

LinkUp DuPage Existing Conditions Report

Public Transit in DuPage County

A range of public transit agencies, localities, nonprofits, and private organizations provide transit service in DuPage County. The availability of transit services varies heavily across the County, with more service provided in the eastern half of the County, especially in relatively population-dense areas near the Cook County border such as in the Townships of Bloomingdale, Downers Grove, Milton, and York. Service can be generally categorized into three groups:

- **Fixed-Route Services:** These Pace-operated bus services are open to the general public, and serve a predetermined order of stops on a fixed schedule. Schedules typically do not change day-to-day. However, service frequencies are often reduced on weekends, and many routes feature alternate alignments or patterns running on a small portion of daily runs which deviate from the primary service pattern.
- **Demand-Response Transportation Services:** These services do not operate on a fixed timetable, and operate with flexible routing and stop locations that vary in response to passenger requests. In most DuPage County demand-response services, each day's routing is prepared as a "manifest" consisting of pickup and dropoff requests collected over the preceding few days through pre-scheduled ride reservations. However, several services including Pace's On-Demand and various rideshare and taxi voucher programs use flexible schedules dynamically created based on real-time requests submitted using an app, website, or call center ("on-demand" service). Demand-response service may be open to the general public, but in DuPage County is typically limited to particular groups - seniors, persons with qualifying disabilities, low-income residents, and/or persons needing transportation to work. Demand-response services in DuPage County include:
 - **ADA Paratransit:** Federally-mandated demand-response service available within 0.75 miles of Pace fixed-route corridors. To qualify for ADA service, riders must have a qualifying disability and be unable to use the fixed-route network.
 - **Ride DuPage:** Countywide demand-response service operated by Pace and sponsored by 14 distinct DuPage County agencies and local governments, each with distinct passenger- and trip-eligibility criteria and fare policies. Ride DuPage's 24/7/365 hours of service, curb-to-curb service model, ride booking policy, and call center support hours are set by Pace and consistent countywide across all sponsor subservices.
 - **Pace On-Demand:** On-demand microtransit service operated by Pace in two DuPage County zones, in Naperville-Aurora and Wheaton-Winfield. Service is available to the general public in these areas, and no pre-scheduling is required,

though rides may be scheduled up to seven days in advance. Service hours are limited to weekdays, 6:30 AM - 7:00 PM. These services facilitate first/last-mile connections to Metra rail stations and Pace transfer points as well as general on-demand mobility in areas where fixed-route service is limited or unavailable.

- **Municipal Dial-a-Ride:** Eight local governments sponsor separate demand-response services for short trips, typically within City or Township limits, on a pre-scheduled basis. Three of these services are operated by Pace, and in these cases vehicles and passenger trips are commingled with Pace's other ADA Paratransit and Ride DuPage services. The other five services are operated by City, Village, or Township staff.
- **Rideshare or Taxi Subsidy Programs:** In addition to operating or contracting for dedicated, demand-response transportation service, several agencies (Pace, DuPage County, and the Villages of Downers Grove and Villa Park) opt to subsidize rideshare and taxi trips for residents. These programs typically cover a fixed portion of the cost of each ride, or allow riders to buy below-market value fares for trips to and from a specific area.
- **Human-Services Transportation Providers:** This term describes a range of community-based nonprofit organizations that serve disadvantaged groups - often older adults or persons with disabilities. In DuPage County, the project team identified 15 human-services transportation providers, including nine which offer transportation directly to their clientele and six which refer their clients to other transportation services like Ride DuPage but do not directly fund these services as sponsors.

Fixed-Route Bus & Rail Services

Fixed-route bus service in DuPage County is sparse relative to the more urbanized and densely populated Cook County. Just under one quarter of the population (24%) lives within walking distance of a Pace bus stop, and the bus service available is typically low-frequency, with headways of between 30 and 60 minutes common on most routes. In contrast, the County is well-served by three Metra regional rail lines, with high-frequency service operating 7 days a week — often with headways of less than 15 minutes — while even off-peak service headways rarely exceed 45 minutes. Together, this means that select Metra station-areas and major bus transfer points within DuPage County (see **Figure 3**) have excellent transit connections to the rest of the metropolitan area. However, the low-density development pattern in DuPage County causes most residents to live beyond walking distance from either a bus stop or Metra station. Additionally, many bus stops are not ADA-accessible and are therefore difficult to access by older adults or people with disabilities. Therefore, DuPage County's demand-response services play an essential role in expanding the reach of the public transportation to communities and destinations the fixed-route network cannot effectively reach, not only for seniors and people with disabilities but also the broader public.

Although not a direct focus of this study, understanding fixed-route bus services (as well as the gaps in the fixed-route network) is a critical step in identifying areas where quality and efficiency of demand-response transportation can be improved. Pace Suburban Bus provides fixed-route bus service in DuPage County as well as the five other Counties in the six-County RTA region. Metra operates three regional rail services in DuPage County along the Union Pacific West,

Milwaukee West, and Burlington Northern (BNSF) lines. A fourth line, the Heritage Corridor, runs through the edge of DuPage County in southern Downers Grove but does not directly serve any stations in DuPage County. Amtrak's intercity rail serves Naperville Station on its California Zephyr (to Emeryville, CA) and Illinois Zephyr/Carl Sandburg (to Quincy, IL) lines. A brief profile of each agency's services in the County is provided in the following sections.

Pace Suburban Bus

In DuPage County, fixed-route bus services are provided by Pace Suburban Bus. These services are concentrated in the eastern half of the County, particularly the Townships of Bloomingdale, Downers Grove, Milton, Wheaton, and York. Wayne and Winfield Townships, in the more sparsely populated western and northwestern portions of the County, do not have Pace fixed-route service. Outside of a handful of routes — Routes 301 (Roosevelt Road), 322 (Cermak Road - 22nd Street), 530 (West Galena - Naperville), 559 (Illinois Route 59), and 722 (Ogden Avenue) — Pace bus service operates with frequencies of 30 minutes or longer throughout the day. The location and frequency of Pace services in DuPage County is mapped in **Figure 1**.

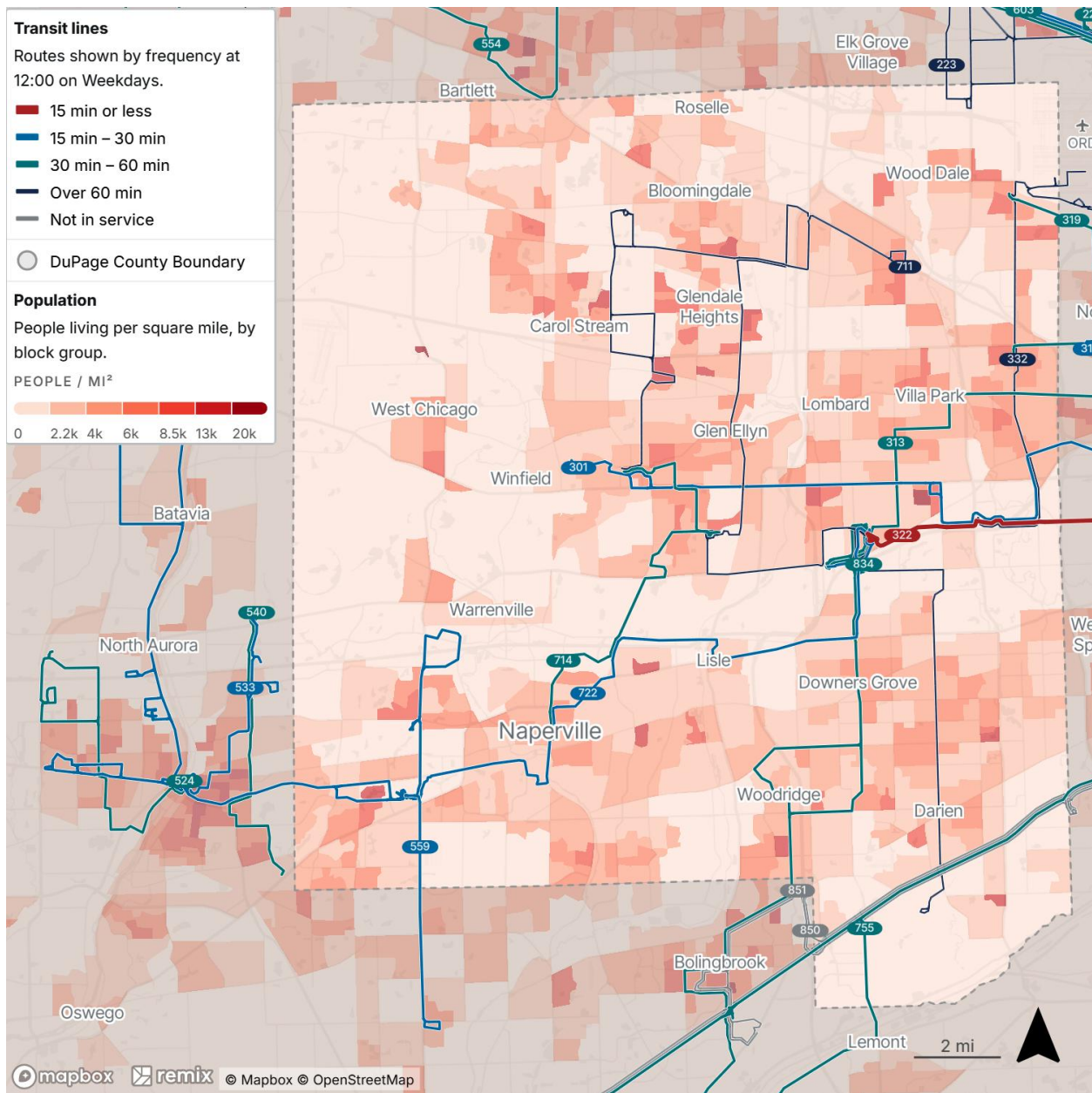


Figure 1. Frequency of Pace Bus Network and Population Density¹

As shown in Figure 1, coverage is limited primarily to the more densely populated areas in the eastern half of the County (roughly east of the City of Wheaton's boundaries), with the exception of a handful of corridors between Wheaton, Naperville, and Aurora in Kane County (Routes 530 and 559). Pace serves approximately 1,330 stops in DuPage County, placing approximately 223,000 residents — or 24% of the County's population — within walking distance of a bus stop.²

¹ Service provided by the Chicago Transit Authority (CTA) in the City of Chicago is not shown on this map.

² Walking distance is typically assumed to be 0.25 miles, although it may vary based on the surrounding road network and land use patterns.

The limited coverage of Pace service within DuPage County, combined with its low frequency (most routes have headways of 30 or 60 minutes) limit the overall utility of the transit network.

Route Frequency and Span of Service

Pace operates 12 fixed-route bus services in DuPage County. Of these 12 routes, nine operate on Saturdays and four operate on Sundays.³ **Table 1** describes the service span and typical frequency of fixed-route services in DuPage County. Service span is indicated as beginning from the first outbound departure and ending with the last inbound departure. Frequency of service is distinguished between peak and off-peak periods, where appropriate; peak periods generally denote daytime hours from roughly 5:30AM to 9:00 AM and 3:00 PM to 7:00 PM, while off-peak hours are typically between 9:00 AM to 3:00 PM and evenings after 7:00 PM.

Several patterns stand out from this assessment of service span and frequency, notably:

- Routes in the “300” series — 301, 309, 313, and 322 — function as higher-frequency trunk lines connecting DuPage County to key transit hubs in Cook County such as Forest Park, 54th Avenue, and Austin Street CTA “El” stations. However, their most frequent service is concentrated east of Yorktown Center; for example, on Route 301 service frequency is hourly between DuPage County Center and Yorktown Center.
- Addison Township has poor service coverage, with only tangential service from Route 309 (Lake Street) on the border with York Township, and only limited commuter-peak service on Route 319 to Bensenville Metra station. The other service is on weekdays from Route 711.
- Bloomingdale Township has no Saturday or Sunday fixed-route service.
- Downers Grove, Lisle, and Naperville Townships have limited evening service on weekdays and Saturdays, with no service available after 9:00 PM.
- Wayne and Winfield Townships have no Pace fixed-route service.
- York Township has the most frequent Pace service, with service from the handful of Pace routes that operate with headways of better than 30 minutes (Routes 301, 313, and 322). It also contains the greatest concentration of fixed-route service operated on Sundays, with service from all four routes that run on Sundays in the County.
- Route 309 operates in a small area of the northeast corner of the Addison/York Township border, in the Village of Elmhurst; all other service is limited to Cook County.
- Route 319 operates only a limited commuter-focused service to Bensenville Metra station, with two morning and three afternoon trips to the station; all other service on this route is limited to Cook County.

³ These totals exclude Route 223, which contains only a single stop in DuPage County, in the northeast corner of Addison Township; all other service operates in Cook County. They likewise exclude Route 332, which does not contain any stops in DuPage County but runs on a brief segment of service along Irving Park Road and South Access Road, at O’Hare International Airport. They also exclude Routes 850, 851, and 855, which are limited-stop/express services running on I-55 and do not have stops in DuPage County; they each stop at Burr Ridge Park & Ride, just east of the DuPage County/Cook County border.

		Span of Service			Frequency (mins.)		
Route	Townships Served	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
301 - Roosevelt Road	Wheaton, York	5:30 AM - 10:15 PM	5:30 AM - 10:15 PM	6:15 AM - 7:15 PM	Peak: 20 Off-Peak: 60	Peak: 30 Off-Peak: 40	Peak: 30 Off-Peak: 60
309 - Lake Street	Addison, York	5:15 AM - 9:15 PM	6:15 AM - 9:15 PM	7:30 AM - 6:15 PM	Peak: 30 Off-Peak: 60	60	60
313 - St. Charles Rd.	York	5:00 AM - 10:15 PM	6:00 AM - 10:15 PM	8:00 AM - 7:15 PM	Peak: 25 Off-Peak: 60	60	60
319 - Grand Avenue	Addison	2 AM, 3 afternoon trips to Bensenville Metra station	N/A - operates in Cook County only		2 AM, 3 afternoon trips to Bensenville Metra station	N/A - operates in Cook County only	
322 - Cermak Road - 22nd St	York	5:00 AM - 11:30 PM	5:35 AM - 11:15 PM	5:35 AM - 11:15 PM	Peak: 15 Off-Peak: 30 - 60	Peak: 20 Off-Peak: 30-60	Peak: 20 Off-Peak: 30 - 60
530 - West Galena - Naperville	Lisle, Naperville	6:15 AM - 8:45 PM	7:15 AM - 8:45 PM		Peak: 30 Off-Peak: 35-40	Peak: 30 Off-Peak: 35-40	
559 - Illinois Route 59	Naperville	6:15 AM - 7:45 PM	8:15 AM - 7:15 PM		30	60	
711 - Wheaton - Addison	Addison, Bloomingdale, Wheaton	6:45 AM - 6:45 PM			60		
714 - College of DuPage - Naperville	Lisle, Wheaton	6:00 AM - 6:00 PM			Peak: 30 Off-Peak: 60		
715 - Central DuPage	Bloomingdale, Downers Grove, Wheaton	6:15 AM - 7:00 PM			40-60		
722 - Ogden Avenue	Downers Grove, Lisle, York	6:15 AM - 8:15 PM	7:45 AM - 8:15 PM		Peak: 30 Off-Peak: 60	Peak: 30 Off-Peak: 60	
834 - Joliet - Downers Grove	Downers Grove, Lisle, York	5:00 AM - 6:00 PM	8:15 AM - 3:15 PM		35 - 60	60	

Table 1: Pace Span of Service and Frequency for Routes Operating in DuPage County

Coverage of Key Destinations

The project team evaluated the coverage of key destinations by the Pace fixed-route network to identify gaps in coverage where demand-response transportation is likely to play an important role in supporting transit access. The team reviewed a series of County-provided datasets on essential community destinations, supplemented by publicly available datasets from the U.S. Department of Housing and Urban Development (HUD). These datasets include locations of hospitals and VA clinics, County public health offices, Township offices, shopping centers, colleges, and recreation areas. This assessment revealed that several key destinations are not currently served by the Pace fixed-route network, including but not limited to:

- Village offices for Clarendon Hills, Glendale Heights, Hinsdale, Oak Brook, Villa Park, Wayne, and Willowbrook
- City Halls of Bloomingdale, Warrenville, West Chicago, and Wood Dale
- Illinois Department of Public Health's West Chicago Regional Office
- Coral Cove waterpark in Carol Stream
- Cosley Zoo
- Benedictine College
- Hamilton Lakes Office District in Itasca
- Spring Lake Industrial Park in Itasca
- Addison Business Park

Marianjoy Rehabilitation Hospital and Cantigny Park in Winfield Township are within Pace's Winfield On-Demand zone, but not within walking distance to fixed-route service. Likewise, several commercial districts in Naperville (e.g. Diehl Road & Winfield Road, Meridian Business Campus, Ferry Road) are within the Naperville-Aurora On-Demand zone but not served by fixed-route. Additionally, Central DuPage Hospital and Wheaton College are within walking distance of Metra stations, though not Pace fixed-route bus stops. Distribution of selected community destinations and the Pace fixed-route network is shown on **Figure 2**.

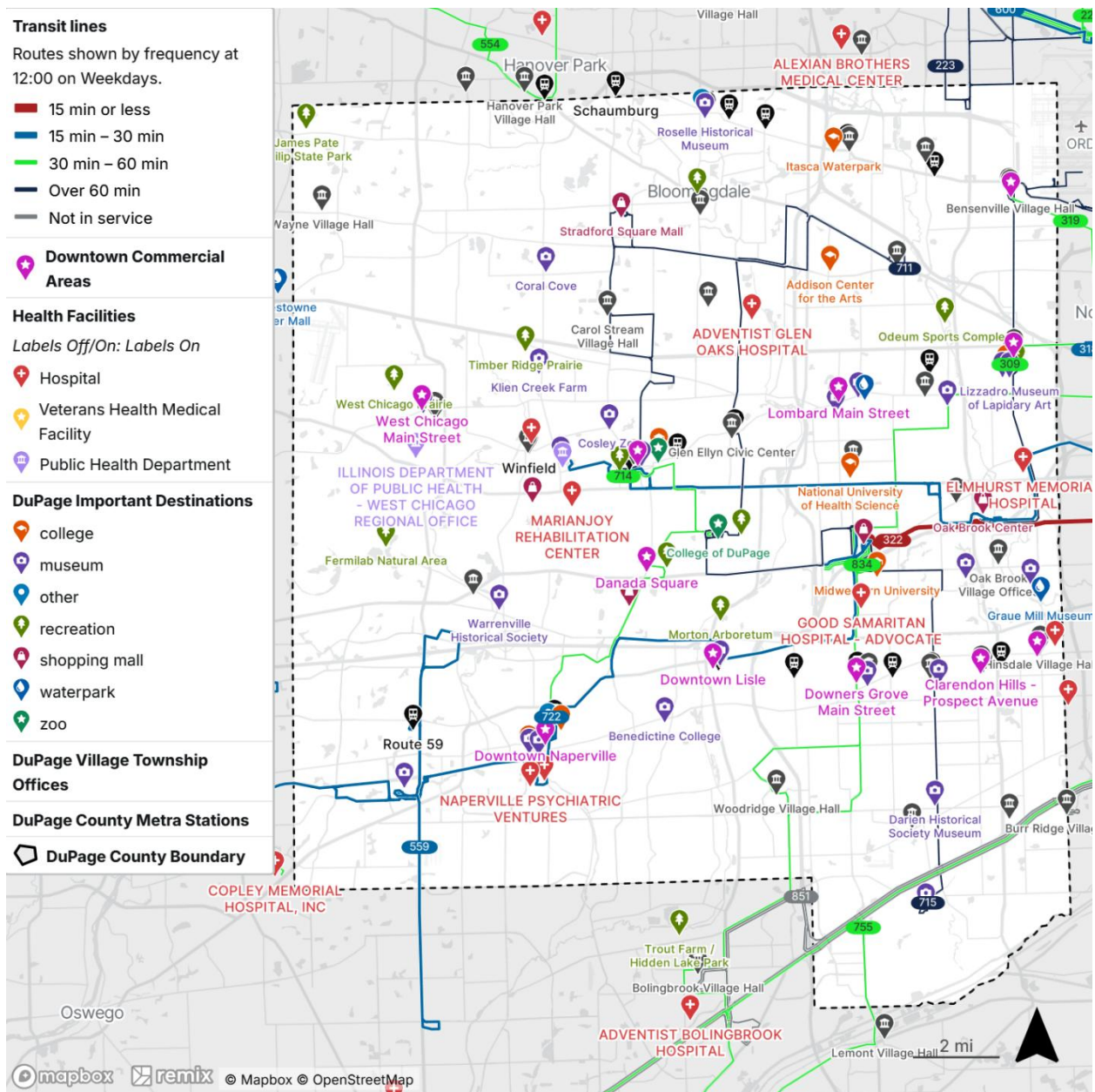


Figure 2: Distribution of DuPage County Community Destinations and Pace Fixed-Route Service

Route-level Ridership and Pax / Rev-Hour

Route-level ridership and productivity (passenger boardings per revenue-hour) patterns are shown in **Table 2** below. Ridership is an important performance metric for transit agencies' FTA reporting and affects funding apportionments. Productivity is likewise an essential metric of the service's efficiency, along with cost per passenger trip. In urbanized areas of the U.S., local, non-express fixed-route bus services which operate with a service productivity of 10 or more passengers per revenue-hour throughout the week are often considered to be highly productive and exceed typical service planning guidelines.

Pace's 300-series routes (301, 309, 313, and 319) operate with relatively frequent service, often 30 minute headways or better, operate on relatively direct and high-density corridors, and connect to Chicago El stations with high travel demand. As a result, these routes operate with higher ridership (each route averaging more than 300 weekday passengers) and productivity relative to the other eight Pace services in DuPage County. On the other hand, many routes such as the eight 500- and 700-series routes in DuPage County, operate with productivity below this threshold, and their performance may be considered marginal or in need of improvement. Each of these serves fewer than 400 average weekday passengers and fewer than 300 Saturday passengers. These routes serve more circuitous alignments in lower-density or more residential communities and may lack connections to Metra or CTA stations that would otherwise drive higher ridership. Transit agencies often consider shortening route alignments, reducing service hours, or reducing frequency to improve the productivity of these underperforming routes, and may discontinue these services entirely — often replacing their coverage with demand-response services — if other changes do not improve their efficiency.

	Weekdays, August 2025		Saturdays, August 2025		Sundays, August 2025		Weekdays, March 2026		Saturdays, March 2026		Sundays, March 2026					
Route	Avg. Weekday Ridership	Weekday Avg. Productivity	Avg. Saturday Ridership	Saturday Avg. Productivity	Avg. Sunday Ridership	Sunday Avg. Productivity	Avg. Weekday Ridership	Weekday Avg. Productivity	Avg. Saturday Ridership	Saturday Avg. Productivity	Avg. Sunday Ridership	Sunday Avg. Productivity				
301 - Roosevelt Road	960	11.8	379	11.2	302	11.4	855	10.5	366	10.8	257	9.7				
309 - Lake Street	477	12.6	345	16.7	210	13.3	495	13.1	277	13.4	169	10.7				
313 - St. Charles Rd.	666	10.9	470	12.1	268	10	668	10.9	372	9.6	217	8.1				
319 - Grand Avenue	363	16.3	263	23.7			382	17.1	228	20.5						
322 - Cermak Road - 22nd St	1971	15.3	1328	13.9	957	12	1587	12.3	1417	14.8	892	11.2				
530 - West Galena - Naperville	364	5.4	308	5.1			323	4.8	290	4.8						
559 - Illinois Route 59	90	2.8	38	4.1			76	2.4	35	3.8						
711 - Wheaton - Addison	140	6.1					121	5.3								
714 - College of DuPage - Naperville	140	5.3					154	5.8								
715 - Central DuPage	255	7.3					235	6.7								
722 - Ogden Avenue	166	3.6	103	2.6									155	3.4	112	2.8
834 - Joliet - Downers Grove	229	4					292	5.2								

Table 2: Ridership and Service Productivity By Route

Source: Pace, August 2025 and March 2026

Stop-Level Ridership

As shown on **Figure 3**, the most productive routes are concentrated in the northeastern corner of DuPage County, along the four 300-series routes with connection to CTA El stations. The six most popular stop locations in DuPage County with 50 or more average weekday combined boardings and alightings are concentrated at Metra Stations (Downers Grove, Naperville) and major shopping centers (Oak Brook Center, Yorktown Center, Fox Valley Center).

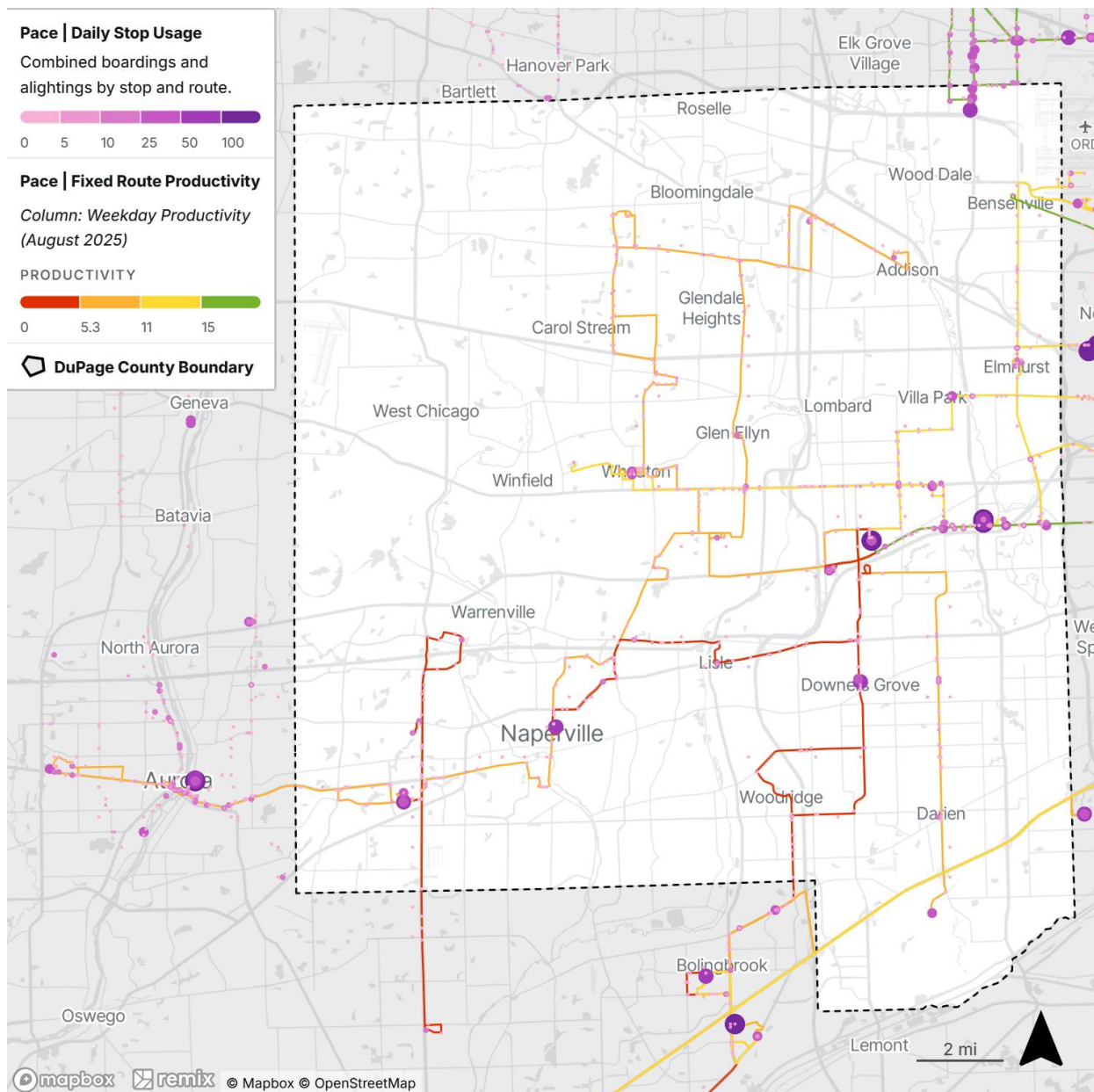
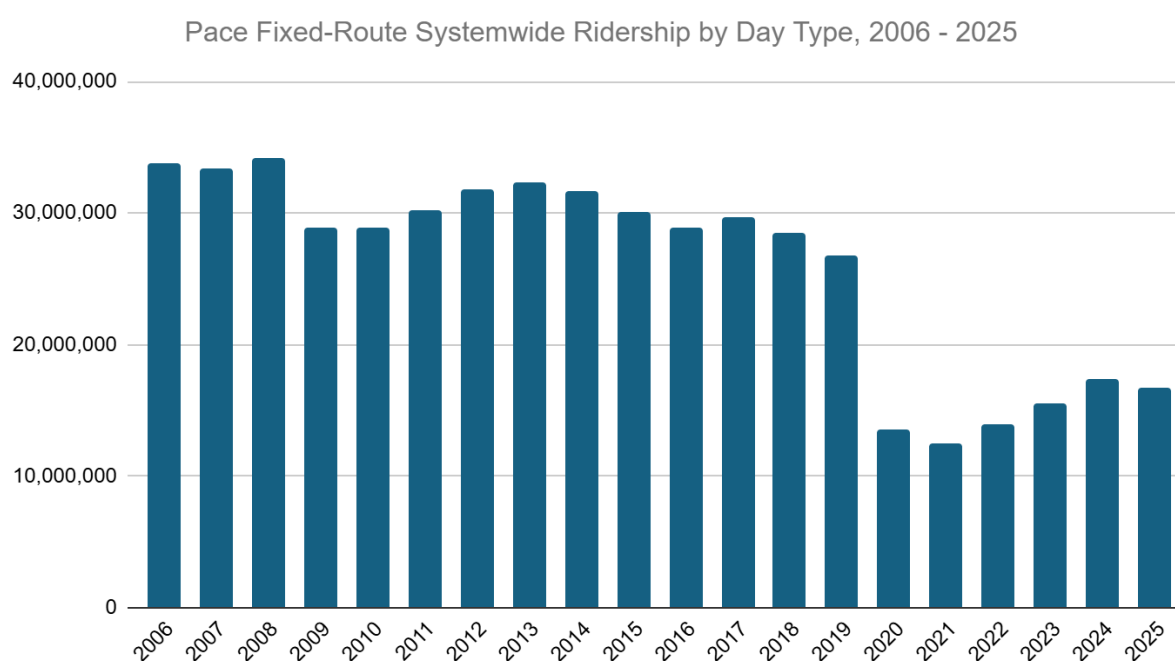


Figure 3: Stop-Level Ridership and Average Weekday Productivity of Pace Fixed-Route Services in DuPage County, August 2025

Pace Historical Ridership Patterns, 2006 - 2025

The project team reviewed historical ridership data maintained by RTA for Pace fixed-route bus services. Across the system, ridership has declined significantly both due to the COVID-19 pandemic as well as a smaller structural decline observed in many large US transit agencies during the 2013-2019 period. In the 20-year horizon shown in **Figure 4**, Pace's annual bus ridership declined from about 33.8 million per year in 2006 to 26.8 million in 2019 and about 16.7 million per year in 2025 (about 62% of pre-COVID levels). Notably, ridership on Saturdays and Sundays is recovering to pre-COVID (2019 annual) levels at a faster rate relative to weekday ridership, likely due to the rise of work-from-home patterns among white-collar commuters. As of year-end 2025, ridership recovery on Saturdays and Sundays has recovered to 69% and 74% of pre-COVID levels, respectively.

Figure 4: Pace Fixed-Route Systemwide Ridership by Day Type, 2006 - 2025



Source: RTA, 2026

Metra

Metra provides commuter-focused rail service across the Chicagoland region, including in DuPage County. Service is generally concentrated in the peak commute direction (i.e. the majority of AM trains travel towards Chicago, and the majority of PM trains travel away from Chicago). Typical frequencies between trains vary across the network, from as little as 20 minutes on the busiest lines to 35 on lower-ridership services. DuPage County is served by three Metra lines, all of which traverse the County east-west and terminate in the Chicago Loop CBD, at Chicago Union Station or Ogilvie Transportation Center. Service characteristics for each line are summarized in **Table 3**.

