

Human Services Transportation Plan 2026

Northeastern Illinois
May 2026

A photograph of a person in a wheelchair boarding a bus. The person is wearing a dark cap and a face mask, and is seen from the side. The wheelchair has a 'COMFORT' label on the backrest. The bus interior is visible through the open door.

Human Services Transportation Plan 2026

prepared for RTA by



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AECOM



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Executive Summary

Background

The RTA is a co-designated recipient for the Federal Transit Administration (FTA) Section 5310 *Enhanced Mobility of Seniors and Individuals with Disabilities Program* funds in the Chicago Urbanized Area. As such, RTA administers and oversees a portion of the Section 5310 program for transit-related services that assist targeted population groups in Cook, DuPage, Kane, Lake, McHenry, and Will Counties, plus the urbanized portions of Kendall County, Sandwich Township (DeKalb County), Somonauk Township (DeKalb County), and Aux Sable and Goose Lake Townships (Grundy County). The Illinois Department of Transportation (IDOT) is the co-designated recipient of Section 5310 funding and administers vehicle purchasing through its Combined Vehicle Program.

On June 1, 2026, the RTA will begin the transition to the Northern Illinois Transit Authority (NITA). This transition will go into effect on September 1, 2026, at which time NITA will become the co-designated recipient of Section 5310 funding and administer the program locally.

The HSTP was developed with the guidance of the Project Advisory Committee (PAC). The PAC is made up of a diverse group of agency representatives from across the region who work locally to deliver, plan, and administer transportation services for older adults, individuals with disabilities, people with low incomes, and the general public.

Purpose

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.

Needs Assessment

Three meetings with the PAC, four focus groups and two public meetings were conducted to collect input on unmet transportation needs in all counties and discuss potential strategies to address those needs. Gaps in access to resources and unmet transportation needs were further explored through a public survey.

60% of survey respondents indicated that they do not have access to a personal vehicle that they drive. Nearly 40% of respondents stated that, in a typical month, there are times when they need a ride and do not have one.

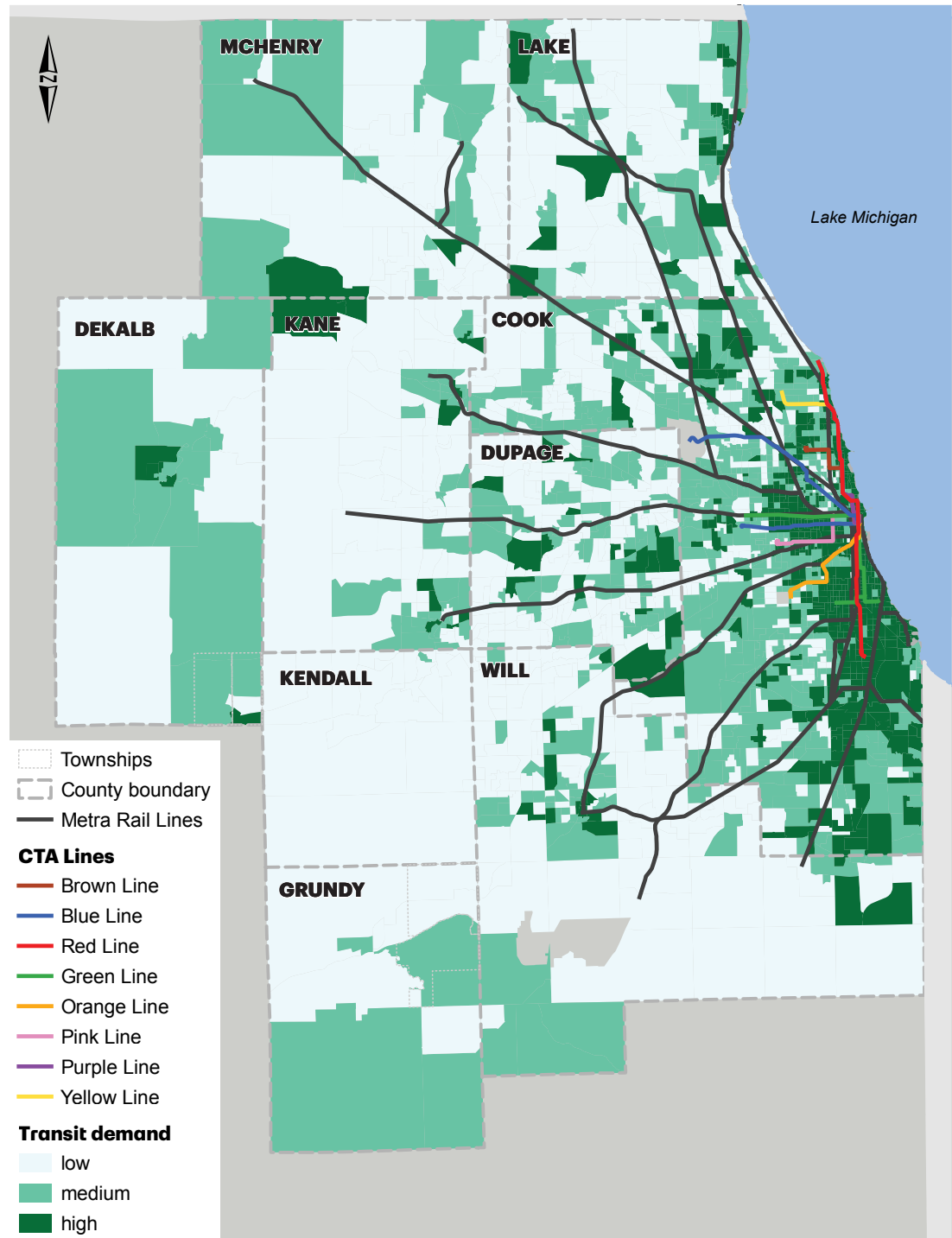
All geographic areas expressed common challenges related to cost, service area boundaries, and limited-service availability. Likewise, riders expressed concerns about the cost of long-distance trips and long travel times on indirect routes. Passengers or potential passengers also struggle to interpret and understand which transportation options are most appropriate for their trip needs. The region shares a vision for a more connected, affordable, simplified transportation system that supports access to healthcare, employment, and independent living.

Similar to the previous coordinated plan, transportation providers indicated that the increasing demand for transportation and the importance of affordable options are driving factors in the available service levels. Demographic projections for the area indicate that the older adult population will continue to increase, as will the employment opportunities for working-age people. The population growth will continue to strain transportation resources, making coordination and a focus on maximizing efficiency even more important than today.

Existing Conditions

Transportation is available throughout the region, although the hours, days of operation and modes of service vary. Some transportation services are open to the general public, while others are available only for people who meet certain eligibility requirements (i.e., age or disability).

Exhibit 1. Transit Demand Index Map



Spatial or temporal limitations of service providers create gaps in access to transportation. Spatial gaps are service area boundaries (i.e., county lines), and temporal gaps are times of the day or days of the week when transportation is needed but is not available because of the transportation providers' operating hours.

Locally operated transportation programs are limited to county, township or municipal boundaries, with few exceptions, and each has specific policies and procedures, including

eligibility policies, fare structures, service hours, and scheduling procedures that are unique to the individual services.

There are many examples of dial-a-ride services provided through a joint arrangement between local governments and Pace. Several of these programs have recently transitioned to a countywide service in addition to the local municipal or township programs. The countywide programs represent progress toward overcoming spatial gaps in transportation within counties.

Goals and Strategies

On June 1, 2026, the Regional Transportation Authority (RTA) will transition to the Northern Illinois Transit Authority (NITA). NITA will remain a designated recipient of federal Section 5310 funding and will continue to administer the program locally. Each goal will be achieved through NITA's coordinated mobility management structure and participation from stakeholders throughout the region. The goals are designed to be implemented at the local or regional levels. The goals may be accomplished through coordination among two or more organizations or implemented on a larger scale.

NITA will continue to be a regional resource for guidance, information and Section 5310 funding to support coordinated efforts. Local organizations are encouraged to take leadership of goals and strategies that have an impact on their customers and communities.

Goal #1: Ensure Countywide Coverage in the NITA Region

Strategically address the identified spatial gaps between jurisdictional boundaries of transportation programs within individual counties by integrating this HSTP with other related community needs assessments and plans, such as the ADA Transition Plan, the Chicago Public Health Plan, and the Healthy Aging Plan.

Goal #2: Conduct a Regional Dial-A-Ride Study

In accordance with the NITA Act, Section 5.25, the Authority will collaborate with Service Boards, counties, townships, and municipalities that operate dial-a-ride services to evaluate dial-a-ride programs and create recommendations for coordinated service across the region.

Goal #3: Improve the Existing Subsidy Programs for Paratransit Services

This goal involves evaluating the existing subsidy programs and ensuring that policies correspond with regional efforts to offer consistent, sustainable services that align with traditional paratransit and fixed route transit, while providing more options for eligible clients, and creating a structure of administrative and financial support to limit jurisdictional barriers to access and address existing gaps in service for eligible clients.



Goal #4: Modernize Trip Scheduling and Vehicle Location Software

Create a centralized customer information service for trip planning and vehicle arrival information for public transportation services in the region, including demand response modes of service. The improved technology will allow passengers to plan and schedule trips with the appropriate provider. When waiting for their ride, passengers can access updates about the precise arrival time.

Goal #5: Expand Access to Suburban Jobs and Health and Wellness Services

Increase the availability and capacity of transportation options in suburban areas across more hours and days of the week to meet the growing demand, including trips on nights and weekends for employment opportunities, essential shopping, and health and wellness activities. Improvements will include infrastructure and updated zoning and land use plans to support Equitable Transit-Oriented Development.

Goal #6: Enhance Travel Training and Education

Provide a simple, clearly defined series of steps for riders choosing transportation services for their various transportation needs. Training and education will be promoted through partnerships between mobility managers and local community organizations.

A photograph of a city street scene. In the background, a tall, ornate building with many windows and a clock tower is visible under a cloudy sky. In the foreground, a blue and white bus is driving on the street. A large white diagonal shape cuts across the image from the top right to the bottom left, partially obscuring the bus and the building.

Chapter 1.

Introduction

The Regional Transportation Authority (RTA) is a co-designated recipient for the Federal Transit Administration (FTA) *Enhanced Mobility of Seniors and Individuals with Disabilities Program* funds in the Chicago Urbanized Area. As such, RTA administers and oversees a portion of the Section 5310 program for transit-related services that assist targeted population groups in Cook, DuPage, Kane, Lake, McHenry, and Will Counties, plus the urbanized portions of Kendall County, Sandwich Township (DeKalb County), Somonauk Township (DeKalb County), and Aux Sable and Goose Lake Townships (Grundy County).¹ The Illinois Department of Transportation (IDOT) is the co-designated recipient of Section 5310 funding and administers vehicle purchasing through its Combined Vehicle Program.

Overview of the Section 5310 Program

Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities: Section 5310 is a formula grant program administered by the RTA and Illinois Department of Transportation (IDOT) for the six-county region. The program is intended to enhance the mobility for seniors and persons with disabilities by providing funds for eligible programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Grants for operating expenses, such as a 5310 transportation program, require a 50% local match. Grants for capital expenses, such as mobility management or vehicles, require a 20% local match. Local match may be derived from any eligible non-U.S. Department of Transportation Federal program, State programs, or local contributions or grants. IDOT manages Section 5310 program grants for vehicles. RTA is responsible for the administration of the region's operating, mobility management and non-vehicle capital grants and programs. Both mobility management and capital equipment grants are eligible for 80% funding through the Section 5310 program.

The Infrastructure Investment and Jobs Act (IIJA) is the current federal legislation that requires projects selected for funding through the Section 5310 Program to be included in a locally developed, coordinated public transit-human services transportation plan (HSTP). The IIJA also requires that the plan be developed and approved through a process that includes participation by older adults, individuals with disabilities, representatives of the public, and nonprofit, public, and private transportation providers. The RTA's HSTP documents the following:

- Existing demographic and socioeconomic conditions (Chapter 2)
- An inventory of current transportation resources in the region (Chapter 3)
- A community engagement summary (Chapter 4)
- An assessment of unmet transportation needs, gaps, and barriers to mobility as documented through input from older adults, individuals with disabilities, people with low incomes, human services agency representatives, and the general public (Chapter 5)
- Goals and strategies for improving the network of mobility options for older adults, individuals with disabilities, people with low incomes, and the general public (Chapter 6)

¹ On June 1, 2026, the Regional Transportation Authority (RTA) will transition to the Northern Illinois Transit Authority (NITA). NITA will remain a designated recipient of federal Section 5310 funding and will continue to administer the program locally.

The planning area for the study includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties, the urbanized portion of Kendall County, Aux Sable and Goose Lake Townships in Grundy County, and Sandwich and Somonauk Townships in DeKalb County. This area is referred to as the Chicago Metropolitan Agency for Planning (CMAP) region. CMAP is the region's Metropolitan Planning Organization (MPO), and this is the MPO region covered by this plan. All further references to the "region" or "study area" refer to this MPO region.

The intent of the HSTP is to guide and support a coordinated approach for improving the network of transportation resources for older adults, individuals with disabilities, people with low incomes, and the general public in a manner that maximizes the use of existing resources and introduces new programs that will be most appropriate for addressing the needs identified by local stakeholders.

Methodology

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by completing a demographic data analysis and receiving input from stakeholders and the general public through virtual interviews, focus groups, and a public survey. The HSTP process incorporated the following planning elements:

- Review of the previous HSTP to develop a basis for evaluation and recommendations;
- Evaluation of existing economic/demographic conditions in each county
- Analysis of an online general public survey;
- Conduct of virtual stakeholder interviews to discuss local services and needs;
- Facilitation of virtual focus groups for stakeholders and interested riders for the purpose of updating needs, service gaps, and developing preliminary strategies;
- Update of the inventory of existing transportation services provided by public, private and non-profit organizations;
- Assessment of service areas and eligibility to determine where and how existing services can be better used to meet transportation needs; and
- Development of an updated implementation plan that includes current goals, strategies, responsible parties, and performance measures.

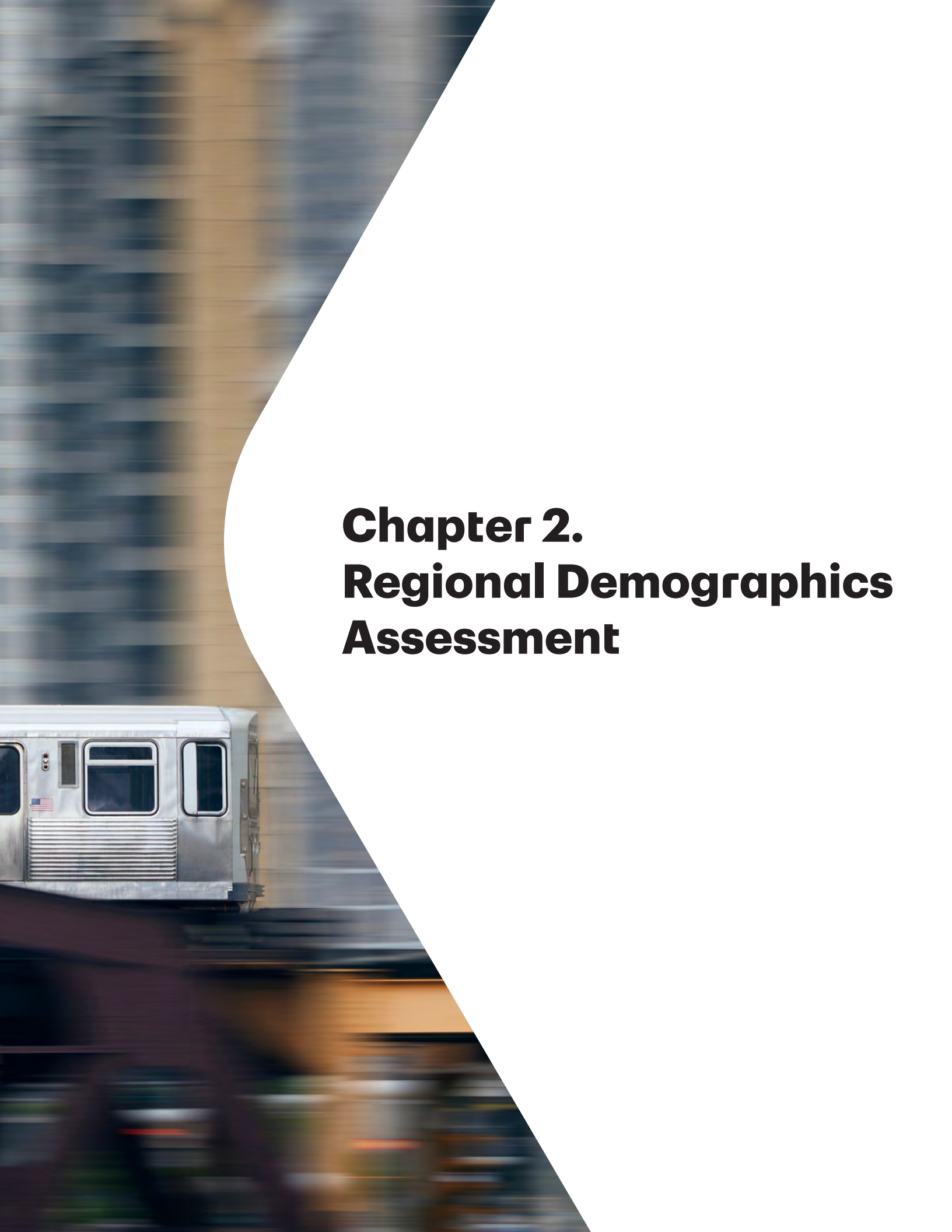
2021 HSTP Summary

RTA adopted the first Coordinated Public Transit-Human Services Transportation Plan in 2007, and updated it in 2013 and 2021. In 2021, RTA updated the plan per requirements of the surface transportation act, Infrastructure Investments and Job Act (IIJA). That plan concluded with nine goals. The RTA and local stakeholders made significant progress on each of the nine goals. A summary of the status of each goal from the 2021 HSTP Update are provided in the bullet point list below.

1. Goal 1 – Establish Mobility Management (MM) and Travel Training Networks
 - Considerable progress in developing MM Program
 - Hired 3 outreach coordinators and dedicated supervisor
 - Each coordinator has a specific program
 - Travel Training program – 4 trainers now providing one-on-one training to riders (including PACE and Metro and CTA)
 - New criteria implemented
 - MM Projects – CTF IL² and McHenry County (New Projects)
2. Goal 2 – Expand Service Areas and Hours
 - McHenry County extended hours
 - Ride Lake County – countywide consolidation now serves all seniors and individuals with disabilities in the county
 - Will County expanded partners from 6 to 16 partners
 - Challenges: Labor Shortages
3. Goal 3 – Coordinate Fare Media and Implement Capped Fares for Certain Trips
 - Ventra payment integration (e.g. Ride Lake County now accepts Ventra, which has benefited 150 riders)
 - Challenges – lack of unified fare policy
4. Goal 4 – Coordinate Volunteer Driver Support Programs
 - Collaboration efforts initiated (e.g., Ray Graham facilitated a cross-agency collaboration study)
 - Challenges: recruitment of volunteers, liability and insurance concerns, TNC competition
5. Goal 5 – Improve Access to Suburban Jobs for Low Income Residents
 - RTA's Access to Transit: \$7.8M for 22 projects to improve walkability and safety
 - 34 community planning projects implemented
 - Transit-Friendly Communities Guide released in 2025

² CTF Illinois offers transportation services on a 24/7 basis to individuals with disabilities in Cook and Will Counties.

- Challenge: Need stronger partnerships with employers and better micromobility utilization
6. Goal 6 – Expand Consolidated Vehicle Procurement Type Options
 - Interest in hybrids, electrics, right-sized vehicles
 - Challenge: Limited procurement scope
 7. Goal 7 – Explore Collaboration/Consolidation of Similar Services
 - Ride Lake County & Access Will County
 - CMAP & RTA sponsored coordination studies (Ray Graham study)
 - Challenge: Lack of infrastructure/staff to support integration
 8. Goal 8 – Establish a Regional One-Call/One-Click Service
 - Transit App pilot: Trip planning + management (Piloted by Pace)
 - TripCheck for ADA Paratransit (Pace)
 - RTA supports the Pace regional call center for customer assistance and ride booking
 - Challenge: Fragmented systems, high-tech investment needed
 9. Goal 9 – Create an Accessibility Infrastructure Database
 - CMAP sidewalk Inventory + ADA Transition Plans
 - Project Sidewalk: Crowdsourced accessibility data
 - Challenge: data collection & standardization challenges

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Chapter 2. Regional Demographics Assessment



Introduction

The region includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties, the urbanized portion of Kendall County, Aux Sable and Goose Lake Townships in Grundy County, and Sandwich and Somonauk Townships in DeKalb County. Demographic factors such as population densities of senior citizens, individuals with disabilities, and/or zero-vehicle households indicate the likelihood (or propensity) for transportation services operated by public or human services agency programs to be needed and used. This chapter summarizes these factors and compares the changes in demographics since the previous Human Services Transportation Plan (HSTP) was adopted in 2021.

The data provided in this chapter were gathered from multiple sources, including the U.S. Census Bureau's 2023 American Community Survey (ACS) Five-Year Estimates and projections created by the Chicago Metropolitan Agency for Planning (CMAP). As a five-year estimate, the ACS data do not represent a direct population count, but offer an estimated population based on supplemental samples taken after the decennial census. Demographic and socioeconomic data variables include the following:

- Total population and median age of the population
- Population per square mile
- Rural and urban land area
- Population age 65 and older (and percent of total population)
- Population of individuals with disabilities (and percent of total population)
- Total Households and Median Household Income
- Population of individuals at, or below, the Federal Poverty Level (and percent of total population)
- Zero and one-vehicle households
- Population of individuals who identify as minorities (and percent of total population)
- Veteran Population

Using this information, a Transit Needs Index score (TNI) is calculated for all of the census tracts in the study area. The score provides a snapshot of the potential level of demand for transportation from a given tract to use transit in a High-Medium-Low context. The TNI helps describe and understand where the most transit and human services transportation trips are likely to originate. The Existing Conditions Chapter of the HSTP will document service areas of the various public and human services agency transportation providers so that those service areas can be compared to the TNI.

At the conclusion of this chapter, the analysis will help illustrate where likely human services transportation user populations are concentrated and how those locations align with projected growth, equity considerations, and current service availability.

Regional Population

The total population of the region is estimated at 8,512,115 people. For this demographic analysis, the entirety of Kendall County was included to ensure data accuracy, although the study area of the HSTP only includes the urbanized area. In Exhibit 2, the total population for each county (and portion of the county within the region) is shown for both five-year estimates to reflect the changes and consistencies since the previous HSTP analysis.

Of the counties, Cook has the largest population and Kendall has the smallest.

Exhibit 2. Total Population by County

Location	2014–2018 population estimate	2019–2023 population estimate	% change
Cook County	5,223,719	5,185,812	-0.73%
DeKalb (Sandwich & Somonauk Townships)	9,928	9,289	-6.88%
DuPage County	931,743	927,263	-0.48%
Grundy (Aux Sable & Goose Lake Townships)	14,383	16,900	14.89%
Kane County	530,839	516,097	-2.86%
Kendall County	124,626	135,053	7.72%
Lake County	703,619	711,885	1.16%
McHenry County	307,789	311,366	1.15%
Will County	688,697	698,450	1.40%

Source: 2018 and 2023 ACS Five-Year Estimates

Exhibit 3 shows the median age for each county, including a side-by-side comparison of the 2018 five-year estimates to reflect the changes and consistencies since the previous HSTP analysis. McHenry County has the oldest median age, at 40.4 years old. DeKalb County has the lowest median age at 32.6. A deeper discussion of the age of the population is presented later in this chapter.

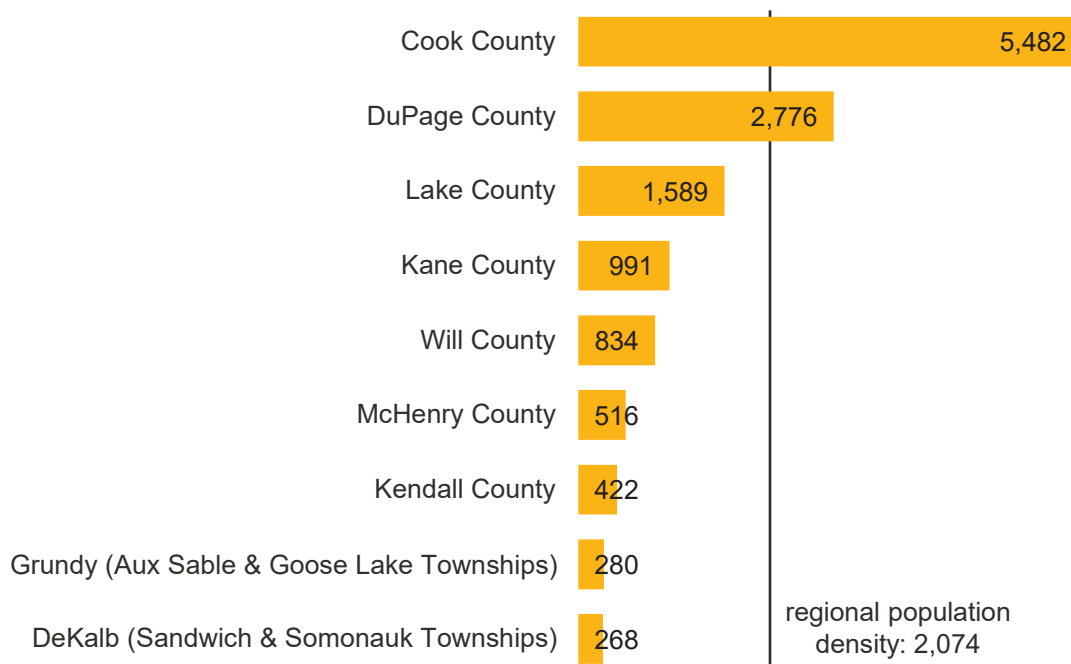
Exhibit 3. Median Age by County

Location	2014–2018 median age estimate	2019–2025 median age estimate	Change (years)
Cook County	36.6	37.8	1.20
DeKalb (entire county)	31	32.6	1.60
DuPage County	39.1	40	0.90
Grundy (entire county)	37.6	38.6	1.00
Kane County	37	38.6	1.60
Kendall County	34.9	36	1.10
Lake County	38.2	38.2	0.00
McHenry County	40.2	40.4	0.20
Will County	37.6	38.9	1.30

Source: 2018 and 2023 ACS Five-Year Estimates

Population density, or the population per square mile, is a critical measure in understanding the level of transportation demand for a community and for recommending the most appropriate modes of transportation. As illustrated in Exhibit 4, the region as a whole has a population density of 2,074 people per square mile. Cook County has the highest population density, with 5,482 people per square mile. The least dense county is Kendall at 422 people per square mile, while the least dense portion of the study area is Sandwich and Somonauk Townships at 268 people per square mile.

