provided so long as it is before 3 p.m. or arrangements are made at least one week in advance with the Director of Public Works.
- IV. Two days/evenings per month, transportation will be provided to the Senior Group Meetings in the Senior Center at the Village Hall.
- V. Retail shopping includes: Grocery Store (Dominick's), Westfield Hawthorn, Fashion Square, Rivertree Court, Townline Commons, banks, beauty shops and other service and merchandise providers, all within the corporate limits of the Village of Vernon Hills. (Drive-up facilities cannot be used by the bus.)
- VI. Services for medical appointments will be provided only within the following limits: VERNON HILLS, MUNDELEIN, LIBERTYVILLE, AND LAKE BLUFF. Medical appointments should be made between the hours of 9:30 a.m. and 1:00 p.m.
- VII. Requests for services must be made twenty-four (24) hours in advance by calling the Village Clerk's Office (847-367-3700) between the hours of 8:30 a.m. and 5:00 p.m. Please allow an extra 15 minutes before and after your requested pickup time.

- VIII. On retail shopping days within Vernon Hills, users are requested to limit their visits to no more than two (2) separate shopping areas. Residents are to limit their purchases and personally handle their own bags getting on and off the bus. Due to the safety of all passengers, no bags will be permitted in the aisle. The Village will not be responsible for packages left on the bus.
- IX. Seat belts must be worn at all times by residents when riding the senior bus. The bus driver is responsible for passenger safety and will not operate the bus without all passengers being properly buckled-up. No standing is permitted while the bus is in motion.
- X. Service will not be provided to the train station.
- XI. Smoking, eating, and drinking will not be permitted on the senior bus. Violation of this policy will terminate use of the bus by the rider.
- XII. Any exceptions to this policy must be approved by the Village Manager or his designee.

Amended: September 19, 1989  
Amended: February 7, 1995  
Amended: October 19, 1995  
Amended: September 17, 1996  
Amended: January 21, 2003  
Amended: July 1, 2009

Distributed to:

Michael S. Allison, Village Manager  
Ed, Sytcha, Vernon Hills Seniors Organization  
Vernon Hills Public Works