Table 3. Metra Service in DuPage County

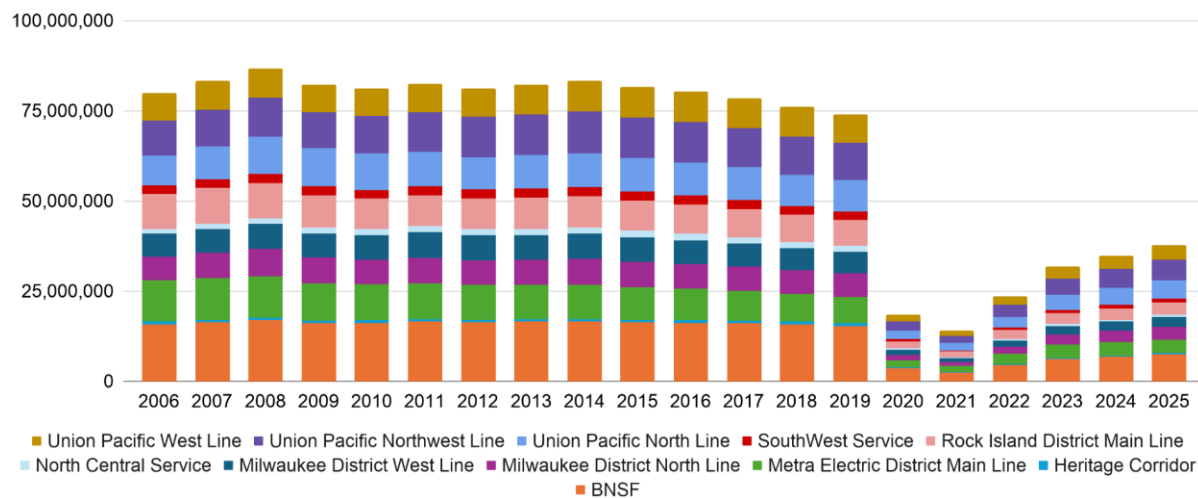
Service	Areas of County Served	Weekday Departures ⁴	Saturday / Sunday Departures	Notes ⁵
Burlington Northern (BNSF)	Naperville, Belmont, Lisle, Downers Grove, Westmont, Clarendon Hills, Hinsdale	45 inbound 42 outbound	45 inbound 42 outbound	Service operates from 4:15 AM to 12:45 AM Peak frequency: 10 - 15 minutes Off-peak/weekend frequency: 60 minutes
Union Pacific West (UP-W)	West Chicago, Winfield, Wheaton, Glen Ellyn, Lombard, Villa Park, Elmhurst	43 inbound 44 outbound	42 inbound, 43 outbound	Service operates from 4:15 AM to 12:45 AM Peak frequency: 10 - 20 minutes Off-peak/weekend frequency: 60 - 120 minutes
Milwaukee West (MD-W)	Bensenville, Wood Dale, Itasca, Medinah, Roselle	32 inbound 34 outbound	32 inbound 34 outbound	Service operates from 4:15 AM to 12:00 AM Peak frequency: 15 - 35 minutes Off-peak/weekend frequency: 60 - 120 minutes

Metra ridership has declined at an even faster rate relative to Pace during the same 2006-2025 horizon, from 79.9 million in 2006 to 37.9 million in 2025. Relative to pre-COVID ridership levels in 2019 when Metra served 74 million boardings, ridership has recovered 51%. This larger gap relative to Pace's ridership recovery is likely due to the network's peak-oriented service pattern and the decline of weekday-peak commute trips. These patterns are shown in **Figure 5**.

⁴ As of August 2026. Totals only include departures from DuPage County stations.

⁵ AM and PM peaks generally 6:00-10:00 AM and 3:00-7:00 PM, respectively. Reverse-peak refers to trips departing Chicago in the morning or trips traveling towards Chicago in the evening.

Figure 5. Metra Systemwide Annual Ridership by Line, 2006 - 2025



Source: RTAMS

Amtrak

Amtrak provides intercity passenger train service to DuPage County from the BNSF corridor, shared with Metra, at Naperville station. The California Zephyr (Chicago to Emeryville, CA; two trains daily, one in each direction), Illinois Zephyr and Carl Sandburg (Chicago to Quincy, IL; four trains daily, two in each direction), and Southwest Chief (Chicago to Los Angeles; two trains daily, one in each direction) stop in Naperville. The Naperville Amtrak station is also a Metra station and served by three Pace bus routes (530, 714, and 722).

Demand-Response Transportation

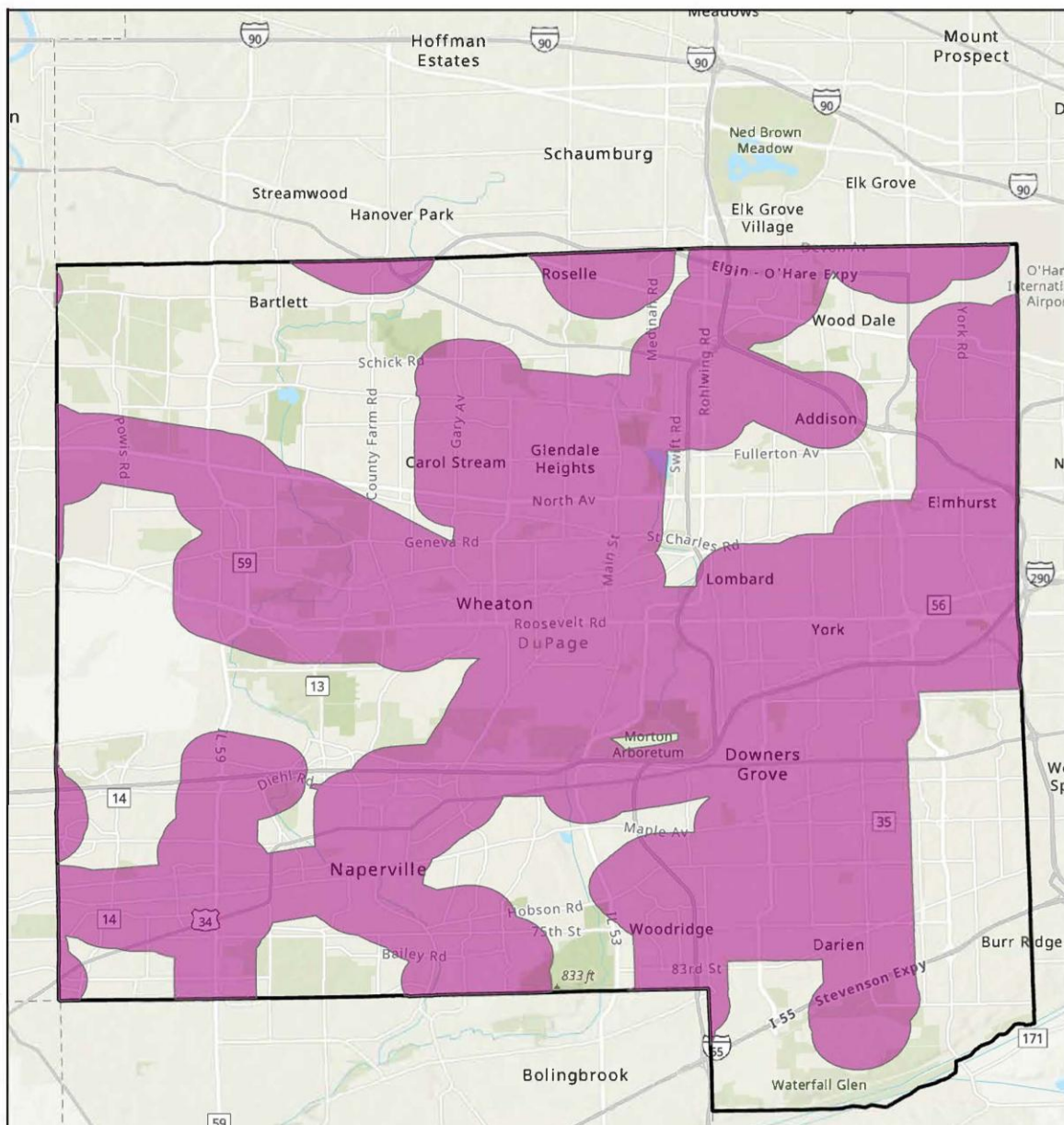
Multiple types of demand-response transit services are available in DuPage County. As a whole, the system covers the majority of the eligible rider population. However, the collection of multiple services and operators with distinct eligibility criteria, fare policies, and hours of operation can be confusing to riders and difficult for County stakeholders to manage efficiently. **There are a total of 14 distinct demand-response services in the County, including the Ride DuPage service which is sponsored by 15 local and County governments.** These services are summarized in the following sections and profiled in greater depth in this report's Appendices.

ADA Paratransit

Per Title VI of the US Civil Rights Act and the Americans with Disabilities Act (ADA), persons with disabilities may not be denied the benefits of Federally-funded services, including public transit. To maintain equitable transit access, transit agencies that operate fixed-route bus service are required to operate accessible paratransit service within $\frac{3}{4}$ mile of fixed-route service corridors. Service is available 24/7/365, matching the hours of regional fixed-route service per ADA rules. In DuPage County as well as the rest of the six-County RTA region, this service is operated by Pace. Paratransit riders must be certified by the RTA to be eligible for the service, and must be traveling within the same general areas as fixed-route service. In areas that overlap with Pace-operated dial-a-rides, paratransit riders may be commingled with dial-a-ride passengers, an arrangement in which agencies share vehicles and drivers to serve both rider populations without duplicating

resources. However, the services maintain distinct funding mixes, eligibility requirements, and service areas. In 2025, 76% of ADA trips in DuPage were routed to cutaway buses, 20% to taxis, and 4% to TNC providers.

As the coverage footprint and eligibility requirements for ADA paratransit are fixed by Federal law, paratransit service is not a core focus of this report. The 152-square-mile service area of ADA paratransit coverage is shown in **Figure 6**. More than half (56%) of DuPage County residents live within the Pace ADA Paratransit service area, and about two-thirds (66%) of the County's jobs are located within the service area. The service served 46,800 rides in 2025, with a productivity of about 1.5 passenger trips per revenue-hour.



Source: Pace, 2026.

Figure 6: Pace ADA Paratransit Service Coverage in DuPage County

Pace Rideshare Access Program

Rideshare Access Program (RAP) is a Pace rideshare subsidy program for ADA-eligible riders to use Uber or UZURV for same-day trips instead of using ADA paratransit. RAP trip fares are \$3.25 per trip (equal the ADA Paratransit fare) for up to \$30.00 of rideshare value. If the trip cost exceeds \$30, riders are responsible for paying the difference as well as any rideshare provider surcharge applicable to the trip or driver tip. A rider chooses to use either Uber or UZURV for their subsidized rideshare trips. Each rider may take up to 30 (or 40, if approved for the July 2026 increase) RAP rides per month. Across the six-County Pace service area, RAP ridership has grown from about 100,000 monthly rides to nearly 300,000 monthly between May 2024 and May 2025, forming more than half of all regional paratransit ridership, according to a recent RTA presentation.⁶ DuPage County's share of total RAP ridership is relatively small; at about 107,000 annual rides in 2025, compared to annual ridership of 3.6 million across the the six-County Pace service area on both RAP and TAP programs combined.

To provide their residents with expanded access to same-day/on-demand transportation, four DuPage County communities have opted into sponsoring the RAP in addition to Ride DuPage, described below. These communities include the City of Elmhurst, the City of Warrenville, the City of West Chicago, Naperville Township, and DuPage County Community Services. Rides must begin and end within either the Pace ADA Paratransit service area indicated in **Figure 6**, within $\frac{3}{4}$ mile of a fixed-route bus corridor, or one of the four RAP sponsor communities above.

Pace On-Demand

Pace operates two on-demand microtransit service zones in DuPage County, the Wheaton-Winfield and Naperville-Aurora On-Demand services.⁷ Unlike most demand-response services in DuPage County, Pace On-Demand services are designed to allow same-day/on-demand bookings and are open to the general public. Pre-scheduled rides are also available up to seven days in advance in addition to on-demand. Rides must begin and end within the designated service zone, and hours of operation are limited to weekdays 6:30 AM to 7:00 PM. Walk-on stops (no reservation needed) are allowed at Wheaton Metra Station, DuPage County Judicial Center, and Fox Valley Center. In these zones, microtransit is intended to enhance service quality with shorter average wait times, facilitate first/last-mile connections to Metra stations, and offer more convenient access to other community destinations in areas where fixed-route bus service is otherwise limited. Service zone boundaries are shown in **Figure 7**.

⁶ RTA. 2025, August. Board Meeting Presentation. <https://www.rtachicago.org/uploads/files/meeting-materials/Board-Meetings/2025/August/August-2025-RTA-Board-Slide-Deck-v2.pdf>

⁷ Pace's Batavia On-Demand service in Kane County connects Aurora (Kane County) to the Department of Energy's (DOE) Fermi Lab, in DuPage County, but the portion of its service area in DuPage County is limited to DOE property and does not serve DuPage County residents. Additionally, a small portion of Wayne Township is served by the St. Charles-Geneva On-Demand zone, at a Walmart on North Avenue & Smith Road. About 300 DuPage County residents live within the zone and may use it to travel to St. Charles-Geneva, in Kane County.

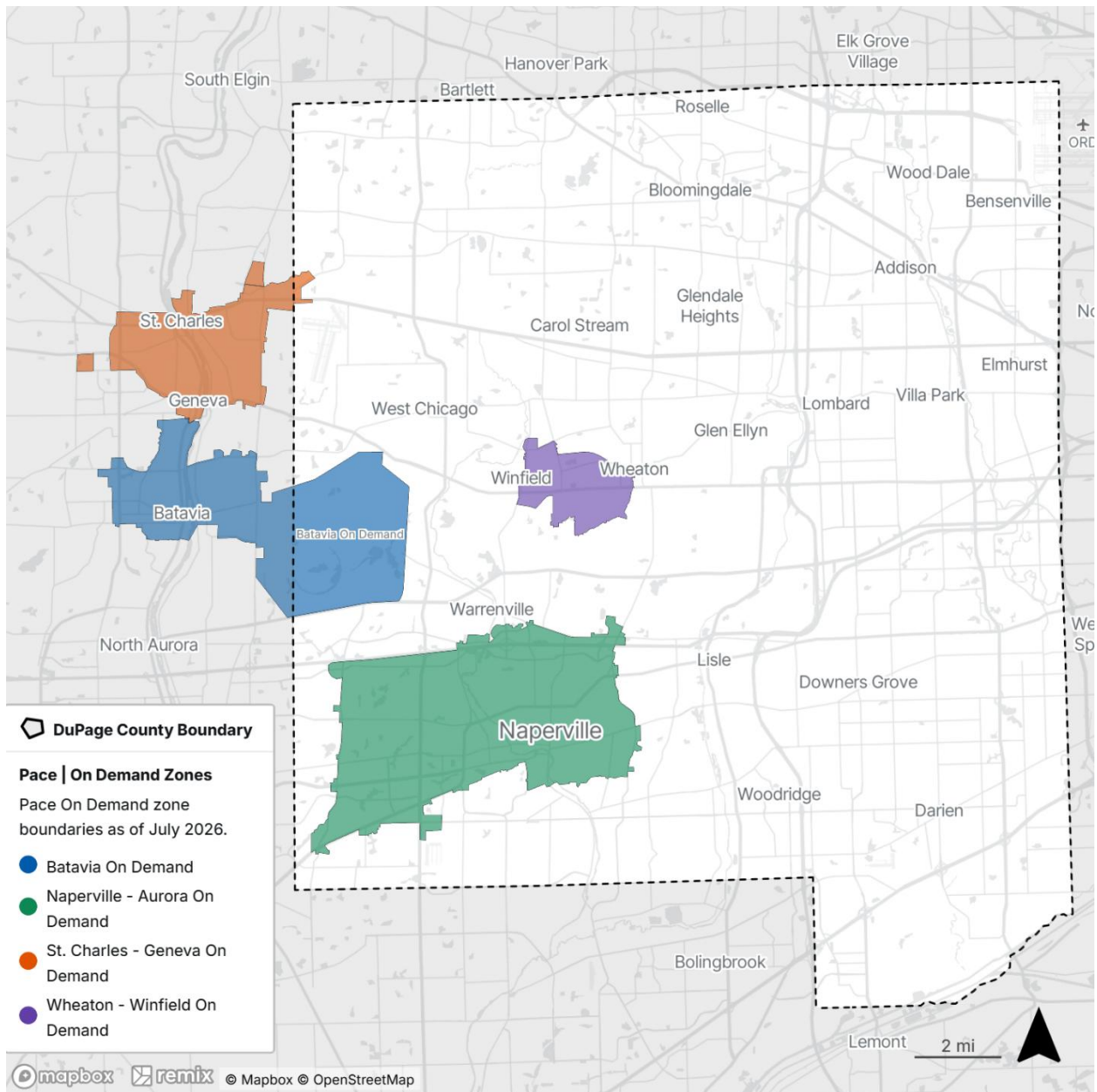


Figure 7: Pace On-Demand Service Coverage in DuPage County

Ride DuPage

Ride DuPage is DuPage County's coordinated demand-response transportation program. The system, which is operated by Pace, provides curb-to-curb transportation across DuPage County. Essential parameters of Ride DuPage include:

- **A "system of sponsors:"** Ride DuPage is supported by a network of 15 sponsors. Sponsors include villages, cities, townships, County departments, and human service agencies. Most sponsors allow travel from a rider's home community to any point in DuPage County (with the DuPage Airport typically excepted). As of August 2026, Ride DuPage sponsors include:
 - Addison Township
 - Village of Bensenville
 - City of Elmhurst
 - Village of Glen Ellyn
 - Milton Township
 - Naperville/Lisle Transportation Partners (group sponsorship between Naperville and Lisle Townships)
 - Naperville/Milton Ride DuPage to Work (group sponsorship between Naperville and Milton Townships)
 - City of Warrenville
 - City of West Chicago
 - City of Wheaton
 - DuPage County's Ride DuPage to Work (County sponsor)
 - DuPage County Community Services (DuDCS)
 - DuPage County Senior Transportation Grant (DuDCS)
 - DuPage Veterans Assistance Commission
- **Administration and cost-sharing:** Pace invoices each ride back to the appropriate sponsor based on rider characteristics and/or trip purpose corresponding to distinct funding sources. Some sponsors draw from multiple funding sources (e.g. property taxes, FTA Section 5310). Given the complexity of tracking nearly 30 unique funding sources and cost-share formulas for each ride, a core aim of the LinkUp DuPage study is to simplify and consolidate cost-share structures to ease the service's administrative burden.
 - Local property taxes collected are the most commonly used funding source that sponsors use to support Ride DuPage service.
 - Pace subsidizes the majority of the operating costs of each Ride DuPage subservice, typically funding shares of between 70 and 75 percent with the other sponsors paying the remainder. Pace's primary funding source for Ride DuPage is FTA Section 5310 grants.
 - For County-sponsored Ride DuPage subservices, funding sources include the County Community Services Department, Senior Services Department, and Veterans Assistance Commission.

- **Availability and eligibility:** As with Pace ADA Paratransit, service is available 24/7, and is provided using a combination of dedicated paratransit buses, non-dedicated taxis, and non-dedicated rideshare/TNC vehicles. Eligibility for the system is generally restricted to seniors (65+) and persons with disabilities, although some sponsors allow additional rider groups to travel.
- **Registering for Service:** Riders must register for Ride DuPage service before taking a trip. Each sponsor handles registration for new riders independently, with completed applications forwarded to the service's operator, Pace, for incorporation into the list of eligible riders. Pace then maintains a registry of the Ride DuPage subservice(s) each rider is eligible for, so that each trip taken is allocated to that subservice's funding sources.
- **Booking a Trip:** Once registered, riders book trips through a single, consolidated Pace call center. Reservations must be made at least 24 hours in advance and up to seven days ahead of the desired pickup. Same-day ride requests are honored on a space-available basis. Subscription rides are available for certain recurring trips to avoid repetitive ride requests (e.g. dialysis appointments, work, physical therapy).
- **Fares:** Fare policies vary between sponsors, although locality-sponsored subservices — those supported by a Village, Township, or City — generally charge riders a distance-based fare.
- **Dispatch:** Pace dispatchers assign trips to one of three modes (dedicated bus operator, non-dedicated taxi provider, or non-dedicated TNC provider) based on rider needs, system capacity, time of day, trip distance, and length of advance notice received for the reservation.
- **Vehicles:** Typically, cutaways with capacity of between 11 and 15 ambulatory passengers and two to four wheelchair positions are used. For rides dispatched to taxi/TNC providers, vehicle types vary widely. About 39 vehicles are used across all Pace ADA Paratransit and Ride DuPage services.

As shown in **Table 4** below, more than two-thirds of older adults (65+) and people with disabilities, 67 and 68 percent respectively, live in one of the 11 localities that sponsor Ride DuPage. Once older adults and people with disabilities living in these communities register for service, they may travel throughout DuPage County according to the parameters described above. The distribution of these localities is shown in **Figure 8**. However, even residents who do not live in a sponsor DuPage County jurisdiction may still be eligible for countywide travel under Ride DuPage for limited trip purposes, particularly if they are disabled, older adults, and/or veterans.

DuPage County's four Ride DuPage subservices function as additional backstop for populations and trip purposes that are not otherwise eligible for the Ride DuPage services. These subservices address the needs for work trips by people with disabilities (DuDCS' Ride DuPage to Work), trips to VA hospitals and clinics (Veterans Assistance Commission), and travel by older adults to County offices or medical appointments (DuDCS and Senior Transportation Grant). DuDCS typically sponsors trips only when Pace, another Ride DuPage locality sponsor, or municipal dial-a-ride service are not available for the trip in question.

	DuPage County Total	Ride DuPage Locality Sponsors	Percent Living within a Locality Sponsor Jurisdiction
Total population	930,000	653,200	70.2%
Older adults (65+)	158,100	107,900	68.2%
People with disability	83,700	56,200	67.1%

Table 4: Coverage of Older Adults and People with Disabilities by Ride DuPage Locality Sponsors

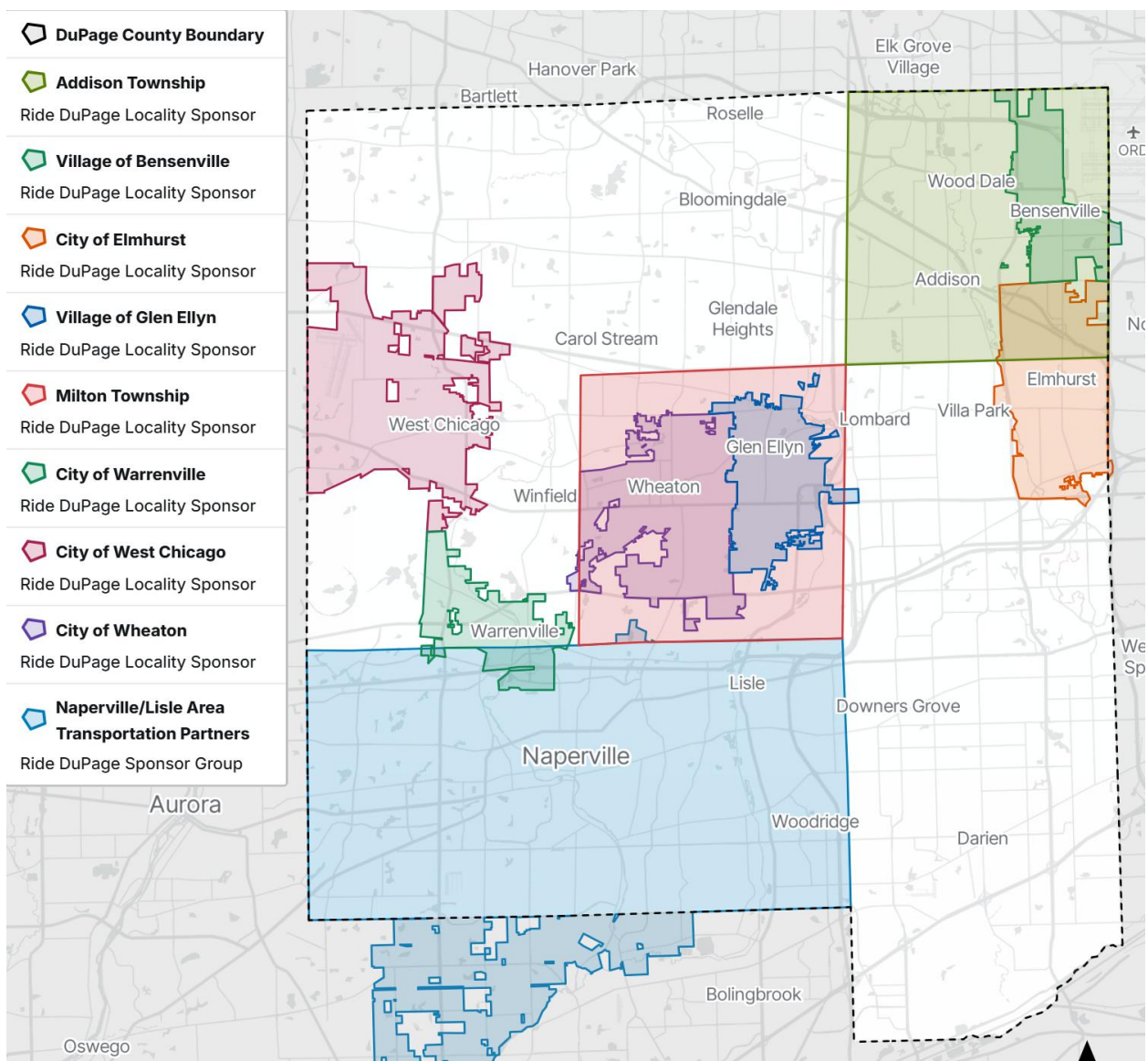


Figure 8. Coverage of Ride DuPage Locality and Group Sponsors

Municipal Dial-a-Ride Services

In addition to the Ride DuPage coordinated demand-response service, eight municipalities (six of the County's nine Townships and the City of Wood Dale) also provide their own demand-response services independently. Of these eight dial-a-ride services, three are operated by Pace, and as a result passengers may share rides with Ride DuPage and ADA Paratransit users due to their commingled operations and shared dispatching and call center. The five services not operated by Pace are operated directly by City, Village, or Township staff. The eight dial-a-ride services each require pre-scheduling, and most do not accommodate same-day reservations. Rider eligibility rules and fare policies vary somewhat between jurisdictions, though trips must start and end within the prescribed City, Village, or Township boundaries to be eligible. These municipal services include:

1. Bloomingdale Township Dial-a-Ride (Pace-operated)
2. Downers Grove Township Dial-a-Ride (Pace-operated)
3. Village of Glendale Heights Senior Bus Transportation (Village-operated)
4. Lisle Township Transportation Program (Township-operated)
5. Wayne Township Dial-a-Ride (Pace-operated)
6. Winfield Township Senior & Disabled Transportation Service (Township-operated)
7. City of Wood Dale Dial-a-Ride (City-operated)
8. York Township Senior Ride Program (Township-operated)

Service areas covered by municipal dial-a-ride services of DuPage County are shown in **Figure 9**.

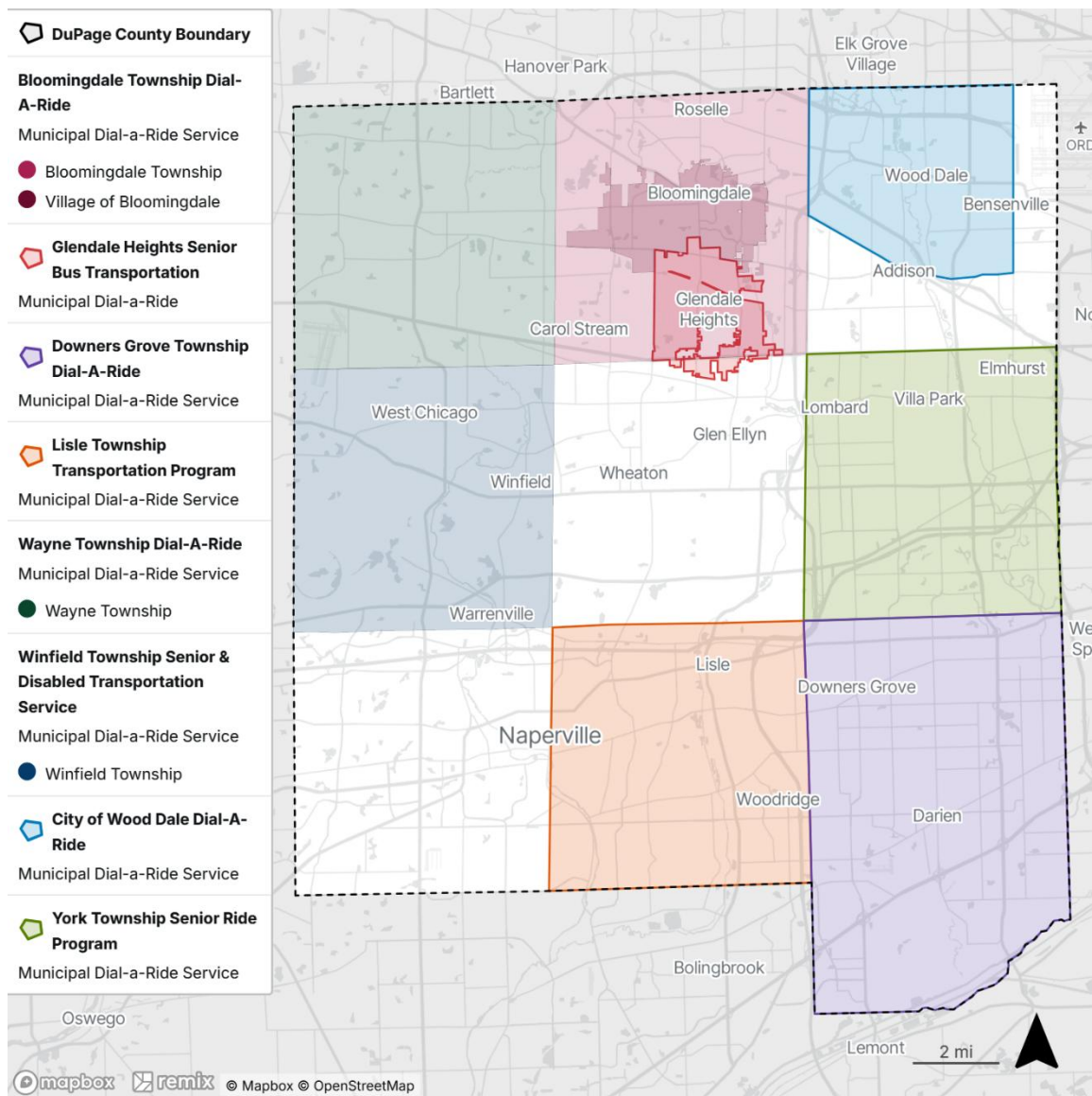


Figure 9. Coverage of Municipal Dial-a-Ride Services in DuPage County

Rideshare or Taxi Subsidy Programs

In addition to operating demand-response services or paying for contracted, dedicated service-hours, some DuPage County municipalities subsidize taxi and rideshare fares for residents directly. As with the Pace Rideshare Access Program (RAP), these programs either (1) cover a fixed share of the cost of each ride, with any remaining balance or tip the responsibility of the rider or (2) sell riders coupons or vouchers of subsidized fares for trips within a specified service area. Apart from the RAP, three additional taxi/rideshare subsidy programs include:⁸

⁸ The Villa Park Subsidized Taxi Program is technically still active, but Village contacts report no one has requested a ride since 2024; eligible riders instead use the York Township Senior Ride Program.

1. **City of Aurora Rideshare Solution (CARS):** Zero-fare service for eligible seniors and residents with disabilities; riders must be referred by one of three project partners (local human services organizations) to avoid duplicating other services.
2. **Village of Downers Grove Taxi Coupon Program:** Taxi subsidy (50%) offering reduced fares to seniors and residents with disabilities within the Village of Downers Grove.
3. **Hinsdale Lake Terrace Community Rideshare:** County-funded transportation access program offering \$20 per trip rideshare subsidies to all residents in Hinsdale Lake Terrace, a 600-unit low-income housing community. Enrolled riders may take up to 60 subsidized rideshare trips per month (30 round trips). As of July 2026, enrollment of new riders is suspended while the County improves its registrant verification process.

Municipalities served by rideshare/taxi subsidy programs are shown in **Figure 10**.