Exhibit 4. Population Density



Source: 2023 ACS Five-Year Estimates

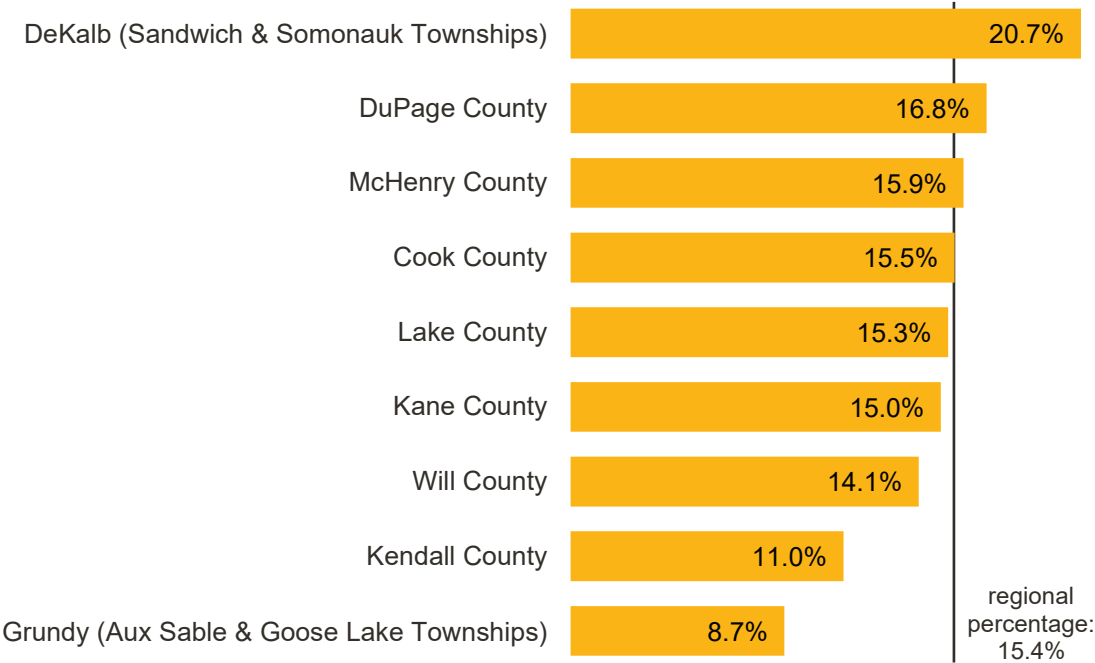
Areas with the highest population density can support a mix of transportation modes, such as passenger rail, light rail, and fixed route bus services. At a medium density, such as a first ring suburbs with sidewalks and small lot sizes, the fixed route bus is still viable and can be supported by demand-response and private services (Uber, Lyft, taxis) that can provide enough trips to charge modest rates. At the least population density, there are not enough people near to support bus stops and pedestrian infrastructure can be limited, so demand-response and on-demand transportation services are more typical. Programs such as the Pace-operated Rideshare Access Program (RAP) and Taxi Access Program (TAP) are examples of these types of modes. Regardless of density, many human services providers also offer transportation options to their clients; however, these transportation options are often limited solely to clients of the organization. Friends and family members typically fill the gap when public or human services transportation is not available.

Older Adult Population

Older adults are most likely to use transportation services when they are unable to drive or choose not to drive. The population of older adults in the United States is continuing to grow. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need for public or human services agency transportation greatly increases. For these reasons, an area’s older adult population is an indicator of potential transit demand.

Exhibit 5 shows the estimated percentage of the population aged 65 and older in each location. DuPage County has the highest proportion of older adults of the counties with 14.5%. Sandwich and Somonauk Townships have the highest overall percentage at 15.4%. Of the counties, Kendall County has the lowest proportion of older adults with 9.6%. Aux Sable & Goose Lake Townships have the lowest overall percentage at 9.3%.

Exhibit 5. Population 65 and Older by County



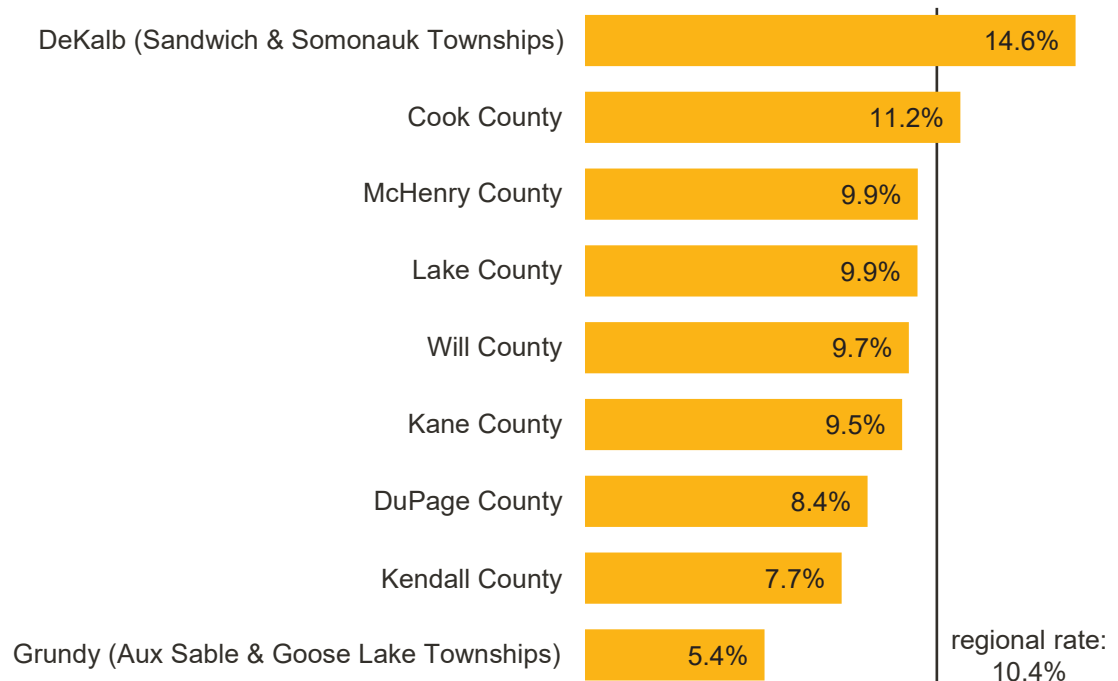
Source: 2023 ACS Five-Year Estimates

Individuals with Disabilities

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of an individual with a disability in the Americans with Disabilities Act implementing regulations, found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination, rather than a strict categorical definition. In a functional approach, the mere presence of a condition typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The Census Bureau offers no method of identifying individuals as having a transportation-related disability. The best available data is available through the ACS five-year estimates of disability for the civilian non-institutionalized population. Exhibit 6 is intended to provide a comparison of the population with a disability in each county. Of the counties, Cook County has the highest percentage of individuals with a disability in an entire county, at 11.2%. Overall, Sandwich & Somonauk Townships have the largest estimated percentage of people with a disability, at 14.6%. Of the counties, Kendall County has the lowest percentage of its population with a disability, at 7.7%. Overall, Aux Sable & Goose Lake Townships have the lowest percentage, or 5.4% of their local population.

Exhibit 6. Disability Incidence by County

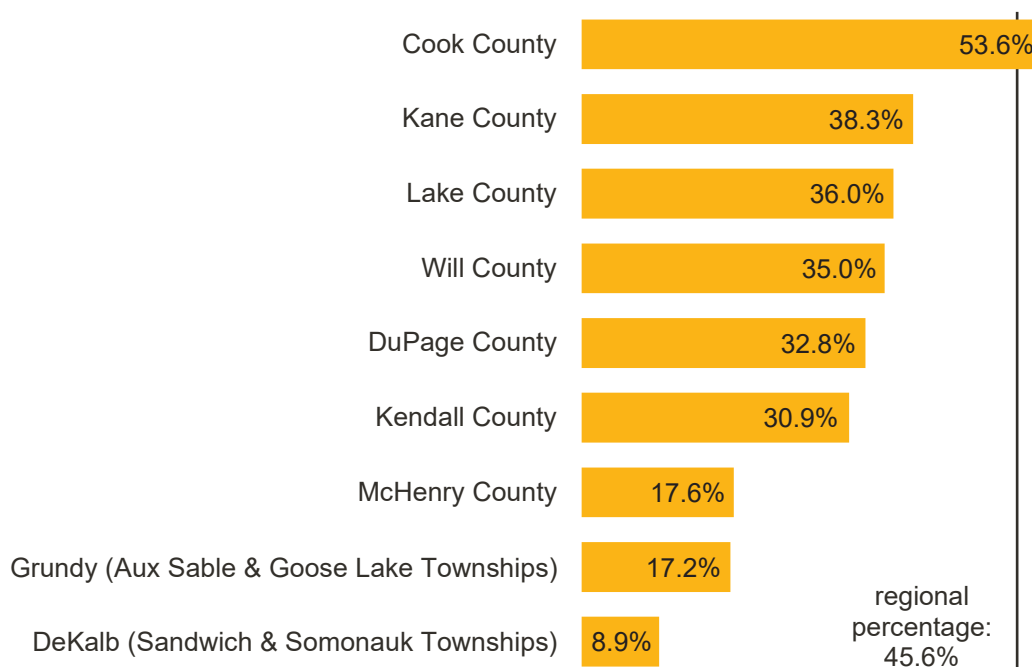


Source: 2018 and 2023 ACS Five-Year Estimates

Minority Population

Minority population, which is defined as all people other than White alone, percentages in the region range from 8.9% in Sandwich and Somonauk Townships to 53.6% in Cook County. Across the region, an average of 45.6% of the population is a minority, which is about 4% higher than the national average of 41%. Minority population percentages by county is outlined in Exhibit 7.

Exhibit 7. Minority Race by County

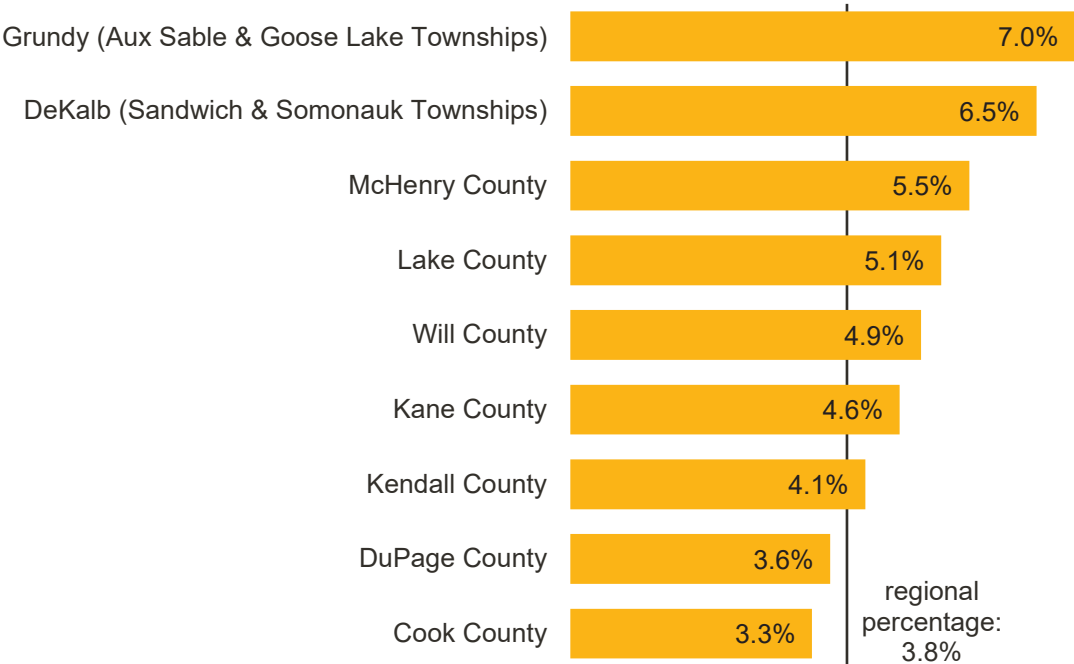


Source: 2023 ACS Five-Year Estimates

Veteran Population

Veterans make up 3.8% of the region’s population 18 years of age and over. This is lower than the U.S. average of 8%. Cook County has the lowest overall percentage of veterans in the region, at 3.3%, but the largest number (136,262). The highest county percentage is in McHenry, at 5.5%, with the highest overall percentage in Aux Sable & Goose Lake Townships at 7.0%. Veteran transportation needs are often tied to access to VA hospitals, outpatient clinics, and specialized health services, many of which require cross-county or regional trips. Coordination between VA programs and human services transportation providers remains an important consideration. Exhibit 8 depicts veteran population by county.

Exhibit 8. Veteran Population by County



Source: 2023 ACS Five-Year Estimates

Population and Employment Forecast

CMAP prepared forecasts of populations, households and employment in support of their **On To 2050** publication update in 2022. This data attempts to navigate through the complexities of post-pandemic employment and life, using updated figures to capture employment and population. The data uses 2020 Decennial Census data and previous estimates (to 2050) that were updated in 2022. Their methodology is described in Part 2 of the On To 2050 appendix “ON TO 2050 Socioeconomic Forecast,” available on the [CMAP Data Hub](#).

Population Forecast

CMAP projects the total population for the region will grow 26% from approximately 8,510,723 people in 2022 to an estimated 10,701,426 residents in 2050. The rate of births is projected to far outpace the rate of deaths, and more people will move into the region than will move out to other areas of the country.

In 2022, CMAP estimated that the proportion of older people aged 65 and older to the whole was 15%. The proportion of older adults 80 and above was 6%. If a person lives to age 75, they are likely to live to an old age. Also, age 75 is an average age for people to stop or modify their driving due to medical issues like arthritis and failing sight, complications from medications, and other physical or cognitive limitations that affect their driving. For these reasons, it is said that older adults will outlive their driving ability by seven to 10 years. When they stop driving, these residents will need transportation resources in their communities. By 2050, the senior population 65 and over is projected to rise to 17% of the region’s population, with 7% aged 75 and older. These figures help transportation planners to understand the demand that is likely to be placed on the services used by older adults.

Employment Forecast

Exhibit 9 and Exhibit 10 list the job growth by county from 2020 through 2050. In the seven counties that comprise the region, there were over 4.5 million jobs, as estimated by CMAP. Of these, 63% are located in Cook County, highlighting the need for cross-county commuting options from other counties to and from Cook County. The smallest number of jobs are located in Kendall County, and Will County is expected to see the most job growth over the next 30 years.

The table below shows the total number of projected jobs in ten-year increments out to 2050, and then in percent difference from the base year (2020).

- Between 2020 and 2050, the number of jobs in Cook County is projected to grow by 15.8 percent. Cook County will also continue to significantly exceed other counties in the region for the number of jobs.
- Between 2020 and 2050, the number of jobs in Will County is projected to grow by 24.9 percent. However, Cook, DuPage and Lake Counties will continue to have a higher number of jobs compared to Will and other counties in the region.
- Kendall County will have the most significant job growth of 17.1 percent, but it will continue to have the least total number of jobs.
- The total job growth for the region is projected to be 14.7 percent.

Exhibit 9. 2020 through 2050 Job Growth by County

County	2020	2030	2040	2050
Cook	2,421,484	2,650,089	2,723,164	2,803,465
DuPage	524,805	560,446	567,198	575,172
Kane	203,838	221,159	224,519	228,566
Kendall	31,746	35,289	36,173	37,159
Lake	317,335	340,571	343,328	347,694
McHenry	108,541	120,002	122,100	123,681
Will	232,321	265,362	279,463	290,205
7-county	3,840,071	4,192,918	4,295,945	4,405,942

Source: CMAP Socioeconomic Forecast Data 2022 and 2018 Series

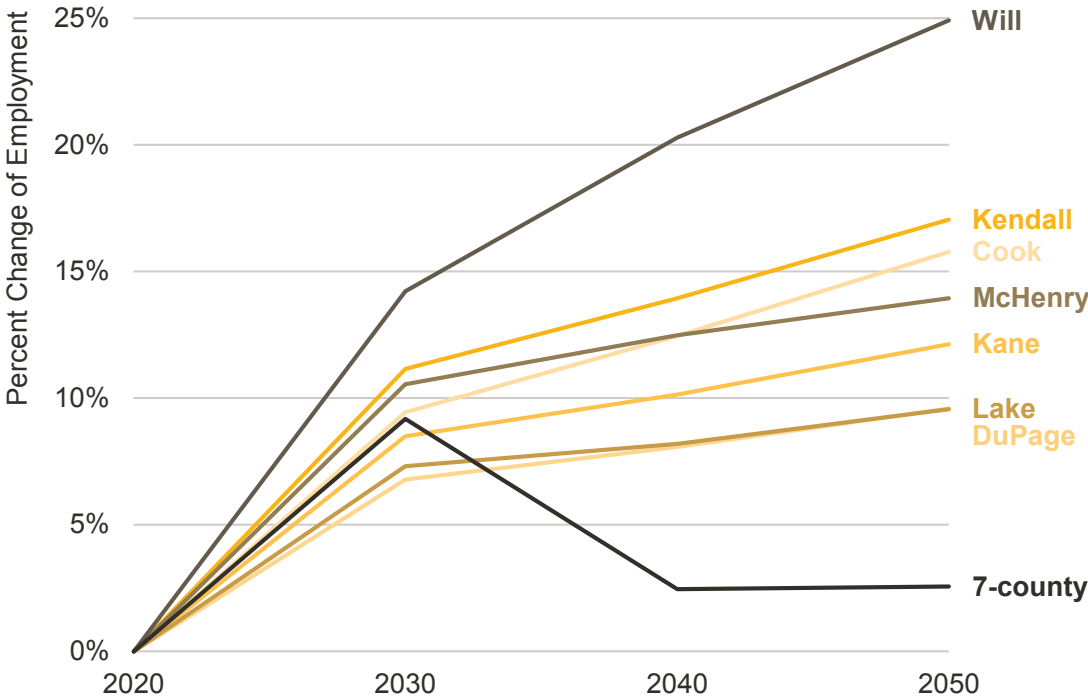
Exhibit 10. Percent Change in Job Growth by Decade, by County

Wage & Salary Employment	% change 2020 to 2030	% change 2030 to 2040	% change 2040 to 2050
Cook	9.4%	12.5%	15.8%
DuPage	6.8%	8.1%	9.6%
Kane	8.5%	10.1%	12.1%
Kendall	11.2%	13.9%	17.1%
Lake	7.3%	8.2%	9.6%
McHenry	10.6%	12.5%	13.9%
Will	14.2%	20.3%	24.9%
7-county	9.2%	2.5%	2.6%

Source: CMAP Socioeconomic Forecast Data 2022 and 2018 Series

The high rate of growth for individual counties shown in Exhibit 11 is an indicator of potential transit needs for employment in the future. While each county has a high growth rate individually, the combined total growth in the region overall is 2.6%.

Exhibit 11. Percent Change in Employment by County



Incomes for the Region

The information presented is a picture of incomes between 2018 and 2023, which includes the COVID-19 pandemic, with data derived from the ACS 2023 Five-Year Estimates.

Household Income, Median Income, and Percent Below Poverty

There are an estimated 3,285,483 households in the region, which includes Cook, DuPage, Kane, Kendall, Lake, McHenry and Will Counties, Sandwich and Somonauk Townships (DeKalb County), and Aux Sable and Goose Lake Townships (Grundy County). Exhibit 12 shows the proportions by bracket of household income. The largest proportion of households is in the \$100,000–\$149,999, except for DuPage and Lake Counties, with the largest proportion of their households earning over \$200,000.

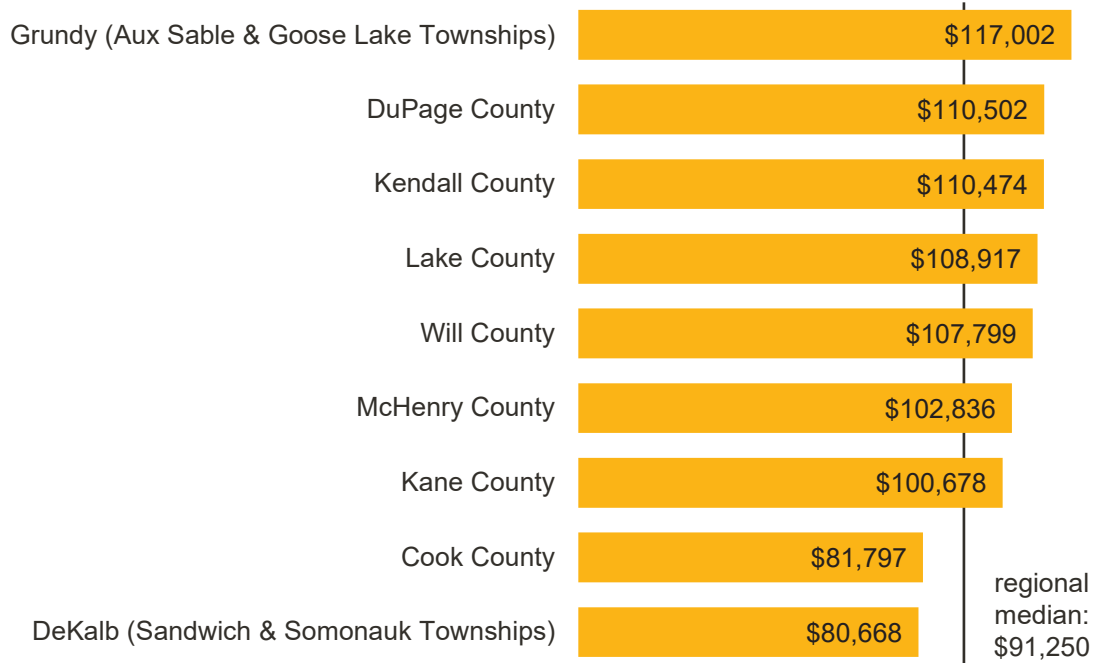
Exhibit 12. Household Income

	Cook	DeKalb (Sandwich & Somonauk Townships)	DuPage	Grundy (Aux Sable & Goose Lake Townships)	Kane	Kendall	Lake	McHenry	Will
Less than \$10,000	6.0%	3.6%	3.2%	2.4%	3.1%	2.3%	3.4%	2.7%	3.1%
\$10,000–\$14,999	3.8%	2.6%	1.6%	0.5%	1.9%	0.9%	1.8%	1.7%	1.7%
\$15,000–\$24,999	6.3%	5.1%	3.5%	2.7%	4.2%	2.2%	4.6%	3.7%	3.8%
\$25,000–\$34,999	6.5%	5.6%	4.2%	2.4%	4.8%	2.8%	4.7%	4.7%	4.3%
\$35,000–\$49,999	9.6%	7.4%	7.0%	5.2%	8.1%	5.7%	7.3%	8.2%	7.3%
\$50,000–\$74,999	14.3%	22.3%	13.4%	11.3%	14.1%	16.7%	12.5%	14.0%	13.3%
\$75,000–\$99,999	12.3%	14.2%	12.6%	16.6%	13.4%	13.9%	11.7%	13.5%	12.8%
\$100,000–\$149,999	17.1%	23.6%	19.5%	26.4%	21.4%	25.2%	18.9%	21.7%	22.1%
\$150,000–\$199,999	9.7%	8.3%	13.3%	12.7%	12.2%	14.3%	12.2%	13.1%	14.4%
\$200,000 or more	14.5%	7.1%	21.6%	19.9%	16.8%	16.1%	22.9%	16.7%	17.2%

Source: 2023 ACS Five-Year Estimates

The median income for each county is shown in Exhibit 13, where the range runs from Sandwich & Somonauk Townships in DeKalb at \$80,668 up to Aux Sable & Goose Lake Townships at \$117,002.

