



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, or would like to schedule an appointment to register, please call Human Services:

1-847-933-8208

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.

Human Services Division
Village Hall
5127 Oakton Street, Lower Level

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
5127 Oakton Street
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 (Weiss Professional Bldg.)

Evanston: 800 Austin Street (St. Francis Professional Bldg.)
1723 Benson Avenue (Evanston Athletic Club)
1000 Central Street (NSUH Professional Bldg.)
1713 Central Street (NSUH Professional Bldg.)
636 Church Street (Professional Bldg.)
1007 Church Street (Professional Bldg.)
1942 Dempster St. (VA)
500 Davis Street (Professional Bldg.)
909 Davis Street (NSUH Professional Bldg.)
355 Ridge Avenue (St. Francis Hospital)
2500 Ridge Avenue (COS Bldg.)
2650 Ridge Avenue (Evanston Hospital)
1800 Sherman Avenue (Professional Bldg.)

Lincolnwood: 6540 Lincoln Avenue (Advocate Medical Group)
6969 Lincoln Avenue (Professional Bldg.)
7126 Lincoln Avenue (St. Francis Medical Center)
7380 Lincoln Avenue (Professional Bldg.)

Non-Skokie Locations for Monday through Friday

Evanston: Alden Estates, 2520 Gross Point Rd.
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.

Complaints—Please call the PACE Customer Service Complaint Line if you have any trouble with your service. That number is 1-800-606-1282.

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

For questions or to schedule an appointment to register,

Please call Human Services at 847-933-8208.

A Review of Skokie STAR Policies

What Is Expected of Members

Please have your STAR ID number available when you call to schedule a ride.

Please start watching for the bus about 15 minutes before its estimated arrival. The bus may arrive between 15 minutes before and 15 minutes after the estimated pickup time.

Please be ready and waiting when the bus arrives.

Please give as much notice as possible when canceling or rescheduling a trip.

Please call about an hour before you wish to travel for trips within Skokie. When you call less than an hour before, your desired pickup time may not be available.

Please limit packages to what **you** can handle. The driver cannot assist you with your packages. Remember, too, that the carried-on items must be secured on the floor between the seats. They cannot be left in the aisle.

Please expect to share the bus with other members. The STAR Program is a shared-ride program.

Please be understanding if it is sometimes necessary to go “the long way home” in order to get another rider to an appointment.

What Is Expected of the Drivers

Drivers must follow **Pace** Bus System rules as well as those of the STAR Program.

- ◆ Drivers cannot assist a member with getting to the bus. A member who needs assistance to reach the curb is expected to arrange for an attendant. (There is no charge for the attendant to accompany the rider.)
- ◆ Drivers cannot assist with packages. However, when it is safe for both the driver and rider, the driver will provide assistance in boarding and alighting.
- ◆ Drivers cannot lower the lift for grocery carts. The lift can only be used by members who are unable to use the steps to board the bus.

Drivers are expected to be courteous.

Drivers will wait for 5 minutes after arriving at a pickup location. If the member is not at or approaching the bus after 5 minutes, the driver will mark the rider as a “No Show” and proceed to the next pick-up.

Companions and Attendants

An adult companion or attendant who provides assistance to the member in reaching the destination may ride with the member at no charge. The companion or attendant may not use the member's card to travel independently. *The STAR program reserves the right to determine whether a companion is required in order to participate in the program.*

Suspension of Eligibility

The Village of Skokie reserves the right to suspend eligibility of members in cases of repeated misuse of the program or disorderly conduct. Misuse of the program includes three no-shows/late cancels—without adequate explanation—in any thirty-day period.

Emergency Procedures

In accordance with established **Pace** procedures, drivers contact their office, which then calls 9-1-1. The STAR Program office will also be notified. If the member has emergency contact information on record, every effort will be made to contact the listed individual(s).

Membership Renewal

STAR membership is valid as long as the current month is paid. If payment is not received for the current month, membership will be suspended with no ride service permitted. **A \$20 service fee will be charged to reinstate membership if an account is suspended.** If your membership has lapsed, rides will be renewed at the discretion of Skokie Human Services, no later than the month after payment is received. **Same-day reinstatement is not guaranteed.** Payment may be made in cash, by check or by credit card (Discover, MasterCard or Visa).

- ◆ To renew by mail, send a check payable to the Village of Skokie, 5127 Oakton Street, Skokie, IL 60077. Mail your payment by the 25th of the month to be sure it is processed before the 1st of the coming month.
- ◆ To renew by phone—an option available only to members paying by credit card—call 847-933-8208 Monday through Friday between 9:00 a.m. and 4:30 p.m. Be prepared to give the member's name, STAR ID number, credit card type and number, and card expiration date.

Membership Cards

The STAR membership card must be shown to the driver upon request.

Questions and Comments

Questions and comments should be directed to Skokie Human Services. Call 847-933-8208 between 9:00 a.m. and 5:00 p.m., Monday through Friday.

Complaints: Call PACE Customer Service at 1-800-606-1282



STAR Program Application

Please complete the information requested on BOTH SIDES of the STAR application. Bring the completed form, proof of age, current proof of residency, and proof of ADA Paratransit Certification (if applicable) to Skokie Human Services.

NAME _____
First Name Middle Initial Last Name

ADDRESS _____
Number and Street Name Apartment or Unit Number

CITY _____ **ZIP CODE** _____ **PHONE NUMBER** (____) ____ - ____
Please include Area Code

AGE ____ **DATE OF BIRTH** __/__/____ **E-MAIL ADDRESS** _____

EMERGENCY CONTACT INFORMATION

Emergency Contact #1 _____
Name Relationship

Phone (____) ____ - ____ **Cell Phone**/(____) ____ - ____
Please include area code Please include area code

Address _____
Number and Street Name Apt. or Unit No.

City and State

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FOR OFFICE USE ONLY

DATE _____ **Card Serial No.** _____ **ID No.** _____

VERIFICATION: ____ Age ____ Residency ____ If under 65, ADA Certification No. _____

AMOUNT PAID: \$ _____ **PAID BY:** ____ Cash ____ Check (No. _____) ____ Credit Card
Credit Card Type: ____ Discover ____ MasterCard ____ Visa

Need Companion: ____ Yes ____ No **STAFF INITIALS** _____

STAR Application Continued

Emergency Contact #2 _____

Name

Relationship

Phone (___) ___ - ___
Please include area code

Cell Phone/Pager (___) ___ - ___
Please include area code

Address _____

Number and Street Name

Apt. or Unit No.

City and State

Physician's Name _____ Phone (___) ___ - ___

Please include area code

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**To meet Federal funding requirements answers to the following questions are needed.
(Your answers will not affect your eligibility for the STAR Program.)**

Please check the appropriate categories. Thank you.

Sex: ___ Male ___ Female

What is your race?

- | | |
|--|--|
| ___ White | ___ Asian & White |
| ___ Black/African-American | ___ Black/African-American & White |
| ___ Asian | ___ American Indian/Native Alaskan &
Black/African-American |
| ___ American Indian/Native Alaskan | ___ Other multirace |
| ___ Native Hawaiian/Other Pacific Islander | |

Are you Hispanic? ___ Yes ___ No

How many members are in your household? _____

Gross household income is:

- | | |
|-----------------------------------|------------------------------------|
| ___ At or below \$15,850 | ___ Over \$42,200 |
| ___ Between \$15,850 and \$26,400 | |
| ___ Between \$26,400 and \$42,200 | ___ Actual income (optional) _____ |

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I confirm that the above information is true and correct.

Signature of Applicant