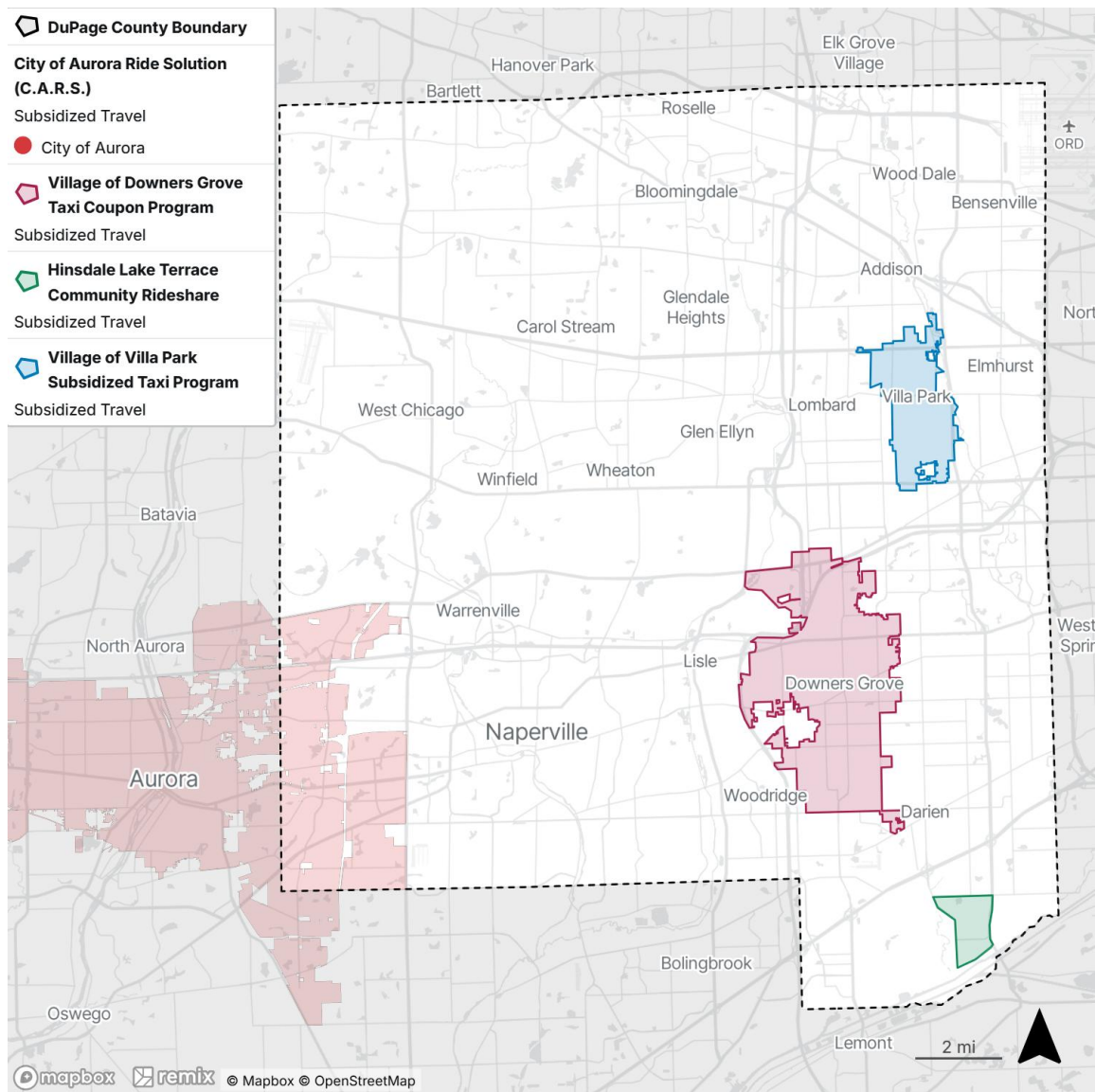


Figure 10. Coverage of Municipal Rideshare/Taxi Programs in DuPage County

Client Transportation at Human Service Agencies

In DuPage County, the project team identified 15 human-services transportation providers, including nine which offer transportation directly to their clientele and six which refer their clients to other transportation services like Ride DuPage. The organizations that provide transportation directly include:

1. **American Cancer Society Road to Recovery:** National volunteer driver program for patients who are traveling to/from a cancer-related medical appointment.
2. **ALC Transportation:** Private-pay nonemergency medical transportation service for older adults, people with disabilities, and age-restricted communities operating throughout DuPage County.
3. **Clearbrook Community Connections for Adults with Disabilities:** 5310-funded program that provides transportation to adults with disabilities across the six-County RTA region.
4. **Community Assisted Rides:** Volunteer driver program serving older adults and operating in ten communities of southeastern DuPage County.
5. **FISH of Downers Grove, Downers Grove, IL:** Volunteer driver program for older adults in Downers Grove, Westmont, and Lisle areas.
6. **Little City Transportation Program:** 5301-funded program that provides transportation to people with disabilities attending day and residential programs across the six-County RTA region.
7. **Ray Graham Comprehensive Transportation Program:** 5310-funded program offering transportation to people with disabilities attending programming or activities sponsored by the organization.
8. **Ride Assist Naperville:** Volunteer driver program for older adults (60+) in Naperville Township.
9. **Turning Pointe Autism Foundation, Naperville:** Day school and adult day programming for people with autism.

These agencies serve a range of client types, from people with disabilities to medical patients and older adults, with diverse transportation needs. Profiles of each agency are presented in [Appendix C. Human Service Transportation Provider Profiles](#).

Demand-Response Transportation Summary

Taken together, the various demand-response services in DuPage County — Pace ADA Paratransit and RAP, Pace On-Demand, Ride DuPage, and municipal dial-a-ride and taxi/rideshare voucher programs — offer ubiquitous coverage of the County's population. However, because of their fragmented service design, with each service constrained by unique business rules of each sponsor agency or jurisdiction, the type(s) of service available to both riders and prospective riders is not always legible.

Eligibility is often restricted to residents of each sponsoring jurisdiction — typically seniors and persons with disabilities — who meet specific criteria. Four notable exceptions include:

1. Bloomingdale Township Dial-a-Ride service is available to all Township residents on weekdays and all Village of Bloomingdale residents on weekends.
2. Wayne Township Dial-a-Ride is open to all residents of Wayne Township.
3. City of Wood Dale Dial-a-Ride is open to all residents of the City of Wood Dale.

4. Hinsdale Lake Terrace Community Rideshare Access Program is available to all residents of the apartment community.

Apart from rideshare/taxi programs using non-dedicated vehicles and drivers, most demand-response services in DuPage County are operated by Pace, while four others are operated by municipalities. A snapshot of how each type of service operates, and Pace's role in delivering service, is provided in **Table 5**.

Key characteristics for each service — including service area, eligibility criteria, service hours, fares, and covered population — are summarized in **Table 6**. A detailed profile of each service is provided in [Appendix A: Ride DuPage Profiles](#) and [Appendix B: Other Demand Response Provider Profiles](#).

Table 5. Characteristics of Dial-a-Rides by Operator Type

Rider Experience	Pace	Municipal
Services	● Ride DuPage subservices: ○ Addison Township ○ Village of Bensenville ○ City of Elmhurst ○ Village of Glen Ellyn ○ Milton Township ○ Naperville/Lisle Transportation Partners ○ Naperville/Milton Ride DuPage to Work ○ City of Warrenville ○ City of West Chicago ○ City of Wheaton ● Other Pace-operated services: ○ Bloomingdale Township Dial-a-Ride ○ Downers Grove Township Dial-a-Ride ○ Wayne Township Dial-a-Ride	● Lisle Township Transportation Program ● Winfield Township Senior & Disabled Transportation Service ● City of Wood Dale Dial-a-Ride ● York Township Senior Ride Program
Confirming Eligibility	Prospective riders contact their township/city, who approve applications and forward to Pace for incorporation into the list of eligible riders.	Potential riders contact their township/city for eligibility information and decisions.
Booking a Trip	Riders call a unified booking line, which is routed to a Pace dispatch center. Trips are booked based on the rules established by the rider's sponsor	Riders call their township/city. Dispatch staff varies by service - some maintain dedicated transportation staff, others use police

	jurisdiction.	or public works staff.
Service Delivery	Vehicles are driven, owned, and maintained by third-party providers under contract to Pace. For longer-distance trips, a taxi may be used under a separate contract. Riders with accessibility needs are always assigned lift-equipped vehicles.	Riders are picked up by City or Township staff in a vehicle owned or leased directly by the municipality.
Rider Commingling	Riders may be commingled with those on other Pace-operated services, including ADA paratransit and Ride DuPage.	Riders are not commingled between services.

Table 6. Summary of Existing Demand-Response Services

Agency	Service Area	Eligible Riders	Hours of Operation	Fares (One-Way)	Service Area Population
Pace ADA Paratransit	● ¾ mile from any Pace fixed route bus corridor.	RTA-certified ADA Paratransit Riders	M-F 5:00 AM - 1:30 AM; Sat. 6:00 AM - 1:15 AM; Sun./Hol. 9:45 AM - 12:15 AM.	\$3.25	518,300 persons ● 47,200 disabled
Pace Rideshare Access Program (RAP)	● ¾ mile from any Pace fixed route bus corridor.	RTA-certified ADA Paratransit Riders Cannot be enrolled in Pace's Taxi Access Program (TAP).	24/7/365	\$3.25 <i>Equal the ADA Paratransit fare. The program covers up to \$30 per trip; riders must pay any remaining balance.</i>	559,000 persons ● 55,900 disabled
Pace On-Demand	Naperville-Aurora	General public	M-F 6:30 AM - 7:00 PM	Ventra: \$2.00 Cash: \$2.25 <i>Reduced fare cards accepted.</i>	78,300 persons
Pace On-Demand	Wheaton-Winfield	General public	M-F 6:30 AM - 6:45 PM	Ventra: \$2.00 Cash: \$2.25 <i>Reduced fare cards accepted.</i>	12,200 persons
Ride DuPage / Addison Township	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	87,700 persons ● 15,800 seniors (65+) ● 8,800 disabled
Ride DuPage / Village of Bensenville	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$3.25 base fare, plus \$1 per mile traveled	17,300 persons ● 2,900 seniors 65+ ● 2,100 disabled
Ride DuPage / City of Elmhurst	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	45,100 persons ● 8,600 seniors 65+ ● 3,200 disabled

Agency	Service Area	Eligible Riders	Hours of Operation	Fares (One-Way)	Service Area Population
Ride DuPage / Village of Glen Ellyn	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	28,600 persons ● 5,400 seniors 65+ ● 2,600 disabled
Ride DuPage / Milton Township	● "DuPage County and the surrounding areas"	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	119,300 persons ● 21,200 seniors 65+ ● 10,200 disabled
Ride DuPage / City of Warrenville	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	11,900 persons ● 1,900 seniors 65+ ● 1,200 disabled
Ride DuPage / City of West Chicago	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	22,900 persons ● 2,800 seniors 65+ ● 2,100 disabled
Ride DuPage / City of Wheaton	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	49,900 persons ● 8,500 seniors 65+ ● 4,000 disabled
Ride DuPage / Naperville-Lisle Area Transportation Partners	● DuPage County (excl. O'Hare Airport)	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$2 base fare, plus \$1 per mile traveled	270,500 persons ● 40,600 seniors 65+ ● 21,600 disabled
Ride DuPage to Work / Naperville-Milton Partners (Ride)	● Trips must start or end within the boundaries of Naperville, Lisle, or Milton Townships	● Senior citizens (65+) ● Persons with disabilities	24/7/365	\$3 flat for the first six miles and \$1 for each additional mile	390,100 persons ● 62,400 seniors (65+) ● 31,200 disabled
Ride DuPage to Work (County)	● DuPage County (excl. O'Hare Airport)	● Persons with disabilities	24/7/365	\$3 per ride plus \$1 for every mile traveled	930,000 persons ● 83,700 disabled

Agency	Service Area	Eligible Riders	Hours of Operation	Fares (One-Way)	Service Area Population
Ride DuPage / DuDCS	● DuPage County Requires approval for trips outside of DuPage County.	● Seniors (60+) ● Persons with disabilities ● Persons with income at or below 200% of the federal poverty guidelines	24/7/365	\$4 for trips to DuPage County Community Services or DuPage County Health Department Main Office. \$1.50 flat for first six miles, \$1.50 per additional mile	930,000 persons ● 83,700 disabled ● 148,800 persons within 200% of poverty threshold ● 237,000 seniors (60+)
Ride DuPage / Senior Transportation Grant (DuDCS)	● DuPage County Requires approval for trips outside of DuPage County.	● Seniors (60+)	24/7/365	Free	930,000 persons ● 237,000 seniors (60+)
Ride DuPage / Veterans Assistance Commission (County)	From DuPage County to the Hines, North Aurora, and Hoffman Estates VA medical centers.	Veterans who reside in DuPage County.	24/7/365	Free	930,000 persons ● 23,700 veterans
Bloomington Township Dial-a-Ride	Bloomington Twp. <i>Weekdays; includes the Village of Bloomington</i> Village of Bloomington only <i>Weekends</i>	<i>Weekdays</i> Township and Village residents <i>Weekends</i> Village residents only	<i>Weekdays</i> 8:00 AM – 6:00 PM <i>Saturdays</i> 9:00 AM – 1:30 PM <i>Sundays</i> 9:00 AM – 2:30 PM	Full Fare: \$3.00 Seniors (65+): \$1.50 Disabled: \$1.50 Students: \$1.50 <i>Fares are not charged for children under seven.</i>	<i>Weekdays</i> 111,300 persons <i>Weekends</i> 23,600 persons
Downers Grove Township Dial-a-Ride	Downers Grove Township boundaries and additional medical locations.	● Seniors (65+) ● Persons with disabilities	<i>Weekdays</i> 8:00 AM – 4:00 PM	Cash: \$3.00 <i>Unless registered as a passenger escort, additional riders must also pay the cash fare.</i>	149,100 persons ● 29,800 seniors 65+ ● 13,400 disabled
Village of Glendale Heights Senior Bus Transportation	Glendale Heights village boundaries	● Seniors (60+)	<i>Weekdays</i> 7:30 AM - 5:00 PM	\$3.00 one-way, \$5.00 round-trip	28,500 persons ● 6,000 seniors (60+)

Agency	Service Area	Eligible Riders	Hours of Operation	Fares (One-Way)	Service Area Population
Lisle Township Transportation Program	Lisle Township and select external medical destinations	● Seniors (65+) ● Persons with disabilities	<i>Weekdays</i> 7:30 AM – 3:30 PM	Cash: \$3.00	118,800 persons ● 20,200 seniors 65+ ● 10,700 disabled
Wayne Township Dial-a-Ride	Wayne Township <i>Bloomington Township and select medical offices included as external destinations.</i>	● Wayne Township residents	<i>Weekdays</i> 8:00 AM – 6:00 PM	Full Fare: \$2.50 Reduced Fare: \$1.50 <i>Reduced fares for seniors (60+), persons with disabilities, and students</i>	63,900 persons
Winfield Township Senior & Disabled Transportation	Winfield Township, with residents also travel up to three miles outside the Township into DuPage County.	● Senior residents (55+) ● Residents with disabilities	<i>Weekdays</i> 8:15 AM – 4:00 PM <i>Excluding 1:00–2:00 PM for driver's lunch. No service on weekends.</i>	Free	46,900 persons ● 13,400 seniors 55+ ● 4,700 disabled
City of Wood Dale Dial-a-Ride	City of Wood Dale limits, with riders also able to access Elmhurst Hospital.	● City of Wood Dale residents	<i>Weekdays</i> 8:30 AM – 4:00 PM	Full Fare: \$2.00 Reduced Fare: \$1.50 <i>Reduced fares for seniors and persons with disabilities and passes for 10 rides.</i>	44,900 persons
York Township Senior Ride Program	York Township	● Senior residents (55+)	<i>Weekdays</i> 8:15 AM – 3:00 PM	Trips to/from Township Offices: \$2 Essential rides (medical and grocery trips): \$3 Non-essential rides (shopping, etc.): \$4	42,100 residents age 55+
City of Aurora Ride Solution (CARS)	City of Aurora <i>Trips can be taken up to 20 miles outside City limits without staff approval.</i>	● Senior residents (60+) ● Residents with disabilities (18+)	<i>Sunday – Thursday</i> 7:00 AM – 10:00 PM <i>Friday – Saturday</i> 7:00 AM – 11:00 PM	Free	169,200 residents ● 28,200 age 60+ ● 16,900 living with disabilities

Agency	Service Area	Eligible Riders	Hours of Operation	Fares (One-Way)	Service Area Population
Village of Downers Grove Taxi Coupon Program	Village of Downers Grove	● Senior residents (65+) ● Residents with disabilities (18+)	Only limited by taxi availability.	Varies by trip; riders pay using coupons. <i>Each sheet of coupons pays for \$10 of taxi travel and is sold to riders for \$5. Participants can buy up to six coupon sheets per month.</i>	51,100 persons ● 10,700 seniors 65+ ● 4,600 disabled
Hinsdale Lake Terrace Community Rideshare	Hinsdale Lake Terrace Neighborhood <i>Travel is permitted anywhere in the RTA six county service area.</i>	Neighborhood service area residents	Unrestricted; only limited by TNC vehicle availability.	\$2.00 + any costs exceeding \$22.00 The program subsidizes up to \$20.00 per trip. For rides under \$2.00, riders will not pay any additional fare. Any balance above \$22.00 per trip is paid by the rider.	3,600 persons <i>Neighborhood service area</i>
Villa Park Subsidized Taxi Program (Inactive)	Village of Villa Park <i>Trips are not provided to external destinations.</i>	● Residents age 65+ ● Residents living with a disability	Only limited by taxi availability.	\$1.00 per person <i>One-way fare</i>	22,700 persons ● 3,600 seniors 65+ ● 2,700 disabled

Previous Plan Review

The project reviewed a wide range of previously completed transit and mobility plans from the Chicago region to more fully understand the policy and programmatic context of demand-responsive transportation in DuPage County. The range of studies evaluated include:

1. *Human Services Transportation Plan (HSTP) for Northeastern Illinois, 2026 Update*
2. *Driving Innovation Plan: The Pace Strategic Vision Plan*
3. *DuPage County Mobility Framework Plan*
4. *DuPage County Mobility Plan: Gap and Service Analysis Technical Report*
5. *DuPage County LRTP 2021*
6. *My Metra Our Future: Strategic Plan 2023-2027*
7. *Riding Into The Future: A Regional Vision for the Implementation of the Northern Illinois Transit Authority (NITA) Act, and Riding Into The Future: Companion Guide*
8. *On To 2050: Update Summary*
9. *Pace Transit Supportive Guidelines, and Addendum*
10. *Pace ReVision Network Concepts Report*
11. *RTA Transit-Friendly Communities Guide*
12. *RTA Transforming Transit*

Across the twelve plans reviewed, the studies that substantively address demand-response transportation in DuPage County reached similar conclusions: the County's demand-response features inconsistent and fragmented service design (particularly fares and rider eligibility rules) and are increasingly costly for local governments to maintain their sponsorships. The 2026 HSTP, the DuPage County Mobility Framework Plan, the DuPage County Mobility Plan Gap and Service Analysis, and the emerging NITA-era planning documents (*Riding Into the Future* and its *Companion Guide*) each independently identify the same underlying sets of problems: a patchwork of municipal- and township-sponsored Ride DuPage and Dial-A-Ride programs operating under inconsistent eligibility rules, fare structures, and service boundaries, compounded by escalating per-trip subsidy costs (reported as high as \$65 per trip) that have driven some municipal partners to withdraw from the system. The County's demand-response network is therefore in need of structural consolidation and coordination rather than expansion.

Common recommendations articulated in these studies include (1) the consolidation of administrative and financial functions (e.g. switching from traditional two-party intergovernmental agreements to a countywide, multi-jurisdictional master agreement), paired with (2) modernized technology and (3) more equitable fare policy. For example, the HSTP's Goal #1 explicitly calls for NITA to partner with DuPage County to merge its fragmented township programs into a single countywide service modeled on Ride Lake County and MCRide. The County's *Mobility Framework Plan* independently prioritizes the same consolidation of Ride DuPage and Dial-A-Ride as a high-priority, one-to-three-year action item. The NITA-era documents reinforce this direction at the regional governance level, proposing a Dial-a-Ride Service Coordination Council and a third-party

evaluation of existing DRT providers across its six-County region, alongside statutory deadlines for income-based and fare-capped pricing by 2028. Technology modernization is another consistent theme among recommendations across the HSTP, the Mobility Framework Plan, and Pace's own *Driving Innovation plan*. In particular, adoption of a centralized, customer-facing application for demand-response service, including several frequently referenced features:

- Trip planning and real-time vehicle tracking (building on TripCheck and the Pace On Demand app)
- Cashless/Ventra-based ticketing
- Improved dispatching software enabling more efficient ride-sharing, trip brokering to taxis/TNCs, and commingled operations

Notably, about half of the 12 plans reviewed either exclude demand-response service from their analytical scope entirely or discuss it only tangentially as a first-mile/last-mile connection to fixed-route rail and bus services. These studies for which demand-response is not a core focus include the *Metra Strategic Plan*, *ON TO 2050*, DuPage County's capital program in its LRTP, Pace's *Transit Supportive Guidelines*, the Pace *ReVision Network Concepts Report*, and the RTA's *Transit-Friendly Communities Guide* and *Transforming Transit* vision.

This pattern suggests that demand-response service in DuPage County and elsewhere is not heavily influenced by the primary capital and network-planning processes that drive the region's largest transit funding decisions. The County LRTP's \$800 million capital program does not dedicate funding to demand-response, and Pace's *ReVision* study, which restructures the agency's fixed-route service, does not consider any changes to the County's demand-response services. As a result, DuPage County's demand-response services are likely to be shaped by governance reform, new cost-sharing agreements between Pace and local governments, and technology consolidation rather than any large-scale or regional capital investments. The NITA Act's 2026–2029 statutory timeline is a major impetus for the implementation of these key changes.

Human Services Transportation Plan (HSTP) 2026

Regional Transportation Authority (RTA), transitioning to the Northern Illinois Transit Authority (NITA) as of September 1, 2026

May 2026

Project Purpose and Geography

The Coordinated Human Services Transportation Plan (HSTP) is intended to satisfy three primary objectives for the region:

- Identify mobility needs for older adults, individuals with disabilities, people with low incomes, and the general public;
- Update strategies to improve coordination of services and resources used in passenger transportation;
- Establish goals and strategies and identify responsible parties and performance measures to maintain and improve coordinated transportation funding and implementation.

The study covers the six-county Chicago Metropolitan Agency for Planning (CMAP) regions of Cook, DuPage, Kane, Lake, McHenry, and Will Counties, plus parts of Kendall, DeKalb, and Grundy Counties. It is required as a condition of continued FTA Section 5310 funding under the federal Infrastructure Investment and Jobs Act (IIJA) legislation, which mandates that Section 5310 projects be included in a locally developed, coordinated HSTP.

Relevance to LinkUp DuPage

The study evaluates DuPage County's demand-response network, including **Ride DuPage**, the county's primary curb-to-curb coordinated dial-a-ride service operated by Pace under sponsorship from participating townships, cities, and villages, along with the **DuPage County Senior Transportation Grant**, the **Ride to Work Program**, and several municipal **On Demand microtransit** and **dial-a-ride services** operating within the county.

The methodology paired a regional demographic and socioeconomic assessment with structured stakeholder engagement, including Project Advisory Committee meetings, focus groups, public meetings, key stakeholder interviews, and a public survey, to identify unmet needs and service gaps. These findings were then organized into a needs-and-gaps matrix by geography and category (service limitations, geographic boundaries, information/navigation, fares, and scheduling/technology) and translated into six regional goals, each supported by defined strategies, responsible parties, cost estimates, funding sources, and performance measures.

Summary of Findings / Recommendations

The plan finds that DuPage County faces particular affordability strain within its subsidized paratransit programs. Stakeholders reported per-trip senior transportation grant costs as high as \$65, with some Ride DuPage municipal partners withdrawing due to escalating costs, compounded by fragmented inter-agency coordination and persistent difficulty completing cross-county trips, particularly between DuPage and Cook Counties.

Rather than issuing DuPage-specific recommendations, the plan addresses these findings through six phased regional goals applicable to DuPage.

Goal #1: Ensure Countywide Coverage – directs NITA to partner with DuPage County to consolidate its fragmented municipal and township Ride DuPage programs into a single borderless, countywide transit service (similar to Ride Lake County and MCRide), funded through Sections 5310/5307, RTA Sales Tax monies collected in DuPage County, local government contributions, and potentially CMAQ for pilot phases.

Goal #2: Conduct a Regional Dial-A-Ride Study – execute a regionwide Dial-A-Ride coordination study per the NITA Act to recommend a unified, cross-jurisdictional funding and service structure.

Goal #3: Improve Existing Paratransit Subsidy Programs – standardize operating policies across Pace ADA-subsidy programs, introduce non-dedicated service providers (NDSPs), expand wheelchair-accessible vehicle (WAV) availability, and manage funding caps (such as a 40-ride monthly cap for certified riders).

Goal #4: Modernize Trip Scheduling and Vehicle Location Software – implement a centralized customer-facing digital trip planning and real-time vehicle arrival tracking system (building on existing platforms such as TripCheck and the Pace On Demand app) for demand-response modes by July 1, 2028. This will enable centralized trip planning and improved passenger grouping.

Goal #5: Expand Access to Suburban Jobs and Health Services – recommends expanding suburban service hours and days, including nights and weekends, to support employment, healthcare, and wellness trips. This also includes developing 1-to-3-year regional service plans starting December 2027, updating municipal zoning for Equitable Transit-Oriented Development, and constructing mobility hubs and first/last-mile pedestrian infrastructure.

Goal #6: Enhance Travel Training and Education – expand county-level mobility management roles, launch a standardized Transit Ambassador certification program, and improve rider access to unified transportation resources.

Driving Innovation: The Pace Strategic Vision Plan

Pace Suburban Bus

September 2021

Project Purpose and Geography

Driving Innovation is Pace's agency-wide strategic vision plan, serving as the successor to its prior *Vision 2020* plan (from 2002) and establishing the major planning, policy, and capital priorities that will guide the agency for approximately the next decade. Its geographic scope covers Pace's full six-County suburban service area in Northeastern Illinois (Cook, DuPage, Kane, Lake, McHenry, and Will Counties), encompassing hundreds of municipalities outside the City of Chicago.

The impetus for the plan was the need to adapt to regional mobility changes, address ongoing racial and socio-economic equity concerns, recover from the impacts of the COVID-19 pandemic, and leverage capital funding provided by the Rebuild Illinois state capital program. Originally scheduled for a 2020 release, the plan was delayed, substantially revised, and further shaped to align agency priorities in response to these operational and fiscal challenges.

Relevance to LinkUp DuPage

Driving Innovation references and evaluates several of Pace's own systemwide demand-response service types that operate within DuPage County as part of the agency's broader six-County network, including ADA Paratransit, Dial-a-Ride, Pace On Demand, and Vanpool/Vanpool Advantage; it does not evaluate any DuPage County-specific program, such as Ride DuPage, on an individual basis.

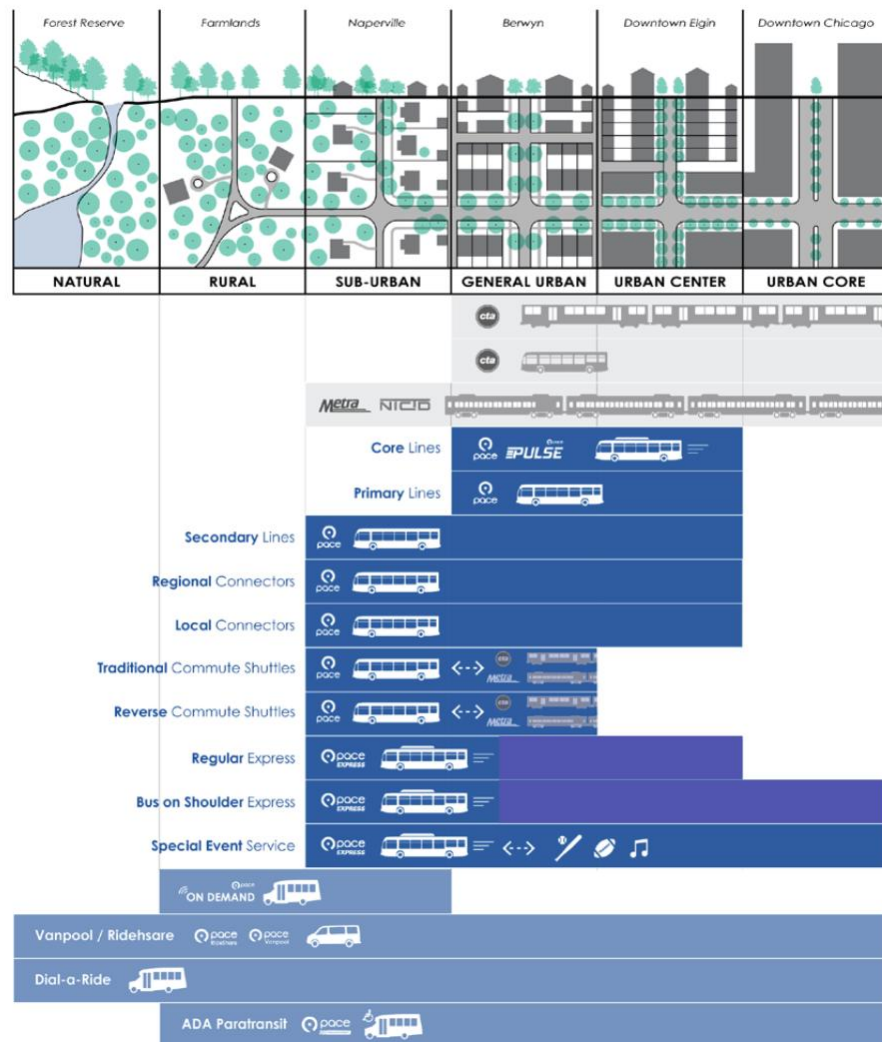
The recommendations are 20 numbered initiatives split across four categories:

- **Agency Priority (A-1 to A-5):** topics such as the Rapid Transit Program and Service Standards Framework
- **Planning and Development (P-1 to P-5):** includes items such the Rideshare/Vanpool Wheelchair Accessible Vehicle initiative
- **Service and Infrastructure (S-1 to S-5):** relates to demand-response transportation topics such as S-3 Paratransit Upgrades, S-4 Dial-a-Ride Service Consistency, and S-5 Centralized Operations Control Facility
- **Technology and Insight (T-1 to T-5):** includes the On-Demand and Paratransit Scheduling Systems action item

The plan defines 11 total goals, split into two sets:

- **Service Goals:** Accessibility, Equity, Productivity, Responsiveness, Safety
- **Organization Goals:** Adaptability, Collaboration, Diversity, Environmental Stewardship, Fiscal Solvency, Integrity

	The Evaluation Matrix is a grid with these 11 goals as rows and all 20 initiatives as columns. As demand response is only one of twenty initiatives spread across four initiative categories, the plan applies the same regionwide evaluation framework to it as to all other initiatives. There is a three-tier prioritization scale (Implement Now, Implement Later, Further Investigate) that is applied to phase initiatives, though the document available does not clearly indicate which tier each demand-response initiative was assigned.
Summary of Findings / Recommendations	For demand-response services, the plan's key recommendation is to modernize, consolidate, and expand these programs rather than to fundamentally restructure them, pursued through several linked initiatives: ● On phasing, the plan situates them within its broader three-tier implementation scale alongside all twenty initiatives. ● On budget and performance impacts, it instead sets qualitative goals such as pursuing reliability improvements, achieving fleet efficiency, and prioritizing higher-need and traditionally disadvantaged communities. ● On funding and resource-sharing, the plan calls for exploring public-private partnerships and innovative financing arrangements, pursuing grant opportunities, and deepening communications and coordination with local governments and other institutions to support Dial-a-Ride consistency. ● On technology, it emphasizes continued investment in customized paratransit scheduling software, computerized dispatching, and data/telematics tools to improve service efficiency and a centralized operations control capability. ● On operations model, the plan highlights leveraging the Vanpool Advantage program, which partners with human-service organizations, to expand Wheelchair Accessible Vehicle availability for local ride-hailing and transportation network company (TNC) contractors, representing a hybrid, non-dedicated approach to accessible mobility rather than an exclusively in-house or exclusively contracted model. ● On governance, the plan notes as an achievement the prior consolidation of City of Chicago and suburban ADA Paratransit services into a single regional Pace-operated system, and frames Dial-a-Ride consistency as requiring closer institutional coordination with municipalities, though it does not propose new intergovernmental agreements, MOUs, or taxing districts specific to demand response. Ultimately, the plan seeks to establish flexible, contracted, and non-dedicated operations supported by intergovernmental agreements to ensure seamless cross-boundary coverage and enhanced regional equity.



Above: Existing Pace Transit Typology by Urban Transect, Pace Driving Innovation Plan

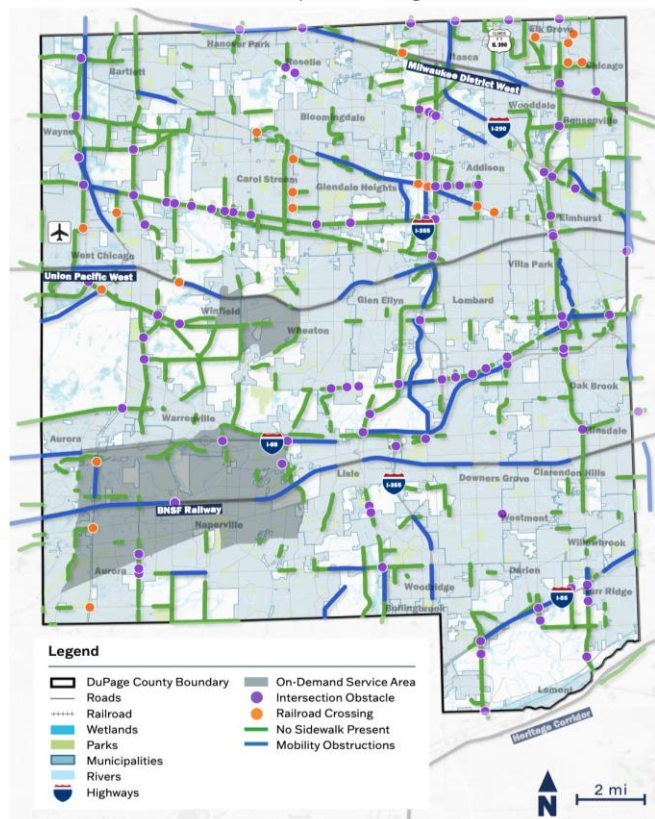
DuPage County Mobility Framework Plan	
DuPage County Division of Transportation (DuDOT)	
February 2024	
Project Purpose and Geography	The plan establishes a coordinated, long-term vision and set of guiding themes, goals, strategies, and action items intended to help DuPage County and its partner agencies navigate an evolving mobility landscape rather than serve as a traditional capital or operations plan. Its geographic scope is all of DuPage County. The plan was prompted by pandemic-era declines in transit ridership and farebox revenue, an approaching regional transit "fiscal cliff" projected for 2026 with an estimated \$730 million annual operating deficit, and the need to align DuPage's local priorities with concurrent regional strategic planning efforts led by CMAP and the RTA.
Relevance to LinkUp DuPage	The plan references several demand-response services operating within the county, including Pace On Demand, ADA Paratransit, Ride DuPage, municipal and township Dial A Ride programs, and non-profit operated services. To establish its core research questions and evaluate strategies, the study utilizes a Mobility Gaps Analysis to spatially map transportation needs against existing public transit services and land use. It also incorporates community engagement through a Steering Committee and Stakeholder Advisory Group to identify mobility obstacles. Finally, the plan outlines an implementation matrix that assigns priority levels, time frames, and participating organizations to specific action items to address these identified needs.
Summary of Findings / Recommendations	A recommendation for the identified demand-response services is to explore the administrative and funding consolidation of Ride DuPage and local Dial A Ride programs to create a more efficient and predictable shared ride system. The plan prioritizes this consolidation as a high-priority action item intended to take place within one to three years. To support these operations and mitigate the region's impending operating capital deficit, the county recommends sharing costs with local governments and seeking joint funding proposals. Technologically, the framework advises implementing a modernized regional payment platform and developing cashless ticketing systems specifically for Dial A Ride and On Demand clients. The governance and operational models emphasize maintaining shared-ride services through Pace while encouraging the formation of inter-organizational working groups to coordinate transit policies, land use ordinances, and funding matches across various jurisdictions. The plan's central demand-response recommendation is to commission a study, evaluating the administrative and funding consolidation of the Ride DuPage and township Dial-A-Ride programs, which currently operate under inconsistent eligibility rules, service areas, and cost structures

across sponsoring municipalities and townships. The plan prioritizes this consolidation as a high-priority action item intended to take place within one to three years.