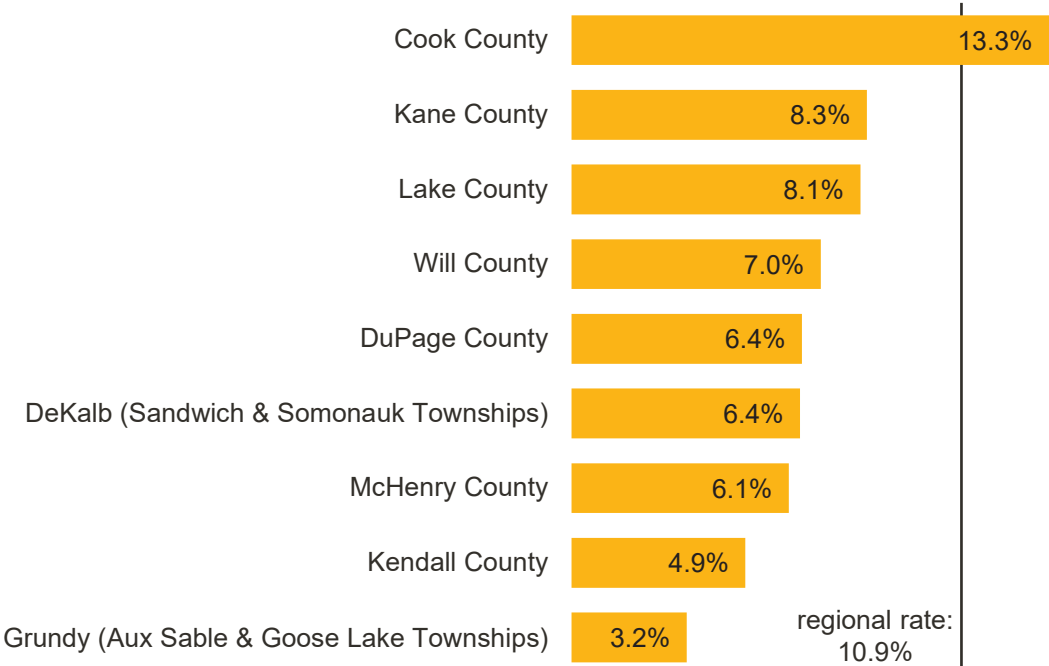
Exhibit 13. Median Household Income



Source: 2023 ACS Five-Year Estimates

Federal poverty guidelines are determined each year by the US Department of Health and Human Services. The 2025 poverty guidelines set the individual poverty level at \$15,650 per year, and a household or family of four at \$32,150 per year nationally. Per the ACS Five-Year Estimates, Cook County has the highest percentage of residents below the poverty threshold at 13.3%. Kendall County has the lowest percentage, at 4.9%.

Exhibit 14. Percent Below Poverty



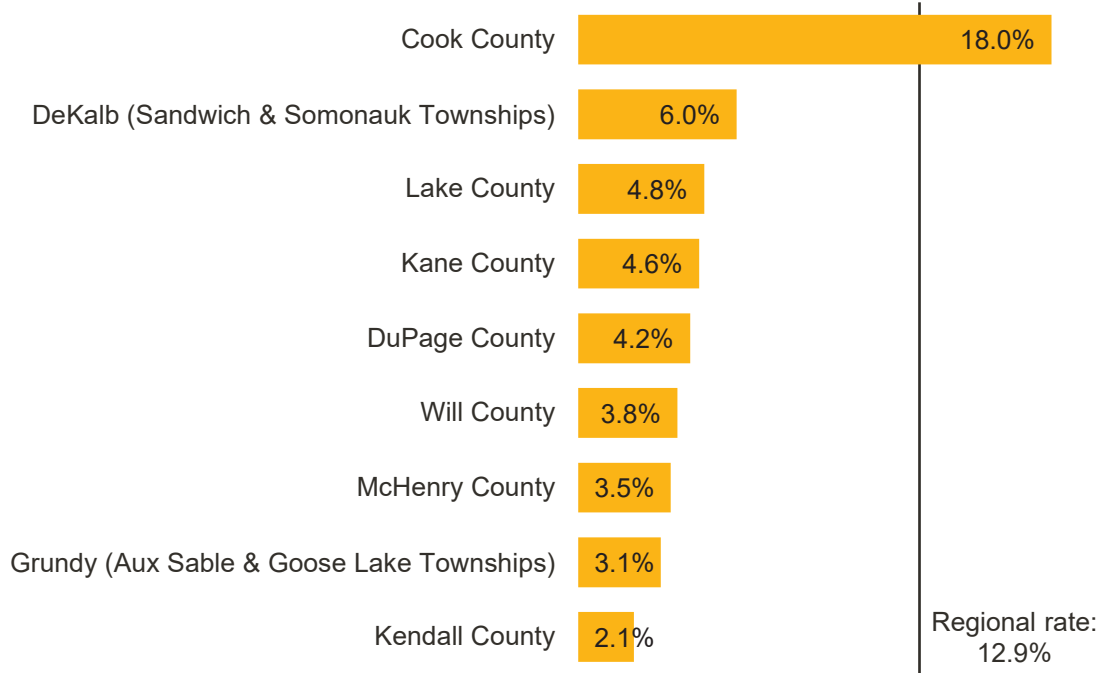
Source: 2023 ACS Five-Year Estimates

Zero-and One-Vehicle Households

Transportation costs are typically the second largest percentage of a household’s budget, after housing costs. Personal vehicles are expensive to own, maintain, insure, and fuel, costing an average of \$12,127 per year in the region according to the 2023 ACS Five-Year Estimates. Transit costs per year are an average of \$308. In areas where the transit amenities make it possible for people to go without a personal vehicle, their budget can go farther. On the other hand, in areas where there are few transit options and where housing and trip destinations are dispersed, the high cost can force people to forgo vehicle ownership, limiting their transportation options dramatically. The number of vehicles available to a household is used as an indicator of transit service demand. If a household has no vehicles, the members are more likely to depend on transportation services, family, or friends. Likewise, a household with only one vehicle available could be limited if there is more than one adult in the household.

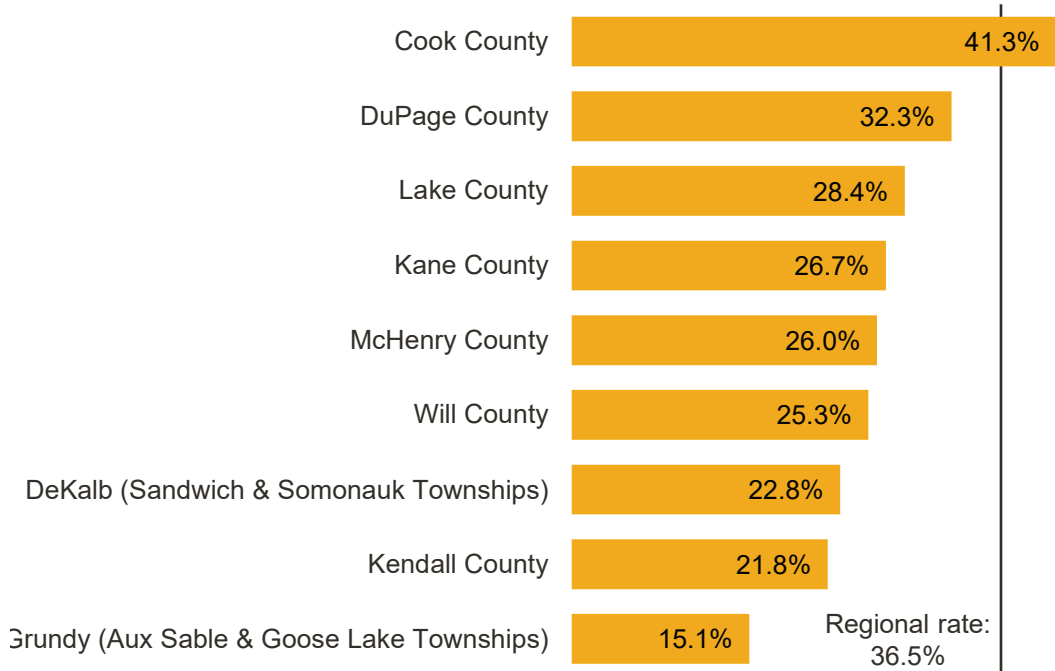
Of the three million households in the region, over a third (36.5%) have only one vehicle available, while 12.9% do not have access to any vehicles. The percentage of zero-vehicle and one-vehicle households in each county is depicted in Exhibit 15 and Exhibit 16, respectively.

Exhibit 15. Zero Vehicles Available Per Household



Source: 2023 ACS Five-Year Estimates

Exhibit 16. One Vehicle Available Per Household



Source: 2023 ACS Five-Year Estimates

Summary

This chapter analyzes demographic and socioeconomic characteristics across the region to assess current and future demand for public and human services transportation. The 2023 ACS and CMAP forecasts are the primary data sources.

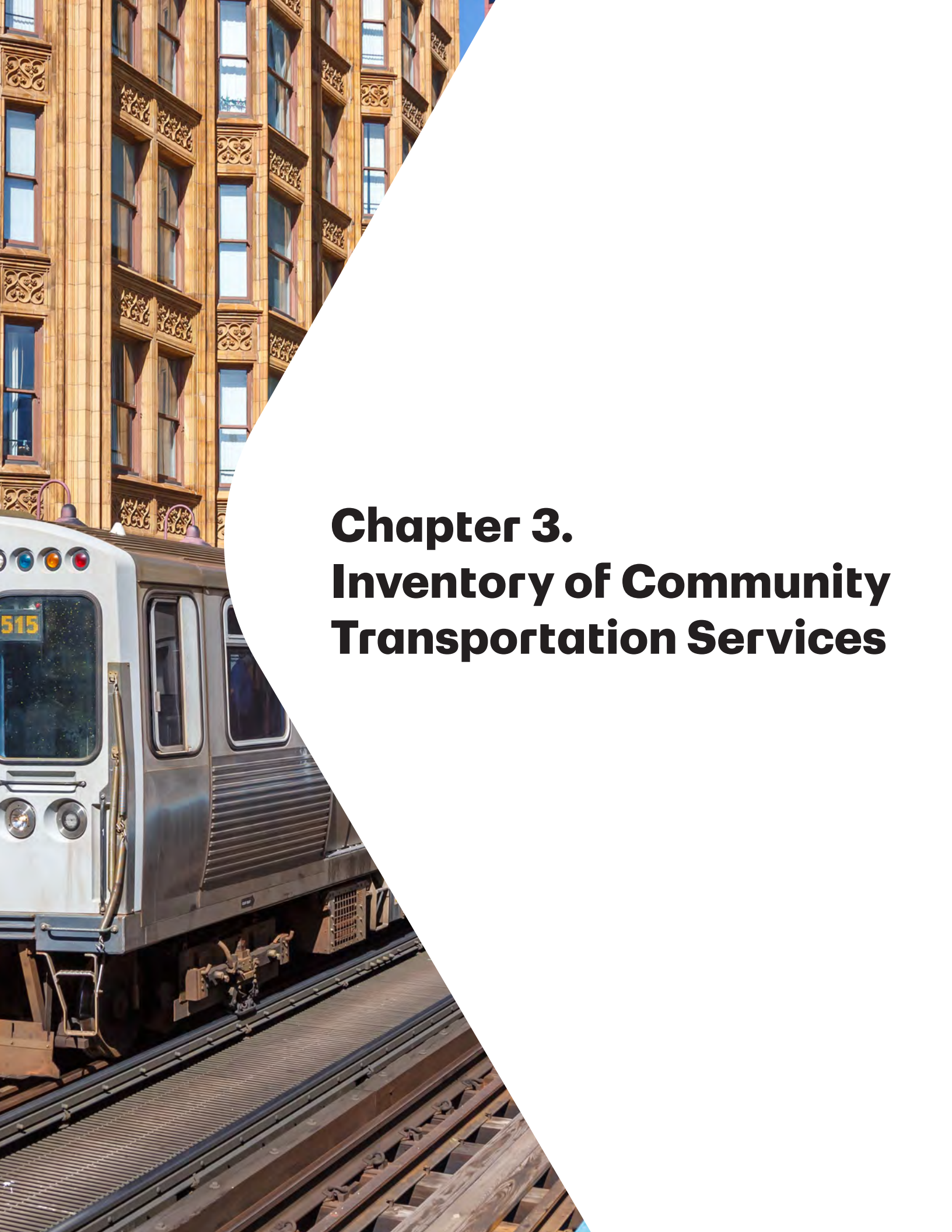
The region has an estimated population of 8.5 million, with modest growth overall but variation by county. Population density varies significantly, with Cook County being the densest and Kendall County the least, influencing the types of transportation services that are feasible. Median age has increased across all counties, reflecting an aging population.

Key indicators of transit demand, such as older adults, individuals with disabilities, low-income populations, and zero-vehicle households, are unevenly distributed. Older adults (65+) and individuals with disabilities represent significant and growing shares of the population, increasing the need for accessible transportation. Minority populations make up 45.6% of the region, exceeding the national average, while veterans account for 3.8% of residents.

Economic data shows over 3.2 million households, with income levels varying widely. While many households earn between \$100,000–\$149,999, poverty remains a concern, particularly in Cook County. Approximately 12.9% of households have no vehicle, and 36.5% have only one, indicating substantial reliance on transit or alternative transportation options.

Looking ahead, the population is projected to grow by 26% by 2050, with a notable increase in older adults. Employment is also expected to rise by 14.7%, with job concentration remaining highest in Cook County, reinforcing the need for regional commuting options.

Overall, the analysis identifies areas with the greatest potential transit need and supports planning efforts to balance and align transportation services with demographic trends and future growth.



Chapter 3. Inventory of Community Transportation Services

Introduction

The emphasis of this plan is on how the transportation options for older adults, individuals with disabilities and people with low incomes are meeting mobility needs. The inventory of existing resources presented in this chapter is used to compare the needs with the existing services and identify the gaps in access to those services.

Gaps in transportation can be created by spatial or temporal limitations of the service providers. Spatial gaps can include service area boundaries (i.e., county lines). Temporal gaps are typically times of the day or days of the week when transportation is needed but is not available because it is before or after the transportation providers' operating hours. The gaps in access to transportation will be further explored in chapters 4 and 5 the next chapter.

Overview

There are more than 100 organizations that provide transportation for older adults, individuals with disabilities, people with low incomes, and the general public in the region. The core network of service providers primarily remains stable from year to year, and new programs and operators are introduced, or services are coordinated, to help address needs and gaps in services and improve efficiency of resources.

Transportation is available throughout the region, although the hours and days of operation and modes of service vary. Furthermore, some of the transportation services are open to anyone in the general public, while other services are available only for people who meet certain eligibility requirements (i.e., age or disability). The complex network of transportation services available in the region includes several modes. Each type of transportation service is defined below.

Fixed Route Bus

A transportation service that operates on a set schedule along a designated route. Pace and CTA are the fixed route bus operators in Cook, DuPage, Kane, Lake, McHenry, and Will Counties. The CTA operates 127 fixed route bus lines over approximately 1,516 route miles, making it one of the largest urban bus systems in the United States. The CTA's service area focuses on the City of Chicago, but also includes a number of communities that border the city. CTA operates local, express, and 24-hour Owl services on these lines. Pace operates an estimated 134 fixed bus routes in the suburbs of Chicago. Local, Express and Connector routes serving residents of 247 different municipalities in Pace's 3,677 square mile service area. All bus services are accessible to individuals with mobility devices. Riders with mobility devices may board a vehicle at any accessible stop.

Demand Response, Dial-A-Ride or On-Demand

A non-fixed route system that requires scheduling by the customer. Vehicles do not follow a fixed route, but travel throughout the community to transport passengers according to their specific requests. The service often involves shared rides. MCRide and Ride in Kane are two

examples of Demand Response or Dial-A-Ride services. The RAP program operated by Pace is an example of on-demand transportation in the region (see Appendix B for details).

ADA Paratransit

Paratransit services are available to eligible individuals with disabilities. It is operated as a demand response service that requires an advance reservation. ADA paratransit services operate within three-quarters of a mile of a fixed route. ADA paratransit eligibility is determined through an evaluation conducted by the RTA. ADA paratransit services are operated by Pace (see Appendix B for details).

Human Services Transportation (HST)

Transportation services designed to meet the needs of agency clients, including older adults, individuals with disabilities and people with low incomes. HST is available in all counties. It is provided by a number of different agencies, and some HST programs cover multiple counties. An example of HST is the program operated by Ray Graham for client transportation (see Appendix B for details).

Volunteer Transportation

A type of human services transportation operated through an organization that schedules and provides trips using volunteer drivers. The drivers may provide trips with their personal vehicle or vehicles owned by the lead organization. One example of volunteer transportation is the Senior Care Volunteer Network in McHenry County (see Appendix B for details).

Non-Emergency Medical Transportation (NEMT)

A transportation service that helps people get to and from medical appointments that are not emergencies. NEMT is available in all counties throughout the region and is typically operated as a door-to-door, demand response service. NEMT is provided by Pace and several other county, township or municipal transportation programs.

Rail

Public, shared-ride rail fixed guideway service is open to the public.

Rapid Rail

Rapid Rail systems have an exclusive right-of-way that separates them from roads and pedestrians. They provide fast, frequent service with electric trains. Rapid rail service is available within the City of Chicago, and commuter rail and intercity routes connect the greater region. The CTA operates 8 rapid rail lines with 146 stations across the network. Two lines, the Red and Blue, provide service 24 hours a day, seven days a week.

Commuter Rail

Commuter Rail, increasingly known as Regional Rail but with less off-peak service and longer headways, are systems designed to connect larger regions, often cities and suburbs. Metra operates a large commuter rail system in the region. Eleven lines operate on a hub and spoke system connecting 243 stations as far as Joliet to downtown Chicago. The South Shore Line, operated by the Northern Indiana Commuter Transportation District, consists of a



single commuter rail line connecting South Bend, Indiana to Chicago and communities in between.

Intercity Bus and Rail

Bus service that runs on a fixed route and schedule and connects two or more urban areas not in close proximity to each other. Intercity bus service has limited stops compared to a local transit system. Chicago is one of the country's largest hub for intercity passenger rail services. These services, operated by Amtrak, connect the region with almost every corner of the nation. Eight long-distance routes service Chicago Union Station, and an additional three corridor services provide more frequent daily service to closer metropolitan destinations such as Springfield, IL and Detroit, MI.

Transportation Network Companies (TNCs)

An on-demand transportation service that is either a single ride or a shared ride. TNC services such as UZERV, Uber, and Lyft typically (but not always) provide vehicles that are not wheelchair accessible. These services always involve an app that is used to schedule rides and pay fares, UZERV also offers the option to schedule rides by phone rather than through the app.

The transportation network is complex. In some more densely populated communities, passengers have several options and may choose the mode of transportation most suitable to their needs for different trip purposes. The variety of options is lower for the less densely populated areas. Likewise, the options are different during weekdays, weekday evenings and weekends.

The following summaries provide an overview of transportation programs provided in the RTA region. A detailed profile of transportation provider operating characteristics in each county is available in Appendix B.

Regional Public Transportation Services

The following paragraphs provide an overview of transportation services with a regional (multi-county) service area. Individual county services are identified in subsequent sections of this chapter.

Regional Transportation Authority (RTA)

The RTA provides financial oversight, funding, and regional transit planning for the region's transit operators or Service Boards: the Chicago Transit Authority (CTA), the Commuter Rail Division of the RTA ("Metra"), and the Suburban Bus Division of the RTA ("Pace"). Through these transit operators, known as Service Boards, the regional system serves one million riders each weekday on a 7,200-mile network of bus routes, urban and commuter rail lines, vanpools, and paratransit service throughout the six counties of northeastern Illinois. In addition to managing multiple funding programs for transportation, the RTA assists riders with disabilities and older adults. The agency issues Reduced Fare and Ride Free permits to



eligible riders, manages eligibility for ADA Paratransit services, and oversees travel training services. RTA provides the Illinois Department on Aging – Benefit Access Program, which offers cost-benefit savings on CTA, Pace, and Metra public transit services for people age 65 and older and individuals with disabilities. Finally, RTA is a voice and information source for transit riders in the region. It shares information about what is happening at the local, state, and national levels that affect riders.

Northern Illinois Transit Authority (NITA)

The Northern Illinois Transit Authority Act (PA104-0457) establishes the Northern Illinois Transit Authority (NITA) to oversee CTA, Metra and Pace. NITA will have expanded authority over service planning, capital projects, fare collection, and funding allocation, allowing operating divisions to focus on day-to-day operations. The bill provides \$1.5 billion in annual funding to stabilize transit systems across Illinois, including downstate operations, while improving governance, accountability, safety, and coordination. The funding is derived from a new state tax and increases in statewide taxes. PA104-0457 introduces meaningful reforms to improve regional governance, operations, and accountability across NITA, CTA, Metra, and Pace. Key elements include, but are not limited to, the following.

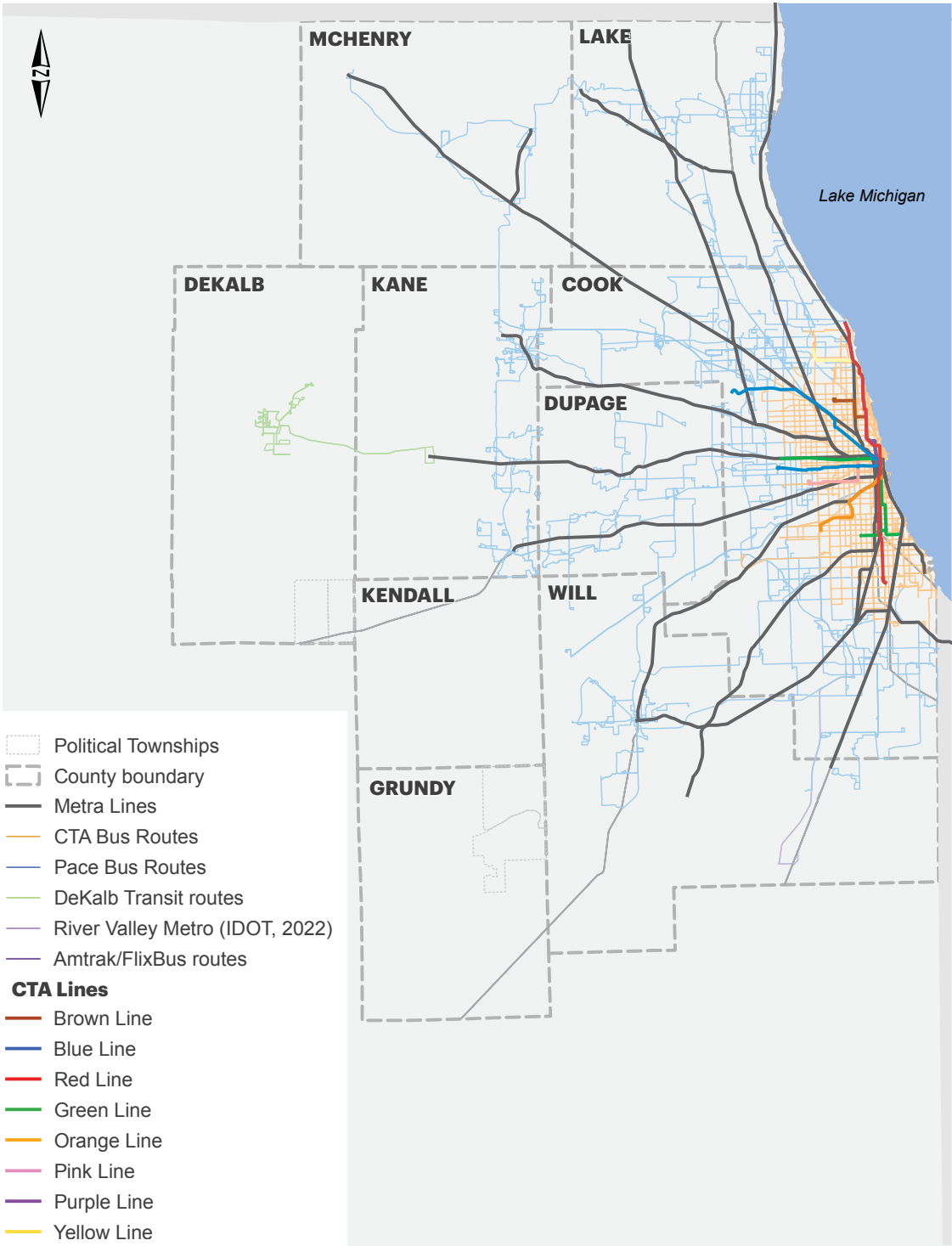
- Unified fare system: All fares are collected and managed through a single, integrated system to be implemented by 2030.
- Service and performance standards: NITA sets standards and allocates funding accordingly to ensure accountability. Implementation will start in 2028.
- NITA-mandated regional rail pilot: This pilot is being explored as a way to address community member requests for more night/weekend service.

The bill also includes accountability measures such as an updated farebox recovery ratio, which measures how much of a transit system's operating costs are covered by fare revenue. Safety initiatives include a Transit Ambassador Program, which includes staff who will assist riders in coordination with social services, and alert law enforcement of safety issues; and, safety technology, including a mobile application that allows riders to report safety issues in real time.

Pace Suburban Bus

Pace offers a family of public transportation service options, including fixed route, paratransit, demand response and on-demand services. Pace operates public transit in 274 municipalities in Cook, Will, DuPage, Kane, Lake, and McHenry Counties. The system serves approximately 127,000 daily riders and 3,677 square miles. It is one of the largest bus services in North America. Local Pace Dial-A-Ride services are outlined in the individual county chapters and an overview is provided here. Pace bus routes are included in Exhibit 17 along with the CTA lines, Amtrak, and the DeKalb and River Valley Metro routes which feed into the region from neighboring counties.

