



Village of Skokie

Human Services

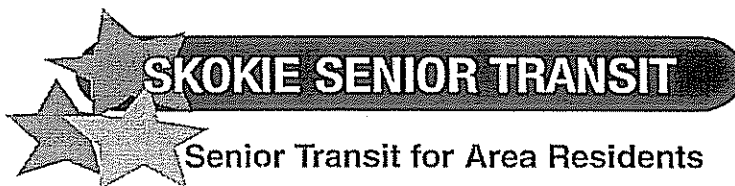
5120 Galitz Street
Skokie, Illinois 60077

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SkokieVision Municipal Cable

Council-Manager Government
Mayor George Van Dusen
Clerk Marlene Williams
Trustees Michele L. Bromberg
Michael A. Gelder
Frank G. McCabe
Donald P. Perille
Randall E. Roberts
Edie Sue Sutker
Manager Albert J. Rigoni
Counsel J. Patrick Hanley

Awards and Distinctions

All America City Finalist
American Public Works Association
(APWA) Accreditation
Commission on Accreditation for
Law Enforcement Agencies (CALEA)
Commission on Fire Accreditation
International (CFAI)
Fitch IBCA AAA Financial
Bond Rating
Governor's Hometown Award
Government Finance Officers
Association Budget Award
Government Finance Officers
Association Certificate of
Achievement for Excellence in
Financial Reporting
Insurance Services Office (ISO)
Class One Fire Department
State of Illinois Certified
Health Department
Tree City U.S.A. Distinction



The STAR Program offers:

*5 Days of Curb-to-Curb Service
for ALL Members*

*Same-day scheduling for trips in
Skokie*

*Toll-free number for scheduling
rides*

The following pages summarize the STAR program. If you have questions after reading the summary, please call the STAR line:

1-847-676-STAR (1-847-676-7827)

Program Overview

The Skokie STAR Program offers curb-to-curb service Monday through Friday from 9:00 a.m. to 4:00 p.m. Membership is open to any resident who is age 65 or older or who has ADA Paratransit certification.

Travel is permitted anywhere in Skokie for any purpose. Reservations are accepted on a first-come, first-served basis and are made the same day as the trip. Travel to specified medical locations outside Skokie is provided on Tuesday and Thursday. Medical trips to these approved destinations must be requested at least the day before but may be requested up to a week in advance. All trips must begin or end in Skokie.

Program Provisions, Rules & Regulations

Eligibility—Residents of Skokie who are age 65 or older or who have ADA Paratransit certification are eligible. Temporary residents who meet the eligibility qualifications may also join. (ADA Paratransit Certification is issued by the Regional Transportation Authority. An application can be obtained by calling 1-312-663-4357 and following the voice mail instructions.)

Registration Requirements—Current proof of residency, proof of age or ADA Paratransit certification, and payment of the membership fee are needed. Individuals must come to a registration location. Transportation will be provided on request. Registration hours are 9 a.m. to 4:30 p.m.

Registration locations are:

Office of Human Services
Smith Activities Center
5120 Galitz Street

Office of the Village Clerk
Village Hall
5127 Oakton Street

Membership Fee—The membership fee is \$15.00 per month. A cost savings is offered on multiple-month memberships: \$28 for two months; \$42 for three months; \$82.50 for six months; and \$155 for one year. Fees paid for unused months cannot be refunded or transferred.

Membership Renewal—To be eligible for service at the beginning of a month, the membership fee must be paid by the first business day of that month. Late payment results in temporary suspension of eligibility. This can be avoided by making sure payment is received no later than the last week of the preceding month.

Memberships can be renewed by mail, in person or—only by using a credit card—by phone. If renewing by mail, payment should be sent no later than the 25th of the month. Checks should be payable to the Village of Skokie and sent to:

**STAR Program
P. O. Box 309
Skokie, IL 60076-0309**

Service Hours—Service is provided Monday through Friday from 9:00 a.m. to 4:00 p.m. No pick-ups will be made after 4:00 p.m.

NOTE: No service is provided on New Year's Day, Memorial Day, the 4th of July, Labor Day, Thanksgiving Day and Christmas Day.

Service Areas—Service is provided to any destination in Skokie and to specified locations outside of Skokie. These include:

Out-of-Skokie Medical Locations for Tuesdays & Thursdays

Chicago: 6374 Lincoln Avenue (Swedish Covenant Bldg.)

Evanston: 800 Austin Street (St. Francis Professional Bldg.)
1723 Benson Avenue (Evanston Athletic Club)
1000 Central Street (ENH Professional Bldg.)
1713 Central Street (ENH Professional Bldg.)
636 Church Street (Professional Bldg.)
1007 Church Street (Professional Bldg.)
107 Clyde Avenue (VA)
500 Davis Street (Professional Bldg.)
909 Davis Street (Humana)
355 Ridge Avenue (St. Francis Hospital)
2500 Ridge Avenue (COS Bldg.)
2650 Ridge Avenue (Evanston Hospital)
1800 Sherman Avenue (Professional Bldg.)

Lincolnwood: 6969 Lincoln Avenue (Professional Bldg.)
7126 Lincoln Avenue (Resurrection Health Center)
7380 Lincoln Avenue (Professional Bldg.)

Non-Skokie Locations for Monday through Friday

Evanston: Jewel Store on Howard near McCormick Blvd.

Morton Grove: Medical facilities on Dempster Street (east of 6300)

Niles: Jewel Food Store at Village Crossing Shopping Center
Wal-Mart at Pointe Plaza Shopping Center

When to call—Rides within Skokie and to the non-Skokie locations listed above are scheduled between 8:30 a.m. and 4:00 p.m. the day of the trip. **Calls for return trips must be placed by 2:45 p.m. Medical trips to approved destinations outside of Skokie may be scheduled up to a week in advance.**

Priority—Reservations are made on a first-come, first-served basis. The only trip priority is advance reservation for out-of-Skokie medical trips.

Scheduling a Ride—Approximately an hour before you wish to travel, call the bus service directly. The toll-free number will be given to you when you register for the program. The dispatcher will tell you when to expect your ride, which will usually be between five minutes and an hour.

Once you know when you will be ready to return, again call the dispatcher at the toll-free number. He will tell you when to expect the bus. If you will be unable to call from your destination—for example, there is no phone at the location—you may ask to pre-schedule your return trip. **Calls for return trips must be placed by 2:45 p.m.**

Be prepared to give the operator the following information:

- Your name and STAR ID number
- Your pick-up address and destination address
- Time you would like to go. (If you will be unable to call from a destination in Skokie, you may ask to pre-schedule your return.)
- If an attendant or companion will accompany you

NOTES: **If you have a specific appointment** to keep, call two hours before you need to reach your destination. Be sure to tell the dispatcher that you have an appointment and what time you need to be there.

Please keep in mind that the last available trip time is 4:00 p.m. Depending on demand for service, the contractor may not be able to accommodate requests for service made after 2:45 p.m.

Canceling a Ride—Use the toll-free number to call the bus service directly. Please give as much notice as possible.

To Check on Pick-up Time—Use the toll-free number to call the bus service directly.

Turndown—If you are unable to schedule a desired trip, please report the turndown. Call the STAR Program at 1-847-676-STAR (1-847-676-7827). The Village will use these reports to determine the need for changes to the program.

Tipping—Members should not offer a tip to a driver. Tipping is not part of the STAR Program.

Questions

Please call the STAR line, 1-847-676-STAR (1-847-676-7827).