

Resident Senior Shuttle Passenger Information 2026

First: _____ Last Name: _____
(PLEASE PRINT) (PLEASE PRINT)

Address: _____ Apt.# _____

City, Zip _____ Home Phone: _____

Birth Date: _____ Age: _____ Cell Phone _____

Email: _____

Do you have a Disability? If yes what type of disability?

(Proof of disability maybe required for anyone under the age of 55).

Do you have a Service Animal? YES _____ NO _____

Do you use a walker, wheelchair, cane, or oxygen tank? (Please specify)

Will a Caregiver accompany you on rides? YES _____ NO _____

Caregiver's Name _____

Do you have a legal guardian? If yes what is their contact information?

Name: _____ Phone: _____

Do you have an allergy that requires you to carry an EpiPen? YES _____ NO _____

Primary Physician Name _____ Phone _____

Please list any medical problems we should be aware of. Should you have a medical emergency while riding the bus, 911 will be called for emergency medical dispatch.

I understand that failure to comply with Plainfield Township Senior Shuttle Bus Rider Policy and Rules may result in the loss of riding privileges.

Rider or Guardian Signature _____ **Date** _____ 2025

EMERGENCY CONTACT INFORMATION

Name: _____ Relationship _____
(PLEASE PRINT)

Address _____ Apt.# _____

City, State, Zip _____

Cell Phone: _____ Home Phone: _____



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PLAINFIELD Township

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Administration

Plainfield Township Shuttle Bus Rider Policy and Rules

Plainfield Township provides limited public transportation services to Township residents who are either senior residents (age 55 and up) or residents with disabilities. The information provided below outlines each participant's role in providing a safe and enjoyable trip.

To promote safety and efficiency of the Shuttle Bus Program, all Township drivers and personnel are required to enforce these rules.

All shuttles are equipped with audio and video surveillance for the safety of our drivers and our passengers.

GENERAL CONDUCT RULES

Passengers are expected to:

- Know how to contact the shuttle service for scheduling and information.
- Arrive at the pickup location at the correct time.
- Pay the proper fare.
- Maintain appropriate, reasonable personal hygiene. If riders have open or seeping sores or are leaking bodily fluids, for health and safety reasons, the Township may refuse service until the situation has been contained or corrected.
- Treat the driver and other passengers with courtesy and respect.
- Remain seated until vehicle comes to a complete stop and the driver has indicated it is safe to exit the vehicle.
- Wear seatbelts, in accordance with Illinois law.
- Only use audio or portable entertainment devices, including cell phones, with headphones/earbuds or on silent mode.

Passengers are NOT allowed to:

- Smoke or vape on or within 15 feet of the shuttle bus.
- Eat or drink on the shuttle bus.
- Possess weapons of any kind on the shuttle bus.

SERVICE ANIMALS

Passengers with disabilities who use service animals are allowed to board with their service animal. Under the Americans with Disabilities Act (ADA), a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Pets and animals

that are not service animals are not permitted on Township vehicles.

Passengers must keep their service animals under control. The service animal must be properly leashed and/or harnessed and under the control of their handlers at all times. Service animals are not permitted on vehicle seats.

Passengers are responsible for any damages or soiling by their service animal. A service animal may be prohibited from boarding a Township vehicle if that animal causes a particular threat to the driver or other passengers, such as growling, snarling, or jumping up at people or other service animals.

For questions about service animals under the ADA, please refer to:

https://www.ada.gov/regs2010/service_animal_qa.html

MOBILITY AIDS & CARRY-ON ITEMS

Passengers may carry-on mobility devices, such as wheelchairs, walkers, and rollators. The Township will transport all wheelchairs and mobility devices that can be safely accommodated by Township vehicles and equipment. However, the combined total weight of a passenger and their wheelchair/mobility device cannot exceed 800 pounds, due to the weight restrictions on the Township's lift platforms.

All wheelchairs and mobility devices MUST be secured and face forward. Sideways or backward facing wheelchairs and mobility devices shall not be permitted. The Township prefers that ALL passengers secured in a mobility device be secured with seatbelt and four-point restraints as well.

Other equipment and devices, such as oxygen, may be transported in the shuttle but must be secured and under the care of the passenger.

Passengers can contact Plainfield Township to confirm whether the Township's vehicles can accommodate their mobility device.

DRIVER ASSISTANCE

Drivers provide curb-to-curb service. For safety reasons, the driver is prohibited from helping riders into buildings or private dwellings. Drivers also are not permitted to assist passengers in using portable life-saving equipment (e.g., portable oxygen equipment, portable respirators) or packages and groceries.