Beyond consolidation, the plan calls for coordinating scheduling and transfer locations between On-Demand and fixed-route service, extending cashless Ventra based ticketing to Dial-A-Ride and Ride DuPage riders, and broadening public information on unscheduled services, all framed as ongoing or near-term technology and coordination improvements rather than capital investments.

On funding and resource sharing, it recommends piloting cost and revenue sharing arrangements between local governments, transit agencies, and TNCs such as Uber to support On-Demand, shuttle, and guaranteed-ride services, alongside pursuing coordinated grant applications and shared match funding among the County, Service Boards, and municipalities.

For equity and affordability, the plan recommends holding paratransit fares at or below the rate of inflation and pursuing fare capping or a uniform regional fare structure. The plan leveraged on a collaborative, multi-stakeholder study and Working Group process, organized around the plan's eight themes, to determine implementation details in coordination with Pace and local sponsor agencies.



Above: Mobility Obstacles, in DuPage County Mobility Framework

DuPage County Mobility Plan, Gap and Service Analysis Technical Report

DuPage County Division of Transportation (DuDOT)

2024

Project Purpose and Geography

The report seeks to identify gaps, barriers, and obstacles to both motorized and non-motorized mobility across DuPage County connected as technical gap assessment for *DuPage County Mobility Plan*. The report aims to present illustrative examples of transportation demand that can seed a broader conversation about connectivity and network development in the suburbs. Its geographic scope covers all of DuPage County, with particular attention to how existing fixed-route and demand-response service measures up against the needs of disabled persons, aging residents, disadvantaged and minority communities, essential workers, and students. The impetus for the report was significant mobility challenges faced by non-driving populations, which have been compounded by incomplete transit networks, missing pedestrian infrastructure, expensive private transportation options, and pandemic-related service suspensions.

Relevance to LinkUp DuPage

The report directly references and evaluates Pace On Demand (the Wheaton-Winfield and Aurora-Naperville service areas, plus the Batavia and St. Charles On Demand services reaching in from Kane County), ADA Paratransit, Ride DuPage, township-sponsored Dial-A-Ride programs, the DuPage Uber Access Program, the Pace VanGo pilot, and the Pace Van Pool program.

The methodology centers on spatial and demographic overlay mapping, comparing the coverage of fixed-route and demand-response services against the home locations of disabled, aging, disadvantaged, and minority populations and essential workers, supplemented by land use and business density mapping. This spatial analysis is paired with a travel demand analysis using trip data from Replica to identify major origins and destinations which also helps identify specific transit deserts and opportunities for enhanced network connectivity. These mapped findings translated into a corresponding gap analysis and set of recommendations intended to feed the companion Mobility Plan Recommendations and Strategies memorandum.

Summary of Findings / Recommendations

The report's core demand-response recommendation is to expand Pace On Demand and related shared-ride services into areas identified as underserved, disadvantaged, or lacking fixed-route access, while strengthening and better supporting the existing patchwork of township-sponsored Ride DuPage and Dial-A-Ride programs for seniors and people with disabilities.

Rather than presenting a phased or prioritized implementation schedule, the recommendations are framed as items for further investigation, piloting, and evaluation, including examining On Demand expansion to disadvantaged and minority neighborhoods, investigating less formal On

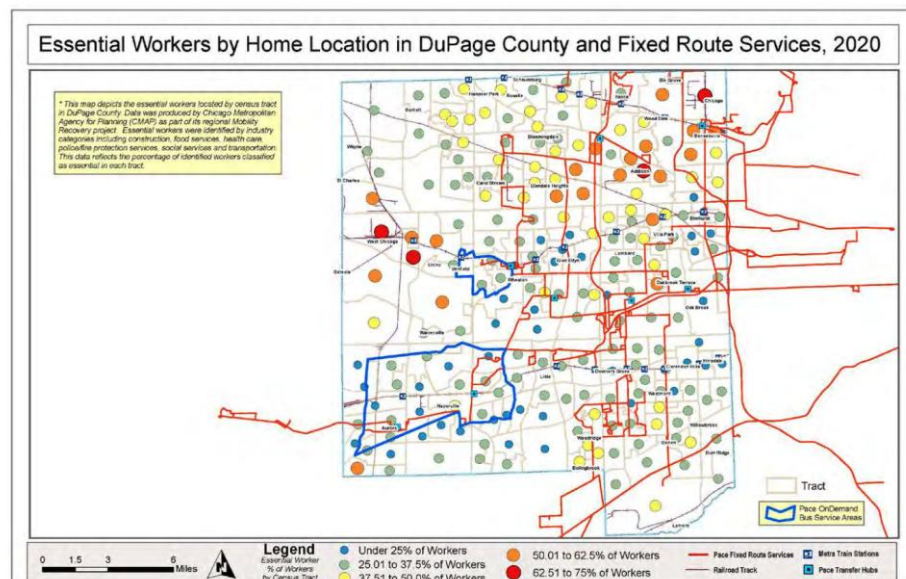
Demand routes in underserved mixed-use corridors, and studying the travel needs and destinations of essential workers in specific unserved employment zones such as West Chicago, Addison, and Lombard.

On performance and impact, the report documents that Pace systemwide daily ridership has fallen more than 40 percent since 2012, that Pace has moved to a flat \$2 fare (with \$1 for qualified riders) that also applies to On Demand service, and that the Uber Access Program subsidizes paratransit-eligible Uber rides up to \$30 at no cost to the rider.

On funding and resource sharing, it notes that Ride DuPage and Dial-A-Ride are administered by Pace on behalf of townships and municipalities under varying local cost and sponsorship models, that the Van Pool program can be subsidized by employers, and it recommends that regional fare and service pilots be evaluated for their differential impact on underserved communities.

On operations and governance, the Plan recommends piloting additional TNC partnerships (extending the Uber Access model to essential-worker trips to Metra stations or Pace transfer points) to support a "more robust" township-based service model for senior and disabled travelers.

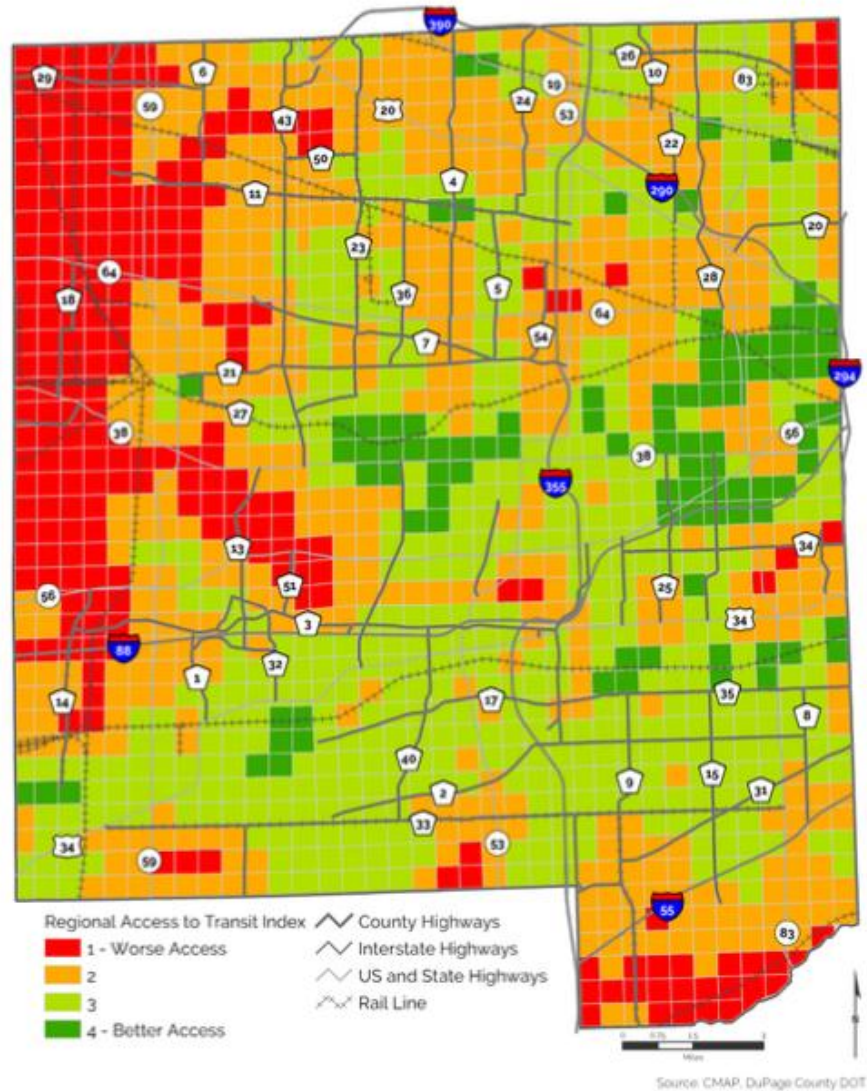
To achieve these goals, the proposed governance model involves continuing collaborative discussion among the State, DuPage County, Pace, and Metra to coordinate infrastructure improvements, revise parking requirements, and implement transit supportive guidelines.



Above: Transit Access Gaps and Essential Workers, DuPage County Mobility Framework

DuPage County Long Range Transportation Plan (LRTP)	
DuPage County Division of Transportation (DuDOT)	
December 2021	
Project Purpose and Geography	The DuPage County <i>Long Range Transportation Plan</i> establishes a twenty-year framework (2021 to 2040) to guide investment, maintenance, and policy decisions across DuPage County's roadway, transit, freight, and non-motorized transportation networks. Its geographic scope covers all of DuPage County, a mature, largely built-out suburban county of roughly 930,000 residents within the Chicago metropolitan region. Its purpose is to establish a 20-year strategic framework to guide future capital investments, policy decisions, and system performance enhancements. The impetus for the plan stems from changing socioeconomic demographics, an aging population, shifting land-use densities, and severe right-of-way limitations that require a transition from capacity expansion toward system maintenance, safety, and operational efficiency.
Relevance to LinkUp DuPage	The plan references several DuPage County demand-response programs, including Pace On-Demand (formerly Call-N-Ride), Pace-operated Dial-a-Ride service delivered in partnership with fourteen municipalities and townships, Ride DuPage (a subsidized taxi and bus program for residents with physical or cognitive limitations, funded jointly by the County, Pace, and local townships, cities, and villages), and DuPage County Human Services subsidized taxi and lift-equipped bus service for income-eligible residents. These programs are catalogued in the existing conditions inventory and referenced as ongoing policy commitments under the Mobility Choice goal area, rather than being subjected to independent analysis. The methodology focuses on answering the core questions developed through engagement. The engagement consisted of stakeholder and public engagement, existing-conditions inventory, and a four-step travel demand model used to project 2040 roadway needs, with capital strategies then evaluated and prioritized against five adopted goal areas using an implementation matrix and a fiscally constrained financial plan. Demand-response services were not incorporated into this modeling or prioritization framework.
Summary of Findings / Recommendations	The plan prioritizes projects into five-year implementation phases, allocating nearly 60 percent of the estimated \$795.5 million dollar constrained capital budget to pavement reconstruction, bridge maintenance, and intersection enhancements. Demand-response services receive no dedicated capital allocation. It recommends, but does not fund or schedule, the development of a countywide <i>Mobility Plan</i> intended to build consensus among local governments, private mobility providers, and public transit agencies, along with the possible formation of a last-mile advocacy group or

mobility coordinator role. The Plan projects that motor fuel and local gas taxes will remain the primary funding sources, while emphasizing the need to leverage federal and state grants to finance regional transit and non-motorized infrastructure.



Above: Regional Access to Transit Index, DuPage County LRTTP

My Metra, Our Future: Strategic Plan 2023-2027

Metra

February 2023

Project Purpose and Geography

This *Strategic Plan* is Metra's update to its 2017 *On Track to Excellence* plan, establishing a five year roadmap (2023-2027) to guide the agency through post pandemic operating and funding challenges and to reposition Metra's regional rail service to meet changing regional travel patterns. The plan covers Metra's entire six-County Chicago metropolitan service area, spanning more than 3,700 square miles across 11 rail lines and 242 stations, including 77 stations within the city of Chicago and 165 stations across 121 other communities. This plan was informed by public input, including a survey with more than 2,800 responses, virtual and in person public meetings, and consultations with regional transportation planning partners and advocacy groups. It outlines strategic initiatives to transform traditional peak-period commuter operations into a flexible, all-day regional rail network.

Relevance to LinkUp DuPage

No DuPage County demand-response services or human-services transportation programs are referenced or directly evaluated in this study. The document focuses exclusively on regional rail operations and infrastructure. The plan briefly touches on multimodal connectivity in general terms, referencing efforts to solve first and last mile connection challenges and to pursue fare integration with CTA and Pace, but it does not address demand response transportation specifically or by name. To establish its research questions and evaluate implementation strategies, the study utilizes public survey feedback, stakeholder coordination, and Transit Asset Management condition assessments.

Summary of Findings / Recommendations

As the plan does not address demand response transportation, its key recommendations instead center on five strategic goals for Metra's fixed route rail system:

1. **Enhance service to grow ridership and provide mobility choices:** shifting toward a more frequent, all-day "regional rail" service model, new fare products, and exploring new ridership markets
2. **Ensure the Metra experience is safe, easy, and enjoyable for all customers:** improving customer communications, station accessibility (including ADA upgrades), and the onboard experience with new railcars.
3. **Attract a diverse workforce and invest in employees:** advancing diversity, equity, and inclusion in hiring, professional development, and maintaining strong union relationships.
4. **Innovate to become more efficient and effective:** pursuing capital asset management, cybersecurity improvements, discretionary grant funding, and agency realignment to deliver projects more efficiently.
5. **Commit to being a socially responsible organization focused on equity and sustainability:** emphasizing equity in capital programming, reducing the agency's carbon footprint through zero-emission locomotives, and meeting Disadvantaged Business Enterprise (DBE) contracting goals.

Riding Into the Future: A Regional Vision for the Implementation of the Northern Illinois Transit Authority (NITA) Act + Companion Guide

Metropolitan Planning Council (MPC)

April 2026

Project Purpose and Geography

This entry covers two paired MPC documents released in April 2026: a narrative report and an accompanying page-referenced legislative guide, both examining the implementation of the Northern Illinois Transit Authority (NITA) Act, Senate Bill 2111 (Public Act 104-057), which Illinois legislators passed in October 2025. It took effect on June 1, 2026 to replace the Regional Transportation Authority (RTA) with a new agency holding expanded authority over regional transit service planning, budgeting, capital planning, and fare policy. Its geographic and population scope covers the six-county Chicago metropolitan region of Cook, DuPage, Kane, Lake, McHenry, and Will Counties, encompassing the combined service areas of the Chicago Transit Authority (CTA), Metra, and Pace. The impetus for the change was a mounting regional fiscal crisis, post-pandemic declines in transit ridership, structural operating budget deficits, and a longstanding fragmented transit governance model among three operating agencies.

Relevance to LinkUp DuPage

The report references, but does not evaluate in depth, the local dial-a-ride providers operating under contract to Pace in DuPage County, discussing them within a broader regional inventory of demand-response services alongside MCRide in McHenry County, Ride in Kane, and Ride Lake County, as well as regional ADA Paratransit service. Its methodology for demand-response is primarily qualitative and policy-oriented rather than data-driven or spatial: it identifies inconsistencies in eligibility, fares, and service boundaries across existing dial-a-ride providers, and proposes a framework of new governance mechanisms, namely a Dial-a-Ride Service Coordination Council and a third-party evaluation of existing programs, to develop coordinated recommendations.

The methodology establishes its research questions and evaluates implementation strategies. The report utilizes a comparative analysis benchmarking Northeastern Illinois against domestic peer cities and international transit models in Munich and Berlin. It incorporates spatial mapping of transit operators and regional mobility hubs, demographic data analysis of mobility needs, a structured evaluation of governance reform, and a statutory legislative breakdown detailing transit rules, funding mechanisms, and operational deadlines through 2033.

Summary of Findings / Recommendations

Key recommendations for demand-response services mandate establishing a Dial-a-Ride Service Coordination Council to improve service quality, procuring a third-party consultant to study and evaluate existing services, creating an Office of Disability Policy and Planning alongside a regional ADA Advisory Council to publish the first Regional Transit Accessibility Plan, requiring transit agencies to honor external paratransit eligibility determinations, and offering visitor paratransit

	service within one day of notification. Strategy prioritization follows strict statutory deadlines through 2033, including seating a 20-member NITA Board by September 2026, delivering a consultant-led transition plan by July 1, 2027, deploying income-based reduced fares and unified fare-capping by mid-2028, and enforcing regional service plans by early 2029. Technology requirements include procuring a next-generation unified fare collection system, providing integrated digital trip planning and real-time arrival data across all modes, deploying a mobile application for safety reporting, and implementing bus rapid transit priority systems. Governance and operational reforms establish NITA as the overarching authority over regional service planning, capital programming, fare policy, transit-supportive development, and executive director oversight, while operating entities (CTA, Metra, and Pace) maintain service delivery subject to performance standards.
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ON TO 2050 Update Summary

Chicago Metropolitan Agency for Planning (CMAP)

October 2022

Project Purpose and Geography

The *ON TO 2050 Update Summary* presents a four year update to CMAP's long range regional comprehensive plan, originally adopted in October 2018 for the seven county, 284 community northeastern Illinois region of 8.6 million residents. The update fulfills CMAP's federal requirement to refresh core technical components of the plan, including the socioeconomic forecast, the financial plan for transportation, and the list of regionally significant projects, while also responding to the disruptive effects of the COVID-19 pandemic on travel behavior, transit ridership, and regional equity. Rather than replacing *ON TO 2050*, the update reaffirms its guiding principles of inclusive growth, resilience, and prioritized investment while incorporating updated data and analysis.

Relevance to LinkUp DuPage

The document does not reference or evaluate any DuPage County demand-response program by name; its transportation discussion instead addresses fixed-route transit (CTA, Metra, and Pace), roadways, and active transportation at the seven-county regional scale. The study establishes its findings through a regional socioeconomic forecast, a fiscally constrained financial plan allocating anticipated transportation revenues, and a regionally significant projects evaluation process, rather than through a mobility-needs mapping or implementation framework specific to demand-response services.

Summary of Findings / Recommendations

To support the broader transportation network, the plan recommends dedicating nearly 90% of forecasted revenues to maintaining existing transit and roadway assets, establishing new sustainable revenue sources such as a road usage charge and expanded sales tax, and implementing regional safety and ADA accessibility programs. Because no specific demand-response services were evaluated in the study, no direct operational, governance, or funding recommendations were made for those programs.

Transit Supportive Guidelines for the Chicagoland Region (with Guidelines for Pace Pulse Infrastructure and Facilities Addendum)

Pace Suburban Bus

March 2013, with Pulse Addendum updated August 2025

Project Purpose and Geography

The purpose of the study is to establish comprehensive design guidelines for creating transit-supportive environments across the Chicagoland region to foster reliable, efficient, convenient, and accessible bus transit. The study's geographic scope encompasses the entire suburban Chicago service area administered by Pace Suburban Bus, addressing diverse built environments ranging from traditional downtowns to suburban corridors and office campuses. The primary impetus for the study was the need to eliminate physical, operational, and regulatory barriers across every stage of the user's transit trip while aligning local community development with regional livability and mobility goals established in CMAP's *Go To 2040* plan

Relevance to LinkUp DuPage

No specific DuPage County demand-response services or programs are directly evaluated or referenced in the study, as the document focuses primarily on fixed-route bus operations, Arterial Rapid Transit (Pulse), and physical land-use design standards.

The methodology evaluates nine distinct regional place types and analyzes the sequential components of a complete transit trip. It evaluates potential strategies using technical engineering standards adapted from governing bodies (such as IDOT and ADAAG), non-regulatory development checklists, and an implementation matrix of stakeholder tools and responsibilities.

Summary of Findings / Recommendations

As the guidelines are not focused on demand response service, the report's principal recommendations pertain to fixed route bus and Pulse rapid transit modes. Key recommendations focus on integrating high-density mixed land uses near stops into local zoning, designing pedestrian and bicycle-accessible streets, establishing ADA-compliant station and sidewalk infrastructure, and constructing level-boarding platforms, dedicated bus lanes, and queue jumps. Operational priorities emphasize deploying active Transit Signal Priority and Intelligent Transportation Systems to reduce bus delays by up to 15%. The 2025 Pulse addendum adds standardized station placement and sizing, right-of-way and utility coordination, and streamlined local permitting procedures. Long-term governance and funding rely on municipal intergovernmental agreements, public-private partnerships, and revenue-sharing mechanisms, such as Pace's Advertising Shelter Program to jointly phase, fund, and maintain Pulse station infrastructure.

ReVision: Network Concepts Report

Pace Suburban Bus (prepared in partnership with the Regional Transportation Authority; consultant: Jarrett Walker + Associates)

November 2024

Project Purpose and Geography

This report presents the Network Concepts phase of Pace Suburban Bus's *ReVision* study, which reimagines the suburban bus network serving the six-County Chicago region, Cook, DuPage, Kane, Lake, McHenry, and Will counties, an area of about 3,450 square miles and 5.7 million residents. The study was driven by long-standing transit funding disparities, low service frequencies, regional network fragmentation, and an impending regional transit funding deficit projected for 2026. To address these challenges, the *Revision* study evaluates what different levels of investment, a modest Plus 10 scenario and a transformational Plus 50 scenario could achieve for network frequency, coverage, and access to opportunity.

Relevance to LinkUp DuPage

The study does not directly evaluate demand-response or advance-reservation programs such as municipal Dial-A-Ride or Ride DuPage. The report's scope is instead focused on Pace's fixed route suburban bus network and its ten agency operated On Demand (microtransit) zones.

The methodology includes spatial and network analysis to assess land use, density, street walkability, travel flows, and equity indicators, and access to opportunity modeling of jobs, shopping, and school destinations to compare the existing network against three funding scenarios: Plus 10, Plus 50 Ridership, and Plus 50 Coverage.

Summary of Findings / Recommendations

As the report's recommendations pertain exclusively to Pace's fixed route bus network, the core recommendation is to address the impending regional transit fiscal cliff by either closing the immediate deficit with a 10 percent service increase focused on weekend and evening additions (Plus 10) or securing a transformational 50 percent funding increase (Plus 50) to fundamentally restructure the network to a *ridership oriented network* emphasizing frequency in dense areas or a *coverage oriented network* emphasizing geographic reach through lower frequency routes and On Demand zones, with both scenarios leaving DuPage County's Dial A Ride and vanpool programs unchanged.

RTA Transit-Friendly Communities Guide	
Regional Transportation Authority (RTA)	
January 2025	
Project Purpose and Geography	The RTA developed the <i>Transit-Friendly Communities Guide</i> as an implementation action of the regional strategic plan, <i>Transit is the Answer</i> (2023), in order to give municipalities, developers, and residents practical strategies for making communities more accessible and welcoming to transit riders. The Guide updates the RTA's <i>Setting the Stage for Transit Guidebook</i> (2012), incorporating new concepts such as systemic mobility challenges stemming from shifting post-pandemic travel patterns, rising housing cost burdens, traffic congestion, and equitable transit oriented development (ETOD). Its geographic scope is the full six county RTA service region, Cook, DuPage, Kane, Lake, McHenry, and Will Counties, and it addresses development and design around all transit types, including rail, bus, and microtransit.
Relevance to LinkUp DuPage	The Guide does not directly evaluate any DuPage County demand-response service, program, or provider; it is centered instead on fixed-route rail and bus transit and on the land use and design policies that support transit-oriented development, with demand-response modes such as Pace Dial-a-Ride, Pace On-Demand, and ADA paratransit mentioned only briefly and regionally as first and last mile connection strategies rather than as DuPage-specific programs under evaluation. The methodology establishes its core research framework through extensive stakeholder input from a multidisciplinary Steering Committee and focus groups, combined with regional demographic, market, and land use density analyses. It evaluates potential implementation strategies by creating illustrative spatial design prototypes for suburban corridors and downtowns, formulating a land use and transportation policy toolkit, and outlining a structured implementation checklist with defined stakeholder roles.
Summary of Findings / Recommendations	The only recommendations for enhancing demand-response services such as Pace Dial-a-Ride and Pace On Demand, focus on expanding eligibility criteria toward universal public access and utilizing intergovernmental cost-sharing agreements between Pace, counties, townships, and local municipalities. Its principal recommendations instead address fixed-route transit and land use, calling on municipalities to adopt transit-supportive zoning and parking standards, prioritize equitable transit-oriented development near rail and bus stations, pursue access infrastructure improvements such as sidewalks, bikeways, and ADA-accessible curb ramps, and improve coordination with RTA, CTA, Metra, Pace, counties, and municipal governments.

Transforming Transit: \$1.5 Billion Vision for a Stronger Regional Transit System

Regional Transportation Authority (RTA)

January 2025

Project Purpose and Geography

The document sets out RTA's \$1.5 billion vision to transform the Chicago metropolitan transit network into a highly frequent, reliable, and integrated system for regional riders. The impetus described is years of underfunding that have left the system "operating in survival mode," combined with the State of Illinois providing a comparatively low funding match versus peer states. The geographic scope covers the six-county northeastern Illinois region, serving urban and suburban populations reliant on the Chicago Transit Authority (CTA), Metra, and Pace networks.

Relevance to LinkUp DuPage

The document does not identify or evaluate any DuPage County demand-response except for a brief note on On Demand service being used for first mile / last mile cases. The content is focused almost entirely on fixed-route bus and rail service operated by CTA, Metra, and Pace.

The methodology leverages a framework that combines financial gap analysis, regional transit frequency modeling, and a proposed governance restructuring plan to establish accountable service standards and capital priorities across the system.

Summary of Findings / Recommendations

Key recommendations for fixed-route rail and bus modes include securing \$1.5 billion in additional annual operating funds to reduce customer wait times by up to 50%, and restructuring RTA governance across five areas: increased efficiencies, transparency and accountability reforms, integrated fares and customer service, service standards, and capital project prioritization. Under these reforms, RTA would set regional fare policy and launch a unified rider app, establish enforceable service standards with quarterly operator reporting and Board certification of compliance, and allocate capital funding based on accessibility, job access, equity, and climate metrics. The plan also identifies an estimated \$100 million in combined efficiency savings and new revenue, through overhead reductions and a stated 10% fare increase, to help address the current budget gap.

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Appendix A:

Ride DuPage Profiles

System Overview: Ride DuPage

Summary

Ride DuPage is DuPage County's coordinated demand-response transportation program. The system, which is delivered by Pace, provides curb-to-curb transportation across DuPage County. Of these services, only the County-sponsored Veterans Assistance Commission (VAC) and Senior Transportation Grant subservices allow out-of-County trips, to specified VA medical centers and on a discretionary basis respectively.

- **Availability:** Service is available 24/7, and is provided using a combination of dedicated paratransit buses, non-dedicated taxis, and non-dedicated rideshare/TNC vehicles. Eligibility for the system is generally restricted to seniors (65+) and persons with disabilities, although some sponsors allow additional rider groups to travel.
- **Sponsors:** Ride DuPage is supported by a network of 14 sponsors. Sponsors include villages, cities, townships, County departments, and human service agencies. Most sponsors allow travel from a rider's home jurisdiction to any point in DuPage County (with the O'Hare and Midway O'Hare/Midway Airports typically excepted).
- **Registering for Service:** Riders must register for Ride DuPage service before taking a trip. Each sponsor handles registration for new riders independently, with completed applications forwarded to the service's operator, Pace, for incorporation into the list of eligible riders.
- **Booking a Trip:** Once registered, riders book trips through a single Pace call center. To guarantee service, reservations must be made at least 24 hours in advance. Trips can be scheduled up to seven days ahead of the desired pickup. Same-day requests are not guaranteed and available only as operator capacity allows. Fare policies vary between sponsors, although locally-sponsored subservices generally charge riders a distance-based fare. Most sponsors allow passengers who travel to the same location two or more days a week for an extended period to book subscription rides instead of calling in for repetitive bookings.

Since all riders in DuPage County call the same reservation number to book a trip, billing allocation back to sponsors is performed by Pace based on rider demand and available grant funding streams. Some sponsors draw from multiple funding sources (e.g. property taxes, RTA Sales Tax, FTA Section 5310) depending on rider characteristics and trip purpose allocated to each ride. Pace subsidizes the majority of the operating costs of each Ride DuPage subservice, typically funding shares of between 50 and 75 percent with the other sponsors paying the remainder.

- **Service Delivery:** Pace dispatchers assign trips to one of three modes (dedicated bus operator, non-dedicated taxi provider, or non-dedicated TNC provider) based on rider needs, system capacity, time of day, trip distance, and length of advance notice received for the reservation.

Service Sponsors			
Background: <i>Ride DuPage is funded through three general sponsor types in addition to Pace subsidies:</i>	Local Sponsors <i>Municipalities that sponsor service for seniors and residents with disabilities.</i> ● Addison Township ● Village of Bensenville ● City of Elmhurst ● Village of Glen Ellyn ● Milton Township ● City of Warrenville ● City of West Chicago ● City of Wheaton	Sponsor Groups: <i>Municipalities that pool resources to sponsor service for seniors and people with disabilities across multiple Townships and Villages .</i> ● Naperville/Lisle Area Transportation Partners ● Ride DuPage to Work (Naperville / Milton)	County Sponsors <i>County departments that sponsor service for specific populations or trip types not served by other Ride DuPage subservices.</i> ● DuDCS – Ride DuPage to Work ● DuDCS – Community Services ● DuDCS – Senior Transportation Grant ● DuPage Veterans Assistance Commission
Sponsor Roster: <i>If viewing online, profiles for each sponsor can be viewed by clicking the links at right. Roster current as of July 2026.</i>			
Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Curb-to-curb demand response transit. All trips are prebooked. Individual trips may be served by buses, taxis, or TNC vehicles.	1.8 trips / rev. hour <i>2025 average (all modes)</i> By contracted mode: ● 1.6 – Bus only ● 2.7 – Taxi only ● 3.7 – TNC only <i>Note: Taxi and TNC revenue-hours are reported by Pace, despite these modes using a non-dedicated service model. This warrants further confirmation.</i>	Bus: Shared with other services (including Pace ADA paratransit) across DuPage and Kane Counties; up to 39 buses used on a typical day across all pooled services. Taxi and TNC: Non-dedicated fleet; usage varies with daily demand.	Bus: Cutaway; 11 – 15 seated passengers and 2 – 4 wheelchair securement positions. Taxi and TNC: Varies by operator and dispatch mode.

Dispatch Process	Additional Notes
● Eligible riders schedule a trip by calling Pace’s ADA scheduling line for DuPage County at (800) 713-7445. Trips can be scheduled between 6:00 a.m. and 7:00 p.m. the day before travel. ● Pace dispatchers assign trips to a dedicated bus operator, non-dedicated taxi provider, or non-dedicated TNC provider. ● In 2025, 76% of Ride DuPage trips were routed to buses, 20% to taxis, and 4% to TNC providers. ● Trips are assigned based on several factors, including rider needs, system capacity, time of day, trip distance, and length of advanced notice received. ● Trips across all three modes are performed by contracted operators.	● Prospective riders must be certified as eligible by their sponsor jurisdiction before using Ride DuPage. Refer to individual sponsor profiles for exact eligibility criteria.
Costs and Funding	
Annual Operating Cost	Major Funding Sources
2025 (actual): \$3.04 million <i>Total operating expenses after liquidated damages, includes trips starting and/or ending in DuPage County only.</i>	● DuPage County Community Services ● DuPage County Senior Services ● DuPage County Veterans Assistance Commission ● FTA Section 5310 Grants (distributed via RTA, Pace) ● RTA Sales Taxes
Additional Notes	
● In 2025, Pace worked with one contracted bus operator in DuPage County. Externally brokered trips were assigned to three taxi providers (Alliance Taxi, 303Taxi, and Freedom First) and two TNC providers (RideX and UZURV). ● Based on 2025 trip-level data provided by Pace, contracted bus trips tend to be longer than trips brokered to taxis and TNC providers. In 2025, bus trips covered an average aerial (straight-line) distance of 9.9 miles, compared to 7.1 miles for taxi trips and 3.7 miles for TNC trips.	

