

Maine Township Shuttle Bus Service – Transportation Guidelines

REVISED 05/11/2026

Rides to appointments, Township programs, and eligible stores*

Wheelchair Accessible

Service Schedule

- Available Monday through Friday, during business hours, excluding holidays
- Service is door-to-door at no cost
- Depending on availability

Reservations

- Reservations may be requested no later than 48 hours and up to 14 days in advance. All requests for rides must be done through our Transportation Dept. by calling 847/297-2510 EXT. 251.

Rider Eligibility & Assistance

- Rides available to Maine Township residents with destinations within Maine Township boundaries.
- Riders must be able to walk or wheel themselves to and from the vehicle with minor assistance.
- Caregivers are welcome to ride along. Only 1 additional rider OR caregiver is allowed per ride.

When Requesting a Ride, Please Provide:

- Name
- Pickup location
- Phone number
- Requested time and type of reservation
- Whether you use mobility equipment
- Whether a caregiver will accompany you
- Emergency contact information (if applicable)

Pickup & Ride Expectations

- Riders must be ready at the scheduled pickup time and location.
- A 5-minute grace period will be provided.
- Riders must follow all driver instructions at all times.

Pick-Up and Drop-Off Procedures

- Riders must be ready at their scheduled pick-up time and location. Drivers will wait **no more than 5 minutes**.
- Return times are fixed to ensure timely service for all riders.

Conduct and Safety

- All riders must always follow driver instructions.
- Riders are expected to be respectful, responsible, and peaceful at all times.
- Food or beverages should **not** be consumed in the vehicle.
- Riders must be able to independently manage their own shopping bags and personal belongings.

First Come, First Served

- Rides are provided on a **first come, first served** basis and depend on vehicle availability.
- The Township may track unmet ride requests to evaluate future program needs.

Store Trip Guidelines

Time Limit for Shopping Trips

- Riders are allowed a maximum of 1 hour inside the store.
- Drivers will inform riders of the return time and location. All riders must return to the vehicle on time so the schedule can remain on track for other passengers.
- Drivers are not allowed to shop for any passenger.

Bag Limit

- Riders may bring home a maximum of two (2) shopping bags. Riders must independently manage their own shopping bags.
- Bags must be of manageable weight and size and must fit safely within the vehicle.
- Large items, carts of groceries, cases of water, or oversized packages cannot be accommodated.

Eligible Stores*

- Rides are available only to stores approved by the Township for essential shopping needs.*
- Requests for additional stops cannot be accommodated during store trips.

Failure to Follow Policy

Repeated violations of time limits, missed appointments, bag limits, or conduct expectations may result in suspension from the ride program.