Exhibit 17. Transit in Northeast Illinois



The RTA administers an ADA paratransit eligibility determination process for the region. Individuals must complete an application form and participate in an interview at an RTA interview and assessment center to be considered for ADA paratransit eligibility. Eligible individuals may make trips within the ADA paratransit corridor during the days and hours that fixed route bus service is in operation. Service generally begins at 5:30 or 6:00 AM and ends between 6:00 and 10:00 PM on weekdays. Saturday and Sunday service are available on a limited number of routes and with more limited hours.

Pace Bus Routes operate on a fixed schedule and are open to the general public. Pace offers fully accessible fixed route buses. ADA-certified riders travel at no cost on CTA, Metra, and Pace fixed routes.

ADA Paratransit service is available for riders with disabilities or health conditions that prevent them from using other bus or train routes. ADA paratransit services are available within three-quarters of a mile of a Pace fixed route. ADA-certified riders ride for half price on all Pace On Demand services.

The **Taxi Access Program** (TAP) is a taxi subsidy program for ADA-eligible riders choosing to use Chicago taxi providers for same-day trips instead of using ADA paratransit services. Pace covers the cost of the trip after the first \$3.25 and not exceeding \$30.00. Pace will subsidize up to 30 one-way trips per month for each eligible rider enrolled in TAP.

The **Rideshare Access Program** (RAP) is similar to the TAP, but it applies to trips taken with Uber or UZERV (not taxi providers) if the origin and destination of the trip are within Pace's ADA paratransit service area (i.e., three-quarters of a mile from any Pace or CTA fixed bus route). Pace will subsidize the cost of the trip after the first \$3.25 and not exceeding \$30.00. Eligible RTA-certified ADA paratransit riders may request enrollment in RAP through Pace.

Pace also operates several RAP programs throughout the suburbs. Those programs are funded through a financial partnership between Pace and the local city or township. The passenger fares, subsidies, service policies, and service area boundaries for those programs vary by location and are largely determined by the terms of the agreement between Pace and the local community.

Pace operates dozens of **Dial-a-Ride** programs throughout the suburbs. In most cases, Pace has a financial partnership with a city or township to pay for and operate the service. Dial-a-Ride programs have different rules on fares, geographic boundaries, and passenger eligibility. Dial-a-Ride services are available in various locations within Cook, Lake, Kane, DuPage, McHenry, and Will Counties. Specific service area boundaries within each county are described in the subsequent county inventory sections of this chapter.

Pace On Demand offers reservation-based, shared-ride service in 11 designated service areas throughout the suburban region. Riders book online or call to reserve a trip up to seven days in advance and as little as 10 minutes before pick-up time, based on availability. Space is available on a first-come, first-served basis. The On Demand mobile app is integrated with the Transit app, and is the easiest way to book, change, view or cancel On-Demand reservations. On Demand is open to the general public, so anyone can book a trip and ride the service, as long as the trip starts and ends within one of the Pace On Demand zones. On Demand zones and hours of operation are summarized in Exhibit 18.

Exhibit 18. Pace On-Demand Service Zones

Service Name	Hours of Operation
Northwest Cook	Weekdays, 6:10 AM to 6:30 PM
Batavia	Weekdays 6:30 AM to 6:50 PM
Hoffman Estates	Weekdays, 6:00 AM to 6:30 PM
Lansing Area	Weekdays and Saturdays, 6:00 AM to 8:00 PM
Naperville-Aurora	Weekdays, 6:30 AM to 7:00 PM
Round Lake	Weekdays 6:00 AM to 6:15 PM
Southeast Aurora	Weekdays, 6:00 AM to 6:30 PM Saturdays, 7:10 AM to 6:30 PM
St. Charles-Geneva	Weekdays, 5:30 AM to 7:00 PM Saturdays, 8:00 AM to 6:30 PM
Vernon Hills-Mundelein	Weekdays, 6:00 AM to 6:15 PM
West Joliet	Weekdays, 6:00 AM to 6:15 PM
Wheaton-Winfield	Weekdays, 6:30 AM to 6:45 PM

Pace Vanpool has been operating for over 30 years. Vanpool riders pay a low monthly fare to Pace based on distance, participant frequency and group size. Pace offers flexible vanpool fares for hybrid, reduced work weeks and regular work shifts. After a person can request to join an existing vanpool that matches their commute to work. Riders also have the option to save on the vanpool costs by becoming backup drivers or applying for a tax-free commuter benefit or employer subsidy.

Chicago Transit Authority (CTA)

The [CTA](#) covers Chicago and 35 surrounding suburbs. On an average weekday, CTA provides nearly one million rides. CTA provides bus and rail public transit. Most rides are taken by bus on CTA's network of 127 routes and nearly 11,000 bus stops throughout the region.

The rail system, known as "The L," has eight rapid transit routes with 146 stations. It covers approximately 224 miles of track. Two routes operate 24-hours a day, seven-days a week.

Metra

[Metra](#) is the rail system serving the six-county Chicago area. It provides connections to and from downtown Chicago with 243 stations over 11 routes. It is one of the largest and most complex rail systems in North America, with a service area of more than 3,700 square miles. In Metra's 2023-27 Strategic Plan, Metra's vision is to aspire to provide regional rail service and also to prioritize station accessibility.

The system provided more than 37 million passenger trips. It operates 665 trains on weekdays, 275 trains on Saturdays, and 202 trains on Sundays. There are 243 Metra stations and 488 route miles.

Local Public Transportation Services Overview

Locally operated transportation programs are limited to county, township or municipal boundaries, with few exceptions. Detailed descriptions of dial-a-ride services within each county are provided in the Appendix B.

In addition to township/municipally sponsored services, local agencies or government entities have also collaborated to provide services for larger multi-jurisdictional areas. Local services operate under specific policies and procedures that include eligibility policies, fare structures, service hours, and scheduling procedures that are unique to the individual services. Typically, the locally operated services are limited to older adults and individuals with disabilities.

Throughout six counties, there are examples of dial-a-ride services that are provided through a joint arrangement between local governments and Pace. Several of these programs have transitioned to a countywide service in addition to the local municipal or township programs. Expansion of programs to include countywide service areas have addressed some of the gaps in access to services that were identified in the previous coordinated plan. Some programs are administered as part of Pace's Dial-a-Ride program and others, such as in Kendall County, are locally operated. The level of Pace subsidy to townships and municipalities varies by individual agreement.

Human Services Agency Transportation Programs Overview

AgeGuide of Northeastern Illinois

AgeGuide is one of 13 Area Agencies on Aging in northeastern Illinois. The agency coordinates a variety of services for people age 60 and older for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will Counties. Over 750,000 older adults live in the agency's eight-county service area.

AgeGuide is a nonprofit organization that works closely with the Administration on Community Living, Illinois Department on Aging and many other agencies to address immediate and long-range needs of older adults. One of AgeGuide's primary functions is to award funding to local agencies in each county to provide vital Older Americans Act services. AgeGuide monitors these services throughout the region to ensure they are of high quality and funds are spent appropriately. AgeGuide issues an RFP and gathers applications for service provision. Each agency that receives funds is required to provide a match.

Providers determine their own eligibility criteria beyond 60+ years of age and a determination of need. The providers can also set their own limits, for example, medical trip versus general trip preference, or for distance traveled. Typically, each agency uses up the funds within the given year, so there is sometimes an issue of the donut hole, where services cannot be guaranteed at the end of the fiscal year and pick back up with the start of the next contract. AgeGuide expressed openness to exploring other financial and grant structures that would assist coordination and provision of more standardized services across the counties.

Association for Individual Development (AID)

The Association for Individual Development (AID) serves individuals with developmental, intellectual, physical, and/or mental health challenges, and those who have suffered trauma or are at risk. AID administered the Ride in Kane program in partnership with Kane County, Pace, RTA, and local municipalities until 2022.

The Client and Family Support Program at AID is responsible for the admissions of all clients. The services offered include: assessment of needs, support, advocacy, and linkage to other community services, including public transportation, to promote independence.

Easterseals

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.

Clearbrook Community Connections for Adults with Disabilities

[Clearbrook](#) is a nonprofit agency serving individuals over a range of ages and disabilities. The agency is a home to over 8,000 children and adults impacted by intellectual/developmental disabilities. It provides personalized support, community day programs, employment, residential care, clinical services, and children's programs at more than 80 locations in 160 communities throughout the Chicago area. The agency provides transportation for supported and independent employment for its clients, as well as transportation for day services. Clients are transported to work, school, day programs, medical appointments, community recreation, and other activities.

CTF Illinois Transportation for Individuals with Disabilities

[CTF](#) is a non-profit agency providing person-centered support to individuals with developmental disabilities. The agency currently supports more than 650 people (222 of whom are enrolled in day programming activities). CTF Illinois Point-to-Point Transportation for Individuals with Disabilities. The door-to-door services are vital to allow clients enrolled at CTF greater access to their daily supports, including community employment, day programs, social and recreational activities, and medical appointments. RTA provides funding to support the operations of this transportation program.



CTF focuses on providing person-centered services that place individuals in the community in meaningful ways. Providing community engagement puts stress on transportation services provided by the agency. CTF provides transportation to six facilities and 12 job sites. It also serves 15 CILA homes. Ridership is increasing and the pressure on the agency's transportation services is starting to result in individuals being unable to attend appointments at their chosen care provider or being unable to participate in community day programming.

CTF operates a fleet of vehicles from the Illinois Department of Transportation (IDOT) and private dealerships with trained staff drivers. The program also serves its community with fleet vehicles supplied through a partnership with Pace. At the time of this report, the fleet consisted of 44 vehicles, with seven being Pace vehicles.

Little City Transportation Program

Little City is a Chicago-area human services agency that provides a variety of services to people with intellectual and developmental disabilities. Little City's adult community-based homes are in DuPage, Cook, and Lake Counties. The children's residential program is located on Little City's main campus in Palatine in Cook County. The Little City Foundation Transportation Project provides transportation for seniors and individuals with intellectual and developmental disabilities, for the purpose of attending day programs, medical appointments, employment, shopping, and community integration activities. Transportation services are available 24 hours a day, seven days a week. Little City staff accompany passengers on trips to and from community integrated living arrangements (CILAs), group homes in the community, and residents of Little City's 56-acre campus in Palatine. RTA has awarded Section 5310 operating dollars to fund this project in previous years. Little City coordinates client-directed service sharing with Clearbrook. The agency also seeks to collaborate with transportation providers, including Pace ADA Paratransit, and local townships and villages.

Ray Graham Comprehensive Transportation Program

Focusing on people with cognitive and other types of developmental disabilities, such as Down syndrome, autism, and cerebral palsy, Ray Graham Association (RGA) serves nearly 2,000 children and adults annually. RGA provides services to people with disabilities to learn and develop independent living and life skills that result in competitive employment.

The Ray Graham Comprehensive Transportation Program (CTP) transports people with disabilities from their homes to Community Learning Services and a variety of other activities, including grocery shopping, medical appointments, volunteer opportunities, and recreational activities. Service is available 24 hours a day, seven days per week, due to the generosity of RTA awarding of Section 5310 operating dollars towards this project. RGA also provides mobility management for people supported and in coordination with other transportation services.

Summary

Within each county there are smaller human services agency transportation programs that provide transportation for eligible clients including older adults and individuals with disabilities. Local human services agency programs often serve clients who need a higher level of care than public transportation can provide. Most of the trips provided by these agencies are to and from agency-sponsored events or medical appointments. Service is typically limited to weekdays. Evening and weekend service is rarely provided. Human services agency staff often drive agency-owned/leased vehicles or coordinate volunteers to provide transportation for eligible riders.



Private Transportation

Taxi companies and Transportation Network Companies like Uber, Lyft, and UZERV fill a gap in access to transportation by providing on-demand service, typically with hours of operation that include evenings and weekends. These companies provide on-demand, door-to-door services. Private transportation services provide an important service for individuals as well as agencies and local governments that contract with them as transportation providers for subsidized services. Common limitations with private transportation services are a lack of wheelchair accessible vehicles and fare structures that are unaffordable for some people.



Chapter 4. Engagement

Community Engagement Overview

An assessment of unmet transportation needs was conducted through a public input survey, a series of virtual focus groups, a virtual public meeting, and one-on-one interviews with riders, advocates, human services agencies, and non-profit programs that provide or otherwise support transportation in the study area.

During each engagement, coordinated transportation specialists spoke with older adult participants, individuals with disabilities and agencies that serve these populations. Specialists also engaged people with low incomes and the general public in discussions about their current access to transportation and any challenges or limitations they experience related to mobility.

Virtual Community Focus Groups and Public Meetings

Four focus groups and two public meetings were conducted to collect input on unmet transportation needs in all counties and discuss potential strategies to address those needs. Representatives from human services agencies, senior centers, veteran's transportation services, public transportation, local governments, and private and non-profit transportation services in each county were invited to participate in the focus groups and the public meeting.

The public meetings were open to the general public and advertised through the RTA's social media and flyers distributed by the members of the Project Advisory Committee (PAC). In an effort to encourage participation. The first public meeting was facilitated as part of the regularly scheduled Transportation Tuesday virtual event. The second public meeting was facilitated specifically for the purpose of this plan to discuss and prioritize goals and strategies and present the draft final plan.

Representatives from agencies serving the general public or individuals with disabilities were encouraged to invite clients to attend the focus group that offered the most relevant topic for them. The four focus group topics were as follows:

- Transportation Challenges due to Financial Limitations: 12 participants
- Mobility and Transportation Access for Individuals with Disabilities: 14 participants
- Mobility Manager Discussion: 6 participants
- Mobility and Transportation Access for Older Adults: 15+ participants (Conducted as part of the AgeGuide Quarterly Meeting)

Focus groups were offered during business hours and during the evening in an attempt to accommodate a variety of work schedules.

Public Survey

Gaps in access to resources and unmet transportation needs were further explored through a public survey. The public survey was available online and offered in a print version upon request. The survey was offered in English and Spanish. Other language translations were available upon request; however, none were requested.

The public survey was open from August 20, 2025, to November 20, 2025. The purpose of the survey was to collect feedback from residents of the region about their unmet transportation needs. The RTA advertised the survey through its social media and website. Project Advisory Committee members were invited to share the survey announcement with all of their peers and clients. The public survey was also announced at the public meeting and focus groups.

- 91 individuals responded to the survey.
- 60% of survey respondents indicated that they do not have access to a personal vehicle that they drive.
- Nearly 100% of respondents have reliable access to the internet at home or a smartphone. Nearly 66% of respondents say that they find information about available transportation resources by searching the internet. Another 14% call Pace for transportation information, and 11% ask a friend or relative. Others ask a case manager or call their city or township regarding services.
- When asked if they are satisfied with available transportation services:
 - 46% are satisfied
 - 26% are extremely satisfied
 - 21% are somewhat satisfied
 - 7% are not satisfied
- Nearly 40% of respondents stated that, in a typical month, there are times when they need a ride and do not have one. Sixty percent of respondents said that they do have a ride when they need it.
 - Most people said they most often need a ride and do not have one between the hours of 8:00 AM and 4:00 PM, seven days a week. This is a key point, considering most public and human services agency transportation services operate during these hours. It is a potential indication that survey respondents do not know about the available services or were unable to secure a reservation when they needed it.
 - Shopping, recreation, and medical/dental appointments were the most common trip purposes that respondents needed but did not have a ride. Employment-related trips were the next most common unmet trip purpose.
- Some respondents ask a friend or family member to drive them. The majority of those respondents ask a friend for a ride one to two days per week. The response to this question is important when considering the impact on friends and family members who drive.
- Demographics: All respondents were asked to provide minimal demographic information. However, many chose not to respond to those questions. Demographic analysis is summarized in the following bullet points:
 - 21.5% (or 14 out of 65) of survey respondents who provided their age were age 65 or older.

- 30% (or 20 out of 66) of survey respondents indicated that they have a disability that limits their ability to walk to a bus stop or rail station and/or board a vehicle without assistance.
- 34% (or 20 out of 59) of survey respondents earned an annual household income of \$75,000 or more. Conversely, 30% (or 18 out of 59) of the respondents earn a household income of \$26,000 or less.
- Monthly Transportation Expenses:
 - Approximately 27% of survey respondents spend \$51 to \$100 per month on their transportation (or that of a dependent).
 - Approximately 22% spend \$21 to \$50 per month.
 - Approximately 16% spend less than \$21 per month.
 - Approximately 14% spend \$151 to \$200 per month.
 - Approximately 11% spend \$201 or more per month.
 - Approximately 8% spend \$101 to \$150 per month.

Survey respondents were invited to write in the improvements to the transportation program that would make a difference for themselves, a friend or family member. The responses are summarized in Exhibit 19. Responses are arranged by the county of residence for the respondent. No respondents from Kane, Grundy, Kendall, Lake, and Will Counties answered this survey question.

Exhibit 19. Recommended Improvements by County

County of Residence	Recommended Improvement to Transportation
Cook County	• More availability • Improved reliability of service • Bus shelters at the stops • Information about bus arrival times at bus stops • Improved safety on vehicles and at stops • More shuttles running in suburban corridors to connect people to job and activity centers • More late night and weekend service • A commuter bus from my neighborhood to the Metra station • Visual and auditory announcements on all buses • Ventra app in other languages • Increase the limit of rides per month on the rideshare program
DeKalb County	• Financial assistance for people with a disability to ride Metra or any other transportation service
DuPage County	• More frequent Metra service in non-peak hours • More shuttles running in suburban corridors • More comprehensive service outside of the Pace ADA service areas
McHenry County	• More availability of transportation options • More affordable for the rider • More bus routes • More frequent service, especially on weekends • Affordable and wheelchair accessible options that cross county borders

Key Stakeholder Interviews

Approximately forty-five organizations were invited to participate in a one-on-one interview to discuss their transportation services and the challenges and unmet transportation needs of their clients. The list of stakeholders originated from the previous coordinated transportation plan and was updated and refined by the RTA before initiating the interview process. Twenty-six organizations participated in interviews.

Stakeholder interviews focused on identifying aspects of the existing transportation services for older adults, individuals with disabilities, and people with low incomes who are working and the gaps that are creating mobility challenges. The unmet needs and gaps identified by key stakeholders are summarized in this chapter. A list of organizations that participated in the interviews is found in Appendix A.

Common Themes

The common themes across many of the interviews are summarized below. Across all responses, the most critical enhancements focus on funding stability, increased staffing and vehicles, expanded service availability, better technology and communication, and greater affordability. Together, these improvements would significantly strengthen transportation access and reliability for users.

Greater Coordination Among Providers

Will and DuPage Counties identified this as a top priority. Other counties suggested the need to create transportation facilitators or enhanced mobility management roles to help develop greater coordination among transportation providers and other stakeholders.

Increased and More Stable Funding for Operations and Vehicles

Essential for sustaining programs and reducing fares.

Longer Hours, More Days and Broader Service Coverage

Providers would like to eliminate the restrictive service area boundaries. Providers are unable to expand service hours because of limited funding or driver/vehicle availability.

Improved Communication and Outreach

Improved public communication about routes and schedules. Stakeholders are seeking more transparency and coordination across agencies and riders are seeking easier access to information.

Improved Technology and User Experience

Needed to streamline operations and improve user experience. Providers would like to improve the Ventra app, add card readers, provide real-time information such as bus arrival notifications, and modernize scheduling and dispatch systems.

Improved Affordability

Cost remains a barrier for many riders. Stakeholders suggested enhancements such as lower fares, especially for long-distance trips on Ride Lake County. Stakeholders also suggested programs to address the high cost to the rider of accessible taxis.

Mobility Management and Travel Training

Expanded mobility management services to help riders better navigate and confidently use transportation options.

Needs and Barriers Identified by Key Stakeholders

The interviews conducted with providers and stakeholders reveal persistent mobility challenges for older adults, individuals with disabilities and people with low incomes. While transportation access has improved in most counties due to new programs like Ride Lake County, operational issues continue to impact riders and providers throughout the region. The planned consolidation of Pace dial-a-ride in Will County under the Access Will County Dial-a-Ride in 2026 represents another significant step toward reducing fragmentation and improving equity in service access. In DuPage County, addressing affordability and expanding general public transit options remains critical.

Key findings from all provider and key stakeholder interviews are summarized below:

Limited Public Transportation in Rural Areas and Service Reductions

- Across Will, DuPage, McHenry, Kane, and Kendall Counties, in particular, the absence of robust fixed-route service remains the greatest barrier, particularly for rural residents, people living outside ADA service areas, and individuals with higher needs for mobility assistance. For example, there is minimal fixed route service in the eastern portion of Kane County and a lack of service in the suburban and rural areas. In the rural areas of Kane County, Ride in Kane does not meet the transportation needs of some seniors, as the Pace vehicles are not able to go down long rural driveways, which would require seniors and individuals with disabilities to stand on busy rural roads at the end of long driveways.
- Several respondents cited a general lack of public transportation services, particularly in rural areas and smaller communities. The absence of fixed-route service shifts the burden to human services transportation providers, which are not equipped to meet overall demand.
- Reductions in transit routes leave residents in the area of the route without viable transportation options.
- Transportation options in suburban counties are limited or non-existent for 3rd shift workers or others traveling on nights and weekends. The limited days and hours of service further limit a person's access to employment and essential services.

High Cost of Trips and Funding Constraints

- DuPage County faces significant affordability issues. One stakeholder reported that "Senior transportation grant costs \$65 per one-way trip" and some Ride DuPage partners have dropped out due to escalating costs.
- While Access Will County Dial-a-Ride has expanded coverage, funding for operations and additional drivers remains a priority as demand grows.

- DeKalb County would like to expand its capacity to meet demand for older adults and individuals with disabilities because it is unable to meet demand.
- Kane County is concerned with funding and the availability of future funding to meet the growing demands of the Ride in Kane dial-a-ride services.
- Affordability of passenger fares, especially in suburban counties, remains a challenge, particularly for out-of-area trip destinations that require an additional fee or distance-based fares such as those charged by taxis, Uber, and Lyft.

Coordination Challenges and Siloed Systems

- DuPage and Will Counties struggle with fragmented coordination.
- DuPage agencies rely on 211 and the Senior Resource Center for referrals but remain siloed, with limited cross-agency integration.
- Will County historically operated multiple township-level dial-a-ride programs with inconsistent eligibility and registration processes. Stakeholders emphasized that “different seniors and individuals living with disabilities have varying levels of accessible transportation based on where they live.”

Jurisdictional Trip Barriers

- Multi-county travel is difficult, and all counties are affected due to the funding and operational constraints of the providers.
- Ride in Kane riders are generally limited to travel within the county. There are some exceptions, however, cross-jurisdictional travel is limited, and riders would like to see more destinations outside of Kane County available.
- DuPage stakeholders noted that “cross-county trips are harder and depend on the program... cost can add up per mile.”
- Will County residents seeking medical care outside their township often face service area restrictions, though upcoming consolidation under Access Will County Dial-a-Ride (2026) aims to reduce these barriers.
- In McHenry County, residents in Algonquin face long and inconvenient travel paths when traveling to Woodstock, the county seat, to access human services agencies.

Driver Shortages and Service Reliability

- DuPage experienced a driver shortage during COVID, impacting pickup times, though recruitment has improved recently.
- Will County anticipates future challenges in meeting growing demand for drivers and vehicles as ridership continues to rise.
- Pace service capacity is a recurring issue, especially in smaller communities where fewer vehicles are deployed due to lower demand.
- This strategy leads residents of these communities to perceive a lack of service availability, even when overall system capacity may not be as constrained.
- Ride Lake County has limited availability, with riders often required to book trips a week in advance and still sometimes unable to secure a ride.
- While fixed route options are limited for people living outside of the Pace ADA paratransit service area, there are county-led demand response transportation options. However, some focus group participants still perceive that their options are limited. There are some areas where it is harder to find transportation, but nearly the entire region has some level of public transportation service.

Access Challenges

- Long rural driveways make curb-to-curb or door-to-door services difficult for riders and providers alike.³
- There is inconsistency in how transportation services are operated, which creates confusion among riders. For example, some transportation programs offer curb-to-curb service and others are door-to-door.
- Some local municipal and township programs are more restrictive than others in terms of transportation access.
- Riders sometimes cannot get transportation during peak hours because the provider's schedules are full.
- Many individuals struggle to get to transit stops, especially in areas without nearby fixed routes. This is a significant barrier for people with mobility limitations and those living in rural communities where the distance between home and destination is significant.
- There is a shortage of escorted, door-through-door transportation for individuals who require assistance. Some people are unable to book rides because they lack a caregiver to accompany them.
- Some individuals cannot use services like Uber and Lyft due to technology challenges or barriers.
- Riders need transportation options that allow space for shopping bags or personal items, and many providers do not accommodate those needs.

Focus Groups

Focus group participants shared their input regarding the transportation services that are working best in the region, and the gaps that continue to exist in the network of services. The participants also shared their ideas for improving transportation in the future. Transportation challenges discussed by focus group participants included:

- Lack of clear information and travel training
- Fragmented systems and jurisdictional boundaries
- Inadequate rural and off-peak service
- Insufficient funding and coordination

The shared vision is for a more regional, affordable, simplified transportation system that supports access to healthcare, employment and independent living for seniors, individuals with disabilities and people with low incomes.

A breakdown of key points provided during the focus groups is provided below.