- In 2025, the average bus paratransit trip in DuPage County cost \$122. Taxi trips were slightly less expensive, at an average of \$110 per trip. TNC trips were less expensive (\$64 on average), but still far above the rates most consumers expect for rideshare service.
- Differences in cost per trip and productivity by mode can likely be attributed to differences in average trip lengths (the average bus trip is more than twice as long as the average TNC trip) and basic cost structures (buses use a dedicated fleet, while taxis and TNC trips use non-dedicated vehicles).

Local Sponsor: Addison Township

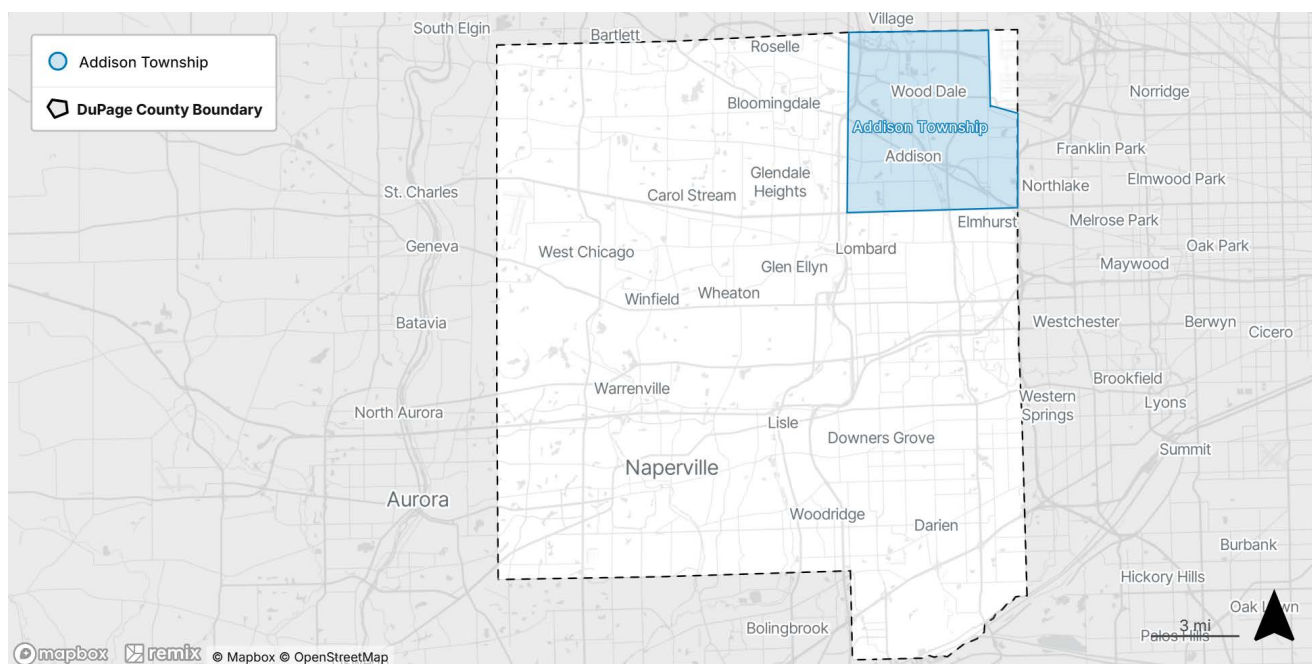
Summary

Addison Township participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should call (630) 766-2228 or visit the Township's offices in-person.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
Addison Township <i>Travel is permitted anywhere in DuPage County except O'Hare and Midway Airports .</i>	35 square miles	\$2 base fare, plus \$1.00 per mile traveled.	2025: ~750 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in Addison Township.	87,700 persons ● 15,800 seniors (65+) ● 8,800 disabled	2025: ~\$87,500 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	Addison Township Highway Dept. <i>Highways budget for 2026 includes \$50,000 allocated to Ride DuPage.</i>

Service Area Map



Local Sponsor: Village of Bensenville

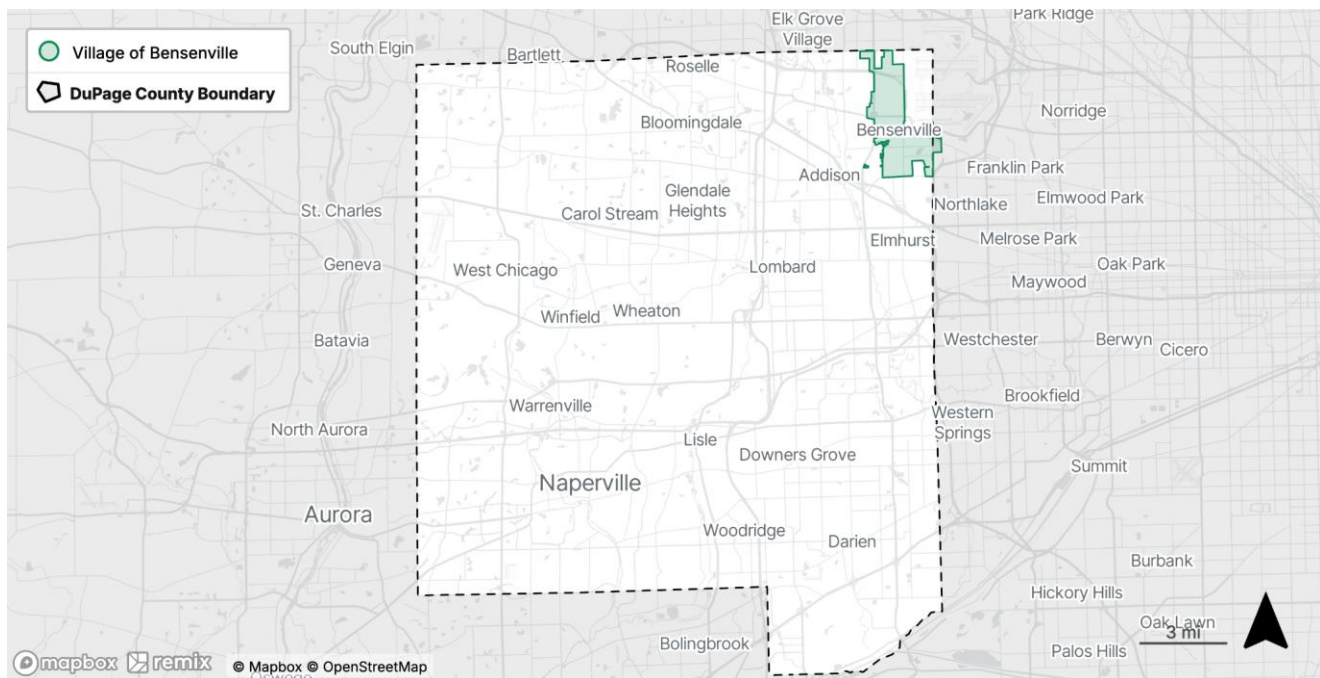
Summary

The Village of Bensenville participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel across DuPage County. To qualify for service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should call the Bensenville Heritage Center at (630) 350-3426 or download the [online application form](#).

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
Village of Bensenville <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	6 square miles	\$3.25 base fare, plus \$1.00 per mile traveled.	2025: ~500 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Service Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in the Village of Bensenville.	17,300 persons ● 2,900 seniors 65+ ● 2,100 disabled	2025: ~\$56,500 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	Local property taxes

Service Area Map



Local Sponsor: City of Elmhurst

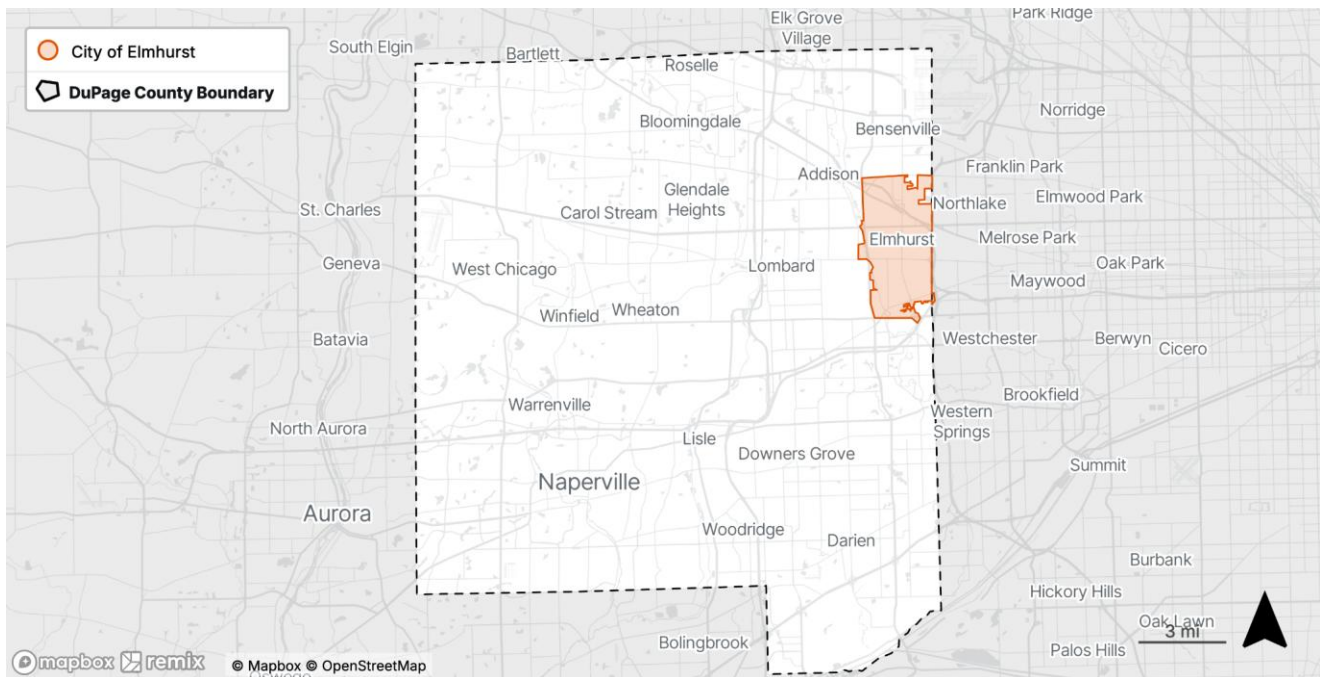
Summary

The City of Elmhurst participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should complete the [online application](#). Applications should be mailed/dropped off at City offices.

Key Facts

Service Area	Sponsor Area Size	Fares	Annual Ridership
City of Elmhurst <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	11 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: ~600 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
City of Elmhurst senior (65+) and disabled residents.	45,100 persons ● 8,600 seniors 65+ ● 3,200 disabled	2025: ~\$70,500 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	City General Fund \$55,000 allocated to Senior's Taxi Subsidy in the City's adopted 2026 budget .

Service Area Map



Local Sponsor: Village of Glen Ellyn

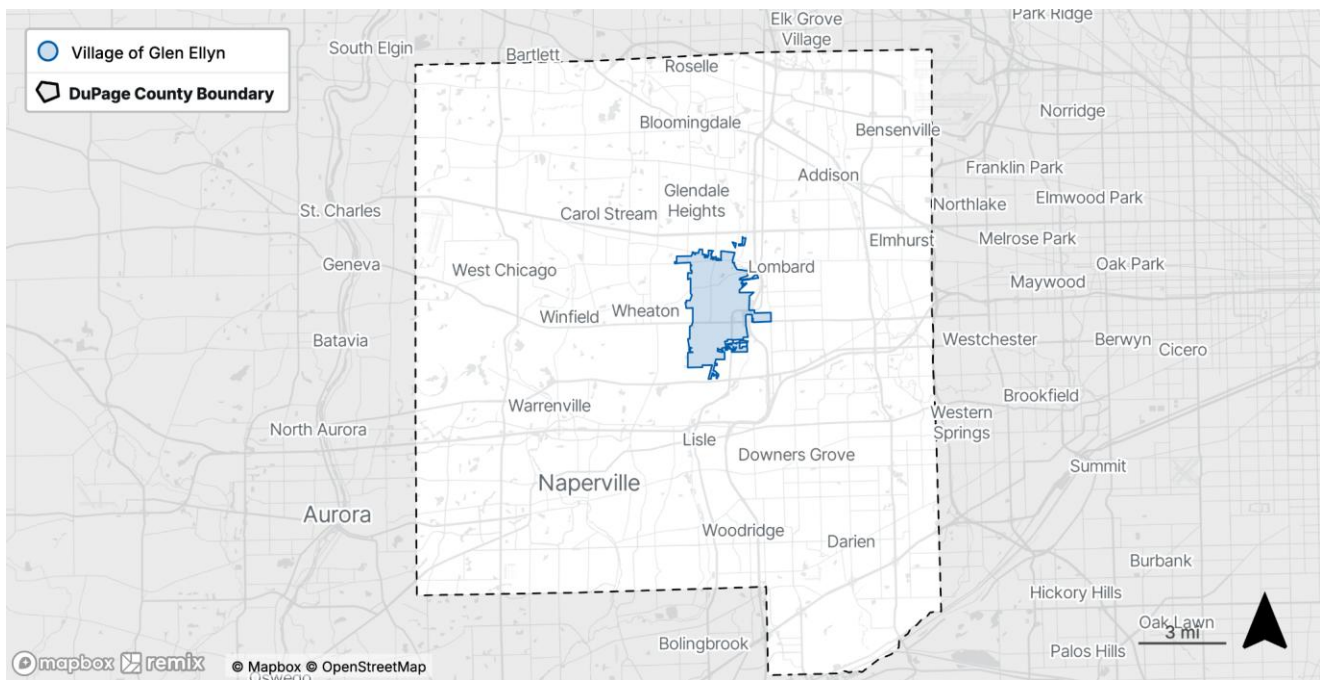
Summary

The Village of Glen Ellyn participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should call the Village's office at (630) 469-5000 to schedule an appointment.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
Village of Glen Ellyn <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	7 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: ~1,500 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in the Village of Glen Ellyn.	28,600 persons ● 5,400 seniors 65+ ● 2,600 disabled	2025: ~\$178,500 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	City General Fund <i>\$30,000 allocated to Ride DuPage (combined total with Ride DuPage to Work) in the City's 2026 budget.</i>

Service Area Map



Local Sponsor: Milton Township

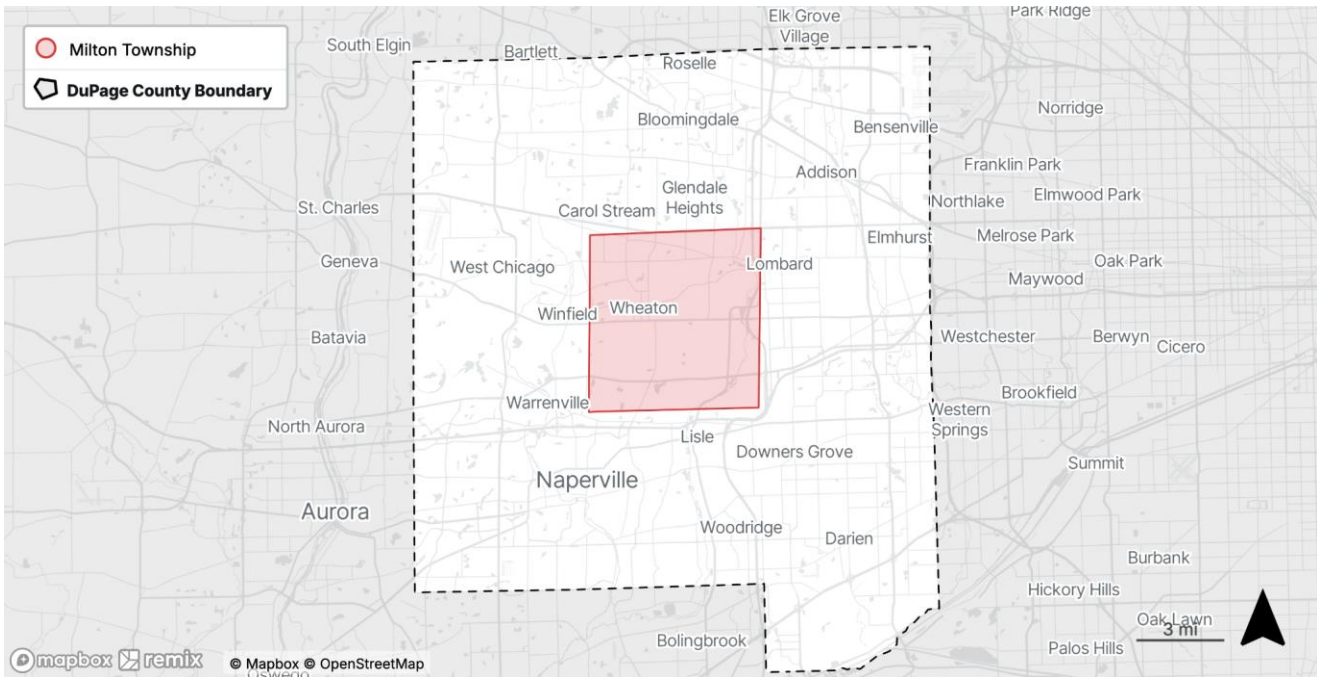
Summary

Prior to June 2025, Milton Township participated in Ride DuPage alongside the City of Elmhurst and Village of Glen Ellyn. Between June 2025 and July 2026, the Township exited this agreement and began operating a standalone dial-a-ride in partnership with Pace. As of August 1, 2026, the Township has rejoined as a Ride DuPage local sponsor. Service is available to older residents (65+) and residents with disabilities. To enroll, residents should call (630) 668-1616 or visit the Milton Township offices.

Key Facts

Service Area	Sponsor Area Size	Fares	Annual Ridership
DuPage County and the surrounding areas	35 square miles	\$2.00 flat fare to board plus \$1.00 for every mile thereafter	2025: ~1,500 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in Milton Township.	119,300 persons ● 21,200 seniors 65+	2025: \$5,500 <i>Total operating expenses after liquidated damages; provided by Pace.</i>	Sponsored by Milton Township in partnership with the Village of Glen Ellyn and the City of Wheaton.

Service Area Map



Local Sponsor: City of Warrenville

Summary

The City of Warrenville participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should call the City at (630) 836-3050.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
City of Warrenville <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	6 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: 365 <i>Total 2025 Pace trips; confirmed directly with the City of Warrenville. Excludes RAP travel.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in the City of Warrenville.	11,900 persons ● 1,900 seniors 65+ ● 1,200 disabled	2025: ~\$43,000 <i>Reported by the City of Warrenville.</i>	City General Fund \$15,000 allocated to Ride DuPage in the FY2027 budget .

Service Area Map



Local Sponsor: City of West Chicago

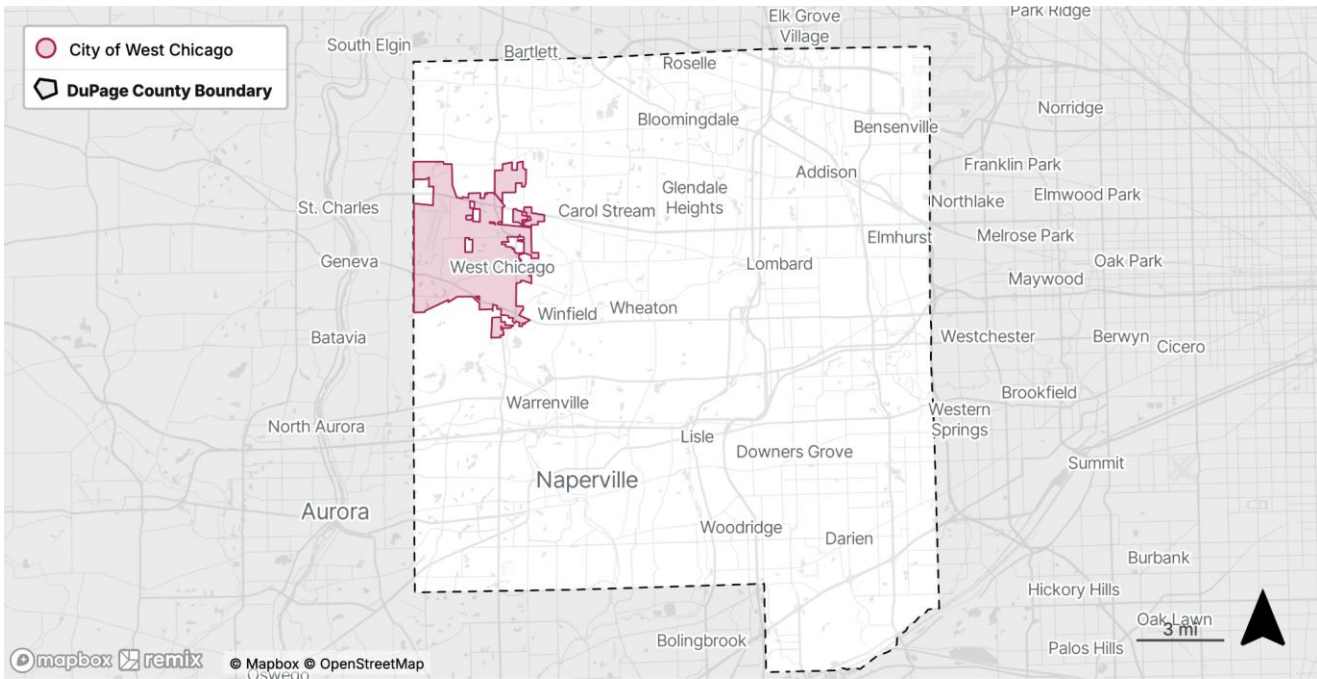
Summary

The City of West Chicago participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should visit the City's offices or return a completed [application form](#).

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
City of West Chicago <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	16 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: ~150 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in the City of West Chicago.	22,900 persons ● 2,800 seniors 65+ ● 2,100 disabled	2025: ~\$17,000 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	Community Development Dept. \$5,500 allocated to Paratransit Services in the 2026 proposed budget .

Service Area Map



Local Sponsor: City of Wheaton

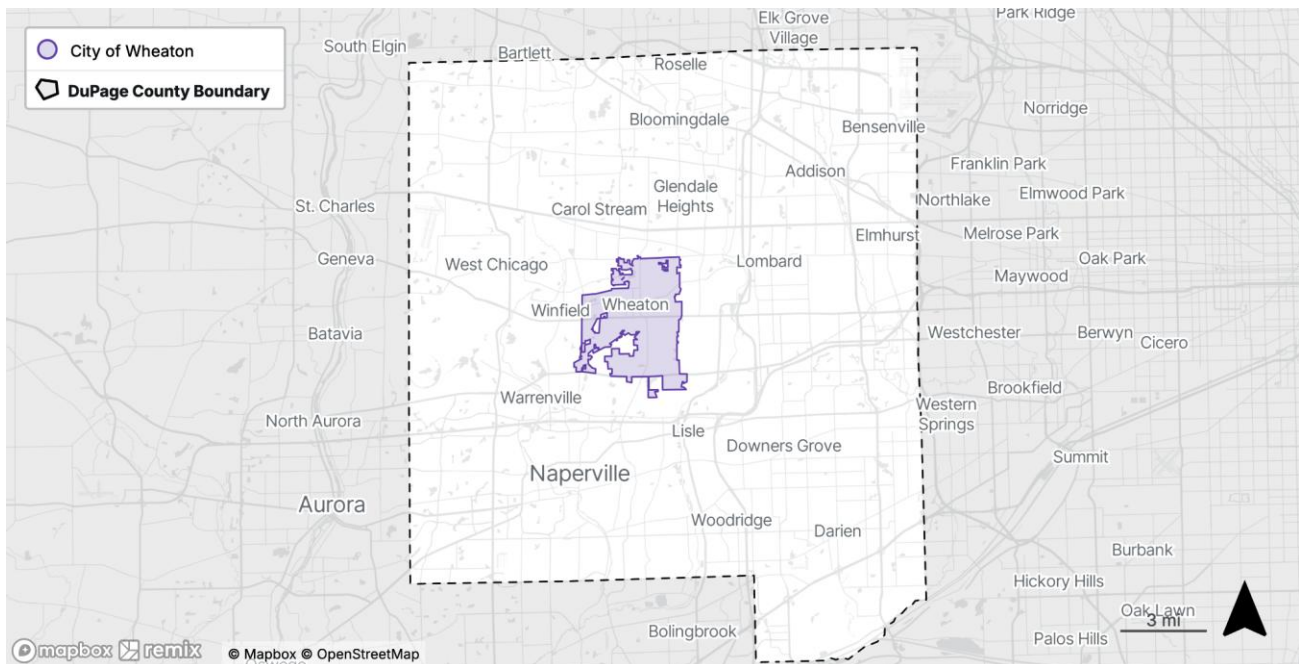
Summary

The City of Wheaton participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card indicating disability status. To enroll, residents should call (630) 260-2019 or complete and return the application [available online](#).

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
City of Wheaton <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	12 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: ~1,250 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Seniors (65+) and disabled residents living in the City of Wheaton.	49,900 persons ● 8,500 seniors 65+ ● 4,000 disabled	2025: ~\$147,500 <i>Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	General Fund (Senior Citizen Programs) <i>The City's 2026 budget includes \$15,000 allocated to Ride DuPage.</i>

Service Area Map



Sponsor Group: Naperville/Lisle Area Transportation Partners

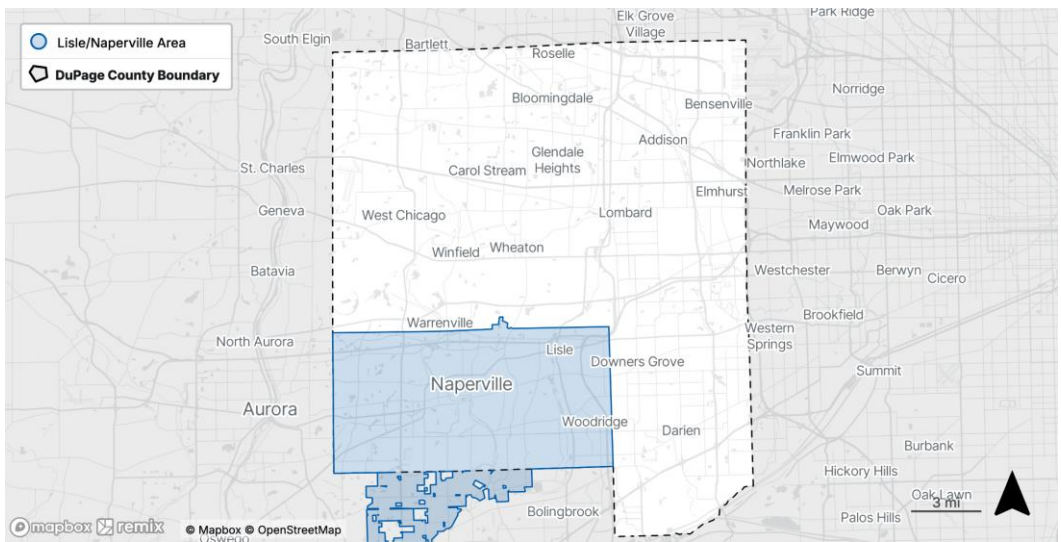
Summary

The Naperville/Lisle Area Transportation Partners participates in Ride DuPage, allowing older residents (65+) and residents with disabilities to travel to destinations across DuPage County. To qualify for the service, residents must either be age 65+ or hold an RTA Reduced Fare Card (indicating disability status). To enroll, Lisle Township residents should call (630) 968-2087 ext. 11 or visit the Lisle Township office and Naperville Township residents should call 1-(630) 355-2786 ext.4403 visit the Naperville Township office.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
Lisle Township, Naperville Township, and the City of Naperville <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	86 square miles	\$2 a ride, plus \$1 per mile traveled.	2025: ~7,700 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Total Operating Cost	Local Funding Sources
Lisle Township, Naperville Township, or the City of Naperville seniors (65+) and disabled residents.	270,500 persons ● 40,600 seniors 65+ ● 21,600 disabled	2026: \$1,210,257, per the Paratransit Local Share Agreement	Total Cost: \$151,053 52% – City of Naperville; 48% – Other partners based on trip direct distance.

Service Area Map



Sponsor Group: Ride DuPage to Work (Naperville / Milton Partners)

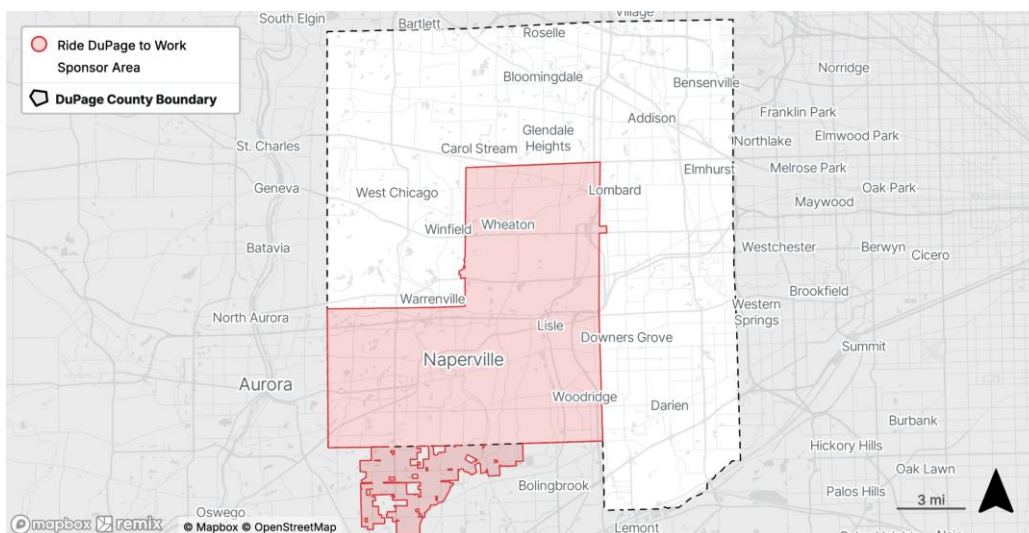
Summary

Naperville/Milton Partners' Ride DuPage to Work program provides affordable transportation to and from participants' places of employment 24 hours a day, 365 days a year. Subsidized by the FTA Section 5310 grant, the program allows individuals to travel across municipal, Township, and County borders to connect with regional transit options, including Pace fixed routes, Metra Rail, and the CTA, provided that the trip either begins or originates or terminates within the boundaries of sponsor agencies. These participating sponsor areas currently include the City of Naperville, Naperville Township, Lisle Township, the City of Wheaton, the Village of Glen Ellyn, and Milton Township.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
Naperville Township, Lisle Township, Wheatland Township, the Village of Glen Ellyn, the City of Wheaton, Milton Township, or the City of Naperville. <i>Trips must start or end within the boundaries of the sponsor agencies.</i>	121 square miles	\$3.00 flat for the first six miles and \$1.00 for each additional mile	2025: ~9,000 <i>Broader DuPage Ride to Work Program: Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Service Area Pop.	Total Operating Cost	Local Funding Sources
Lisle Township, Naperville Township, or the City of Naperville seniors (65+) and disabled residents (16+).	390,100 persons 62,400 seniors (65+) 31,200 disabled	Via requesting this information.	Via requesting this information. <i>The City of Wheaton budgeted \$140K in FY2026 budget for RDP to work. 50% of cost reimbursable to JARC/5316 grant.</i>

Service Area Map



County Sponsor: Ride DuPage to Work (DuDCS)

Summary

Ride DuPage Transportation to Work program operates 24/7/365, allowing riders to travel outside of DuPage County as long as their trip either starts or ends within the County. To support marketing and outreach for this initiative, DuPage County partners with three key organizations: Ray Graham, Parents Alliance Employment Project, Spectrum Services/Little Friends. Each of these organizations conducts extensive work to assist individuals with disabilities who are actively seeking employment within their local communities.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
DuPage County <i>Travel is permitted anywhere in DuPage County except the O'Hare/Midway Airports.</i>	337 square miles	\$3 per ride plus \$1 for every mile traveled	2025: ~9,000 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Annual Operating Cost	Local Funding Sources
DuPage County disabled residents.	930,000 persons ● 83,700 disabled	\$1,054,000 <i>This cost is for the County's Ride DuPage to Work program, accounting for about 35% of the total Ride DuPage service costs. Estimated based on annual ridership and 2025 cost per trip data (Pace).</i>	● DuPage County ● Pace (funded by federal Section 5310 grants)

Additional Notes

- DuPage County's total annual funding for all County-sponsored Ride DuPage services, combined, is contractually capped at \$690,000.
- Pace's combined annual contribution for all County-sponsored Ride DuPage services is capped at \$577,848, including a 12-month subsidy of \$292,673 plus a one-time additional subsidy of \$43,901, plus 100% of the Mobility Management/Call Center Services annual operating costs (covered by a federal grant to Pace up to the total grant amount of \$241,274.
- Pace's annual contribution is calculated on a monthly basis and further capped at 75% of the County-sponsored Ride DuPage program's YTD operating deficit.
- In 2022, RTA provided \$591,000 in federal funding to Pace to support DuPage County's Transportation to Work program through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program.

