



6700 W. 26th Str. Berwyn, IL 60402 Phone: 708)484-2510 Fax: 708) 484-2420

Berwyn Senior Services – Transportation Program

Hours of operation are 9 a.m. – 4 p.m., with: Saturday hours are 9 a.m. – 1 p.m.
There is no one in the office on Saturday's. Please just leave a message & we will return your call on Monday morning just as soon as possible!

- First pick up between 9 a.m. and 9:15 a.m. First pick up between 9 a.m. and 9:15
- Last pick up at 4:15 p.m. Last pick up at 12:30 p.m.

Passenger must reside in Berwyn, and be at least age 60 or disabled. You must send in proof showing you are disabled if applicable. Prior to using the van program, an application must be completed and returned to: City of Berwyn, Attention: Senior Services, 6700 West 26th Street, Berwyn, IL 60402. Eligible passengers may participate in this Program consistent with the terms below and any other guidelines which may be adopted to govern this Program from time to time.

Important Information

- **Vans are considered on time if arrival is within 15 minutes of the time assigned by the dispatcher (prior or after assigned pick up time).**
- **The fee is \$1.00 per person, each way**
- Availability is based on a first-come, first-serve basis
- **Reservations** must be made as far in advance as possible, due to the limited number of seats on the vans. We ask for **at least 7-10 days notice**.
- **No same day reservations.** Reservations must be cancelled in a timely manner in order to accommodate those residents on the waiting list for transportation.
- After application is submitted and approved, to make a reservation contact the Administrative Assistant Monday through Friday between 8 a.m. and 4 p.m. at 484.2510.
- **Thursday is grocery shopping day and only grocery shopping appointments are taken from 9 a.m. to at least 2 p.m. Shoppers are limited to no more than three (3/4) shopping bags each.**
- Boundaries are:
 - **Lake Street** going North
 - **I-55 – Stevenson** going South
 - **Cicero Avenue** going East
 - **La Grange Road** going West (including Loyola or Hines)



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We reserve the right to refuse to transfer any passenger who is in violation of any applicable law, the guidelines summarized below and/or any amendments thereto. *The following activities are **NOT** allowed (not all inclusive list):*

- Fighting, touching, spitting, inciting an argument or making threatening statements or gestures of any kind on the bus or directed to another passenger or driver (we have zero tolerance policy governing these issues).
- Using obscene, profane and/or offensive language.
- Harassing or making another passenger or driver uncomfortable or intimidated.
- Destroying, damaging, soiling or removing any part of the bus.
- Panhandling or solicitation of any kind.
- Eating is prohibited on the bus (exception of the driver for lunch).
- Open alcoholic containers or the consumption of alcoholic beverages in any amount is strictly prohibited on the bus or in bus pick up areas.
- Personal hygiene must be maintained in a manner that does not result in offensive odors that are unavoidable and objectionable to other passenger.
- No animals of any kind are permitted on the bus (except if required or necessary as a form of an accommodation for a disabled individual). If you are an individual with a disability who needs assistance from a dog, please make arrangements with our Office to ensure that we can reasonably assist you.
- Bulky bags, or other materials, clothes, boxes containers or any item that could attract or transfer rodents, insects, or animals of any kind.
- Please be respectful of others and refrain from making or receiving cellular telephone calls in the absence of emergency.
- Acting in a loud, rowdy or disruptive manner on the bus or in the presence of other passengers is prohibited.
- We do not tolerate inappropriate or derogatory comments or treatment based on a person's age, race, sex national origin, religion, sexual preference, or other legally protected basis.



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NOTE: We reserve the right to refuse participation in the program to any person who refuses to cooperate and fully comply with these guidelines and/or fails to leave the bus when requested by a driver or authorized representative of the Program.

Any person who feels that he/she is in need of a reasonable accommodation is encouraged to contact our Administrative offices at 708)484-2510. We provide reasonable accommodations in all appropriate cases to individuals with a disability.