Challenges by Geographic Area

Cook, DuPage and the Region

- Multi-county travel (e.g., Cook to DuPage County) is a major barrier due to paratransit service boundaries.
- The South side of Chicago has limited transportation, especially on weekends.
- Transfers across county lines are slow and stressful, often with no amenities at stops.
- Train services lack sufficient conductors to assist riders with walkers or lifts, causing delays.

³ Curb-to-curb transportation is a pick-up and drop-off at the curb of the origin and destination. Door-to-door transportation goes beyond the curb with assistance to the door of the origin and destination.

Grundy County

- Older adults are generally satisfied with driver assistance, particularly with door-to-door help and grocery support.
- Excessively long ride times on shared or regional transportation services is a major concern and barrier.
- Grundy County is currently planning to implement scheduling software to address inefficiencies in service for riders and providers alike.

Kane County

- Return trips after medical appointments are often very long.
- Routes from senior centers are inefficient and indirect, increasing ride times and fatigue.
- Door-to-door service for the Dial-A-Ride services is needed, especially in rural areas where curb-to-curb is not accessible for individuals with disabilities when driveways are too long and standing on high-speed roads is not safe.
- More bus stops, sidewalk connections and more frequent bus service is desired.

Kendall County

- Rural residents often do not understand or feel comfortable using Uber and Lyft.
- Long trip distances and ride time significantly affect older adults and people with disabilities who are using shared ride services, including public transportation.
- Seniors expressed a desire for a travel companion to assist during trips.

Lake County

- Underserved areas include Antioch (near the Wisconsin border), Vernon Hills, Buffalo Grove, and Gurnee.
- Limited weekend services and long transfer delays affect riders.
- Coverage and public awareness of Ride Lake County remain limited.

McHenry and Northern Kane Counties

- Strong need for affordable wheelchair-accessible transportation.
- High demand for door-through-door service, especially for older adults and people with disabilities.
- Dial-a-ride return trips after appointments are limited or unavailable.
- Residents need more out-of-county trip options, reflecting frequent cross-county travel for healthcare and services.
- Participants emphasized that McHenry County overall needs more transportation services, even for basic trips like groceries.

Will County

- A countywide transportation service is needed to reduce the gaps between municipalities and program service areas. The countywide service design is planned and will be implemented soon.

Common Barriers Across the Region

Service Limitations

- Long ride times and inefficient routing.
- Inconsistent return trips, especially after appointments.
- Limited evening, off-peak, and weekend service, impacting employment and independence.
- Paratransit vehicles often arrive too early, too late, or not at all.

Geographic & Jurisdictional Barriers

- Services restricted by municipal and county boundaries.
- Rural roads, long driveways, and vehicle size limitations prevent access to some homes.
- Cross-county travel (e.g., Buffalo Grove to Evanston, Cook to DuPage) is difficult or impossible.

Scheduling & Technology Challenges

- Riders must call daily to schedule trips, including recurring rides.
- No recurring scheduling option for many programs (Clearbrook cited this as a major issue).
- Cancellation fees are perceived as unfair when service is late or inconsistent.
- Fixed-route buses are not always trackable; some lack GPS.

Information & Navigation Challenges

- Riders and families feel overwhelmed by the number of programs.
- Online research is confusing; many must call or email multiple providers.
- Lack of travel training, especially for seniors and people with disabilities.

Impact on Employment and Daily Life

Some riders have quit or lost jobs due to unreliable transportation services, including late pickups. Others have had to reduce work hours to avoid transit program trip cancellation fees if they were to change their trip time on short notice.

Staff members (non-drivers) at agencies like Clearbrook frequently provide rides themselves to prevent clients from losing their jobs because there are no transportation options or if the transportation provider is unreliable.

Rider Experiences with Existing Services

Focus group participants praised the on-demand services, including the Pace TAP/RAP for being fast, reliable, and easy to learn. On-demand transportation is often used as a backup when Pace fails. However, many seniors, especially in rural areas, do not understand how to book on-demand services or cannot use the service because vehicles are not wheelchair accessible or drivers are not trained to transport individuals with unique needs.

Likewise, participants have mixed experiences with Pace Bus and Pace ADA. Some report that the service is reliable for daily commuters and others indicate that the service is often late, buses are crowded, and the routes are not direct. Restrictions about crossing county lines create major gaps in access to services.

Desired Transportation Service Improvements

There was significant overlap in the desired improvements from participants in all focus groups. The common themes included the following:

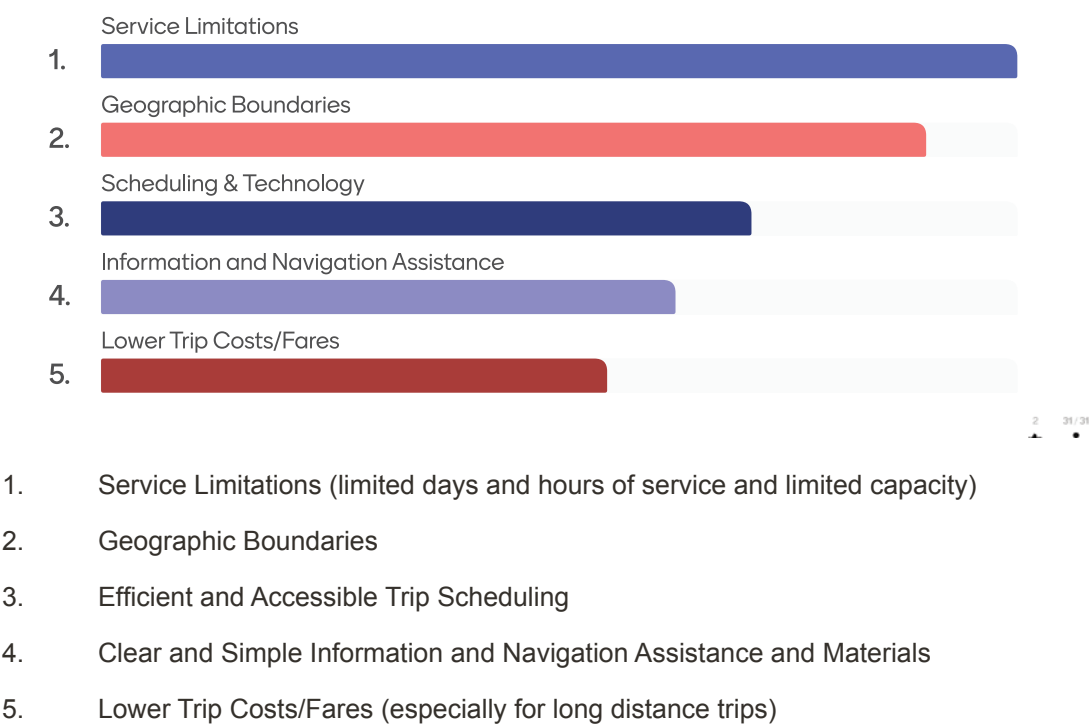
- Service Enhancements
 - Free or lower-cost rides
 - More door-to-door and door-through-door services
 - More lift-equipped vehicles
 - Smaller vehicles for rural areas that are difficult to serve with large vehicles
 - Improved on-time performance for Pace paratransit
- Better Coordination
 - Regionally coordinated dial-a-ride without county restrictions
 - Unified transportation service across counties
 - Streamlined or better-coordinated fare structures and media
- Technology and Communication Improvements
 - Scheduling software to improve efficiency
 - Automated ride confirmations
 - Real-time vehicle location notifications on all vehicles
- Mobility Management and Education Expansion
 - A one-stop shop for transportation information, ideally hosted by RTA
 - Simplified applications and passenger rules
 - Shared/Comprehensive training for Mobility Managers (similar to Easterseals)
 - Public education on how to use transportation services
- Funding and Policy Changes
 - Sustainable funding beyond annual Pace agreements and biennial 5310 funds
 - Funding for travel companions
 - Expanded eligibility to include individuals with low incomes, not just older adults and individuals with disabilities

Project Advisory Committee Ranking Unmet Needs and the Impact of Gaps in Service

The Project Advisory Committee (PAC) convened with 34 participants to discuss the results of the transportation needs assessment activities with the general public and key stakeholders. During the discussion, PAC members were invited to rank the categories of needs identified during the assessment. A ranking of 1 is the highest priority and a ranking of 5 is the lowest priority. Exhibit 20 lists the results of the prioritization exercise. Participants ranked service limitations and geographic boundaries as the highest priorities.

Exhibit 20. Ranking the Identified Needs and Gaps

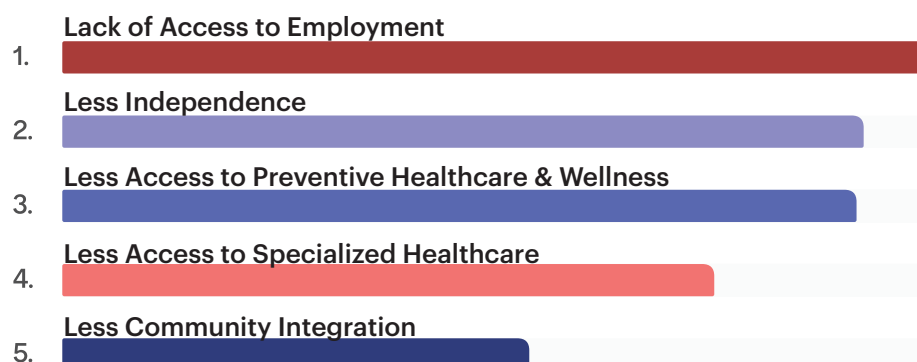
Rank the Identified Needs and Gaps from 1-5 (highest to lowest priority)



Next, PAC members were invited to rank the most significant consequences of inadequate access to transportation options. The results of the ranking activity resulted in the following order, with #1 being the most significant consequence that is likely to result from the unmet transportation need and #5 being the least significant.

Exhibit 21. Ranking of Most Significant Consequences of the Unmet Needs (1 to 5)

What do you believe are the most significant consequences of inadequate access to transportation options in the region? Rank from 1-5 (most to least)



1. Lack of access to employment
2. Less independence
3. Less access to preventive healthcare and wellness
4. Less access to specialized healthcare
5. Less community integration

In addition to the needs identified during the needs assessment activities, PAC committee members were asked to identify other needs that were not specifically identified but do arise as issues in their daily service activities. The additional needs listed by 11 members of the PAC included:

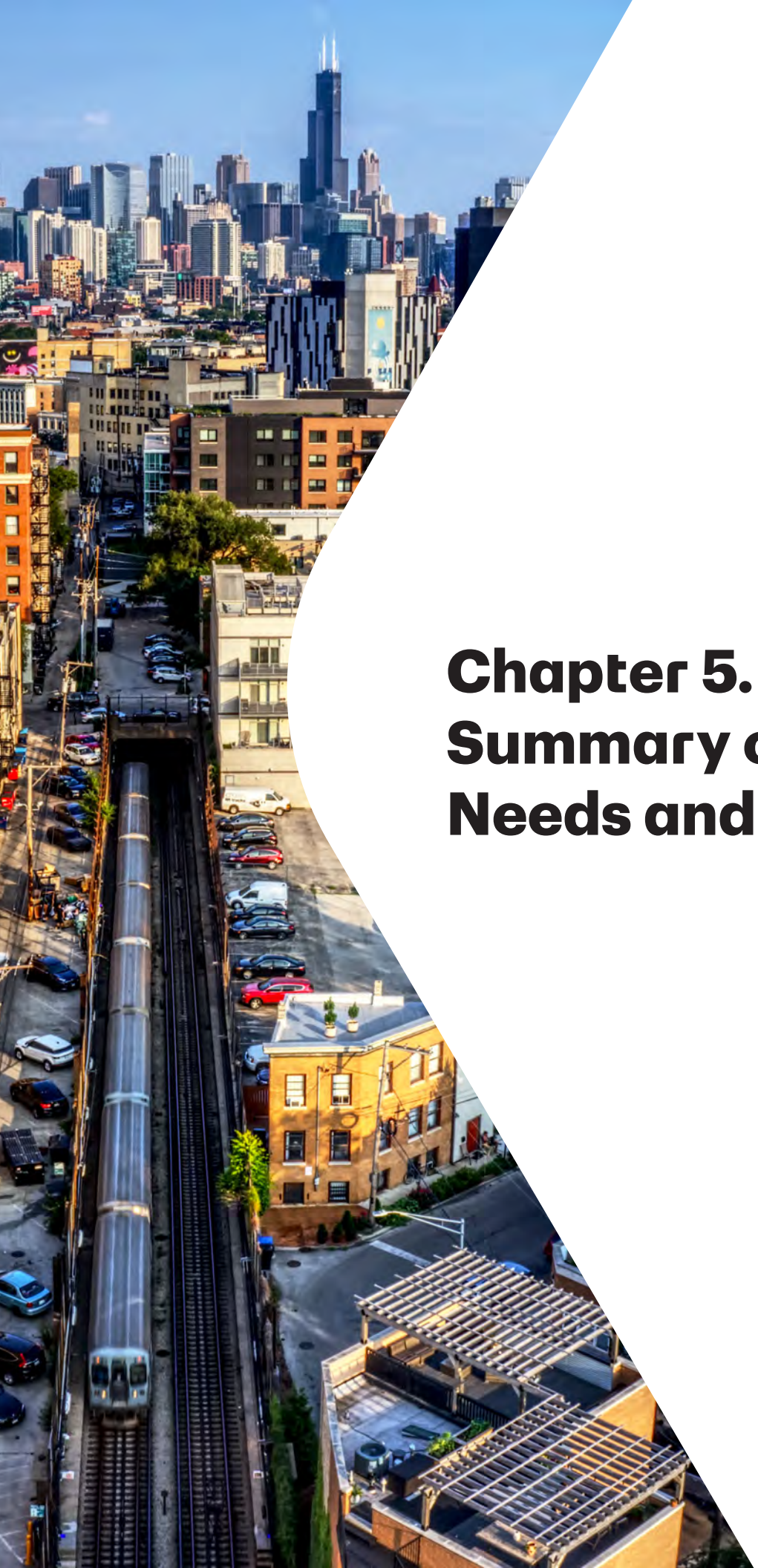
- Gaps related to food access, and prevention of food deserts
- Desires for access to more socialization opportunities, education
- Need for easier ride scheduling
- Persistent need for equipment updates
- Access to childcare
- Access to employment opportunities at major employers
- Access gaps such as visits to family, friends and churches on weekdays

Potential Strategies to Address Unmet Needs and Gaps

The PAC meeting participants were invited to identify potential, preliminary strategies to address the identified needs. A list of suggested strategies is provided in Exhibit 21 below.

Exhibit 22. Potential Coordinated Transportation Strategies





Chapter 5. Summary of Identified Needs and Gaps

Summary of Identified Needs

Common themes emerged from the community engagement activities that indicate areas of unmet needs and gaps in access to transportation. The themes were explored in relation to the estimated demand indicated by the demographic data analysis, and the inventory of existing transportation services. The three factors of (1) community input, (2) demographic conditions analysis, and (3) existing transportation resources, were combined to identify the existing and emerging mobility needs and gaps.

Transit Demand Index

The Transit Demand Index (TDI) is a strategy for summarizing the demographic factors that are most likely to indicate the likelihood that transportation will be needed and used in a geographic area. The Transit Demand Index incorporates specific ACS 2023 Five-Year Estimates data at the census block group level. The data included in the model are the characteristics most likely to indicate the location of potential transit riders. The variable characteristics used in this model are as follows:

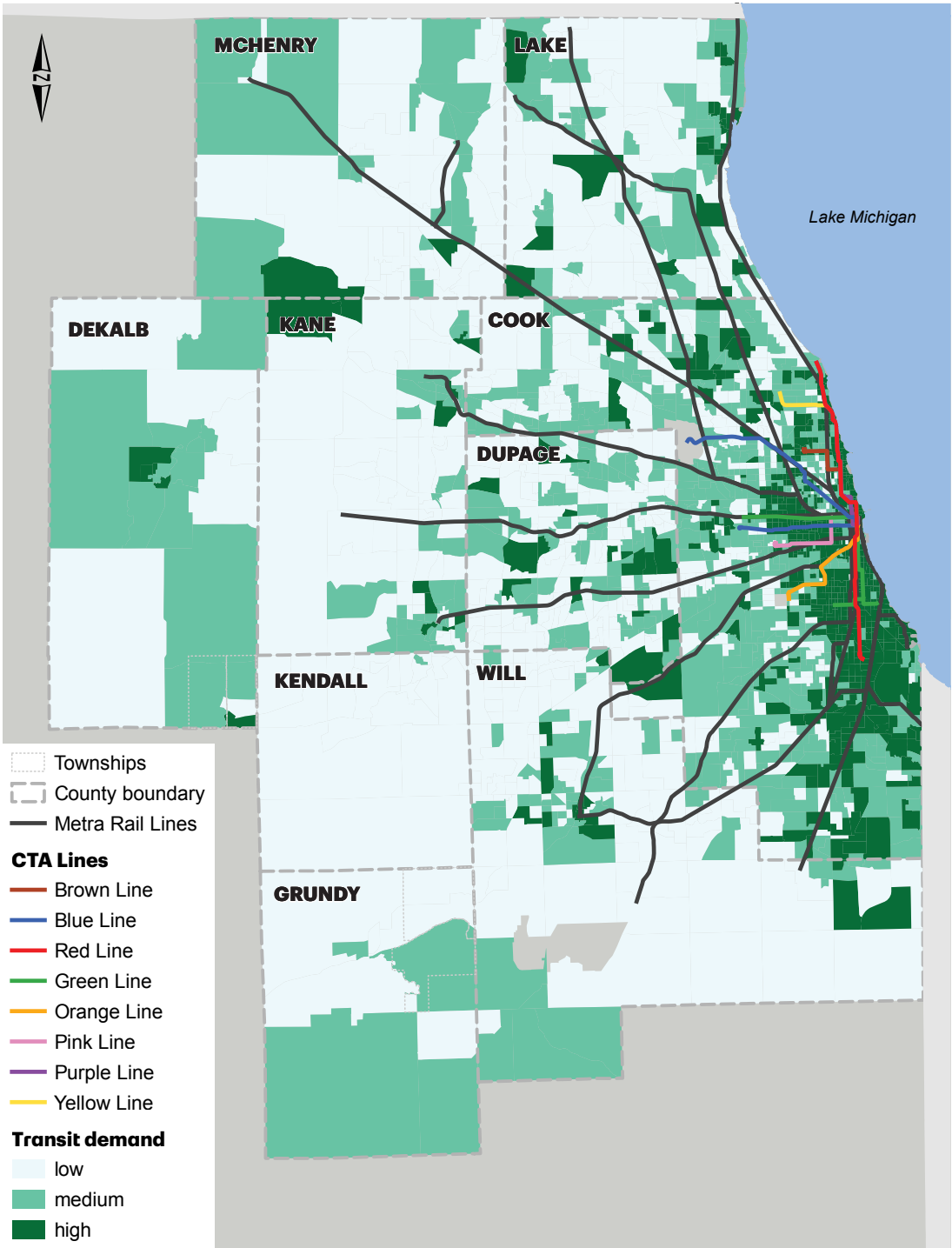
- Total population
- Square miles
- Total population for which poverty is determined
- Population below poverty
- Number of persons age 65 and older

A calculation to determine the likelihood that someone will need and use transportation is commonly used to inform transportation planners as they project the amount and mode of service appropriate for an area. The model is a measure of the likelihood that a local population will use transit service, were it available to them, taking into account certain demographic characteristics. The end result is an estimate of the relative propensity for transit per census block group.

Another indicator of potential transportation demand is the population with a disability. Data on individuals with disabilities is often incomplete or misleading. The ACS, the most comprehensive source of demographic data nationally, has been known to undercount the population with a disability. While the ACS asks specific questions about the type of disability, it is missing many categories, including mental health and certain functional limitations. Due to the highly unreliable data, particularly when examining data at a block group level, the indicator of persons with a disability was not included in this model. The analysis considers the qualitative data provided by the participating human services agencies and members of the public, incorporating demand that is generated from individuals with disabilities.

As depicted in Exhibit 23, the areas of high demand are located in the more densely populated portions of the study area and the medium and low demand areas are in suburban Cook, DuPage, Will, Lake, McHenry, DeKalb, Kane, Kendall, and Grundy County. Even in the suburban areas, there are medium levels of transportation demand. In the RTA service area, the areas indicated as having medium to low levels of demand may be more difficult to serve because the level of demand may not be appropriate for fixed route services but are more suitable for dial-a-ride services because the trip origins and destinations are farther apart. In many cases, dial-a-ride service may require more vehicles and drivers than fixed routes in order to meet the level of demand. Effective coordination of transportation resources is vital to providing efficient and cost-effective services, especially in the medium to low demand portions of the region where it is more difficult to put multiple passengers on a single vehicle.

Exhibit 23. Transit Demand Index Map



The level and manner of transportation provided across the region differ across the most to least densely populated areas. Urban and suburban communities with higher population density are likely to have access to bus stops and walking paths. Some urban and dense suburban communities also have access to rail stops. In these areas, older adults and individuals with disabilities have access to fixed routes that operate on a schedule as well as paratransit and dial-a-ride or on-demand transportation options. Conversely, in the less densely populated areas, transportation resources are primarily operated as dial-a-ride, human services agencies and volunteer programs that require a reservation with no or reduced-frequency fixed routes.

Community Input and Existing Transportation Services

A summary of the unmet needs and challenges and potential strategies as they relate to the existing network of transportation resources that were discussed with the general public, the PAC, and other key stakeholders is provided in the following table. The identified unmet needs and gaps fall into five general categories, as follows:

- Service Limitations
- Geographic Boundaries
- Information and Navigation Assistance
- Lower Trip Costs/Fares
- Scheduling and Technology

Exhibit 24 identifies the geographic portion of the region where the need or gap in service was identified. Needs identified with an “R” are regional needs that involve multi-county trips and were identified in all counties.

Exhibit 24. Summary of Identified Needs and Gaps by Geographic Area and Topic

Need Type	Mobility Need or Service Gap	Location ⁴	Potential Strategies
Service Limitations	Expanded daily hours of operation for transportation services including more late night and weekend options	R,C	• Expand service hours/ days by coordinating with partners
Service Limitations	Expanded days of operation for transportation services to seven-days per week to support medical, employment or recreation trip purposes	R	• Increase accessible private rideshare vehicles in the suburbs
Service Limitations	More affordable escorted transportation options for people who need assistance	R	• Identify grant opportunities for funding to cover fares

⁴ Location refers to the geographic location where the need or gap was identified. Regional needs and gaps include multi-county trip needs and needs and gaps common to all counties. R=Regional, C = Cook, K = Kane and Kendall, M = McHenry, DP = DuPage, DK = DeKalb, L = Lake, and W = Will County

Need Type	Mobility Need or Service Gap	Location ⁴	Potential Strategies
Service Limitations	More door-to-door transportation options for individuals with disabilities and older adults, especially in rural areas where curb-to-curb service is not accessible when driveways are too long and waiting on a roadside curb is dangerous	R, K	• Increase accessible private rideshare vehicles in the suburbs
Service Limitations	Stable and expanded transportation revenue streams for transportation providers that support projected growth in demand for trips	R, W	• Consolidate funding allocation decisions under one entity • Create a separate budget for cross-boundary trips • Find balance between distributing and concentrating resources
Service Limitations	More capacity/ride availability and reliability to meet the needs of older adults and individuals with disabilities	R, C, DK, M, L	• Driver retention incentives • Provide a one-stop resource for real time information about all service options • Expand services for individuals with developmental disabilities
Service Limitations	Expand the fixed route bus coverage to more of the region	R, C, DK, M, L	• Create scheduled timepoints in rural areas • Provide more first/last mile connections into fixed routes
Service Limitations	More frequent Metra and fixed route bus service during non-peak hours on weekends for social and recreational trips as well as to support employment	DP, M	• Expand service hours/ days by coordinating with partners • Find balance between distributing and concentrating resources

Need Type	Mobility Need or Service Gap	Location ⁴	Potential Strategies
Geographic Boundaries	More comprehensive service outside of the Pace ADA service areas, including: lack of robust fixed route service, especially outside of ADA service area boundaries burdens human services agencies that are less equipped to handle demand; lack of transportation in rural areas and smaller communities; and Increase the number of rides per month allowed on the rideshare programs.	C, DP, K, M, W	- Pilot a service that crosses geographic boundaries - More shuttles running in suburban corridors to connect people to jobs and activity centers - Expand service hours/days by coordinating with partners - Lead local agencies through a regional approach - Structure partnerships with agencies and municipalities to bridge geographic boundary gaps
Geographic Boundaries	More fixed route bus service coverage to more parts of the region.	M	Create scheduled timepoints in rural areas
Geographic Boundaries	More transportation options for shopping or recreational activities, and medical appointments, including multi-county trips.	R	- Pilot a service that crosses geographic boundaries - Expand services for individuals with developmental disabilities - Partner with hospitals and healthcare providers
Information & Navigation Assistance	Improved communication and public education/information, including: - easier access to information about route options, schedules and fares; - expanded mobility management services that help passengers learn to navigate options with confidence; - clear information about travel training programs; and - GPS tracking of transit vehicles throughout the entire service area so that passengers know when their vehicle will arrive.	R,C	- Modernize/Update the scheduling technology for Pace - Provide a one-stop resource for real time information about all service options - Create an integrated fare structure that is easy to use - Provide consistent travel training across the region - Implement a Transportation Ambassador program

Need Type	Mobility Need or Service Gap	Location⁴	Potential Strategies
Information & Navigation Assistance	Improved safety on vehicles and at stops	C, M	- Continued focus on cameras, lighting and other safety strategies - Provide consistent travel training across the region
Information & Navigation Assistance	More bus stops and bus shelters at existing stops that are accessible for individuals with mobility limitations and offer a safe place to wait for the bus	R	- Increase accessible private rideshare vehicles in suburbs - Expand services for individuals with developmental disabilities
Information & Navigation Assistance	The fragmented services impact communication between agencies.	DP, W	- Provide a one-stop resource for real time information about all service options - Lead local agencies through a regional approach
Information & Navigation Assistance	Enhanced mobility management roles would help develop greater coordination among providers and stakeholders.	R	- Provide consistent travel training across the region - Implement a Transportation Ambassador program
Information & Navigation Assistance	Providers need options to purchase vehicles that are appropriate for rural, narrow roads	K	Ensure the contracts for purchasing vehicles includes vehicles appropriate for rural and narrow roads
Lower Trip Cost/Fares	Affordable transportation options, including: - multi-county trips; - affordable options for wheelchair accessible taxis; and - lower general public fares.	R, DK, DP, M, L	- Pilot a service that crosses geographic boundaries - Identify grant opportunities for funding to cover fares - Increase accessible private rideshare vehicles in suburbs
Scheduling and Technology	More capacity/ride availability so that riders do not need to book trips multiple days in advance	R,L	- Driver retention incentives - Expand service hours/days by coordinating with partners

Conclusions

Even with the differences in service levels and availability, all geographic areas expressed common challenges related to cost, service area boundaries, and limited-service availability. Likewise, riders expressed concerns about the cost of long-distance trips and long travel times on indirect routes. Passengers or potential passengers also struggle to interpret and understand which transportation options are most appropriate for their trip needs. The region shares a vision for a more connected, affordable, simplified transportation system that supports access to healthcare, employment, and independent living.