County Sponsor: Community Services (DuDCS)

Summary

DuPage County provides subsidized taxi and lift-equipped bus transportation for income-eligible residents traveling to medical appointments, the DuPage County Community Services, and the DuPage County Health Department local offices. Eligible trips include dialysis, chemotherapy, cardiac/pulmonary rehab, doctor and dentist visits, hospitals, DuPage County Community Services and Health Department locations, and; Medicaid recipients cannot use the program for medical trips, since Medicaid covers those trips. Most clients get two round trips per week (three for dialysis, chemo, and cardiac rehab, or up to five per week for chemo with supervisor approval). Pickup is curb-to-curb, trips can be booked up to seven days ahead (two days' notice recommended), and groups of 3+ riders sharing a pickup and drop-off location get a discount.

Key Facts

Service Area	Service Area Size	Fares	Annual Ridership
DuPage County <i>Requires approval for trips outside of DuPage County.</i>	337 square miles	\$4.00 <i>For trips to DuPage County Community Services or DuPage County Health Department Main Office.</i> \$1.50 flat for first six miles, \$1.50 per additional mile	2025: ~2,950 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Service Area Pop.	Annual Operating Cost	Local Funding Sources
Trip purpose limited to medical appointments, DuPage County Health Department and DuPage County Community Services appointments. Eligible riders include seniors, individuals with disabilities, and persons with income at or below 200% of the federal poverty guidelines.	930,000 persons ● 148,800 persons within 200% of poverty threshold	2025 (actual): \$500,854 <i>Reported by DuDCS</i>	● DuPage County ● Pace (funded by federal Section 5310 grants)

Additional Notes

- DuPage County's total annual funding for all County-sponsored Ride DuPage services, combined, is contractually capped at \$690,000.
- Pace's combined annual contribution for all County-sponsored Ride DuPage services is capped at \$577,848, including a 12-month subsidy of \$292,673 plus a one-time additional subsidy of \$43,901, plus 100% of the Mobility Management/Call Center Services annual operating costs (covered by a federal grant to Pace up to the total grant amount of \$241,274).
- Pace's annual contribution is calculated on a monthly basis and further capped at 75% of the County-sponsored Ride DuPage program's YTD operating deficit.
- In 2022, RTA provided \$591,000 in federal funding to Pace to support DuPage County's Transportation to Work program through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program.

County Sponsor: Senior Transportation Grant (DuDCS)

Summary

Ride DuPage Senior Services offers a grant-funded program that provides free, 24/7 curb-to-curb transportation for DuPage County residents aged 60 and older who live in the community (residents of licensed supportive/assisted living or nursing facilities are not eligible). Operated in partnership with Pace, rides may be provided via taxi or Pace van. Eligible trips include medical/dental appointments, errands, social activities, or trips to DuPage County Community Services. The program operates on a small grant and serves as a provider of last resort, transportation is approved on a case-by-case basis until funds are exhausted. Because it overlaps with many other municipal dial-a-ride, taxi/rideshare, and Pace services, its use is preferable if services aren't accessible through Pace, township, municipal transit programs, other Ride DuPage subservices, or by personal means. All rides are limited to DuPage County unless given prior approval. Seniors must register by calling DuPage County Senior Services at 630-407-6500, and trips should be requested at least two business days, and up to seven days in advance, as same-day reservations are not guaranteed.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
DuPage County <i>Requires approval for trips outside of DuPage County.</i>	337 square miles	Free	CY 2025: 3,090 by 339 unique riders CY 2024: 1,442 by 243 unique riders
Eligible Riders	Sponsor Area Pop.	Annual Operating Cost	Local Funding Sources
Senior (60+) residents of DuPage County <i>Must be authorized by DuPage County Community Services.</i>	930,000 persons ● 237,000 seniors (60+)	2025 (actual): \$253,865 Reported by DuDCS	● Title IIIB Federal Aging funds ● Pace (funded by federal Section 5310 grants)

Additional Notes

- This is a limited grant program which often runs out of funding by February or March of each year.
- DuPage County's total annual funding for all County-sponsored Ride DuPage services, combined, is contractually capped at \$690,000.
- Pace's combined annual contribution for all County-sponsored Ride DuPage services is capped at \$577,848, including a 12-month subsidy of \$292,673 plus a one-time additional subsidy of \$43,901, plus 100% of the Mobility Management/Call Center Services annual operating costs (covered by a federal grant to Pace up to the total grant amount of \$241,274).
- Pace's annual contribution is calculated on a monthly basis and further capped at 75% of the County-sponsored Ride DuPage program's YTD operating deficit.
- In 2022, RTA provided \$591,000 in federal funding to Pace to support DuPage County's Transportation to Work program through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program.

County Sponsor: DuPage County Health Department

Summary			
<u>Note:</u> <i>as of July 2026, the Health Department is no longer a Ride DuPage sponsor. The information in this profile reflects 2025 sponsorship parameters.</i> This Ride DuPage program operates 24 hours per day, 7 days per week, 365 days per year. Eligibility is determined by DuPage County Community Services, and there is no fare for the ride if authorized by DuPage County Community Services. Individuals must call DuPage County Community Services at 630-407-6500 to register.			
Key Facts			
Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
DuPage County Limits.	337 square miles	Free <i>Must be authorized by DuPage County Community Services.</i>	N/A
Eligible Riders	Service Area Pop.	Annual Operating Cost	Local Funding Sources
Eligibility is determined by DuPage County Community Services.	930,000 persons	N/A	● DuPage County ● Pace (funded by federal Section 5310 grants)

County Sponsor: DuPage Veterans Assistance Commission

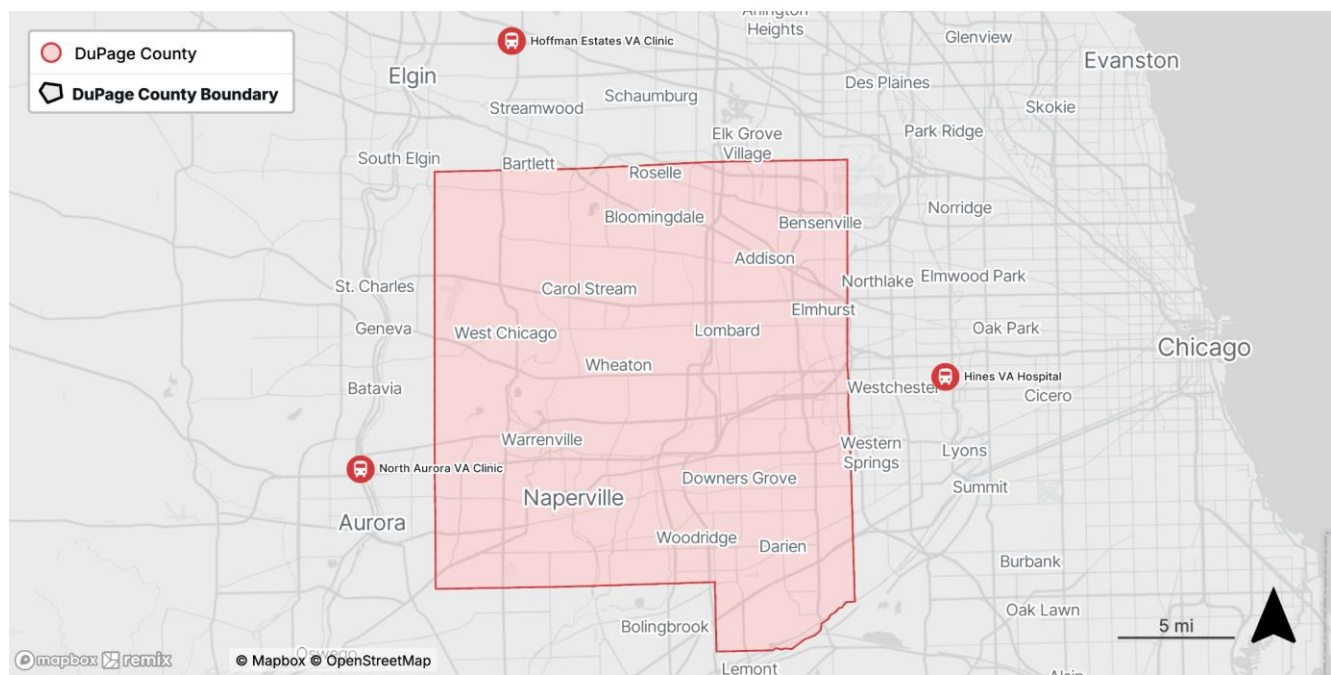
Summary

The DuPage Veterans Assistance Commission (VAC) provides medical transportation to military veterans through Ride DuPage. Spouses and children may travel only if they are registered as a rider's Travel Assistant. The program provides transportation to and from the veteran's residence to the Hines VA Hospital, North Aurora VA Clinic, or Hoffman Estates VA Clinic. Special permission must be granted from the veteran's doctor for travel to be provided to a non-VA medical facility. To enroll, residents should call (630)-407-5655 or visit the DuPage Community Services Center in-person.

Key Facts

Sponsor Area	Sponsor Area Size	Fares	Annual Ridership
From DuPage County to the Hines, North Aurora, and Hoffman Estates VA medical centers.	337 square miles	\$12.00 <i>Payment is cash only. Fares are not charged for Travel Assistants.</i>	2025: ~250 <i>Annualized total based on October 2025 trip-level data provided by Pace. Excludes RAP trips.</i>
Eligible Riders	Sponsor Area Pop.	Annual Operating Cost	Local Funding Sources
Veterans who reside in DuPage County.	Approx. 23,700 veterans	2025 (actual): \$107,200 <i>Reported by DuDCS.</i>	● DuPage County ● Pace (funded by federal Section 5310 grants)

Service Area Map



Additional Notes

- DuPage County's total annual funding for all County-sponsored Ride DuPage services, combined, is contractually capped at \$690,000.
- Pace's combined annual contribution for all County-sponsored Ride DuPage services is capped at \$577,848, including a 12-month subsidy of \$292,673 plus a one-time additional subsidy of \$43,901, plus 100% of the Mobility Management/Call Center Services annual operating costs (covered by a federal grant to Pace up to the total grant amount of \$241,274).
- Pace's annual contribution is calculated on a monthly basis and further capped at 75% of the County-sponsored Ride DuPage program's YTD operating deficit.
- In 2022, RTA provided \$591,000 in federal funding to Pace to support DuPage County's Transportation to Work program through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Appendix B:

Other Demand Response

Provider Profiles

Paratransit, Demand Response, Taxi, and Rideshare

System Overview: Other Demand-Response Services

In addition to the County-coordinated Ride DuPage program, residents have access to more than a dozen additional standalone demand-response programs. Although some standalone services may commingle riders with Ride DuPage users, each service has unique eligibility requirements and trip rules. Several of these services allow trips to out-of-County destinations, including ADA Paratransit (with required transfers at one of three transfer points), the Rideshare Access Program, City of Aurora CARS, and the Hinsdale Lake Terrace Community Rideshare Program. Standalone services generally fall into one of three broad categories:

Pace Services

Services delivered by Pace using the agency's own branding; **a specific local sponsor is not attached**. Four of these services are available in DuPage County:

- **ADA Paratransit:** Federally-mandated demand-response service available within 0.75 miles of Pace routes. To qualify for ADA service, riders must be unable to use the fixed-route network.
- **Rideshare Access Program:** Alternative travel option available to registered ADA paratransit riders that allows users to book same-day subsidized Uber or UZURV trips.
- **Naperville-Aurora On Demand:** One of 11 Pace On Demand microtransit zones active across Chicagoland. Unlike most demand-response services in DuPage County, this zone is designed to allow same-day bookings and is open to the general public.

Note: Pace's Batavia On-Demand service in Kane County connects Aurora (Kane County) to the Department of Energy's (DOE) Fermi Lab, in DuPage County, but the portion of its service area in DuPage County is limited to DOE property and does not serve DuPage County residents.
- **Wheaton-Winfield On Demand:** One of 11 Pace On Demand microtransit zones active across Chicagoland. Unlike most demand-response services in DuPage County, this zone is designed to allow same-day bookings and is open to the general public.

Municipal Dial-a-Ride Services

Prebooked demand response service **sponsored by a single township or municipality**. Unlike Ride DuPage, these **services are not part of a broader consolidated program** that unifies fares, trip rules, and hours of operation. However, riders on these municipal services may share trips with Ride DuPage and ADA paratransit users due to operations contracts held by Pace. Seven municipal dial-a-ride services presently operate in DuPage County:

- **Bloomington Township Dial-a-Ride:** Prebooked dial-a-ride allowing residents to travel within Bloomington Township, as well as select external destinations. Reduced service (Village of Bloomington limits only) is available on weekends. Operations contracted to Pace.
- **Downers Grove Township Dial-a-Ride:** Prebooked dial-a-ride allowing residents to travel within Downers Grove Township, as well as select external destinations. Medical trips are prioritized in scheduling processes. Operations contracted to Pace.
- **Lisle Township Transportation Program:** Prebooked demand response transportation service supplementing Ride DuPage (which is sponsored in part by the Township).
- **Wayne Township Dial-a-Ride:** Prebooked dial-a-ride allowing residents to travel within Wayne Township, to the adjacent Bloomington Township, and select external destinations. Operations contracted to Pace.

- [**Winfield Township Senior & Disabled Transportation Service:**](#) Prebooked demand response transportation service allowing residents to travel within Winfield Township and areas within three miles of Township borders. The service is operated directly by Township staff.
- [**City of Wood Dale Dial-a-Ride:**](#) Prebooked dial-a-ride allowing residents to travel within the City of Wood Dale, as well as to Elmhurst Hospital.
- [**York Township Senior Ride Program:**](#) Prebooked demand response transportation service allowing residents to travel within York Township. The service is operated directly by Township staff.

Rideshare or Taxi Subsidy Programs

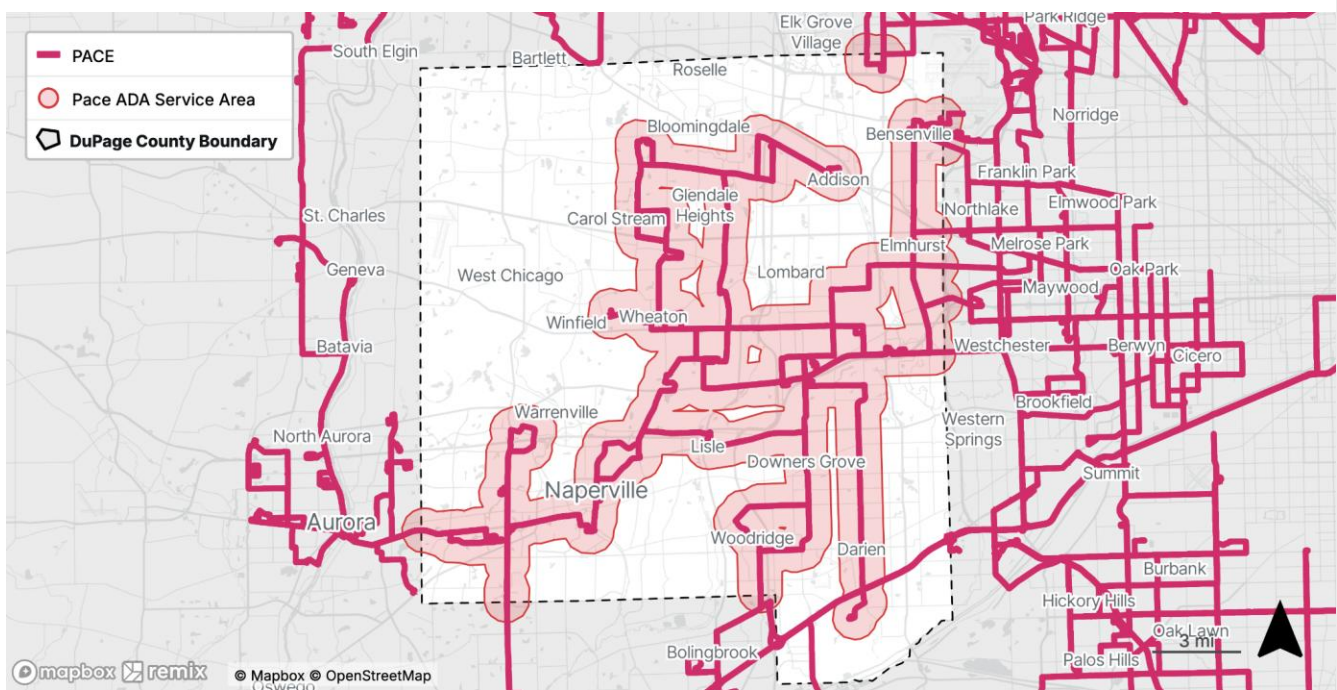
Instead of operating or contracting for dedicated demand response transportation service, some municipalities **opt to subsidize rideshare/TNC and taxi trips for residents**. These programs typically cover a fixed portion of the cost of each ride, or allow riders to buy below-market value fares for trips to and from a specific area. Four of these services currently operate in DuPage County:

- [**City of Aurora Rideshare Solution:**](#) Fully-subsidized trips for seniors and residents with disabilities; uses unique partner-referral system to avoid duplicating other services.
- [**Village of Downers Grove Taxi Coupon Program:**](#) Taxi subsidy (50%) offering reduced fares to seniors and residents with disabilities.
- [**Hinsdale Lake Terrace Community Rideshare:**](#) Targeted transportation access program offering \$20 per trip subsidies to all residents in the Hinsdale Lake Terrace neighborhood.
- [**Villa Park Subsidized Taxi Program:**](#) Small inactive program offering \$1.00 taxi trips to registered residents.

Pace Service: ADA Paratransit

Summary			
Federal regulations require transit agencies to ensure equal access to local bus services by providing complementary ADA paratransit service. This service operates on the same days, during the same hours, and in the same areas as Pace routes. To use ADA paratransit, riders must be certified by the RTA as having a qualifying disability. The service offers curb-to-curb transportation within a 0.75-mile radius of any Pace or CTA bus corridor (express/commuter services are exempt from this rule). Rides cost \$3.25 each, with fares payable by cash, Pace ADA One-Ride Tickets, and Ventra. One important service constraint that may inconvenience riders is that ADA Paratransit requires a transfer for intercounty trips between DuPage County and other suburban service zones or to the City of Chicago. Riders traveling to Cook County or other out-of-county destinations must transfer at one of three transfer locations: Oakbrook Mall (for riders bound for West Cook County), Walmart on Smith Road in St. Charles (for riders headed to Kane County), and 83rd St. & James Ave. in Woodridge (riders headed to Will County). In practice, for longer-distance journeys (e.g. DuPage County to City of Chicago), two transfers may be required, though Pace dispatches and operates all regional ADA Paratransit service. Only a one-way fare is required when connecting to another service area.			
Key Facts			
Service Area	Hours of Operation	Fares	Annual Ridership
¾ mile from any Pace or CTA fixed bus stop.	Monday - Friday 5:00am - 1:30am; Saturday 6:00am - 1:15am; Sunday/Holidays 9:45am - 12:15am.	\$3.25	2025: 46,800 <i>Total trips starting and/or ending in DuPage County.</i>
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
RTA-certified ADA Paratransit Riders	Contact Pace call center (1-800-713-7445).	152 square miles <i>Approximated based on a 0.75 mile buffer from Pace stops in DuPage County.</i>	518,300 persons ● 47,200 disabled

Service Area Map



Note: Federal regulations require paratransit service to be available within 0.75 miles of bus stops.

Operations

Service Model	Productivity	Vehicles Required	Typical Vehicle
Federally-mandated ADA complementary paratransit. All trips are prebooked. Individual trips may be served by buses, taxis, or TNC vehicles.	1.5 trips / rev. hour <i>2025 average (all modes)</i> By contracted mode: ● 1.3 – Bus only ● 1.7 – Taxi only ● 3.2 – TNC only	Bus: Shared with other DuPage and Kane services; up to 39 buses used on a typical day across all pooled services. Taxi and TNC: Non-dedicated fleet; usage varies with daily demand.	Bus: Cutaway; 11 – 15 seated passengers and 2 – 4 wheelchair securement positions. Taxi and TNC: Varies by operator and dispatch mode.
Dispatch Process		Additional Notes	
● Eligible riders schedule a trip by calling Pace's ADA scheduling line for DuPage County at (800) 713-7445. Trips can be scheduled between 6:00 a.m. and 6:00 p.m. the day before travel. ● Pace dispatchers assign trips to a dedicated bus		● Prospective riders must be certified as eligible prior to using ADA Paratransit service. ● Eligibility is limited to riders with a disability or health condition that prevent	

operator, non-dedicated taxi provider, or non-dedicated TNC provider. ● In 2025, 76% of ADA trips in DuPage were routed to buses, 20% to taxis, and 4% to TNC providers. ● Trips are assigned based on several factors, including rider needs, system capacity, time of day, trip distance, and length of advanced notice received. ● Trips across all three modes are performed by contracted operators.	them from using Pace fixed route services for at least some of their travel. ● ADA paratransit eligibility certification decisions are made by the RTA. Interested riders can call the RTA at (312) 663-4357 to request an application and schedule an in-person eligibility interview. ● Drivers will arrive within 30 minutes of the scheduled pickup time.
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Costs and Funding

Annual Operating Cost	Major Funding Sources
2025: \$3.14 million <i>Total operating expenses after liquidated damages, includes trips starting and/or ending in DuPage County only.</i> Total program expenses across the Pace paratransit service area — including the City of Chicago — were \$330 million in 2025 (actual) and \$361 million in 2026 (budgeted).	2026 Systemwide ADA Cost (Budgeted): \$361 million 2026 Revenue Sources (Budgeted): ● 7% – Fare Revenue: \$24.5M ● 74% – Sales Tax and PTF: \$268.5M ● 16% – RTA Discretionary: \$56.5M ● 3% – State Operating Assistance: \$11.5M

Additional Notes

● In 2025, Pace worked with one contracted bus operator in DuPage County. Externally brokered trips were assigned to three taxi providers (Alliance Taxi, 303Taxi, and Freedom First) and two TNC providers (RideX and UZURV). ● Contracted bus trips tend to be longer than trips brokered to taxis and TNC providers. In 2025, bus trips covered an average aerial (straight-line) distance of 9.9 miles, compared to 7.1 miles for taxi trips and 3.7 miles for TNC trips. ● In 2025, the average bus paratransit trip in DuPage County cost Pace \$122. Taxi trips were slightly less expensive, at an average of \$110 per trip. TNC trips were less expensive (\$64 on average), but still above the rates most consumers expect for rideshare service. ● Differences in cost per trip and productivity by mode can likely be attributed to differences in average trip lengths (the average bus trip is more than twice as long as the average TNC trip) and basic cost structures (buses use a dedicated fleet, while taxis and TNC trips use non-dedicated vehicles). ● In 2025, the systemwide ADA farebox recovery ratio was 11.2%. Pace's current operating budget expects this to drop to 6.8% in 2026.
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Pace Service: Rideshare Access Program (RAP)

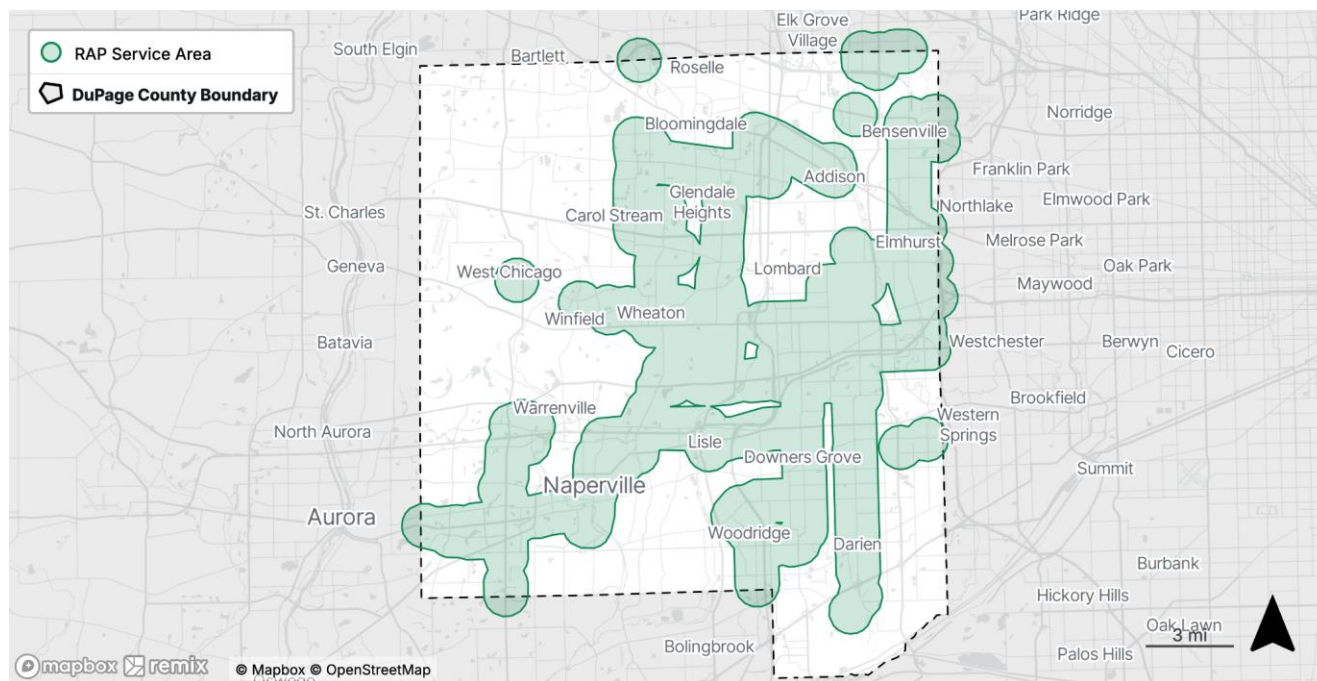
Summary

Rideshare Access Program (RAP) is a Pace rideshare subsidy program for ADA-eligible riders to use Uber or UZURV for same-day trips instead of using ADA paratransit. RAP trip fares are \$3.25 per trip (equal the ADA Paratransit fare) for up to \$30.00 of rideshare value. If the trip cost exceeds \$30, riders are responsible for paying the difference as well as any rideshare provider surcharge applicable to the trip or driver tip. A rider chooses to use either Uber or UZURV for their subsidized rideshare trips. Each rider may take up to 30 (or 40, if approved for the July 2026 increase) RAP rides per month.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
¾ mile from any Pace or CTA fixed bus stop.	24/7/365 availability	\$3.25 <i>Equal the ADA Paratransit fare. The program covers up to \$30 per trip; riders must pay any remaining balance.</i>	2025: 106,295 in DuPage County
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
RTA-certified ADA Paratransit Riders <i>Cannot be enrolled in Pace's Taxi Access Program (TAP).</i>	Book through rideshare (Uber or UZURV) app.	164 square miles	559,000 persons ● 83,900 seniors (65+) ● 55,900 disabled

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Non-dedicated rideshare service provided by Uber or UZURV platforms using independent-contractor TNC drivers.	N/A <i>Not calculated given the non-dedicated service model.</i>	N/A <i>Not calculated given the non-dedicated service model.</i>	Mixed fleets furnished by independent-contractor TNC drivers.
Dispatch Process			
Rides are dispatched by either Uber or UZURV on respective smartphone apps or dispatch hotlines, depending on which provider each rider selects upon enrollment			
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025: \$1,993,004, including: \$1,629,802 from rides within the ADA Paratransit service boundary \$363,202 from rides outside of this boundary (diverted from Ride DuPage)		- The Rideshare Access Program is funded through the same mechanism as other ADA Paratransit services, including: 7% – Fare Revenue 74% – Sales Tax and PTF 16% – RTA Discretionary 3% – State Operating Assistance	
Additional Notes			
- Pace also offers a Taxi Access Program (TAP) in the City of Chicago. This program is not available in DuPage County. - Across the six-County Pace service area, RAP ridership has grown from about 100,000 monthly rides to nearly 300,000 monthly between May 2024 and May 2025, forming more than half of all regional paratransit ridership, according to a recent RTA presentation. - The monthly cap of 30 (or 40, pending changes in July 2026) rides per eligible customer is a mitigation against the explosive growth of the RAP in popularity. Pace has found that many RAP users are either newly eligible ADA customers or previously-certified customers who rarely used ADA paratransit in the past. RTA estimates that only about 5% of all certified paratransit riders would be impacted by a 30-ride/month cap. - DuPage County’s share of total RAP ridership is relatively small; at about 107,000 annual rides in 2025, compared to annual ridership of 3.6 million across the the six-County Pace service area on both RAP and TAP programs combined.			

Pace Service: Naperville-Aurora On Demand

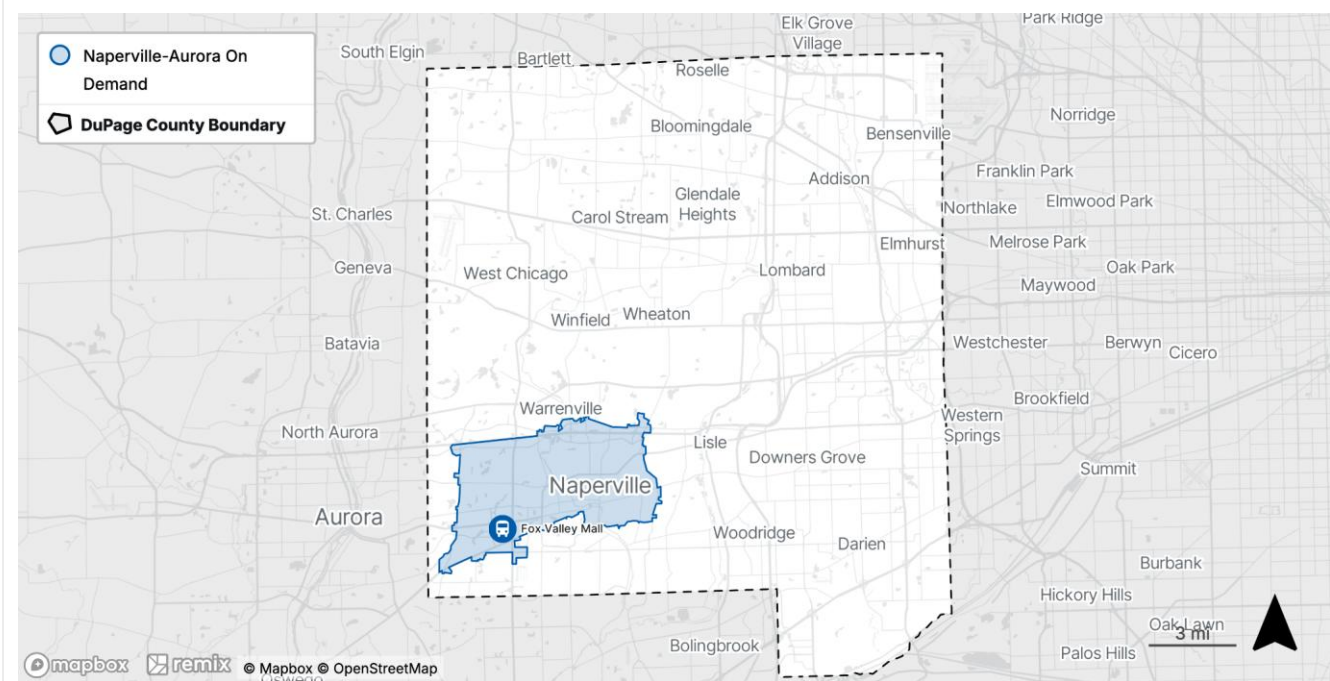
Summary

Pace's Wheaton-Winfield On Demand service provides same-day demand response transportation to the general public in central DuPage County. Trip requests can be made between seven days and ten minutes in advance of a rider's desired pickup time. A walk-on stop (no reservation needed) is available at the Fox Valley Mall. Aside from this location, vehicle routing is flexible and based on rider demand.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Generally bounded by I-88, Naper Boulevard, Ogden Avenue, and Eola Road.	<i>Weekdays</i> 6:30 AM – 7:00 PM <i>No service on weekends.</i>	Ventra: \$2.00 Cash: \$2.25 <i>Reduced fare cards accepted.</i>	2025: 11,300
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
Unrestricted service open to the general public.	Call (630) 379-1976, or use a website or smartphone app.	23 square miles	78,300 persons

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Pace On Demand is a microtransit service designed to augment the agency's fixed routes and address first- and last-mile connectivity gaps.	1.8 boardings / rev. hr.	2 vehicles	On Demand zones generally operated with 17' to 22' cutaway vans. <i>The Pace subfleet used in this service also includes some minivans.</i>
Dispatch Process		Additional Notes	
● Dispatched and monitored by Pace; uses scheduling and routing software from DemandTrans. ● Riders can pre-book a trip (which will be scheduled for a specific time on the daily driver manifest), request a ride in real-time (which will adjust the vehicle's routing to complete the trip), or walk on at specific stops.		● The Naperville-Aurora zone is one of five Pace On Demand services operated directly by Pace. Vehicles are dispatched from the agency's River Division garage in Elgin.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2026 Systemwide (Budgeted): \$9.5M 2025 Systemwide (Actual): \$3.0M <i>Specific costs for this zone were not provided. The totals above represent the annual operating cost across all Pace On Demand zones in the RTA region. The agency's 2026 budget includes a large funding increase for On Demand service. At time of writing in July 2026, expansions tied to this budget increase had not been announced.</i>		Pace On Demand operates with the same funding mix as other non-ADA paratransit services: ● 54% – Local sales taxes ● 12% – Suburban Community Mobility Fund ● 9% – State general fund transfers ● 4% – Rider fares	
Additional Notes			
● The zone provides connections to Metra's BNSF Line (at Naperville Station), as well as Pace bus routes 530, 559, 714, and 722. ● The target farebox recovery ratio (4%) for On Demand service falls short of Pace's overall recovery target (25%).			