Riders who need assistance due to physical or other disability-related limitations must have a personal care attendant ride along to assist them at no additional cost.

PASSENGER MISCONDUCT

The Township's policy is to provide safe and courteous service to all passengers. Passengers shall

respect each other and the Township's drivers. Passengers shall not engage in any abusive or threatening behavior while using the Township's transportation services. Misconduct that is not the direct and immediate result of a passenger's disability, such as abusive language that is a consequence of Tourette's syndrome or socially unacceptable behavior caused by mental illness, shall be considered intentional misconduct. In the event that a passenger violates this policy and engages in misconduct they shall be immediately asked to stop or correct the offending behavior. The Township may seek police assistance if necessary.

CORRECTIVE ACTION FOR MISCONDUCT & POLICY VIOLATIONS

The Township will not refuse to provide service to an individual with disabilities solely because the individual's disability results in a physical appearance or involuntary behavior that may offend, annoy, or inconvenience Township employees or other passengers.

However, the Township may immediately suspend or refuse service to any individual who engages in violent, seriously disruptive, or illegal conduct or poses a direct threat to the health or safety to others.

To ensure the safety of passengers and employees, a passenger may be subject to a reasonable accommodation requirement. For example, a passenger may be required to (1) ride with a personal care attendant if their behavior improves in the presence of that personal care attendant; or (2) attend trainings or counseling in proper rider conduct.

The reasons for any reasonable accommodation requirement or other corrective action, including suspensions of service, will be provided in writing to the passenger and their guardian or service provider, if applicable. Those requirements may last for a period of time sufficient to allow the passenger to learn appropriate behavior and may be permanent if the conduct is beyond the passenger's control.

Examples of the types of behavior that may result in a reasonable accommodation requirement or corrective action, including suspension of service, include, but are not limited to, the following:

- Failing to appropriately exit the vehicle at the appropriate stop or destination.
- Disrupting the driver when they are driving the vehicle.
- Making physical or verbal threats to drivers or other passengers.
- Making verbal threats of harm to the driver, other passengers, or self.
- Damaging or destroying vehicle equipment or any employee's or passenger's property.
- Unfastening their wheelchair or mobility device while the vehicle is operating.
- Swearing, name calling and/or abusive language.
- Playing audio or portable entertainment devices at volume level that is audible to other passengers or the driver.
- Failing to comply with driver instructions.
- Three no show, no contact missed trips within a 180 day period.

Any suspension of service may be appealed to the Township Supervisor.

I acknowledge that I have reviewed and understand the Plainfield Township Bus Rider Policy and Rules.

Rider

Legal Guardian

Print Name

Signature self / legal guardian

Date

In office use only

Received by

Date

REASONABLE MODIFICATION REQUESTS

If you feel that a reasonable request to modify a rule or policy would qualify you for the Township's transportation services, you may fill out a Reasonable Modification Request Form.



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CUSTOMER COMPLAINT POLICY

Policy Summary

It is the policy of Plainfield Township to receive complaints or comments from riders and to maintain summaries or complaints and resolutions in accordance.

Standards for Public Information

Plainfield Township has a written complaint policy for service. The complaint procedure is used as a tool to investigate and correct individual or systemic problems, to educate riders, to improve service quality, to identify gaps in service and to increase confidence in the system. Riders are confident that lodging a complaint does not prompt negative personal consequences.

Complaint Policies

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted by telephone, in person or in writing.
- Plainfield Township drivers are prohibited from accepting complaints from riders and instructed to inform riders of the complaint procedure.
- There is no arbitrary “strict limit” on the age of a complaint except as is practical for investigation.
- Riders will receive a response within 10 business days to every complaint filed.
- Riders will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality.
- Plainfield Township maintains a “separation of authority” for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.

Complaint Procedures

- Complaints are recorded on the complaint form and assigned a unique log number for tracking and retrieval.
- Complaints are forwarded by the next business day to the Supervisor. Drivers of Plainfield Township Shuttle Buses are required to provide written responses to complaints within 5 working days of receipt of the complaint.
- All contact is documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (late arrival) and the cause (dispatching error) in order to identify the specific reasons and identify remedies.
- Corrective action is documented.
- Complaints and all supporting documentation are filed in log number order, scanned, and kept on file at Plainfield Township for five years.

Complaint Standards

- Riders will receive a response within 10 business days of receipt of the complaint.