Study participants expressed gratitude for the broad network of transportation options available in the region. Many of the riders who are using the transportation options on a regular basis, rely on it for nearly every trip purpose all days of the week and hours of the day when service is available.

Likewise, the transportation providers are passionate about providing the best possible service to their riders and communities. They diligently manage funds and operate services to meet needs. The gaps in access to transportation present challenges for riders, and the stakeholders are dedicated to eliminating them.

Similar to the previous coordinated plan, transportation providers indicated that the increasing demand for transportation and the importance of affordable options are driving factors in the available service levels. Demographic projections for the area indicate that the older adult population will continue to increase as will the employment opportunities for working-age people. The population growth will continue to strain transportation resources, making coordination and a focus on maximized efficiency even more important than it is today. For all of these reasons, appropriate goals and strategies must be designed to strategically address current and projected gaps and needs.



Chapter 6. Recommendations and Priorities for Future Coordinated Transportation

Recommended Coordinated Transportation Goals and Strategies

The six goals for coordinated transportation are summarized in Exhibit 25. Each goal addresses a specific set of unmet transportation needs identified through community and stakeholder engagement. Strategies are listed within each goal to identify the “action steps” to support local stakeholders in achieving the goals.

On June 1, 2026, the Regional Transportation Authority (RTA) will transition to the Northern Illinois Transit Authority (NITA). NITA will remain a designated recipient of federal Section 5310 funding and will continue to administer the program locally.

Each recommended goal will be achieved through NITA’s coordinated mobility management structure and participation from stakeholders throughout the region. The goals are designed to be implemented at the local or regional levels. The goals may be accomplished through coordination among two or more organizations, or they can be implemented on a larger scale.

NITA will continue to be a regional resource for guidance, information and Section 5310 funding to support coordinated efforts. Nevertheless, local organizations are encouraged to take leadership of goals and strategies that have an impact on their customers and communities.

Exhibit 25. Summary of Goals

Goal	Needs Addressed	Comparative Cost
Goal #1: Ensure Countywide Coverage in the RTA Region	Spatial gaps between jurisdictional boundaries of transportation programs within individual counties and the underserved or unserved rural areas and smaller communities.	\$\$ to \$\$\$ (Moderate)
Goal #2: Conduct a Regional Dial-A-Ride Study	- Improves accessible, door-to-door transportation throughout the region, that is not limited by county or other local jurisdictional boundaries for trips that are reserved with advance notice. - Creates a unified funding structure for regional transportation.	\$\$\$ (Moderate)

Goal	Needs Addressed	Comparative Cost
Goal #3: Improve the Existing Subsidy Programs for Paratransit Services	- Provides same-day accessible transportation to key destinations throughout the region. - In the near term, subsidy programs will have a sustainable fare structure, operating policies, and subsidy structure for the existing services. - Looking forward, subsidy programs will have a unified structure for a regional subsidy program. - Simplifies the rider's access to subsidy program services by offering a single, consolidated service.	\$\$\$ to \$\$\$\$\$ (Moderate to High)
Goal #4: Modernize Trip Scheduling and Vehicle Location Software	- Improved technology for Dial-A-Ride and paratransit to improve the trip efficiency through better grouping of passengers and trips. - Improved technology to maximize trip availability so that riders do not need to book trips more than one day in advance and providers can operate more passenger trips per hour and mile. - Create a centralized resource for passengers to plan trips and track the location of their vehicle, including dial-a-ride, when they are waiting for a scheduled ride.	\$\$\$ to \$\$\$\$\$ (Moderate to High)
Goal #5: Expand Access to Suburban Jobs and Health and Wellness Services	Increased availability and capacity of transportation options in suburban areas across more hours and days to meet the growing demand, including nights and weekends.	\$\$\$ to \$\$\$\$\$ (Moderate to High)
Goal #6: Enhance Travel Training and Education	- Increased availability and capacity of transportation options in suburban areas across more hours and days to meet the growing demand, including nights and weekends. - Improved bicycle and pedestrian access to transit through infrastructure improvements and pursuing transit-oriented development.	\$ to \$\$\$ (Low to Moderate)

Goal #1: Ensure Countywide Coverage in the Region

Objectives

Ensure all townships, cities, villages, and unincorporated areas in DuPage, Kane, McHenry, Lake, and Will Counties are included in the countywide service areas.



Integrate this HSTP by working with other related community needs assessments and plans such as the ADA Transition Plan, the Chicago Public Health Plan, the Healthy Aging Plan, and more. Integration of the plans ensures that every agency has a role in transportation.

Needs Addressed

Spatial gaps between jurisdictional boundaries of transportation programs within individual counties and the underserved or unserved rural areas and smaller communities.

Additional demand for transportation is put on human services agencies and healthcare providers when public transportation service area boundaries restrict necessary travel for individuals with disabilities, older adults and people with low incomes. Human services transportation is a necessary part of the overall mobility framework, but that framework will be more efficient if public transportation options provide a strong core service.

Strategies

1. NITA will work in partnership with DuPage County toward creating borderless, coordinated countywide transit service that provides older adults, individuals with disabilities, and people with low incomes with transportation to any area within a single county for any trip purpose. The structure will be similar to [Ride Lake County](#), [MCRide](#) in McHenry County and [Ride in Kane](#) (RIK). Ride Lake County transitioned from having multiple township and municipal transportation programs to a single integrated countywide service (although some municipal and township programs continue to operate as well). Similarly, Ride in Kane began as multiple dial-a-ride and human services transportation programs, which were consolidated into a single, coordinated, countywide transportation service.
2. NITA will work with Cook County agencies to investigate and consider the potential for coordinated countywide services.

Responsible Parties

Township, municipal and county government programs that offer or utilize transportation will work together and with human services agencies, non-profit organizations, employers, and NITA mobility managers to structure studies and/or pilot or fully implement countywide transportation programs.

Estimated Costs

\$\$ to \$\$\$ (Moderate)

Potential Funding Sources

Section 5310 and Section 5307, local governments, Department of Labor, Department of Health and Human Services programs, local employers, or workforce programs. Potential short-term funding through the Congestion Mitigation and Air Quality Improvement Program (CMAQ) may be appropriate for pilot programs that reduce carbon dioxide emissions. The [CCAM Technical Assistance Center](#) (CCAM-TAC) provides a guide to Federal fund braiding for local match and program eligibility to enable Federal grant recipients to more effectively manage Federal funds and coordinate human services transportation.

Performance Measures

- Number of intercommunity agreements to share rides for passengers eligible for or sponsored by different programs
- Travel pattern and needs assessment study completed

- Number of trips provided beyond the single municipal or township service area boundary and the cost per trip
- Number of coordinated transfers established and completed between transportation providers

Goal #2: Conduct a Regional Dial-A-Ride Study

Objective

In accordance with the NITA Act, Section 5.25, the Authority will collaborate with Service Boards, counties, townships, and municipalities that operate dial-a-ride services to evaluate dial-a-ride programs and create recommendations for coordinated service across the region.

Needs Addressed

Improves accessible, door-to-door transportation throughout the region, that is not limited by county or other local jurisdictional boundaries for trips that are reserved with advance notice.

Creates a unified funding structure for regional transportation.

Strategies

1. In accordance with the NITA Act, Section 5.25: The Authority will conduct a regionwide Dial-A-Ride Coordination study to determine strategies for a regional dial-a-ride service that includes standardized hours of operation, eligibility requirements, operating policies, and fare structures to coordinate trips across county lines better.
2. After the recommendations have been completed, the Authority may establish a Dial-A-Ride service program policy and authorize the deposit of Authority moneys into a Dial-A-Ride Service Program Fund. The fund may be used by the Authority to reimburse up to 80 percent of operating costs to a unit of local government operating Dial-A-Ride service.

Responsible Parties

NITA will lead the development of the Regional Dial-A-Ride Coordination Study. Partnerships with human services agencies, counties, municipalities and townships serving individuals with disabilities and older adults will participate in the planning process to ensure future services are accessible and designed to meet the needs of clients.

Estimated Costs

The study or planning process will be \$\$\$ (moderate) cost.

Potential Funding Sources

FTA funds, such as Sections 5310 and 5307, as well as local revenue, may be potential funding sources for planning. NITA may use a future Service Program Fund, if it is determined to be established, to reimburse local governments for operating service. Actual costs and funding sources will be identified through further research.

Performance Measures

- NITA and local transportation providers collaborate during the study process to provide data and input into the activities
- NITA completes and adopts the final study

- Implementation begins, as defined in the study recommendations

Goal #3: Improve the Existing Subsidy Programs for Paratransit Services

Objectives

Evaluate existing subsidy programs, ensuring policies correspond with regional efforts to offer consistent, sustainable services that align with traditional paratransit and fixed route transit, while providing more options for eligible clients.

Create a structure of administrative and financial support to limit jurisdictional barriers to access and address existing gaps in service for eligible clients, including work toward establishing a regional subsidy program.

Needs Addressed

Provides same-day, accessible transportation to key destinations throughout the region.

In the near term, subsidy programs will have a sustainable fare structure, operating policies, and subsidy structure for the existing services.

Looking forward, subsidy programs will have a unified funding structure for a regional subsidy program.

Simplifies the rider's access to subsidy program services by offering a single, consolidated service.

Strategies

1. Coordinate and work towards consolidation of local municipal or township subsidy programs at the county level by collaborating with Pace to establish common days and hours of operation and fare structure. Consistency in policies and procedures across the Pace ADA-subsidy programs and other programs would simplify the rider experience.
2. Implement performance metrics on the subsidy programs and monitor them for sustainability. Key monthly performance indicators include, at minimum:
 - a. Total trips provided
 - b. Average total cost per trip
 - c. New ADA certifications
 - d. Number of unique riders
3. To avert a shortfall in funding, limit the number of rides per month and/or per day, and implement Action Plan 2 adopted at the March 2026 RTA Board meeting, including a process by which certified riders can request a 40 ride cap on a case-by-case basis. Conduct an ongoing analysis of program parameters, drawing from peer examples such as the [MBTA The RIDE Flex](#) program, which offers various prices depending on whether trips are scheduled on-demand with the approved provider or through the MBTA call center. Employ best practices in fare and subsidy structure and program administration.
4. Implement non-dedicated service providers (NDSP) for trips booked through Pace. A NDSP is a provider that uses vehicles and drivers that are not exclusively committed to a specific transportation program. For example, when an eligible rider who participates in a subsidy program books a trip directly through Pace on traditional ADA paratransit, Pace can send a traditional ADA vehicle or NDSP to optimize network efficiency.

5. Identify partnerships and other opportunities to increase wheelchair accessible vehicle (WAV) availability of NDSPs, including municipal partnerships.
6. Provide detailed program information to avoid confusion and inform and educate riders and drivers about changes in service, fares and scheduling procedures. If changes in scheduling software are included, train all customer-facing staff about the capabilities of the software so that they can encourage public acceptance.

Responsible Parties

NITA and Pace will use data from subsidy programs to better understand demand and where fixed route transit could better function. The overall governance and administrative structure of the regional subsidy programs will be identified in the study. Partnerships with municipalities, townships and human services agencies serving individuals with disabilities and older adults with WAVs will ensure services are accessible and designed to meet the needs of clients.

Estimated Costs

Implementing and sustaining the program will depend on the scale of the effort. Implementation and operating costs could range from moderate (\$\$\$) to high (\$\$\$\$).

Potential Funding Sources

Potential funding sources include the Section 5310 program and matching funds from partner communities and agencies. Fund braiding of Federal non-US DOT program funds is a possible solution to local revenue needs. Diversified funding is recommended. Actual costs and revenue sources will be identified through further research.

Performance Measures

- Cost per trip to the funding agencies and providers
- Average cost per trip for passengers
- Average travel time for passengers from origin to destination
- Customer satisfaction with improved access to destinations outside of their local area
- Contracted operators achieve on-time performance goals
- A threshold for on-time performance and trip denials are established, monitored and not exceeded
- Number of trips provided to passengers that require a wheelchair accessible vehicle

Goal #4: Modernize Trip Scheduling and Vehicle Location Software

Objective

Implement a centralized customer-facing digital trip planning and vehicle arrival information system for all public transportation services in the region, including demand response modes.

Adopt modern trip scheduling software for Pace Dial-A-Ride and partner organizations, or integrate multiple existing platforms to maximize trip pooling/scheduling, track service performance metrics across multiple providers, and proactively reduce inefficiencies. At the time of this study, Pace was using Mobility as a Service (MaaS) software that included customized integration of Trapeze platforms, and the Trip Check and Transit apps.

Needs Addressed

Improved technology for Dial-A-Ride and paratransit to improve the trip efficiency through better grouping of passengers and trips.

Improved technology to maximize trip availability so that riders do not need to book trips more than one day in advance and providers can operate more passenger trips per hour and mile.

Create a centralized resource for passengers to plan trips and track the location of their vehicle, including dial-a-ride, when they are waiting for a scheduled ride.

Strategies

1. By July 1, 2028, and according to Section 2.05E of the NITA Act, the Authority shall manage digital and web-based trip planning and real-time vehicle arrival information for use by riders for all public transportation services in northeastern Illinois, including demand response modes.
2. Conduct a coordinated evaluation of scheduling technology options that would integrate with and improve existing platforms.
3. Modernized or new software must consider the varying sensory and communication needs of riders, and sustain low-tech scheduling options, including a centralized location where passengers can call to schedule a trip or to seek information about transportation options. AI customer information lines to supplement live staff will be considered to improve efficiency and expand accessibility.
4. Evaluate the opportunities for each Dial-A-Ride service to collaborate on implementing a shared trip planning platform that would allow passengers to plan trips across multiple providers.

Responsible Parties

NITA, with participation from the three Service Boards and other service providers in the region, will evaluate technology options or strategies to better integrate existing platforms.

Estimated Costs

Costs will be \$\$\$\$ (high), and the range will depend on the selected technology.

Potential Funding Sources

FTA formula and competitive grants are often used for transit technology. The FTA encourages a cooperative procurement across multiple agencies because it allows for economies of scale on technology. Potential FTA programs include Section 5307 Urbanized Area, Section 5339, Bus and Bus Facilities, and 5337 State of Good Repair. Certain technology purchases are also allowed under the Section 5310 Enhanced Transportation for Seniors and Individuals with Disabilities program. Local match for capital projects is typically 20%. Local funding options include NITA. All technology purchases must comply with [FTA Circular 4220.1F – Third Party Contracting Guidance](#).

Performance Measures

- Digital and web-based trip planning is implemented for all public transportation services in northeastern Illinois
- Real-time vehicle arrival information is implemented for all public transportation services in northeastern Illinois



- Evaluation of the new technology is completed, and measures are taken to address any identified areas of weakness
- Opportunities to collaborate on shared trip planning are identified
- New trip planning technology incorporates accessible and low-tech options

Goal #5: Expand Access to Suburban Jobs and Health and Wellness Services

Objective

Increase the availability and capacity of transportation options in suburban areas across more hours and days to meet the growing demand, including nights and weekends.

Improve pedestrian access to fixed route transit stations and stops, including Americans with Disabilities Act (ADA) access.

Needs Addressed

The PAC cited inadequate access to employment as the most significant consequence of gaps in access to transportation.

RTA and its partners made great strides through the [RTA Access to Transit](#) Program by dedicating \$23.8 million for 51 projects since 2014 to improve walkability and safety. In 2025, the RTA developed the [Transit-Friendly Communities Guide](#) as a tool for decision makers, developers and community advocates to create accessible and transit-friendly neighborhoods across the region. The Guide offers design concepts and case studies of transit-friendly projects.

The new projects are making an impact on improved access to transportation resources, but the limited hours or days of operation, or the limited frequency of fixed route or rail services in suburban areas, especially during nights and weekends, remains as a barrier for job seekers and employers.

The primary opportunities are to strengthen partnerships between employers and transportation programs, expand transportation capacity in a sustainable manner, and continue to improve utilization and integration of microtransit and micromobility as a low-cost option.

Strategies

1. Beginning December 2027, the NITA Board will develop a one-to-three-year regionally coordinated service plan that describes all transit service to be provided in the coming year or years. Key deadlines for developing service plans resemble the timeline for the current regional transit operating budget process.
2. NITA will collaborate with municipalities throughout the region to update zoning and land use plans to support equitable transit oriented development, including mixed-use development, attainable housing, and co-located human services near fixed route transit. Through Northern Illinois Transit Authority's Community Planning program, provide technical assistance to align land use with transit access and use the Access to Transit program to fund ADA upgrades, sidewalks and first/last mile improvements.
3. Improve pedestrian access to transit by identifying and prioritizing improvements needed to provide safe pedestrian access to transit service stops access as required by the NITA Act. Recommended improvements include sidewalks, crosswalks and wayfinding. NITA

will also invest in mobility hubs that integrate fixed route, paratransit, and on-demand services to improve coordination and reduce barriers for riders with low incomes.

Partnerships with healthcare providers and human services agencies to ensure service coverage and availability for older adults and individuals with disabilities. Partnerships will expand the network of available services for riders with special needs such as a travel companion to assist with groceries, etc., or drivers with specialized training.

Implementation Timeline

Planning initiatives will be completed within 12 to 24 months, on average. Infrastructure improvements will require two to four years.

Responsible Parties

NITA and the Service Boards, along with municipalities and the private development community.

Estimated Costs

Moderate (\$\$\$) to high (\$\$\$\$\$) costs for planning, Transit Oriented Development and infrastructure improvements.

Potential Funding Sources

Public-private partnerships, major employers, communities, counties, tax revenue, and IDOT. Other potential funding sources may be identified through ongoing community planning and access to transit research by NITA and CMAP.

Performance Measures

- Number of jobs located within one-half mile of transit service that have transit service during shift-change hours
- Increase coverage with fixed route, paratransit and on-demand subsidy programs
- Increase the number of residents located within one-half mile of transit by expanding transit and continuing to integrate Transit Oriented Development
- Additional, sustainable funding secured to support expansion

Goal #6: Enhance Travel Training and Education

Objective

Simplify the decision-making process for choosing the best option for a trip. Provide a simple and clearly defined series of steps for riders to use as they choose a provider or mode of transportation.

Needs Addressed

Deliver concise, easy-to-understand information about transportation options, balancing simplicity with enough detail to support confident decision-making.

Use transportation to provide older adults and individuals with disabilities with opportunities to maintain independence and access to community resources.

Expand the impact of the NITA mobility managers by giving them more local, community-based resources.

Standardizes information about available services.

Strategies

1. Create new partnerships between mobility managers and local community organizations and evaluate the impact of existing travel training and customer education materials and approaches.
2. Continue to participate in community events to share information about current services and newly implemented programs. Collect information about unmet need and use the data points to inform transit providers and planning agencies.
3. Expand the training options within the Travel Training program to address the evolving needs of participants. For example, include local Mobility Managers in each county. Ambassadors would be knowledgeable about the vast network of transportation options. Ambassadors may be employees at senior centers or human services agencies. They may also be volunteers. A training program and certificate would be established to ensure that Mobility Managers can execute their responsibilities with confidence.

Responsible Parties

NITA mobility managers and transportation providers.

Estimated Costs

\$ to \$\$\$ (Low to Moderate)

Potential Revenue Sources

The Section 5310 program and local revenue such as AAA, EasterSeals, VA, Department of Health and Human Services, and other grants. Mobility management is an eligible capital expense under the Section 5310 program at an 80% Federal share. The 20 percent local match may be derived from other non-DOT Federal funds, pursuant to those local funding guidelines. Additional information about potential non-DOT programs is available in the Federal Fund Braiding Guide, through the [CCAM-TAC](#).

Performance Measures

- The number of completed trips vs the number of searches for transportation options
- Number of individuals receiving travel training in each county
- Percentage of trainees that start using a new mode of transportation
- Establish the Transit Ambassador Program and provide a certification program
- Number of Certified Transit Ambassadors active in each county
- Number of people who participate in travel training sessions and use transit



Appendix A. Participating Key Stakeholder Agencies

RTA
Pace Bus
Metra
City of Naperville
County Board District 11
Will County
Aging Specialists
Will County
DuPage County
The City of Naperville
Ray Graham
McHenry County
Lake County Division of Transportation
City of Chicago
Pioneer Center
Ride in Kane
Kane County Division of Transportation
Veterans Assistance Commission
Senior Care Volunteer Network
Services for the Blind
Southeast Lake County Faith In Action Volunteers
Lake County Center for Independent Living
Moraine Township Door-to-Door Paratransit
Senior Connector Free Bus (City of Highland Park)
Wauconda Township Senior Bus
Waukegan Township/Now The Patricia A. Jones Center
Kendall Area Transit
Fox Valley Older Adults
Kendall County
Voluntary Action Center (Kendall)





Appendix B. Provider Profiles

Cook County Inventory of Community Transportation Services

Overview

Cook County offers a comprehensive range of public transit, paratransit, and human services transportation options to meet the needs of its diverse population. These coordinated services ensure accessible and equitable mobility for all residents, regardless of age, ability, or socioeconomic status.

Cook County's transportation network includes:

- Public Transit: Commuter rail service by Metra; train and bus service by the Chicago Transit Authority (CTA); and suburban bus, ADA paratransit, and On Demand services operated by Pace Suburban Bus.
- Community Services: Dial-a-Ride and free local bus programs in multiple municipalities, often in partnership with Pace.
- Accessibility Programs: The Taxi Access Program (TAP) and Rideshare Access Program (RAP) for ADA paratransit-eligible riders, as well as local taxi and transportation subsidy programs across several townships.
- Human Services Transportation: Agency-based programs supporting seniors, individuals with disabilities, and veterans.
- Commuter Options: Pace Vanpool and VanGo services providing flexible and regular-use commuting solutions near Metra and CTA stations.

For a description of regional service providers Metra, CTA, and Pace, please refer to the regional overview in Chapter 3. Service profiles for transportation service options in Cook County are provided on the following pages.

Service Profiles

Pace Suburban Bus

ADA Paratransit

Pace operates the ADA paratransit service in Cook County, providing origin-to-destination shared-ride transportation for individuals who are unable to use fixed-route public transit. Eligibility is determined through the Regional Transportation Authority (RTA) certification process.

Benefits for ADA-certified riders include free travel on all CTA, Metra, and Pace fixed routes, a 50 percent discount on Pace On Demand services, and eligibility for the TAP and RAP, offering additional low-cost travel options.

To schedule a trip, riders must make a reservation one day in advance. Reservations are available daily from 6:00 AM to 6:00 PM for trips within Chicago, and from 6:00 AM to 6:00 PM on weekdays or 8:00 AM to 5:00 PM on weekends in suburban Cook County. The TripCheck service allows riders to receive trip notifications or cancel reservations as needed.

The one-way fare is \$3.25, payable by Ventra, cash, or a Pace ADA Paratransit Ticket. Companions pay the same fare, while personal care attendants (PCAs) ride free. Service operates during the same hours as nearby fixed-route transit and covers areas within three-quarters of a mile of a Pace bus route and throughout the City of Chicago. Service is not available on major holidays.

- City of Chicago service hours are 24/7
- North Suburban Cook County serves portions of Townships of Elk Grove, Evanston, Maine, New Trier, Niles, Northfield, Palatine, Schaumburg, West Deerfield, and Wheeling. Service hours are Monday through Friday 5:00 AM – 1:30 AM; Saturday 7:00 AM – 1:30 AM; Sunday/Holidays 8:30 AM – 12:30 AM.
- South Suburban Cook County serves portions of Bloom, Bremen, Calumet, Lyons, Orland Park, Palos, Rich, Stickney, Thornton, and Worth. Service hours are Monday – Friday 5:00 AM – 11:45 PM; Saturday 7:00 AM – 1:00 AM; Sunday/Holidays 8:00 AM – 1:00 AM.