Pace Service: Wheaton-Winfield On Demand

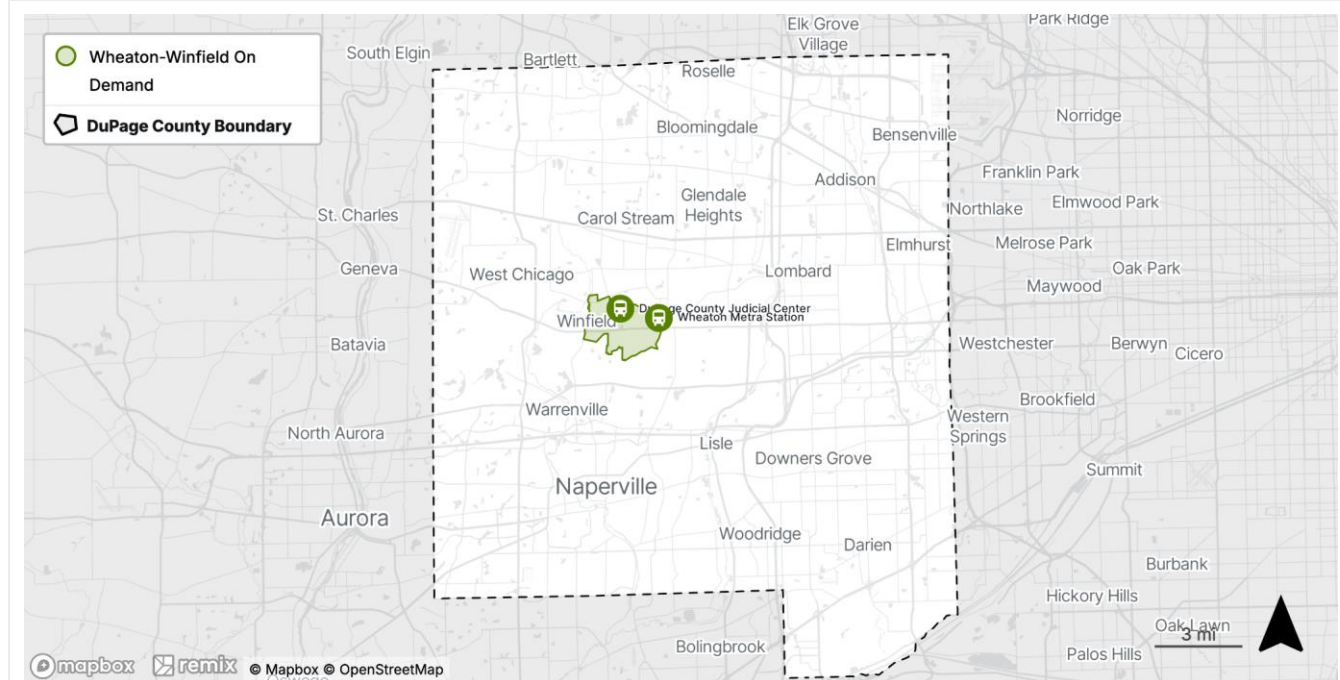
Summary

Pace's Wheaton-Winfield On Demand service provides same-day demand response transportation to the general public in central DuPage County. Trip requests can be made between seven days and ten minutes in advance of a rider's desired pickup time. Walk-on stops (no reservation needed) are available in the shuttle corridor between the Wheaton Metra Station and DuPage County Judicial Center. Aside from this shuttle corridor, vehicle routing is flexible and based on rider demand.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Generally bounded by Manchester Road, Warrenville Road, West Roosevelt Road, and North Winfield Road.	Weekdays 6:30 AM – 6:45 PM <i>No service on weekends.</i>	Ventra: \$2.00 Cash: \$2.25 <i>Reduced fare cards accepted.</i>	2025: 8,400
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
Unrestricted service open to the general public.	Call (630) 379-1976, or use a website or smartphone app.	3 square miles	12,200 persons

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Pace On Demand is a microtransit service designed to augment the agency's fixed routes and address first- and last-mile connectivity gaps.	2.7 boardings / rev. hr.	1 vehicle	On Demand zones generally operated with 17' – 22' cutaway buses. <i>The Pace subfleet used this service also includes some minivans.</i>
Dispatch Process		Additional Notes	
● Dispatched and monitored by Pace; uses scheduling and routing software from DemandTrans. ● Riders can pre-book a trip (which will be scheduled for a specific time on the daily driver manifest), request a ride in real-time (which will adjust the vehicle's routing to complete the trip), or walk on at specific stops.		● The Wheaton Winfield zone is one of six Pace On Demand services operated by a contracted third party on the agency's behalf.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2026 Systemwide (Budgeted): \$9.5M 2025 Systemwide (Actual): \$3.0M <i>Specific costs for this zone were not provided. The totals above represent the annual operating cost across all Pace On Demand zones in the RTA region. The agency's 2026 budget includes a large funding increase for On Demand service. At time of writing in July 2026, expansions tied to this budget increase had not been announced.</i>		Pace On Demand operates with the same funding mix as other non-ADA paratransit services: ● 54% – Local sales taxes ● 12% – Suburban Community Mobility Fund ● 9% – State general fund transfers ● 4% – Rider fares	
Additional Notes			
● The zone provides connections to Pace bus routes 301, 771, and 714 for onward travel. ● The target farebox recovery ratio (4%) for On Demand service falls short of Pace's overall recovery target (25%).			

Municipal Service: Bloomingdale Township Dial-A-Ride

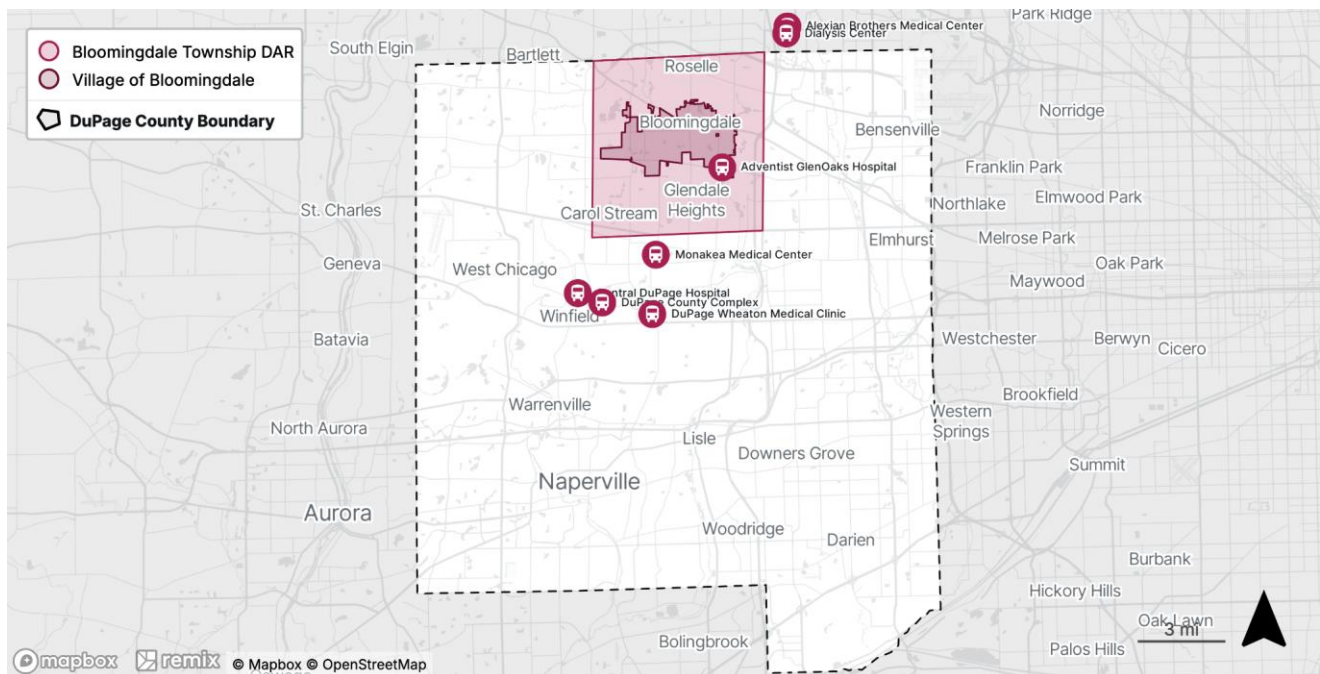
Summary

The Bloomingdale Township Dial-A-Ride, operated by Pace, provides transportation to residents of Bloomingdale Township in northern DuPage County. Weekend service is limited to residents of the smaller Village of Bloomingdale. Reservations must be made at least 24 in advance; same-day trip requests honored when space is available.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Bloomingdale Twp. <i>Weekdays; includes the Village of Bloomingdale</i> Village of Bloomingdale only <i>Weekends</i>	<i>Weekdays</i> 8:00 AM – 6:00 PM <i>Saturdays</i> 9:00 AM – 1:30 PM <i>Sundays</i> 9:00 AM – 2:30 PM	Full Fare: \$3.00 Seniors (65+): \$1.50 Disabled: \$1.50 Students: \$1.50 <i>Fares are not charged for children under seven.</i>	2025: 6,280
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
<i>Weekdays</i> Township and Village residents <i>Weekends</i> Village residents only	Contact Pace on weekdays between 8:00 AM and 5:00 PM at (800) 713-7445.	<i>Weekdays</i> 35 square miles <i>Weekends</i> 7 square miles	<i>Weekdays</i> 111,300 persons <i>Weekends</i> 23,600 persons

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Service delivery is contracted to Pace by the sponsor localities.	2.0 boardings / rev. hr.	2 vehicles <i>Pace pools the vehicles operating this service with ADA paratransit and Ride DuPage service.</i>	Cutaway buses with seating for 11 – 15 passengers and 2 – 4 wheelchair securement positions.
Dispatch Process		Additional Notes	
● Once riders have registered with their sponsor jurisdiction, trips are booked by calling Pace at (800) 713-7445.		● The Pace subfleet for Dial-a-Ride services includes 413 vehicles with an average age of 5.6 years (per 2026 budget).	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025: \$318,000 <i>Total operating expenses after liquidated damages; provided by Pace.</i>		Via to request from Steering Committee members	
Additional Notes			
Riders can travel to several destinations external to Bloomingdale Township, including: ● Alexian Brothers Medical Center & Campus ● Ascension Brothers Day Rehab Center, DuPage Oncology Clinic ● Mona Kea Medical Complex ● Wheaton Eye Clinic ● Northwestern Medicine at Central DuPage Hospital ● UChicago Medicine/AdventHealth/Glen Oaks Hospital ● DuPage County Complex ● Kenneth Moy DuPage Care Center			

Municipal Service: Downers Grove Township Dial-A-Ride

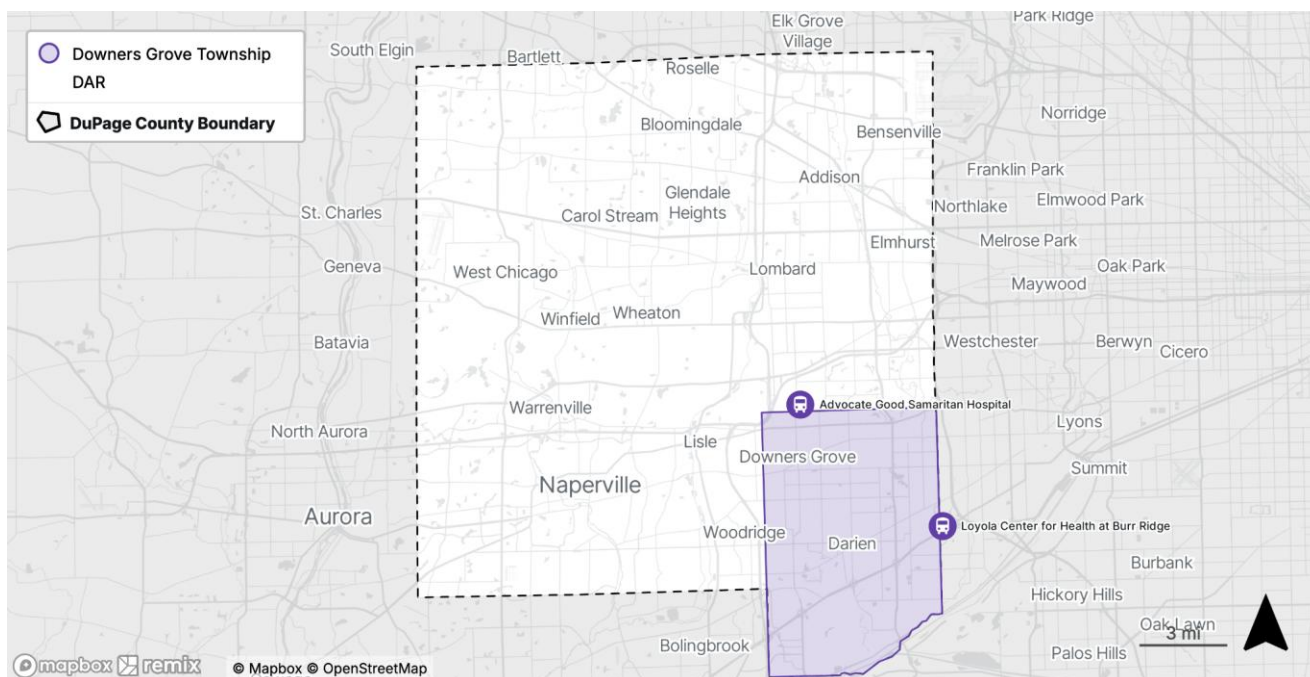
Summary

The Downers Grove Township Dial-A-Ride, operated by Pace, provides transportation to residents of Downers Grove Township in southeastern DuPage County. To be eligible for the service, riders must be residents aged 65+ or be living with a disability. Medical trips are prioritized and can be reserved one week in advance. All other trip types can be reserved two business days in advance.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Downers Grove Township boundaries and additional medical locations.	Weekdays 8:00 AM – 4:00 PM <i>No service on weekends.</i>	Cash: \$3.00 <i>Unless registered as a passenger escort, additional riders must also pay the cash fare.</i>	2025: 2,280
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Senior (65+) residents and residents living with disabilities.	Contact Pace on weekdays between 8:00 AM and 5:00 PM at (800) 713-7445.	51 square miles	149,100 persons ● 29,800 seniors 65+ ● 13,400 disabled

Service Area Map



Operations

Service Model	Productivity	Vehicles Required	Typical Vehicle
Service delivery is contracted to Pace by the sponsor localities.	1.6 boardings / rev. hr.	1 vehicle <i>Pace pools the vehicle operating this service with ADA paratransit and Ride DuPage service.</i>	Cutaway buses with seating for 11 – 15 passengers and 2 – 4 wheelchair securement positions.
Dispatch Process		Additional Notes	
● Riders must register for the service by calling the Township office at (630) 719-6670. ● Once riders have registered with the Township, trips are booked by calling Pace at (800) 713-7445.		● The Pace subfleet for Dial-a-Ride services includes 413 vehicles with an average age of 5.6 years (per 2026 budget).	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025 (Actual): \$46,675 2026 (Actual): \$33,547 2027 (Budgeted): \$45,000		● Township General Fund ● Pace subsidized 76% of the gross operating cost in 2025, per end-of-year figures provided by Downers Grove Township.	
Additional Notes			
● Service outside the Township is available to the Good Samaritans Hospital and Loyal Center for Health at Burr Ridge.			

Municipal Service: Village of Glendale Heights Senior Bus Transportation

Summary			
The Senior Bus operated by the Village of Glendale Heights serves senior residents ages 60+ in the Village. Must be residents of Glendale Heights. Rides must be reserved at least 24 hours in advance, with 48 hours advance reservations encouraged. Rides are limited to the Village boundaries			
Key Facts			
Service Area	Hours of Operation	Fares	Annual Ridership
Village of Glendale Heights boundaries.	<i>Weekdays</i> 7:30 AM – 5:00 PM <i>No service on weekends.</i>	Cash: \$3.00 one-way, \$5 round-trip	2025: Via is requesting this information
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Senior (60+) residents	Contact the Senior Center at 630-260-6050 to book.	6 square miles	28,500 persons ● 6,000 seniors 60+
Service Area Map			

Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Service delivery is managed by the Village of Glendale Heights' Linda Jackson Center for Senior Citizens	Via is requesting this info.	Via is requesting this info.	Via is requesting this info.
Dispatch Process Riders must call the Center at 630-260-6050 to schedule their senior bus reservation 24 hours in advance of their desired trip. Photo ID is required to board.			
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
Via is requesting this info.		Via is requesting this info.	

Municipal Service: Lisle Township Transportation Program

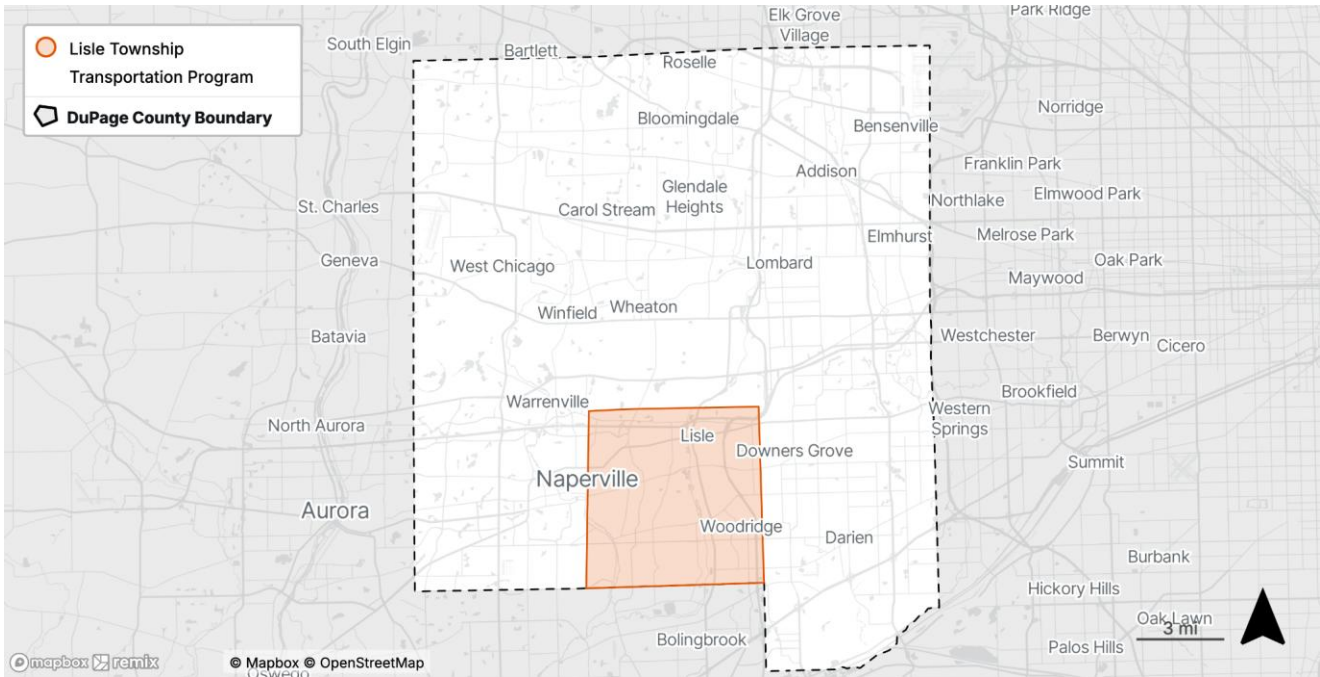
Summary

Lisle Township offers seniors (65+) and disabled residents supplemental demand response transportation service through its Transportation Program. This service augments Ride DuPage (which the Township sponsors through the [Lisle/Naperville Area Transportation Partners](#)). Service is available across a 23-square-mile service area in southwestern DuPage County, as well as to adjacent hospitals and doctors offices. Reservations for rides should be made 48 hours in advance. Same day or next day rides may be accommodated based on capacity.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Lisle Township and select external medical destinations	<i>Weekdays</i> 7:30 AM – 3:30 PM <i>No service on weekends.</i>	Cash: \$3.00	FY2026: 1,981 For the period April 2025 - March 2026
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
Senior (65+) residents and residents with disabilities	Call the Lisle Township Office at: (630) 349-0672	36 square miles	118,800 persons ● 20,200 seniors 65+ ● 10,700 disabled

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Demand response service operated by Township staff. Drivers are trained by Pace, and the service is operated with a vehicle provided by Pace.	1.0	1 vehicle	2016 Ford Transit van, with capacity of either 10 ambulatory or 6 ambulatory + 2 wheelchair passengers
Dispatch Process		Additional Notes	
● Persons interested in riding should call the Township to register. Ride DuPage users are automatically eligible for this service. ● Vehicles dispatched by Township staff.		● Vehicle leased through Pace. ● Township is seeking a second vehicle and driver in the coming months.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
\$163,500 (per 2026 budget), comprising: ● \$160,000 – Ride DuPage contribution and dedicated Transportation Service funding ● \$3,500 – Contingency funding for Transportation Service vehicle maintenance and fueling		Township General Fund (per 2026 budget)	

Municipal Service: Wayne Township Dial-A-Ride

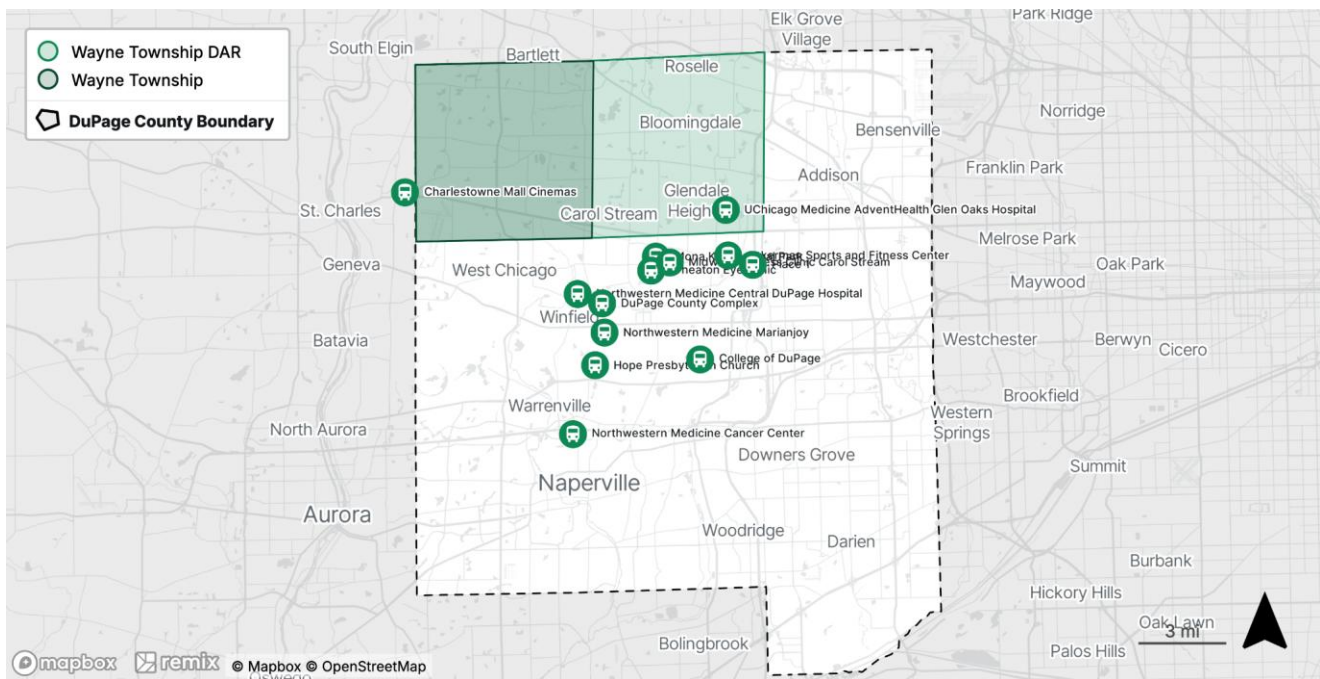
Summary

The Wayne Township Dial-A-Ride, operated by Pace, provides transportation to residents of Wayne Township in northwestern DuPage County. All residents are eligible for the service, which allows travel to the adjacent Bloomingdale Township and select external medical destinations. Standard booking reservations open Thursday of the preceding week, with a minimum of 24 hours' advance notice required. Same-day requests are honored on a space-available basis.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Wayne Township <i>Bloomingdale Township and select medical offices included as external destinations.</i>	<i>Weekdays</i> 8:00 AM – 6:00 PM <i>No service on weekends.</i>	Full Fare: \$2.50 Reduced Fare: \$1.50 <i>Reduced fares for seniors (60+), persons with disabilities, and students.</i>	783
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Wayne Township residents	Contact Pace Call center from 8:30 AM to 4:00 PM on weekdays: (800) 713-7445.	36 square miles <i>Wayne Township only</i>	63,900 persons

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Service delivery is contracted to Pace by the sponsor localities.	1.4 boardings / rev. hr.	1 vehicle <i>Pace pools the vehicle operating this service with ADA paratransit and Ride DuPage service.</i>	Cutaway buses with seating for 11 – 15 passengers and 2 – 4 wheelchair securement positions.
Dispatch Process		Additional Notes	
● Riders must register for the service by calling the Township office at (630) 231-7140. ● Once riders have registered with the Township, trips are booked by calling Pace at (800) 713-7445.		● The Pace subfleet for Dial-a-Ride services includes 413 vehicles with an average age of 5.6 years (per 2026 budget).	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
FY2026 (Actual) ● Gross operating costs: \$65,739 ● Pace subsidy: \$52,522 ● Cost to Wayne Township: \$13,217 FY2027 (Budgeted) ● Cost to Wayne Township: \$20,000		● Pace Subsidy – 74% of gross operating expenses ● Wayne Township General Fund – remaining direct costs	

Municipal Service: Winfield Township Senior & Disabled Transportation

Summary			
The Winfield Township Senior and Disabled Program provides transportation to senior (55+) and/or disabled residents of Winfield Township. Once registered, riders can travel anywhere in the Township plus a three-mile buffer into DuPage County. The service is fare-free, and up to three stops are allowed per trip. Rides must be booked at least one business day in advance. Same-day ride requests or changes to existing reservations are not accommodated.			
Key Facts			
Service Area	Hours of Operation	Fares	Annual Ridership
Winfield Township, with residents also travel up to three miles outside the Township into DuPage County.	<i>Weekdays</i> 8:15 AM – 4:00 PM <i>Excluding 1:00–2:00 PM for driver's lunch. No service on weekends.</i>	Free	2025: 1,870
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Senior (55+) residents and residents living with disabilities.	Contact Winfield Township Reservation and Registration Line: (630) 520-0054.	36 square miles	46,900 persons ● 13,400 seniors 55+ ● 4,700 disabled
Service Area Map			

Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Demand-response service operated directly by a municipality.	1.1 boardings / rev. hr.	1 vehicle	12-passenger van
Dispatch Process		Additional Notes	
● Riders call the Township to register. The same number is used for booking trips. ● Trips are manually scheduled and dispatched by the Township Supervisor’s assistant.		● Service is operated in-house by Township staff.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025 (Actual): \$72,500 2026 (Budgeted): \$106,685		Township General Fund Via to confirm additional details	
Additional Notes			
N/A			

Municipal Service: City of Wood Dale Dial-A-Ride

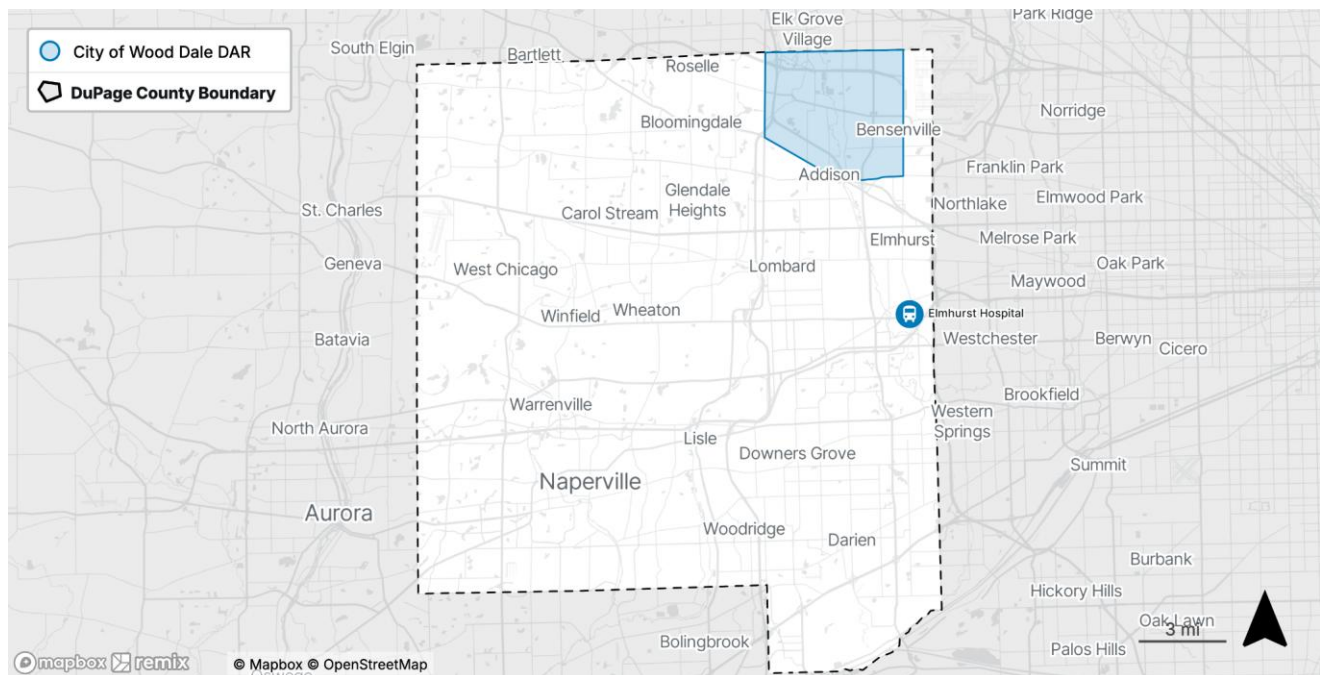
Summary

City of Wood Dale Dial-A-Ride service is available to all City residents, with reduced fares charged to seniors and residents with disabilities. Riders can travel anywhere within City limits, as well as to the Elmhurst Hospital. Rides must be scheduled at least 24 hours in advance, and are allocated on a first-come/first-served basis. Same-day trips are not available.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
City of Wood Dale limits, with riders also able to access Elmhurst Hospital.	Weekdays 9:50 AM – 4:00 PM <i>No service on weekends.</i>	Full Fare: \$1.50 Reduced Fare: \$1.00 <i>Reduced fares for seniors and persons with disabilities and passes for 10 rides.</i>	2025: 1,387 rides
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
All City residents	Call and leave a message at: (630) 787-3763	19 square miles	44,900 persons

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Demand-response service operated by a municipality.	0.8	One vehicle	Accessible minivan
Dispatch Process		Additional Notes	
● Riders call the Township to register. The same number is used for booking trips. ● Trips are manually scheduled and dispatched by the Township staff.		N/A	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
\$5,695 per month		City property taxes	

Municipal Service: York Township Senior Ride Program

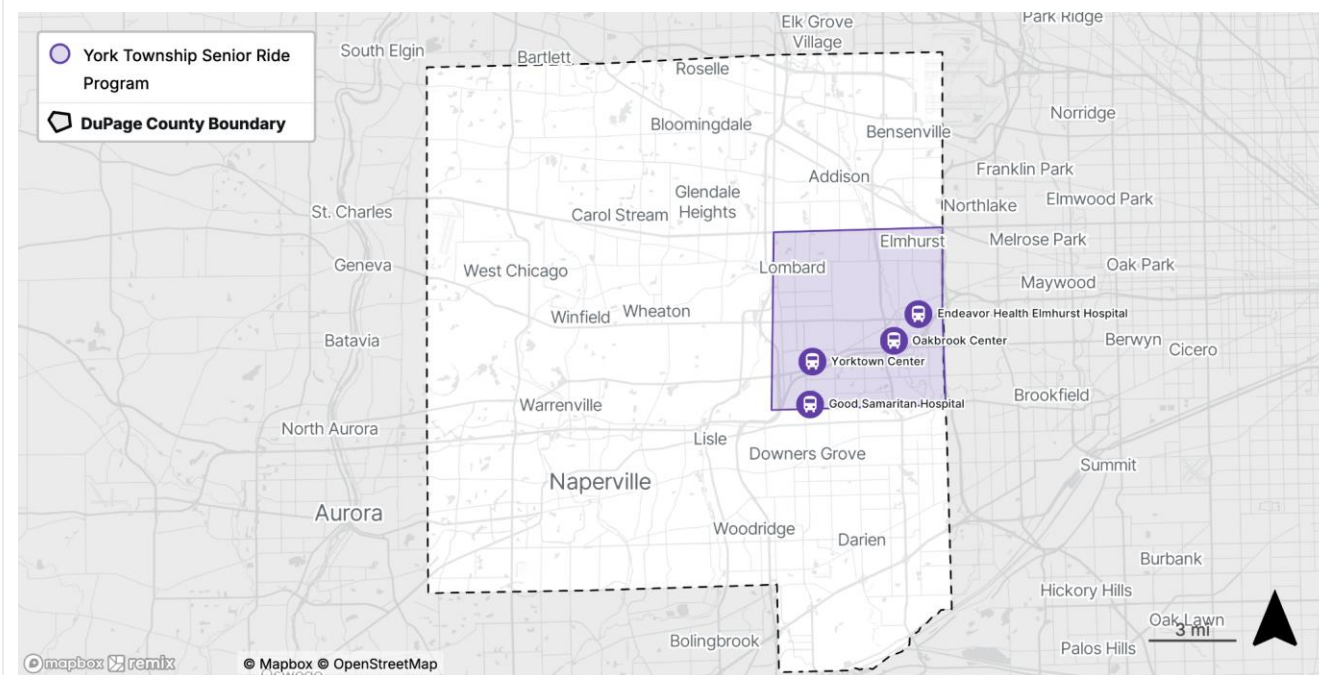
Summary

The York Township Senior Ride Program provides transportation for residents aged 55 or older. Trips can be booked for medical appointments, shopping, and other essential needs. Fares are reduced for "essential" trips, and advance reservations are required to ensure availability.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
York Township	Weekdays 8:15 AM – 3:00 PM <i>No service on weekends.</i>	Trips to/from Township Offices: \$2 Essential rides (medical and grocery trips): \$3 Non-essential rides (shopping, etc.): \$4	2025: 4,939
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Older adults (55+) who reside in York Twp.	Contact the Township: (630) 620-2413	36 square miles	42,100 residents age 55+

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Demand-response service operated by a municipality.	2.9	One vehicle <i>6 vehicles in fleet</i>	5 town cars 1 WAV passenger bus
Dispatch Process		Additional Notes	
● Riders call the Township to register. The same number is used for booking trips. ● Trips are manually scheduled and dispatched by the Township staff, using a program called TransSenior developed for the Township.		Total fare revenue for 2025 was \$15,497. The program is operated as a community service for our senior residents rather than as a revenue-generating program. Service is operated in-house.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
FY2026 budget: \$269,500 FY2025 budget: \$325,250 FY2025 actual: \$229,845		Property taxes levied by York Township	
Additional Notes			
Average hourly operating cost of \$132.94 in 2025.			