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Plainfield Township Shuttle Bus

REASONABLE MODIFICATION POLICY

Plainfield Township Shuttle bus is not a medical transport vehicle. Riders who have existing physical or mental medical issues that need monitoring will not be eligible for our service.

Because there are many parallel transportation services available to the public in our area, a denial of service for the Township is not a denial of all services available.

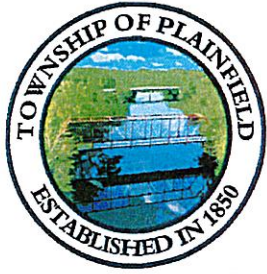
If you feel that a reasonable request to modify a rule or policy would qualify you for our services. You may fill out a reasonable request modification request form.

A reasonable modification is any change to a rule, policy, or practice that allows individuals with disabilities equal access to service, as long as the modification does not create an undue burden, such as costs, financial resources or operations, for the service provider or fundamentally alter the nature of the service. Who Can Request a Reasonable Modification? Any person with a disability who needs a change (or "modification") to a rule, policy, or practice to access a service can request a reasonable modification.

It is Plainfield Township's policy to review reasonable modification requests to its policies, or procedures when requested to do so by qualified individuals with disabilities when such modifications are necessary to avoid discrimination based on disability. The Township Supervisor will review all reasonable modification requests.

Requests will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Plainfield Township's service, programs, or activities.
- Granting the request could create a direct threat to the health or safety of the requestor or others.
- Granting the request would create an undue financial or administrative burden for the Township; or,
- Without such modification, the individual with a disability is otherwise able to fully use Plainfield Township's service, programs, or activities for their intended use.
- To request a reasonable modification form, call 815-436-1112 or email feedback@plainfield-township.com. Individuals are not required to use the term "Reasonable Modification" when reservations are made.



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Plainfield Township Shuttle

REASONABLE MODIFICATION REQUEST FORM

ALL INFORMATION IS KEPT CONFIDENTIAL

Date: _____

Plainfield Township Shuttle

Requested by _____

Full address. _____

Phone number _____ Email: _____

Modification is for _____ self, or _____ Name of rider

Timeframe modification is needed for _____

What is the modification needed? _____

Without the modification, services could not be used because. _____

Signature: _____

In office use only

Received by _____ Date _____

Supervisor _____ Date _____



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Elected Officials

Supervisor

Al Tinsley
815.436.8308 P
815.436.7050 F

Trustees

Phillip Beale
Jamie Littell
Jes Monu
Tamara Thongphadith

Clerk

David Lozano

Tax Collector

Robert M. Enright

Assessor

Erin C. Kljaich
815.436.5110 P
815.436.7050 F

Hwy. Commissioner

Christy A. Bryant
815.436.6090 P
815.436.7050 F

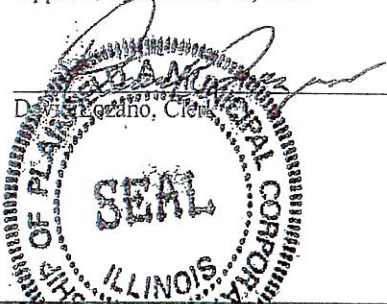
Board Meetings are held every second Wednesday at 6:00 p.m. Public is invited.

2026 Plainfield Township Holidays

(Offices of Supervisor, Assessor and Highway Commissioner will be closed)

Holiday	Date
New Year's Day	Thursday, January 1, 2026
Day after New Years	Friday, January 2, 2026
Martin Luther King Jr. Day	Monday, January 19, 2026
Lincoln's Birthday	Thursday, February 12, 2026
Washington's Birthday (Presidents Day)	Monday, February 16, 2026
Good Friday	Friday, April 03, 2026
Memorial Day	Monday, May 25, 2026
Juneteenth	Friday, June 19, 2026
Independence Day (Observed)	Friday, July 03, 2026
Labor Day	Monday, September 07, 2026
Columbus Day	Monday, October 12, 2026
Veteran's Day	Wednesday, November 11, 2026
Thanksgiving Day	Thursday, November 26, 2026
Thanksgiving Friday	Friday, November 27, 2026
Christmas Eve	Thursday, December 24, 2026
Christmas Day	Friday, December 25, 2026

Approved November 12, 2025



David Lozano, Clerk

Al Tinsley, Supervisor

Erin Kljaich, Assessor

22525 W. Lockport Street • Plainfield, IL 60544

Office hours: Mon-Fri 8am - 4pm

Plainfield-township.com • Plainfieldassessor.com