Paratransit service is also offered to “Suburban Trips and Transfer Locations” that are listed below by region in Cook County. These locations allow for passengers to coordinate two different services to take them to a destination in a different region. Transfer locations allow for increased accessibility and transit connectivity for eligible passengers. Customers can schedule trips beyond the individual service area with transit agencies outside of Pace if the customer has a valid ADA paratransit ID. Customers must contact the paratransit carriers in each service area in advance to determine eligibility and local travel rules.

The following links provide information about the reservation lines for each portion of the service area:

[Paratransit reservation line--Chicago | Pace Suburban Bus](#)

[Paratransit reservation line--North Suburban Cook County | Pace Suburban Bus](#)

[Paratransit reservation line--South Suburban Cook County | Pace Suburban Bus](#)



Transfer Points from Chicago to Suburban Cook County

Chicago to North Cook County

- CTA Blue Line Rosemont Station – 5800 N. River Rd., Rosemont
- CTA Red Line Howard Station – 1649 W. Howard (Howard and N. Hermitage), Chicago
- Park Ridge Metra Station – 100 S. Summit Ave., Park Ridge
- Golf Mill Shopping Center (East side entrance to Food Court) – Milwaukee Ave. and Golf Rd., Niles
- Old Orchard (entrance to the West of Macy's) – 1 Old Orchard Rd., Skokie
- Advocate Lutheran General Hospital (Main entrance off Luther Lane on West side of facility) – 1775 Dempster St., Park Ridge

Chicago to West Cook County

- Brookfield Zoo (use North entrance of zoo located on South side of 31st, West of 1st Ave.) – 3300 Golf Rd., Brookfield
- Hines VA Hospital (at Pace Paratransit sign at entrance to Building 200 main entrance off Roosevelt Rd.) – 5000 S. 5th Ave., Maywood
- Loyola Hospital (behind Niehoff building) – 2160 S. 1st Ave., Maywood October 1, 2025
- MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- North Riverside Mall (use Food Court entrance) – 7501 W. Cermak Rd., North Riverside
- West Suburban Hospital – 518 N. Austin Blvd., Oak Park

Chicago to Southwest Cook County

- Ford City Mall (pick up and drop off at Food Court entrance) – 7601 S. Cicero Ave., Chicago

Chicago to South Cook County

- Chicago Ridge Mall (entrance on East side of mall) – 281 Commons Drive, Chicago Ridge
- Ford City Mall (pick-up and drop-off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago
- Kenny's Ribs (parking lot) – 16825 Torrence Ave., Lansing
- CTA Orange Line Rail Station – 5900 S. Kilpatrick Ave., Chicago
- Blue Island Park N Ride – 3060, W 127th St., Blue Island
- Future Pace Paratransit transfer facility – Calumet City

Transfer Points within Suburban Cook County

North Cook County

- North Cook to West Cook – CTA Blue Line Rosemont Station – 5800 N. River Rd.
- North Cook to Kane County – Jewel/Osco – 1040 Summit St., Elgin
- North Cook ADA to Lake County ADA– Hawthorne Mall, Milwaukee Ave & Townline Rd (near Maggiano bus staging)

South Cook County

- South Cook to West Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- South Cook to Will County – Walgreens – 143rd & Will Cook Rd., Orland Park

West Cook County

- West Cook to North Cook – CTA Blue Line Rosemont Station – 5800 N. River Rd.
- West Cook to South Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- West Cook to DuPage County – Oakbrook Mall (100 Oakbrook Ct., in front of Macy's, Oakbrook)

Pace On Demand Services for the General Public

Pace offers an On Demand shared-ride service for the general public, formerly called Call-N-Ride, in eleven designated service zones in the RTA region; three of the service zones are in Cook County. Hours and service area boundaries for on-demand transportation are currently part of a pilot project and are subject to change upon completion of the pilot.

Trips can be requested via the On Demand mobile app, online, or by phone in as little as 10 minutes before pick-up time and up to 7 days in advance. Also, most of the services have certain scheduled stops at which riders can board the vehicle without a pre-arranged reservation. Service hours are unique for each zone, but typically service runs on weekdays only with some providing Saturday service.

The regular cash fare is \$2.25 per trip with a reduced fare price of \$1.10. If paying with Ventra, regular fare is \$2.00 and a reduced fare of \$1.00.

Northwest Cook On-Demand Transportation

Service is limited to the Arlington Heights – Rolling Meadows area between Euclid Avenue, Arlington Heights Road, I-90/Golf Road, and Highway 53; service hours are from 6:10 AM to 6:30 PM on weekdays.

Hoffman Estates On-Demand Transportation

Service is limited to the Hoffman Estates area, between by I-90, Roselle Road, Bode Road, Barrington Road, Higgins Road, and Greenpoint Parkway; service hours are from 6:00 AM to 6:30 PM on weekdays. Includes scheduled stops at Pace I-90/Barrington Rd. Kiss-n-Ride.

Lansing On-Demand Transportation

Service is limited to the Lansing area between River Oaks Drive/159th Street, the Illinois/Indiana border, Glenwood Lansing Road, Wildwood Avenue, 186th Street, and the Calumet Expressway/I-94; service hours are from 6:00 AM to 7:00 PM on weekdays and Saturdays.

Municipal Dial-a-Ride Services

Barrington Township Dial-a-Ride

Barrington offers a Dial-a-Ride service for seniors and disabled residents in the Barrington Township area. The service hours are Monday-Friday from 9:00 AM to 4:00 PM and reservations must be made at least one day in advance. The fare is \$2.00 per trip.

Berwyn Senior Services Transportation Program

Berwyn residents, seniors (60 or older), and disabled residents can use dial-a-ride on weekdays from 8:00 AM to 4:30 PM and on Saturdays from 8 AM to 1 PM. Reservations are required with 7-10 day advance notice requested. The fare is \$1.00 per one-way trip.

Bloom Township VIP Senior Wheels

Bloom Township offers curb-to-curb service to Bloom Township residents aged 60 and older or those with disabilities. The Senior Wheels service offers transportation to stores, restaurants, medical appointments, township activities, as well as other destinations within the Township.

The transportation service is available Monday-Friday between 8:00 AM and 4:30 PM. Reservations must be made at least one day in advance by 2:00 PM. Rides are limited to one round-trip per day. Service is free with a suggested donation of \$2 per trip (or \$4 per trip if outside of the Township).

Bremen Township Senior Wheels

Bremen Township offers transportation to seniors aged 55 and older within the Bremen Township boundaries. The only trips outside of the township are for medical appointments only.

The service is offered Monday through Friday from 8:00 AM to 4:00 PM. The fare is \$2.00 each way. There is also a 10-ride ticket that is offered for \$16.

Cicero Senior Transportation

The Town of Cicero Senior Services Department offers free door-to-door transportation service for seniors (62 or older) and residents with disabilities. This service is available seven days a week for all medical appointments and other needs. All rides must be scheduled at least 24 hours in advance.

The hours of service are Monday through Friday from 8:00 AM to 4:00 PM. Service is also available on the weekends from 8:00 AM to 3:00 PM.



Elk Grove Township Senior and Disabled Transportation Service

Senior residents of Elk Grove aged 55 and older and disabled residents are eligible to use Elk Grove Township's transportation service. The township bus goes anywhere within the township boundaries along with transportation to local hospitals. This curb-to-curb service is available Monday through Friday from 8:30 AM to 4:00 PM. Reservations must be made at least one day in advance and up to two weeks in advance. Donations are appreciated, but driver tips are not accepted.

Elk Grove Village Dial-A-Ride

Elk Grove Village offers Dial-A-Ride service for the general public on weekdays from 9:00 AM to 6:00 PM and on Saturdays from 9:00 AM to 4:00 PM. The fare is \$1.30 for the general public and \$0.65 for seniors, individuals with disabilities, and students. Riders must be preregistered and rides scheduled at least one hour in advance.

Forest Park Senior Transportation

The Senior Services Department of the Village of Forest Park offers door-to-door bus service in partnership with Pace by appointment for all senior citizens and disabled residents of Forest Park. Service is available Monday through Friday from 8 AM to 4 PM. However, Wednesday service is to limited destinations within Forest Park. Appointments must be made 24 hours in advance and destinations are limited to Forest Park plus a 2-mile radius outside of the Village. The fare for a one-way trip is \$2.00. Also, for qualifying participants, the Village of Forest Park offers transportation to shopping areas within two miles of Forest Park. Reservations must be made 24 hours in advance.

Hanover Township Dial-a-Bus

The Dial-a-Bus program is open to Hanover Township residents aged 55 and over or residents with a disability aged 18 and over. Service is available on weekdays from 8:00 AM to 3:00 PM. The suggested donation is \$1.00 per one-way trip. The Dial-a-Bus service area is the Township boundaries and up to five miles outside the Township boundaries.

Helping Hands of Glenview

In Glenview, residents who are seniors (65 years or older) or have a disability can request a ride between 8:30 AM and 3:00 PM within a 10-mile roundtrip distance of Glenview. Only two rides per resident per week can be scheduled. Rides need to be scheduled at least seven days in advance. There's no fare, but donations to Helping Hands are accepted.

Lemont Township Dial-a-Ride

Lemont Township offers Dial-a-Ride service to the residents of the Township. The service is offered Monday through Friday from 9:00 AM to 4:00 PM. Ride reservations need to be booked at least 24 hours in advance and can be booked up to a week in advance. Fares are \$2.00 per stop for adults and children eight years and older, or \$1.00 per stop for seniors, and children under seven ride for free.

Lemont Township Vanpool for Medical Transportation

Lemont Township offers a vanpool service for medical appointments outside of the township boundaries. The service is offered Monday through Friday, 8:00 AM to 5:00 PM. Reservations must be made at least one week in advance. Rates start at \$25 for a roundtrip fare and increase in \$5 increments based on how far the trip is. Reduced rates may be available for eligible low-income residents.

- \$25 for 1 to 15 mile trips
- \$30 for 16 to 25 mile trips
- \$35 for 26 to 35 mile trips
- \$40 for 36 to 40 mile trips

Leyden Township Dial-a-Ride

Leyden Township offers Dial-a-Ride service to the general public. The service is provided to any location in Leyden Township, and a few select shopping and medical locations outside the Township.

The service hours are Monday through Friday from 8:00 AM to 5:00 PM. The one-way fare for adults is \$2.50 per trip, and for seniors and ADA-eligible residents, it is \$1.25 per trip. Rides must be requested seven days in advance for medical trips and one day in advance for all other trips.

Lyons Township Senior Transportation

Lyons Township offers a free transportation service to residents aged 60 years and older or to residents with a disability. All medical trip reservations should be made as soon as possible, and non-medical trip reservations must be made one day in advance. The service hours are Monday through Friday from 8:00 AM to 4:00 PM. The bus service operates within Lyons Township; however, the service will travel up to two miles beyond Township Boundaries for specific medical-related appointments.

Melrose Park Dial-A-Ride

The Village of Melrose Park Dial-A-Ride Program provides people with a transportation resource to any location within Melrose Park's boundaries. Riders are encouraged to use the program to do their everyday needs such as grocery shopping (up to three bags per passenger allowed on the vehicle) and doctor appointments. Vehicles are wheelchair accessible. Service is available Monday through Friday from 8:15 AM to 4:30 PM. To book an appointment, contact the Village of Melrose Park.

Niles Free Bus System

At the time of this report, the Niles Free Bus service was suspended until further notice.

Norridge Free Bus Service

The Village of Norridge operates a free bus service daily within the Village limits. This service is available at no charge to all residents as long as riders can prove residency via an identification card. The service operates from Monday through Friday from 8:00 AM to 12:00 PM and 1:00 PM to 3:00 PM.

Oak Park Township and River Forest Dial-a-Ride Service

For Oak Park Township residents aged 60 years old or older and for residents aged 18 and older with disabilities, the township provides curb-to-curb service anywhere within Oak Park and River Forest. All buses are equipped with lifts for full accessibility. Service hours are Monday-Friday from 7:45 AM to 4:00 PM. The rate is a suggested donation of \$1.00 per trip. All appointments can be made via phone from Monday-Friday from 8:30 to 1:30 PM. All rides must be scheduled 24 hours to one week in advance.

Orland Hills Dial-a-Ride Program

The Village of Orland Hills residents can request a ride within Orland Park and Tinley Park on weekdays 8:15 AM to 3:00 PM. Residents can request a ride 24 hours in advance and reserve one ride per day. Fare is \$1 for one-way trips, and seniors ride free.

Orland Park ADA Transit Program

The Village of Orland Park has a transportation program for residents with disabilities to provide rides within the village limits on Mondays, Wednesdays, Thursdays, and Fridays from 8:00 AM to 2:30 PM. Service cannot be provided to and from work, but is available for basic needs and medical appointments. 24 hours' notice is required, and 48 hours' notice for medical trips. Fare is \$4 one-way for each trip.

Orland Township Transportation Program

Orland Township provides residents aged 55 and older who live within the boundaries of Orland Township with curb-to-curb service. Transportation is available to shopping centers, senior centers, and other service providers, and some medical facilities outside the Township on a limited basis.

Service is available Monday through Friday from 8:15 AM to 3:30 PM. All requests for transportation can be scheduled up to one week in advance, and two non-medical rides per week may be scheduled. There must be a 48-hour advance notice for non-medical requests. Local rides are \$3.00 per person one-way and \$5 per one-way when the destination is outside of Township boundaries.

Palatine Township Senior and Disabled Transportation

Palatine Township offers curb-to-curb bus service anywhere within the Township boundaries for residents who are aged 60 and over or disabled. Service is offered anywhere within the Township. Mandatory pre-registration is required to prove residency, age, and disability if necessary.

The bus service is available from Monday to Friday, 9:00 AM to 3:00 PM. The cost of the service is \$2 per one-way trip. Reservations must be made 3 to 14 days in advance of the ride.

Palos Area Transportation for the Elderly & Disabled (P.A.T.S.E.)

The City of Palos Hills offers transportation for residents age 60 or older or persons with disabilities of any age. The hours of operation are Monday through Friday from 8:30 AM to 2:00 PM. The service is unavailable on weekends and holidays. Trips can be scheduled via phone between the hours of 8 AM and 12:00 PM. Reservations are required the day before the scheduled trip. Fares are \$2.00 per one-way trip within Palos Township and \$4.00 for round-trip service.



Park Forest Jolly Trolley

The Village of Park Forest offers a Dial-a-Ride Bus service known as the Jolly Trolley. This program provides a transportation service for residents, seniors age 65 and older, disabled persons, and students. The service is available for qualifying residents of Park Forest and it is a Village-sponsored partnership with Rich Township. Service is provided Monday-Friday from 9:00 AM to 3:30 PM. All rides must be scheduled one hour in advance. Fares for adults are \$3.00. Fares for seniors age 65 and older, individuals with disabilities, and students are \$1.50. The Jolly Trolley offers partial fixed route service with regularly scheduled pick-ups at local destinations like the Park Forest Public Library.

Proviso Township Senior Free Ride Program

Proviso Township offers free rides to senior residents who are at least 60 years of age. The service operates to and from medical facilities within and near the Township and other qualifying non-medical facilities within the Township. All riders must be able to walk unassisted to and from the vehicle, as the vehicles are not wheelchair accessible. Service is operated on weekdays from 8:00 AM to 4:00 PM, and rides must be scheduled at least 48 hours in advance.

Rich Township Transportation Program

Rich Township offers transportation service to seniors age 55 and older and to disabled persons of any age. The service is available to destinations in Rich Township, such as stores, restaurants, nursing homes, and medical appointments. A few medical trips one mile outside the Township are provided.

Service is offered Monday-Friday from 8:30 AM to 2:00 PM for non-medical trips and 8:30 AM to 2:30 PM for medical appointments. Non-medical trips must be scheduled on the same day only. Medical trips should be made with a minimum of two business days' notice. Fares within Rich Township are \$3.00 for one way and \$6.00 for a round-trip. For trips outside Rich Township (medical only), the one-way fare is \$6 and the round-trip is \$12.

Stickney Township Mini Bus

Stickney Township offers Dial-a-Ride services to seniors aged 60 or older and disabled residents on weekdays from 8:00 AM to 4:00 PM. Reservations must be made before noon the day before the trip and up to two weeks in advance. The service is free. The service area is generally Stickney Township, but they will also provide service to local hospitals and doctors in the vicinity.

Tinley Park Senior Transportation Service

The Village of Tinley Park offers a bus service for seniors and the disabled within the Village and to a few nearby locations for medical appointments only. The bus service is available Monday through Friday from 8:30 AM to 2:00 PM. Reservations can be up to seven days in advance. Fares are \$0.65 each way for those 65 and older. For riders ages 55 to 64, the fare is \$1.30 each way.

Township Riders Initiative Program (T.R.I.P.) Program

Hanover Township, Wheeling Township, Palatine Township, Schaumburg Township, Elk Grove Township and the following medical centers: Rush Presbyterian, Northwestern Memorial Hospital, The University of Illinois Medical Center, Stroger Cook County Hospital, Hines Veterans Hospital, Loyola Hospital in Maywood and Good Shepherd Hospital in Barrington are part of the service area of T.R.I.P. This program provides medical transportation to township resident seniors aged 60 and over and disabled residents aged 18



and over. Service is provided within these townships on weekdays from 5:00 AM to 9:00 AM and on Saturdays from 7:00 AM to 4:00 PM. Additional hospitals are served on Tuesdays, Thursdays, and Fridays only. Rides must be requested through the participating Township and be requested at a minimum of three days in advance. The one-way fare is \$5.00 per Township line crossed and with a maximum fare of \$10.00 per one-way trip.

Village of Crestwood Dial-a-Ride

The Village of Crestwood offers a Dial-a-Ride service for all residents that want to travel within the Village of Crestwood. The Dial-a-Ride service is offered Monday through Friday from 9:00 AM to 3:45 PM. Book one hour in advance or on the same day as the desired trip. The fare for the service is \$2.25 for adults, \$1.25 for students.

Village of North Riverside Dial-a-Ride

The Village of North Riverside offers Dial-a-Ride service in order to satisfy the transportation needs of senior citizens (65 years and older). The service is valid for all travel within Proviso Township, Riverside Township, and all of North Riverside. Reservations must be made at least one week in advance. The service is operated Monday through Friday by appointment. Fares are free and donations are encouraged.

Village of Schaumburg Dial-a-Ride

The Village of Schaumburg operates Dial-a-Ride service for local community transportation between the hours of 6 AM and 9 PM Monday through Friday. To schedule a ride with the program, same-day reservations can be made. Rides must be scheduled at least 90 minutes before the anticipated pick-up time. The fare for one-way service is \$4. There is a reduced fare option of \$2 for those that fit the following qualifications:

- Persons with disabilities
- Senior citizens age 65 and older
- Children aged 7 to 11
- Children under age 7 are free if accompanied by an adult

Worth Township Dial-a-Ride Program

Worth Township sponsors a Dial-a-Ride program for its senior (aged 55 and over) and disabled residents. The service is available Monday through Thursday from 8 AM to 3:30 PM and Friday 8:00 AM to 2:30 PM. Reservations for trips must be made one day in advance before noon.

Fare is \$3 one-way. Service is only available within Worth Township. However, there is a select service outside the Township to certain medical facilities.

Taxi Subsidy Programs

Pace's TAP

Pace has a taxi subsidy program for ADA-eligible riders. Riders can make same-day trips by contacting approved taxi services within the City of Chicago. Accessible taxis are available from the City of Chicago's centralized WAV taxi dispatch service. Riders pay the first \$3.25 of a trip taken (within the City of Chicago), and Pace subsidizes a portion of the trip not to exceed \$30. Riders can use this for up to 30 one-way trips per month.

Pace's RAP

For any riders who have not already enrolled in TAP, RAP is another option. Similar to TAP, this program requires riders to be RTA-certified, ADA paratransit eligible. It also works as a subsidy for companies like Uber and Lyft; riders pay \$3.25 per one-way trip, and Pace pays a portion up to \$30. Anything over that amount is the responsibility of the rider to cover. Rides are capped at 30 one-way trips per month.

Evanston Subsidized Taxi Program

For residents age 65 and older, or residents with a disability, and low-income residents, a taxi subsidy program is available. Participating taxi companies include American Taxi, 303 Cab, Northshore Cab, and Metro Cab. The coupons can be purchased in person at the Levy Senior Center, by mail, or by phone. Each one-way coupon can be purchased for \$5.00 from the City of Evanston. A rider's income may dictate how many coupons they can buy per month.

Access Evanston

The City of Evanston offers a choice of two low-cost transportation options to Evanston older adults age 65 and older, and residents with disabilities over the age of 18 who are enrolled in the Access Evanston Program. The program is designed for trips within the City of Evanston. Trips are provided by taxi.

Riders can add money in person at the Levy Senior Center, or they can add funds via telephone. The limits for the amount of money that can be loaded on the card and the amount that the City of Evanston subsidizes depend on the income of the rider. If the rider has an income of less than \$17,500 per year, they can purchase up to 125 coupons per month. If the rider has an income between \$17,500 and \$35,000, they can purchase up to 15 coupons per month.

Riders can use the Evanston Debit Card or Coupons for taxicabs, ridesharing applications such as Uber or Lyft, Amtrak, Greyhound, Ventra passes, and Pace paratransit ticket purchases.

Hanover Township Ticket to Ride Taxi Voucher Program

The TIDE Ticket to Ride Taxi Voucher Program is available for Hanover Township residents aged 16 and over with a physical, cognitive or developmental disability. The program must be used for rides to and from work or job training only. The program will provide transportation to work sites up to seven miles outside the Hanover Township boundary.

Leyden Township Taxi Cab Program

Qualified residents (seniors or disabled) can purchase cab books in person or via mail. Each book costs \$10 (\$20 value), which comes with ten \$2.00 coupons that can be utilized for taxi service. Seniors are allowed one coupon book per month, but the majority of seniors can qualify for two books per month with a doctor's note.

Maine Township Subsidized Taxi Program “MaineLines”

Residents of Maine Township who are certified as disabled or meet income eligibility requirements can utilize the “MaineLines” program for curb-to-curb pickup and drop off. Coupons cost \$1.00 and reduce the one-way fare by \$5.00 per trip. Thirty coupons can be purchased in a 3-month period.

The following taxi companies participate in the subsidized taxi program: 303 Taxi, American Taxi Dispatch, Inc., Niles Flash, Park Ride Cab, Community Cab, and Pink Taxi.

New Trier Township Discounted Taxi Service

New Trier offers a taxi subsidy service for township residents age 65 or older or age 18-64 with a disability. All riders must submit an application prior to utilizing the service in order to verify age and residency. Each eligible rider will receive 20 coupons per month, which is valued at \$6 per coupon. Each coupon can be redeemed for one ride. In order to schedule service, eligible riders are to arrange service with either 303 Taxi and/or American Taxi Dispatch, Inc.

Northfield Township Dial-a-Ride

Northfield Township provides an income-based subsidized taxi service program for Northfield Township senior citizens (age 65 and older) and residents with permanent disabilities over the age of 18. In order to qualify for the Dial-a-Ride program, residents must apply to prove residency as well as income.

Once a resident’s application is accepted, a set of 20 taxicab coupons are distributed to the rider. Each coupon has a redeemable value of \$5.00. All participants are eligible for 20 coupons monthly if all coupons have been used however, no more than 20 coupons can be used in one month.

In order to use the coupon, coupons must be given to the taxi driver along with the ID Card issued by Northfield Township in order to receive the \$5.00 discount.

Palatine Township Subsidized Taxi Program

Palatine Township also offers a subsidized taxi service for seniors and residents with disabilities. Taxi voucher registration is included with registration for the bus service. For residents who qualify for the subsidized taxi service, they are each permitted to receive 10 vouchers per month. Each voucher is worth \$4.00 off the metered taxi fare. Vouchers do not carry over from month to month. All rides must be scheduled through the cab companies directly. Service is available 24 hours per day, 365 days per year. The taxi services that are eligible for vouchers include: 303 Cab and American Taxi.

Village of Northbrook Subsidized Taxi Program

The Village of Northbrook offers a subsidized taxi program to residents who are age 55 or older or have a disability. The program runs through an electronic swipe card that is used to subtract \$5.00 from the total metered fare cost. After the trip is completed, the card is swiped once, and the \$5.00 subsidized discount is activated. Any further costs of the trip must be covered by the rider.

All participants in this program must submit an application to the Village of Northbrook in order to participate. Once the application is approved, 16-ride subsidies (\$80 value) are uploaded to the electronic swipe cards. The 16-ride subsidies are automatically loaded onto the card each month. However, there are no roll-overs from month to month. The electronic swipe cards can be utilized with the following Taxi companies: 303 Cab and American Taxi.



Village of North Riverside Taxi Voucher Program

The Village of North Riverside has a taxi subsidy available for seniors (65 years and older) for medical-related errands. The cost is \$5 for \$10 worth of rides.

Human Services Transportation Program

DAV Vans: Transportation for Veterans

Disabled American Veterans (DAV) provides free van rides run by volunteers to and from a few locations in Cook County, including Jesse Brown VA Medical Center.

BACOA (Barrington Area Council on Aging) Easy Riders Transportation Program

BACOA in partnership with Synergy HomeCare and Lake Barrington Shores, provides rides to medical appointments, errands, and BACOA events from Monday to Friday, 9:00 AM to 4:00 PM. Reservations must be made at least a week in advance.