Subsidized Travel: City of Aurora Ride Solution (C.A.R.S.)

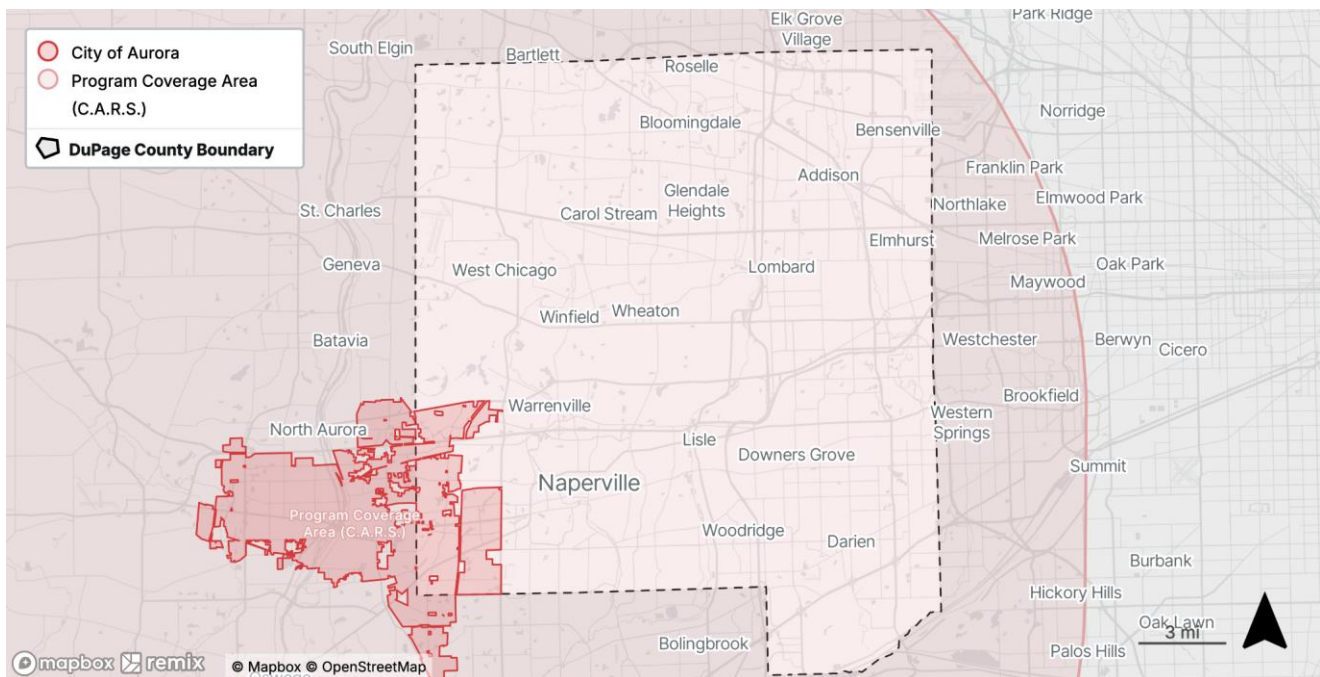
Summary

The City of Aurora Ride Solution (C.A.R.S.) is designed to close mobility gaps for seniors (60+) and residents with disabilities. It acts as a supplemental transportation program, with all riders referred by one of several project partners. Typically, riders are only referred when the project partner is unable to provide transportation internally. Once referred, riders received fully-subsidized rideshare trips to medical appointments, grocery stores, employment opportunities, and other essential destinations.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
City of Aurora <i>Trips can be taken up to 20 miles outside City limits without staff approval.</i>	<i>Sunday – Thursday</i> 7:00 AM – 10:00 PM <i>Friday – Saturday</i> 7:00 AM – 11:00 PM	Free	2026: ~8,400 <i>Annualized based on stated monthly usage expectation in May 2026 RFP.</i>
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
● Senior residents (60+) ● Residents with disabilities (18+)	Registered riders book trips by contacting the operator directly.	46 square miles <i>City of Aurora</i> 1,990 square miles <i>Total Area Reachable</i>	169,200 residents ● 28,200 age 60+ ● 16,900 living with disabilities

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Contracted to a third-party operator. The incumbent operator (GoGo Grandparent) routes trip requests to Uber and Lyft.	Not tracked, due to the service currently operating with non-dedicated TNC vehicles.	Varies with rider demand; trips routed to TNC vehicles as needed.	Mixed TNC fleet; accessible vehicles available as required.
Dispatch Process		Additional Notes	
● Before joining the program, riders are referred to the service by one of several partners (including Senior Services Associates, VNA Health Care, and the Association for Individual Development). ● Once registered, riders can make up to 10 one-way trips (5 round-trips) each month. ● Trips are booked directly through the operator, GoGo Grandparent. ● GoGo Grandparent connects riders to available Uber and Lyft vehicles for their trip.		● Operations model and vendor subject to change. At time of writing (July 2026), the vendor selected from the City’s May 2026 operations RFP had not been announced. ● Contact information for project partners: ○ Senior Services Associates (630) 897-4035 ○ VNA Health Care (630) 892-4355 ○ Association for Individual Development (630) 844-5751	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
Exact cost unavailable; Via to request from City.		● City of Aurora General Fund (Senior & Disability Services Division) ● Project Partners ● Donations Exact funding split not available; Via to request additional information from the City.	
Additional Notes			
● The partner referral model is designed to avoid duplicating service and control costs, since C.A.R.S. riders are not referred to the service if the partner agency they have a relationship with has capacity to serve their trips.			

Subsidized Travel: Village of Downers Grove Taxi Coupon Program

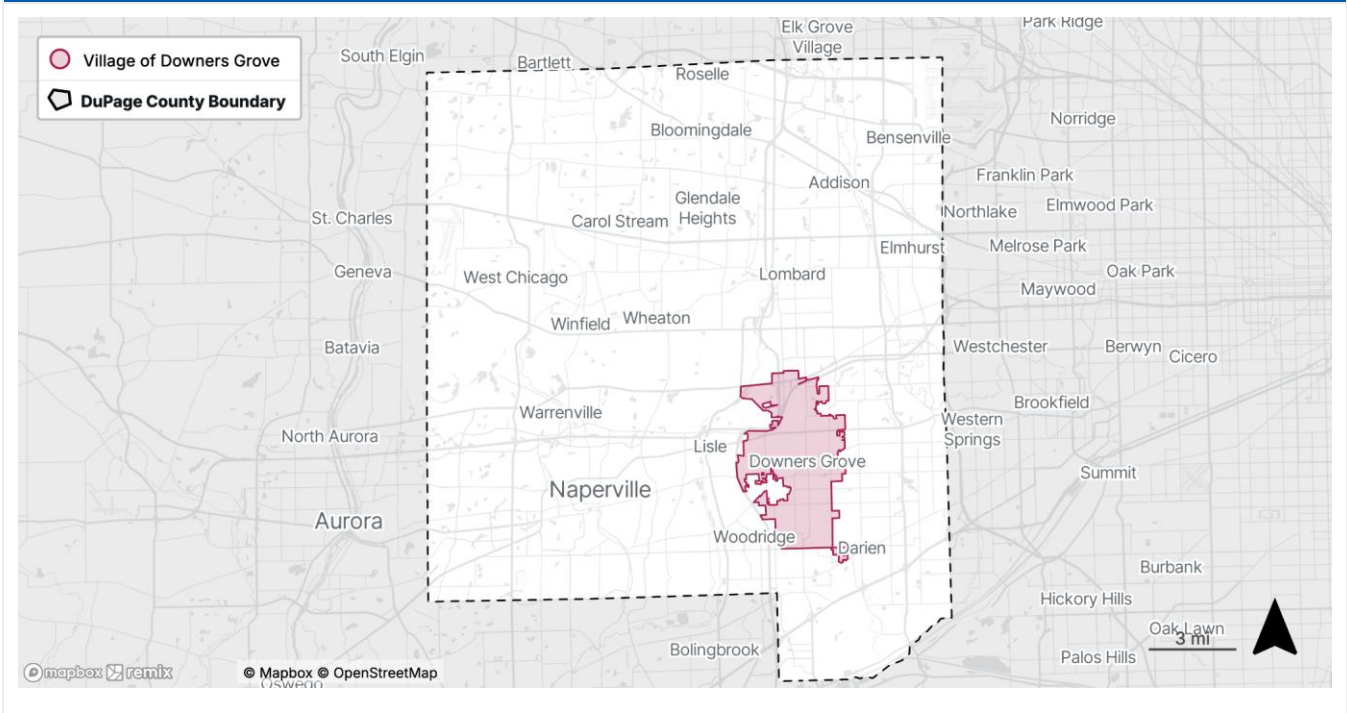
Summary

The Village of Downers Grove Taxi Coupon Program helps senior (65+) residents and residents with disabilities make local trips within Village borders. The Village provides a 50% subsidy to offset the cost of taxi services. The subsidy is managed by issuing coupons to riders to pay for taxi rides.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Village of Downers Grove <i>Trips are not provided to external destinations.</i>	Only limited by taxi availability.	Varies by trip; riders pay using coupons. <i>Each sheet of coupons pays for \$10 of taxi travel and is sold to riders for \$5. Participants can buy up to six coupon sheets per month.</i>	Not available, since trips are tracked by coupon sales. <i>A total of 363 residents were registered for the program in July 2026.</i>
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Population
● Residents age 65+ ● Residents living with a disability	Registered riders can book trips using American Taxi (630) 305-0700)	15 square miles	51,100 persons ● 10,700 seniors 65+ ● 4,600 disabled

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Non-dedicated service model where riders place trip requests directly with the selected operator (American Taxi).	Not tracked, due to the service operating with non-dedicated taxi vehicles.	Varies with rider demand; trips booked on taxis as needed.	Mixed taxi fleet; accessible vehicles available as required.
Dispatch Process			
● To receive subsidized rates, riders must pay with coupons. Coupons can be purchased in-person or ordered by mail. ● Once riders have coupons, they can book trips directly with American Taxi (the only operator that accepts the coupons). ● Trips are scheduled and dispatched directly by American Taxi.			
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025: \$10,000 <i>Amount provided by the Village of Downers Grove.</i>		The taxi coupon program is funded by Village property taxes.	
Additional Notes			
● Each sheet of taxi coupons has a face value of \$10.00, and includes eight \$1.00 coupons and four \$0.50 coupons. ● Since each coupon sheet represents a subsidy of \$5.00 and riders can only purchase six coupon sheets per month, the Village’s maximum per-rider subsidy is effectively limited to \$30.00 each month.			

Subsidized Travel: Hinsdale Lake Terrace Community Rideshare

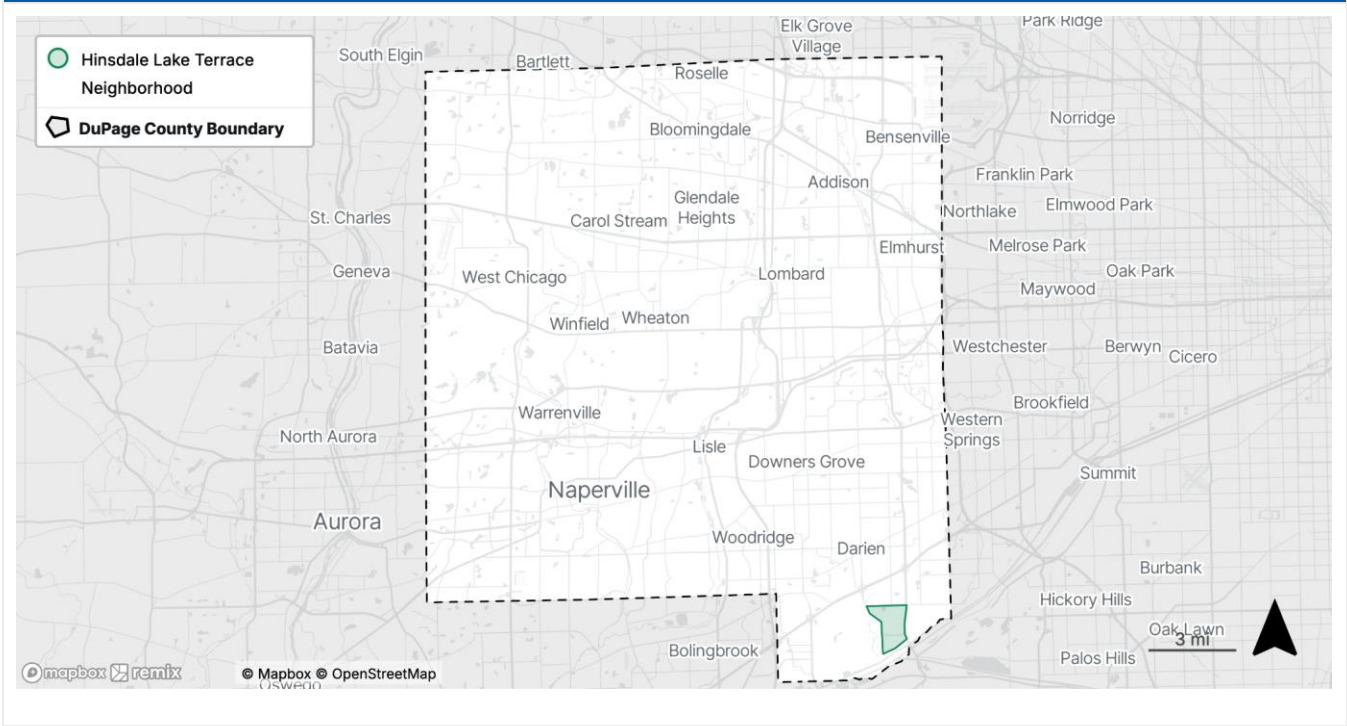
Summary

The Hinsdale Lake Terrace Rideshare Access Program (RAP) allows eligible residents of the Hinsdale Lake Terrace neighborhood to take up to 60 subsidized rideshare trips (30 round trips) per month. Rides can be taken to any point in Cook, DuPage, Kane, Lake, McHenry, and Will Counties. Each ride is subsidized by up to \$20. As of July 2026, enrollment of new riders is suspended while the County improves its registrant verification process.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Hinsdale Lake Terrace Neighborhood <i>Travel is permitted anywhere in the RTA six county service area.</i>	Unrestricted; only limited by TNC vehicle availability.	\$2.00 + any costs exceeding \$22.00 <i>The program subsidizes up to \$20.00 per trip. For rides under \$2.00, riders will not pay any additional fare. Any balance above \$22.00 per trip is paid by the rider.</i>	2025: 34,950 Note: Monthly ridership grew significantly in 2025. In January, 640 trips were provided. By December, more than 4,700 trips were provided.
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
Neighborhood service area residents	Book through rideshare (Uber or UZURV) app	1 square mile <i>Neighborhood service area</i>	3,600 persons <i>Neighborhood service area</i>

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Non-dedicated service model; riders book trips directly in the Uber and UZURV apps.	Not tracked, due to the service operating with non-dedicated TNC vehicles.	Varies with rider demand; trips booked on rideshare vehicles as needed.	Mixed TNC fleet; accessible vehicles available as required.
Dispatch Process		Additional Notes	
● Once enrolled, riders are provided with a voucher code they can attach to their profile in the Uber and UZURV apps. ● Once applied, the voucher code automatically apportions trip costs per the service rules (up to \$20.00 County subsidy per ride, up to 60 rides per month, etc.). ● Riders book trips directly in the Uber and UZURV apps.		● In 2025, a total of 21 wheelchair-accessible trips were brokered out to drivers through UZURV (0.06% of all ridership). All remaining trips were performed by Uber. ● Average trip lengths increased dramatically in November 2025. In the three preceding months, the average trip covered 3.7 miles. Across November and December, the average trip length jumped to 7.3 miles.	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
2025: \$579,400 <i>Sum of 2025 monthly invoice amounts provided by DuPage County.</i>		● DuPage County general fund surplus	
Additional Notes			
● Because TNC subsidy models do not become more cost efficient as ridership grows, monthly operating costs grew proportionally with ridership. In January 2025, the service cost \$8,300 to operate. By December, monthly operating costs surpassed \$80,000. ● Average ride costs increased by more than 30% in 2025, growing from \$12.92 in January to \$16.95 in December. The total ride cost includes the trip fare plus a fixed administration fee of \$1.50 per trip. ● Total fares (including trip cost plus an admin fee of \$1.50 per ride) averaged \$16.58 in 2025.			

Subsidized Travel: Villa Park Subsidized Taxi Program

Summary

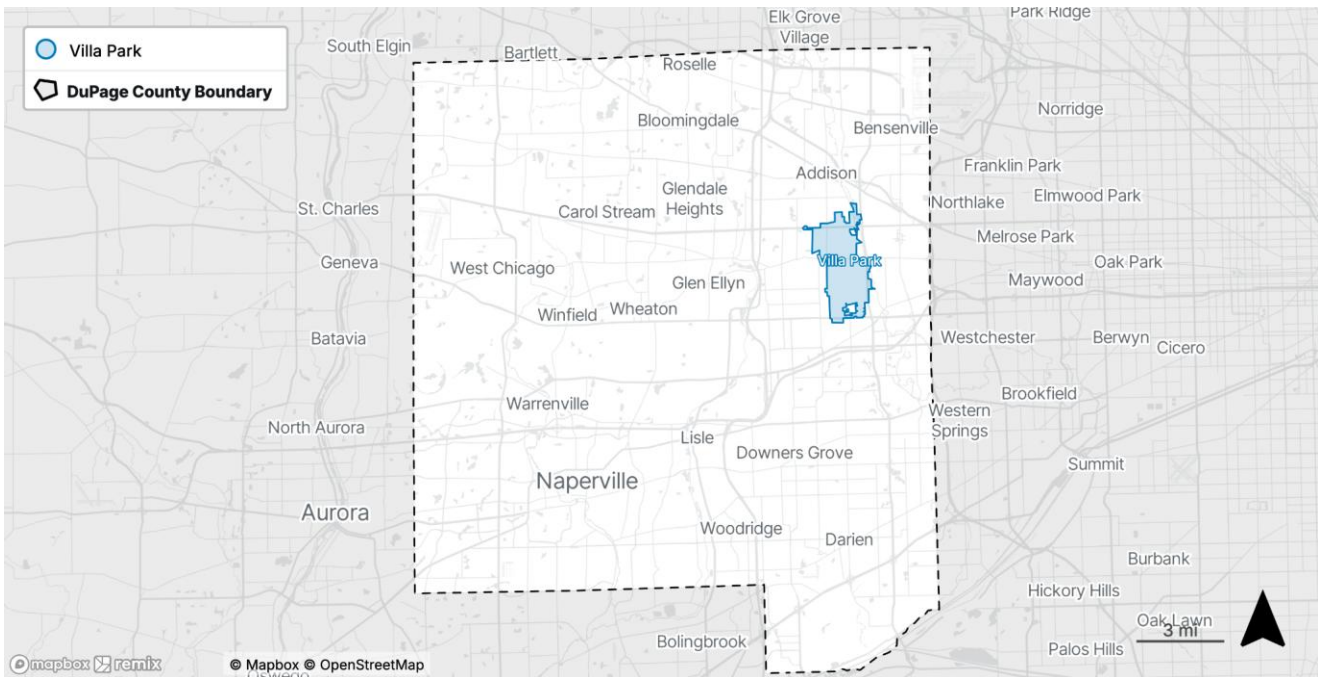
Note: While the Villa Park Taxi program is still active, it has not received any ride requests since 2024. Town staff reported that eligible seniors and people with disabilities more commonly use the [York Township Senior Ride Program](#).

The Villa Park Subsidized Taxi Program helps senior (65+) residents and residents with disabilities make local trips with Village borders. Trips are almost fully-subsidized by the Village, with fares set at \$1.00 per person for a one-way trip. Interested riders should register by calling (630) 834-8500.

Key Facts

Service Area	Hours of Operation	Fares	Annual Ridership
Village of Villa Park <i>Trips are not provided to external destinations.</i>	Only limited by taxi availability.	\$1.00 per person <i>One-way fare</i>	Zero.
Eligible Riders	Trip Booking Process	Service Area Size	Service Area Pop.
● Residents age 65+ ● Residents living with a disability	Register in person and book through a licensed taxi company.	5 square miles	22,700 persons ● 3,600 seniors 65+ ● 2,700 disabled

Service Area Map



Operations			
Service Model	Productivity	Vehicles Required	Typical Vehicle
Non-dedicated service model where riders place trip requests directly with standard commercial taxi operators.	Not tracked, due to the service operating with non-dedicated taxi vehicles.	Varies with rider demand; trips booked on taxis as needed.	Mixed taxi fleet; accessible vehicles available as required.
Dispatch Process		Additional Notes	
● Trips are scheduled and dispatched directly through a licensed commercial taxi operator at the time of the rider's request.		N/A	
Costs and Funding			
Annual Operating Cost		Major Funding Sources	
N/A --- program does not currently receive ride requests, so operating costs are near zero.		● General Fund – The Village’s 2026 budget allocates \$500 to a Senior Citizen Cab Subsidy.	
Additional Notes			
● The 2026 budget indicates that actual spend for 2024 and 2025 was less than \$20 per year. This indicates very low program usage.			

Appendix C: Human Service Transportation Provider Profiles

AIM Center for Independent Living, Downers Grove

Summary

Located in Downers Grove, the Achieving Independence and Mobility (AIM) Center for Independent Living provides leadership through training, community development, and advocacy to empower individuals with disabilities to participate in family, social, and community life. The services offered include: assessment of needs, support, advocacy, and linkage to other community services, including public transportation, to promote independence. This organization does not maintain a formal transportation service.

ALC Transportation

Summary

ALC Health Care Services is a private-pay provider of nonemergency medical transportation (NEMT) primarily focused on DuPage County with service available in Cook, DuPage, Kane, and Will Counties. This private-pay service operates with wheelchair-accessible Toyota Sienna minivans.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
Aurora, Naperville, Bolingbrook, Wheaton, Downers Grove, Elmhurst, Lombard, Bartlett, and Carol Stream	24/7/365 availability	Medical patients, older adults and their caregivers, and assisted living communities	Rides must be booked by calling 48 hours in advance at 630-523-8009

Association for Individual Development (AID)

Summary

The Association for Individual Development (AID) offers tailored, consumer-focused programs and services designed to be equitable and inclusive for individuals facing developmental, intellectual, physical, and mental health challenges, those who have experienced trauma, those in immediate or chronic crises, those who are chronically unhoused, and those at risk. AID aims to help them overcome personal, behavioral, societal, and environmental barriers to achieve recovery, independence, self-reliance, and live the lives they choose. This organization does not maintain a formal transportation service.

American Cancer Society Road to Recovery

Summary

American Cancer Society Road to Recovery has a Volunteer Transportation program for riders traveling to and from a cancer-related medical appointment. This service is free and a caregiver may need to accompany a patient who cannot walk without help, or is under age 18. It can take several business days to coordinate, it is recommended for riders to call well in advance of the appointment date.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
This volunteer driver program is available throughout the United States.	N/A, volunteer-provided service	Riders traveling to or from a cancer-related medical appointment	Phone 1-(800)-227-2345

Clearbrook Community Connections for Adults with Disabilities

Summary

This transportation program serves adults with disabilities, many of whom are seniors. The program operates 24 hours/day, 7 days/week in DuPage, Kane, Cook, Lake, McHenry, and Will Counties. Clearbrook regularly and strategically expands its service area ensuring on-call transportation is available at all times. This is an FTA Section 5310 funded program. Clearbrook partners with: Little City Foundation, CTF Illinois, Ray Graham Association, IDOT and more.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
DuPage, Kane, Cook, Lake, McHenry, and Will Counties.	24/7/365 availability	Seniors (65+) and riders with disabilities.	Phone 1-(847)-870-7711

Additional Notes

Totals for the 6-County service area:

- 122 vehicles
- 2024: 217,604 total ridership among 932 unique riders

Community Assisted Rides

Summary

Community Assisted Rides is a nonprofit, volunteer driver program for older adults, currently serving over 400 older adults in more than 22 communities (including 10 villages in DuPage County). Originally called Interfaith Community Partners, the organization rebranded in 2024 as Community Assisted Rides to further expand outreach with a goal to serve even more older adults through rides, library services, and outreach efforts. Through the continued support of local churches, businesses, donors, and volunteers, Community Assisted Rides has a vision to bring together generations and help older adults thrive as they age.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
Broadview, Brookfield, Burr Ridge, Clarendon Hills, Darien, Downers Grove, Hinsdale, Oak Brook, Westmont, and Willowbrook	24/7/365 availability	Older adults	N/A - riders coordinate their own transportation with volunteer drivers

Easterseals

Summary

Easterseals DuPage specializes in evaluations and pediatric therapy, occupational therapy, speech-language therapy, audiology, nutrition, mental health and diagnostic clinics. Easterseals provides services to transform the lives of early learners and individuals of all abilities through access to expert educational, family and community support. Transportation is among the services available for clients. Easterseals is a national advocate for the Americans with Disabilities Act (ADA) and works tirelessly to ensure that all people are empowered to access their rights under the ADA.

Additional Notes

- Easterseals partners with programs like Ride Dupage to serve its clients.

FISH of Downers Grove, Downers Grove, IL

Summary

FISH of Downers Grove has a Volunteer Transportation program for older adults that offers door-to-door transportation services in Downers Grove, Westmont, and Lisle areas. This program operates on a donation basis, with riders encouraged to contribute what they can. Riders can schedule their trips in advance to help older adults access essential services, attend medical appointments, and engage in social activities.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
Services available to residents of Lisle, Darien, Downers Grove, Westmont, and Woodridge. Available to medical facilities within a 10 mile radius of Downers Grove.	Weekdays; Time varies	Older Adults	Phone 1-(630) 964-7776

Additional Notes

- The total number of trips provided to residents is unknown.

Little City Transportation Program

Summary

The Little City Foundation Transportation project serves individuals with intellectual and developmental disabilities attending day programs, medical appointments, employment, shopping, and community integration activities. Little City operates residential and day program facilities across Cook, Lake, and DuPage Counties, with locations in Arlington Heights, Chicago, Hanover Park, Hoffman Estates, Grayslake, Palatine, Roselle, Schaumburg, and Streamwood. This is a Section 5310-funded program.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
Cook, Lake, and DuPage Counties, <i>Locations in Arlington Heights, Chicago, Hanover Park, Hoffman Estates, Grayslake, Palatine, Roselle, Schaumburg, and Streamwood.</i>	Monday–Friday, 7am–5pm. Outside of these hours, service is available on demand 24/7, though riders must be accompanied by residential staff. Saturday–Sunday: on demand via residential staff, or pre-planned outings and/or appointments	Seniors and riders with disabilities.	Phone 1-(847)-358-5510

Additional Notes

- 2024: 171,174 total ridership
- Exploring potential partnership with Clearbrook: "Little City recognizes potential benefits of further sharing transportation resources and will meet with Clearbrook through 2025, at our own cost and not billed to the RTA, to determine by September if the cost-per-mile rate of transporting participants will not rise to a point that shared routes are untenable."

Parents Alliance Employment Project, Lisle

Summary

Parents Alliance Employment Project is a nonprofit dedicated to improving the quality of life for people with disabilities through individualized employment services. They are a partner organization to the County's Ride DuPage to Work service, though they do not offer formal transportation themselves.

Ray Graham Comprehensive Transportation Program

Summary

Ray Graham Association's (RGA) Comprehensive Transportation Program (CTP) provides transportation to nearly 2,000 people with intellectual or other disabilities who participate in organization-sponsored activities throughout the community, including day programs, grocery shopping, employment, medical appointments, volunteering, and more. This is a Section 5310 funded program.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
DuPage County. <i>Trips out of core service area can be to: DeKalb, Cook, Kane, Lake, Kendall, McHenry, Columbia County/Rock County (WI), Allen County (WI)</i>	24/7/365 availability	2,000 RGA clients with disabilities.	Phone 1-(847)-358-5510

Additional Notes

- RGA maintains a 75-vehicle fleet across its six-County service area.
- 2024 ridership: 651
- Ray Graham Comprehensive Transportation Program is a partner agency in the Ride To Work Program.

Ride Assist Naperville

Summary

Ride Assist Naperville is a nonprofit organization that manages a volunteer driver program serving older adults (60+) living in Naperville Township who are traveling to medical, dental, vision, or hearing appointments. Grocery shopping and other errands are not eligible trip purposes.

Key Facts

Service Area	Hours of Operation	Eligible Riders	Trip Booking Process
Riders must live at a Naperville address to qualify for service, including unincorporated Naperville Service is also available to four hospitals outside the service area, and they will take veterans to Hines Hospital and the North Aurora VA Clinic.	Monday–Sunday: 8 AM–5 PM; Sunday rides or requests outside these hours may be accommodated by special request	18,200 residents ages 60+ living in Naperville Township. Eligible seniors must be ambulatory and have the ability to safely transfer out of a vehicle on their own or with limited assistance.	Service is free, though a donation of \$15 is encouraged for a round trip ride. Ride requests must be submitted seven days in advance; can schedule rides up to six months ahead. Riders may schedule up to two rides per week.

Additional Notes

- 92 volunteer drivers are available in Ride Assist Naperville's organization.

Spectrum Services/Little Friends Inc., Naperville, IL

Summary

Little Friends supports children and adults with autism, intellectual, developmental, and physical disabilities. For children, they offer educational, therapy, residential, and wellness services. Adults can access community day programs, employment services, residential support, and wellness initiatives. Some programs, such as student educational services, include transportation coordinated directly through the placing school district. This organization does not maintain a formal transportation service.

Additional Notes

- Little Friends is a partner agency in the [County Ride DuPage To Work Program](#).

Turning Pointe Autism Foundation, Naperville

Summary

Turning Point Autism Foundation serves individuals with autism through a day school program and adult services workshops that focus on employment skills, social skills, and independent living. The RTA's 2021 Human-Services Transportation Plan (HSTP) indicated that the agency received two vehicles through IDOT.

Xilin Association, Naperville

Summary

Xilin Association is a non-profit organization that provides day care centers for seniors (seven across the region), innovative programming for children and hosts cross-cultural community events and activities. The organization will provide transportation to older adults participating in programs. The organization does not maintain a formal transportation service.

Additional Notes

- 2021 HSTP indicated that this organization received a vehicle through IDOT.