

## Transportation Services

Accessing and utilizing transportation services in DuPage County has traditionally been quite challenging. However, being prepared with appropriate questions and a good base of information can make the process much simpler.

The following are questions or topics that should be considered prior to contacting a transportation provider:

1. Are transportation services needed on a regular basis?
  - Daily
  - Weekly
  - Time Specific
  
2. What is the approximate distance needed to travel?
  - A few miles
  - Various miles
  
3. What type of advance notice can be provided to the transportation provider?
  - A week
  - A day
  
4. Are special accommodations necessary to travel?
  - Wheelchair lift
  - Door-to-door service
  - Personalized training or assistance

The following are questions to ask the transportation provider:

1. What is the targeted age group and/or population served?
2. How much notice is necessary for a reservation?
3. What are your fees and do you offer any special rates?
4. Are there other people in the vehicle?
5. What type of accommodations do you have available for people with disabilities (e.g. wheelchair lifts, travel training)?
6. What times and/or days are the transportation services available?
7. Are there any residential or mileage boundaries for your services?
8. Is there a necessary qualifying process to receive the transportation service?

## DuPage County Public Transportation Information

PACE ([www.pacebus.com](http://www.pacebus.com)) and Metra ([www.metrarail.com](http://www.metrarail.com)) are DuPage County's public transportation providers. PACE offers fixed bus routes, Dial-A-Ride Services and ADA Paratransit Services, while Metra offers transportation by rail. Due to the fact that routes and schedules change frequently, the DuPage Transition Planning Committee directs your attention to the websites listed for the most current information available. In addition, there is an abundance of information at the County's website regarding transportation options.

Click here to view this information in PDF form:

<http://www.dupageco.org/emplibrary/2009Chapter23Transportation.pdf>

Outlined below, you will find descriptions of each type of service followed by contact information and application procedures.

**Fixed bus route:** A bus that travels the same route(s) consistently on the same days and times. There are many fixed routes in DuPage County. The RTA Travel Information Center should be contacted to determine if there is a fixed route that is accessible to your situation.

**Dial-A-Ride Services:** These services are door-to-door services that include Dial-A-Ride buses and subsidized taxi options. Most Dial-A-Ride projects are funded through a joint effort between PACE and municipalities or townships.

**Pace ADA Paratransit Services:** These are services specifically for individuals with disabilities. This program is part of Pace's program to comply with the American's with Disabilities Act. Persons must be found outlook for this service. Registration is handled by the Regional Transit Authority (RTA).

### **Ride DuPage**

Ride DuPage is a program that combines transportation services operated or subsidized by many villages, cities and townships. For specific information in your community, contact you local city hall or township office.

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### **Contact Information**

Dial-A-Ride  
847-364-7223  
TDD: 847-364-5093

RTA Travel Information  
Center  
Phone: (630) 836-7000  
[www.rtachicago.com](http://www.rtachicago.com)

TDD Line (All DuPage  
Services) – (800) 713-7415

Ride DuPage  
(800)-713-7445

### **Reduced Fare Permit Card**

A reduced fare permit will allow a person with a disability to use PACE Dial-A-Ride services and Metra trains at a reduced cost. Contact the RTA Travel Information Center at (312) 917-0734 for an application.

### **ADA Paratransit Registration**

All persons must be registered and found eligible for ADA Paratransit Services. To request an application, contact (312) 663-4357. This will also qualify persons with disabilities for a reduced fare.

### **Ride DuPage**

Because Ride DuPage is a program based on sponsorship from local agencies and municipalities, you will need to contact DuPage County at 630.682.7000 to determine if your community participates.

## **Private Transportation Providers**

In addition to public transportation, there are several private providers in DuPage County, however, these are more expensive methods of transportation. Contact them for rates and availability.

Comfort Coach (630) 285-1900

303 Taxi (630) 368-0303

Range of Motion (630) 871-8696

No One Left Behind (630) 340-3419