FISH of Park Ridge Transportation Service

FISH of Park Ridge provides senior transportation to Park Ridge and Maine Township residents Monday to Friday, 8:30 AM to 4:30 PM. All rides are free of charge and are facilitated by volunteer-based service. Donations are appreciated. Rides are to be scheduled at least 10 days in advance. The program does not have wheelchair accessible vehicles for this service.

CJE Senior Life Community Bus

CJE Transportation department provides appointment-based transportation to clients who live within the CJE-established geographic boundaries. Transportation services are available for clients of Adult Day Services of CJE, people living in the community, and those that require a Medicar.

Another program that the CJE operates is the Shalom Bus. The Shalom buses offer regularly scheduled trips to community destinations such as medical appointments, the JCC (Jewish Community Center), and grocery stores. There are other routes available based on demand and availability of bus drivers. Shalom bus rides are available to community members aged 60 and above who reside in Evanston, Lincolnwood, Skokie, or in Chicago within certain boundaries.

Escorted Transportation Service Northwest

Escorted Transportation Service Northwest is a non-profit organization providing reliable, volunteer-based transportation for senior citizens to get to medical and dental appointments. Service is provided in Arlington Heights, Schaumburg, Palatine, Mt. Prospect, Wheeling, Rolling Meadows, Des Plaines, and Niles. Service is available by appointment with a minimum of one week's advance notice. In order to schedule an appointment, a simple application must be filled out in order to verify information. Each trip has a suggested donation of \$12 per round-trip. Trips can be scheduled by phone Monday through Friday from 8:00 AM to 5:00 PM and Saturdays from 8:00 AM to 2:00 PM.

Homewatch CareGivers Senior Transportation Services

Homewatch CareGivers offers transportation services to help the elderly citizens in the Chicago metro area. Senior caregivers can assist with transportation needs for appointments, running errands, general shopping trips, visits with family and friends, and travel and events. Clients can choose to receive support on a temporary and short-term basis, or choose a long-term, as-needed schedule. Homewatch CareGivers offers these services to seniors in Chicago area and specifically in Northbrook, Glenview, Deerfield, and Highland Park, among others.

Lovell Federal Health Care Center (FHCC)

The Lovell FHCC operates a shuttle system that transports riders from the Metra train locations throughout the Lovell FHCC campus. This fixed route service offers access for patients and clients across the campus. Fixed-route service is operated from 7:00 AM to 4:15 PM.

Summary

Cook County, the most populous county in Illinois, offers an extensive network of community transportation services that complement its fixed-route public transit system. These services provide essential mobility for residents who are unable to use traditional public transit.

Through Pace and various township programs, Cook County operates 44 Dial-a-Ride and taxi subsidy programs offering personalized transportation. Most Dial-a-Ride programs serve older adults and individuals with disabilities, though some also assist low-income residents, students, and other community members. However, hours of operation vary widely among programs, leading to service inconsistencies.

Many townships and municipalities also provide subsidized taxi programs in partnership with local cab companies, offering affordable, on-demand transportation for those who need additional support.

In addition, human services transportation programs — often operated by senior centers and nonprofit organizations — help fill gaps between Dial-a-Ride, paratransit, and fixed-route services. These programs, funded through private or public sources, typically provide transportation to essential destinations such as medical facilities, shopping centers, and community programs.

An innovative example is Evanston's Transportation 4 Evanston Debit Card Program, which provides matching transportation subsidies for low-income residents. Funds can be used for rideshare services like Uber and Lyft or rail travel through Amtrak.

Overall, Cook County offers a diverse and comprehensive mix of transportation options, including public transit, Dial-a-Ride, ADA paratransit, and human services programs. However, variations in service areas, hours, and eligibility, along with the lack of a centralized resource for information, can make navigating these options challenging — particularly for seniors and residents with disabilities.

DuPage County Inventory of Community Transportation Services⁵

Overview

DuPage County contains a variety of community sponsored transportation. This network includes:

The Pace paratransit program operates within a ¾ mile of Pace fixed-routes in the county. Eligible Riders must first submit an application to qualify before reserving a trip. Trip fares are \$3.25 one-way.

The Ride DuPage program is available to eligible residents from sponsoring cities, townships, and villages within the County. Pace operates all services as a contracted provider to each participating municipality. Pace operates all reservations, scheduling, dispatching and handling customer calls in-house.

There are 16 dial-a-ride services in DuPage County that Pace is the transportation provider for. Four are municipal programs with the remaining 12 being branded as Ride DuPage. While similar in nature, some municipalities and townships may have different eligibility rules. These are documented below in more detail.

There are four other local municipalities that have their own transportation services and are separate from Pace. These include the Village of Downers Grove Taxi Coupon Program, the Winfield Township Senior and Disabled Transportation Service, the City of Wood Dale Dial-A-Ride, and the York Township Senior Ride program.

Nine human services agencies are documented that provide or coordinate transportation for their respective clients.

5 Sources used: Pace website, the 2013 HSTP Update, municipal and agency websites, and the Ride DuPage Sponsors/Operations Committee call on April 16, 2020.

Service Profiles

Pace – ADA Paratransit

800-713-7445

[Pace's ADA paratransit service](#) policies and fares are different from the Dial-A-Rides, even though trips are taken on the same service platforms. ADA paratransit service has its own service area defined by the $\frac{3}{4}$ miles of fixed route corridors. Reservations are accepted one day in advance and can be made by calling Monday through Friday from 6:00 AM to 6:00 PM, or on weekends and holidays from 8:00 AM to 5:00 PM, and service hours are Monday – Friday, 5:00 AM – 1:30 AM; Saturday, 6:00 AM – 1:15 AM; and Sunday/Holidays, 9:45 AM – 12:15 AM. Service area includes portions of Townships of Addison, Bloomingdale, Downers Grove, Lisle, Naperville and York. ADA paratransit fares are \$3.25 per trip.

Pace-Sponsored Municipal Dial-A-Ride Services

There are 16 dial-a-ride programs in DuPage County. Fares, schedules and eligibilities vary by program. All program fares can be paid using the [Ventra](#) mobile application. The [TripCheck](#) mobile application or online portal is used for tracking vehicle arrivals. Advanced trip reservations can be made 1 to 7 days in advance. Same-day services require a 2-hour minimum notice.

Overview information on each program is found below; full details are available on the [Pace website](#).

Bloomingdale Township Dial-A-Ride

Service hours and eligibility: Monday – Friday 8:00 AM – 6:00 PM; Saturday 9:00 AM – 1:30 PM; Sunday 9:00 AM – 4:00 PM. Open to general public but restricted to residents of Village of Bloomingdale.

Fares: People with Disabilities (PwD): \$1.50; seniors: \$1.50; students: \$1.50; other: \$3.00

Reservations: 1-800-713-7445

Downers Grove Township Dial-A-Ride

Service hours and eligibility: Monday – Friday 8:00 AM – 4:00 PM; seniors and individuals with disabilities.

Fares: PwD \$3.00, Senior \$3.00, Companion \$3.00

Reservations: 1-800-713-7445

Milton DAR

Service hours and eligibility: Monday – Friday, 8:00 AM – 5:00 PM Open to residents of Milton Township.

Fares: \$1.50 All Riders

Reservations: 1-800-713-7445



Wayne Township DAR

Service hours and eligibility: Monday – Friday, 8:00 AM – 6:00 PM Open to the public (registration is required).

Fares: Individuals with disabilities: \$1.50; seniors: \$1.50; students: \$1.50; others: \$2.50.

Reservations: 1-800-713-7445

Ride DuPage

The primary transportation option for seniors and people with disabilities living within DuPage County is Ride DuPage. This curb-to-curb coordinated service is provided by Pace, sponsored by townships, cities and villages within the county and runs 24 hours a day, 7 days a week. Exhibit 26 lists the ten programs associated with Ride DuPage.

Exhibit 26. Ride DuPage Programs

- Cities/Villages
 - Benesville Elmhurst
 - Glen Ellyn
 - Warrenville
 - West Chicago
- Townships
 - Addison Township
 - Naperville Township
 - Lisle/Wheatland Township
- Other Programs
 - DuPage County – Ride DuPage
 - DuPage County – Senior Transportation Grant
 - Veteran's Medical Transportation

Fares

The fare for all residents of cities/villages and townships is a \$2 initial fare (flag-pull fare) and an additional \$1 for every mile traveled. DuPage County's program charges \$4 each way between the registration station (421 N. County Farm Road, Wheaton, IL 60187) and DuPage County Health Department. Fares for all other county resident trips are \$1.50 for the first 6 miles and \$1.50 for each mile after that. Seniors 60 and over participating in the DuPage County Senior Transportation Grant program ride for free. The Veteran's Medical Transportation program fare is \$10 each way.

Service

Sponsoring municipalities, agencies, and organizations determine eligibility for riders. Generally, riders must be aged 65 or older or have a disability. All cities and villages require registration prior to the first ride. Riders must generally also be a resident of the city or township. Trips can be reserved up to seven days in advance and as soon as 24 hours to guarantee a reservation. Same day trips are not guaranteed and are based on availability.

The following section summarizes the Ride DuPage program by village, township, or service.

Ride DuPage: Addison Township

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year. Must be a resident of Addison Township. All resident seniors and individuals with disabilities must register before scheduling a ride.

Fares: \$2.00 flag pull and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: Naperville Township

Service hours and eligibility: 6 AM – 7 PM, 7 days per week, 365 days per year. Must be a resident of Naperville Township. All resident seniors and individuals with disabilities must register before scheduling a ride.

Fares: \$2.00 flag pull and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: DuPage County Health Department

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; as determined by DuPage County Human Services. Must call 630-407-6500 to register.

Fares: Free if authorized by DuPage County Human Services.

Reservations: 1-800-713-7445

Ride DuPage: DuPage County Human Services

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year. Trips are limited to DuPage County Health Department and DuPage County Community Services appointments, and medical trips. Out-of-county trips must be approved. Eligibility is as determined by DuPage County Human Services. Generally, this includes seniors, individuals with disabilities, and persons at or below 200% of the poverty threshold. Must call 630-407-6500 to register.

Fares: \$4.00 flat fee each way to travel to the DuPage County Complex at 111 or 421 North County Farm Road. For other medical destinations, \$1.50 for the first 6 miles and \$1.50 each mile after that.

Reservations: 1-800-713-7445

Ride DuPage: Senior Services

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; as determined by DuPage County Senior Services. Must call 630-407-6500 to register.

Fares: Free.

Reservations: 1-800-713-7445



Ride DuPage: Veterans Assistance Commission

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; as determined by Veterans Assistance Commission of DuPage County. Trip destinations are limited to VA medical facilities only.

Fares: \$10.00 for one-way trip.

Reservations: 630-407-5655

Ride DuPage: Glen Ellyn/Wheaton Partners

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: City of West Chicago

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: City of Elmhurst

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: Village of Bensenville

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: Naperville/Lisle Partners (Lisle Township, Naperville Township, City of Naperville, and Wheatland Township)

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445



Ride DuPage: City of Warrenville

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; seniors and individuals with disabilities.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Ride DuPage: Ride to Work Program

Service hours and eligibility: 24 hours per day, 7 days per week, 365 days per year; individuals with disabilities. This program is funded through the Section 5310 grant and works with five partner agencies for marketing, outreach and signups: DuPage County Health Department, Ray Graham, Parents Alliance Employment Project, Spectrum Services, and Little Friends.

Fares: \$2.00 flat rate and \$1.00 per mile.

Reservations: 1-800-713-7445

Pace On-Demand Services for the General Public

Pace “On Demand” offers a “reservation-based, ADA accessible, shared-ride service in 11 designated service areas throughout the suburban region.” Availability is on a first-come, first-served basis. Reservations can be made as far in advance as seven days prior to the trip. Same day booking is available; trips can be made as quickly as 10-minutes prior to pick-up time according to the Pace website.

No registration is required as trips are open to the general public. Trips, however, must start and end within a designated On Demand zone. Booking a trip can be made via phone, online, or through the On Demand App. Fares are \$2.00 per one-way trip when using [Ventra](#). Cash fare is \$2.25 per one-way trip and exact fare is required as drivers cannot make change. The following On Demand services are from seven cities that are wholly or partially contained within DuPage County.

Naperville – Aurora

Service hours and eligibility: Monday – Friday 6:30 AM – 7:00 PM; No Saturday, Sunday or holiday service. Open to general public.

Service Area: See link in footnote for a full map of the service area and schedule of the fixed route.

Fares: \$2.25 cash, \$2.00 with Ventra; \$1.00 for seniors, people with disabilities, Medicare card holders, and military personnel.

Reservations: 630-453-4599

St. Charles

[Service hours and eligibility](#): Monday – Friday 5:30 AM – 7:00 PM; Saturday 8:00 AM – 6:30 PM; No Sunday or holiday service.

Service Area: See link in footnote for a full map of the service area and schedule of the fixed route. Only a small part of the service area is in DuPage County.

Fares: \$2.25 cash, \$2.00 with Ventra; \$1.00 for seniors, people with disabilities, Medicare card holders, and military personnel.

Reservations: 630-379-2452

Wheaton-Winfield

[Service hours and eligibility](#): Monday – Friday 6:30 AM – 6:45 PM; No Saturday, Sunday, or holiday service. Open to general public.

Service Area: See link in footnote for a full map of the service area and schedule of the fixed route.

Fares: \$2.25 cash, \$2.00 with Ventra; \$1.00 for seniors, people with disabilities, Medicare card holders, and military personnel.

Reservations: 630-379-1976

Human Services Agency Transportation Programs

The following organizations provide or coordinate human services transportation in DuPage County.

American Cancer Society

1-800-227-2345

The American Cancer Society's [Road to Recovery](#) program assists patients by offering free riders to and from cancer-related medical appointments. This is coordinated through a volunteer driver network. The website recommends calling a few business days in advance to better coordinate the trip.

AIM Center for Independent Living, Downers Grove

630-469-2300

AIM Center for Independent Living provides a variety of human services for individuals with disabilities. Core services include individual advocacy support, independent living skills training, peer counseling, transition support (from a nursing facility to secure, affordable, accessible housing), and informational referral services. Other services include the Senior Health Insurance Program (SHIP), personal assistant program, hearing/visual impairment services, and youth services.

FISH of Downers Grove, Downers Grove, IL

630-964-7776

[FISH of Downers Grove](#) organizes a volunteer door-to-door driver program. The service is free of charge to seniors but donations are encouraged. This service is available Monday through Friday to residents of Lisle, Darien, Downers Grove, Westmont, and Woodridge. Medical facility destinations must be located within a 10-mile radius of Downers Grove. Riders are encouraged to schedule trips a few days in advance.



Little Friends Inc., Naperville, IL

630-355-6533

Little Friends provides resources for children and adults with autism, intellectual, developmental and physical disabilities. Resources include wellness, educational, therapy, and residential services for children. Adults have access to wellness programs, community day services, employment services, and residential services. Some programs, such as education services for students, coordinate transportation through the placing school district. Little Friends is a partner agency in the Ride To Work Program.

Ray Graham Association, Lisle

630-620-2222

Ray Graham Association serves clients with intellectual and development disabilities and behavioral health challenges. Five service areas include residential services, life skills, providing recreation, employment, and family support. In the previous plan, Ray Graham Association received vehicles from IDOT. Ray Graham is a partner agency in the Ride to Work Program.

Turning Point Autism Foundation, Naperville

630-570-7948

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 previous plan indicated that the agency received two vehicles from IDOT.

Xilin Association, Naperville

630-355-4322

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 previous plan indicated that this organization received a vehicle through IDOT.

Aux Sable, Sandwich and Somonauk Townships Transportation Provider Inventory

Overview

Aux Sable Township in Grundy County, and Sandwich and Somonauk Townships in DeKalb County are the only portions of those respective counties that are included in the RTA study area.

Transportation Services

Public transportation services in Grundy County, including Aux Sable Township, are provided by Grundy Transit System. In Sandwich and Somonauk Townships (DeKalb County), public transportation services are provided by the Voluntary Action Center.

Brief service profiles of community transportation services are provided on the following pages.

Service Profiles

Grundy Transit System (GTS)

The Grundy Transit System, also known as GTS, is the demand-response community program for Grundy County. GTS services are provided for the general public with a special emphasis on transportation for senior citizens and persons with disabilities. GTS operates 14 ADA-accessible paratransit vehicles. GTS is administered and operated by the County of Grundy. Demand-response services are available Monday – Friday from 6 AM – 6 PM, except for federal holidays. Fares range from \$4 – \$8 per one-way trip. GTS buses operate throughout all of Grundy County with delivery points to portions of Will County, IL.

GTS receives FTA Section 5311 funding for public transit. The service demand is primarily from older adults and individuals with disabilities. In Fiscal Year 2024, approximately 61 percent of GTS trips were for older adults and individuals with disabilities.

Voluntary Action Center (VAC)

DeKalb County provides transportation service in the county through its transit operator, Voluntary Action Center. The program includes public buses, rides to medical appointments, prearranged dial-a-ride services, and rides for older adults and individuals with disabilities.

The Sandwich VAC Transportation program includes a dial-a-ride service. TransVAC is a service for shorter-distance trips that are generally within DeKalb County. The service will cross county lines, especially in the Sandwich-Somonauk area of the county. MedVAC is a long-distance general public medical trip program that transports riders to out-of-county medical appointments, including destinations in Rockford, Rochelle, and the surrounding suburbs. MedVAC trips are limited to specialist medical appointments only. MedVAC is limited to a 60-mile radius from the center of the VAC main office in Sycamore.



General transportation is available Monday through Friday, 6:00 AM to 10:00 PM and Saturdays from 8:00 AM to 4:00 PM. Availability is more limited on Saturdays. Sandwich Transportation operates on weekdays only from 7:30 AM to 5:00 PM.

Drivers provide door-to-door services and the vehicle fleet includes wheelchair accessible vehicles.

TransVAC Dial-a-Ride is available for a fare of \$1.00 per trip. Older adults have the option to pay \$1.00 or make a donation of any amount. MedVAC Dial-a-Ride is available for \$0.50 per trip.

Veterans Assistance Commission

The Veterans Assistance Commission provides non-emergency transportation to and from the Veterans Healthcare Medical Hospitals for Veterans residing in DeKalb County. Service is provided with volunteer drivers.

Kane County Transportation Provider Inventory

Overview

Kane County located to the west of Chicago has undertaken a consolidation of HST providers since the previous update in 2021 and will be further modifying their operational model beginning in 2026. The consolidation of services is intended to improve the quality of services and unify the level of services for all residents in the county. In addition to the consolidated Ride-In-Kane services, Kane County is served by 23 fixed-route bus routes operated by Pace Suburban Bus and several additional HST providers. These fixed-route Pace services primarily operate in the cities of Aurora, Geneva, and Elgin. Most routes operate Monday through Saturday, with five routes operating only on weekdays. As of February 2024, individuals with disabilities are eligible for fare free transit on fixed route Pace services and their attendants are eligible for a reduced fare.

Service Profiles

Ride-In-Kane

Ride-In-Kane (RIK), provided through Pace Bus, is now the primary demand response provider in the county. All Seniors and individuals with disabilities living in Kane County have access to trips for any purpose. Veterans of any age or disability status may register and use RIK services for trips to local Veterans Affairs Clinics and the Veterans Treatment Court; however, they must be registered with RIK prior to booking a trip. Veterans need to provide a Veterans Medical ID number to register. Also, seniors and individuals with disabilities who are registering for RIK now need an RTA Fare Permit.

Service Hours: 24 hours per day, 7 days per week and 365 days a year inclusive of Holidays.



Fare Structure: \$5.00 for the first 10 miles and then \$2.00 per mile thereafter. Payment accepted via Ventra (at reservation) or exact cash onboard.

January 2026 Improvements to go into effect:

- Unified registration: All riders will register directly with Pace.
- Equal access for all eligible Kane County residents (seniors 65+ and individuals with disabilities).
- All trip purposes are allowed — medical, work, shopping, social/personal.
- County-wide service area, including municipalities partially within county boundaries.

Services for veterans will remain unchanged from the current model until November 30, 2026, when the program ends.

Pace ADA Paratransit

Pace ADA Paratransit offers a shared-ride, origin-to-destination service operated by Pace. Riders must make reservations one day in advance, and service is available during the service hours as the associated Pace Fixed Route transit services. ADA Paratransit operates within $\frac{3}{4}$ mile of CTA or Pace bus routes or CTA 'L' stations. Locations which do not have fixed-route service are not serviced by Pace ADA Paratransit.

Kane County

Kane County Division of Transportation provides rides to Kane County residents who qualify as low income per Federal Guidelines and need transportation to and from employment.

Senior Services Associates

Senior Services Associates provides free transportation for individuals aged 60 and older in McHenry, Kane, and Kendall Counties. The service relies on volunteer drivers to transport seniors to essential destinations such as medical appointments, banks, and grocery stores. Service hours are not strictly identifiable; most trips occur Monday through Friday between 8 AM and 5 PM.

Association for Individual Development

The association serves Kane County residents who have a developmental or behavioral health disability and provides transportation for people who are currently receiving services from the agency.

Batavia Pace On Demand

Service is open to the general public, Monday through Friday, 6:30 AM to 6:50 PM. Fares are \$2.25 cash or \$2.00 with Ventra card. RTA reduced fare and Ride Free discounts apply. Service includes scheduled stops at Fermilab Wilson Hall and Metra UP-W Line Geneva Station. Reserve a ride at least one hour in advance. Service area maps and fares are available at [Pace's website](#).

Blackberry Township

Rides are available to Blackberry Township residents ages 65 and older and individuals with disabilities for the purposes of medical appointments. The service area includes all of Kane County.



Hampshire Township Transportation

Hampshire Township provides transportation for medical appointments within a 20-mile radius of the Township. Residents of Hampshire and Burlington Township who are age 60 or older and individuals with disabilities are eligible to ride. Hours of operation are Monday through Friday between 9:30 AM and 2:30 PM. Fares are \$5.00 one-way. Rides should be scheduled at least three days in advance.

Naperville-Aurora Pace On Demand

Service is open to the general public, Monday through Friday, 6:30 AM to 7:00 PM. Fares are \$2.25 cash or \$2.00 with Vetra card. RTA reduced fare and Ride Free discounts apply. Service includes scheduled stops at Fox Valley Mall. Reserve a ride at least one hour in advance. Service area maps and fares are available at [Pace's website](#).

St. Charles Township

St. Charles Township residents ages 65 and older, individuals with disabilities or people who qualify as low income per Federal Guidelines are eligible to receive two round trips per week to medical appointments, employment, Elderday Center, or school.

St. Charles – Geneva Pace On Demand

Service is open to the general public, Monday through Friday, 5:30 AM to 7:00 PM and Saturday from 8:00 AM to 6:30 PM. RTA reduced fare and Ride Free discounts apply. Service includes scheduled stops at Metra UP-W Line Geneva Station. Reserve a ride at least one hour in advance. Service area maps and fares are available at [Pace's website](#).

Southeast Aurora On Demand

Service is open to the general public, Monday through Friday, 6:00 AM to 7:00 PM. Fares are \$2.25 cash or \$2.00 with Vetra card. RTA reduced fare and Ride Free discounts apply. Service includes scheduled stops at Aurora Transportation Center. Reserve a ride at least one hour in advance. Service area maps and fares are available at [Pace's website](#).

Southwest Aurora On Demand

Service is open to the general public, Monday through Friday, 6:10 AM to 6:30 PM, and Saturday, 7:10 AM to 6:30 PM. There is no service on Sundays or holidays. Fares are \$2.25 cash or \$2.00 with Ventra; \$1.00 for seniors, persons with disabilities, Medicare card holders, and military personnel. Service area maps are available at [Pace's website](#).

Sugar Grove Township Senior Transportation Service

The service area is all of Kane County for residents of Sugar Grove who are age 65 or older and individuals with disabilities. Eligible trip purposes include medical appointments, shopping and employment (limitations apply). Hours of operation are Monday through Friday from 7:30 AM to 5:30 PM. Fares are \$5.00 one-way within a 10-mile radius.



Kendall County Transportation Provider Inventory

Overview

Kendall County is adjacent to DeKalb, Kane, DuPage, Will, Grundy, and LaSalle Counties. The county has an area of 322 square miles. The majority of its population is in the northeast and along the Fox River, which runs through the county's northwestern section.

Transportation Services

Transportation services in Kendall County include a combination of public and community transportation options designed to meet the mobility needs of residents. These include:

- Kendall Area Transit is the public transit service operated by Voluntary Action Center
- Fox Valley Community Services

A detailed description of regional services provided by Pace and Metra are presented in the regional overview in Chapter 3. Brief service profiles of community transportation services within Kendall County are provided on the following pages.

Service Profiles

Kendall Area Transit

[Kendall Area Transit](#) is a public transit service in the Kendall County area serving the mobility needs of the general public and individuals unable to access or operate a private automobile. The service area includes all of Kendall County and designated locations outside the county, including but not limited to Aurora, Joliet, Plainfield, and Sandwich. One leg of the trip must begin or end in Kendall County. ()

Passengers are required to register for service through Kendall Area Transit by calling and completing a registration form. Voluntary Action Center (VAC) is the non-profit transportation provider hired by Kendall County to operate the program. Service is funded, in part, with a grant from the RTA through the FTA Section 5310 Program.

Trips are provided Monday through Sunday, between 6:00 AM and 6:30 PM. General trips may be reserved four to eight business days in advance. Medical trips may be scheduled up to one month in advance. All transportation is based on space and vehicle availability. Reservations with 24-hour notice or less may be possible but should not be expected. When scheduling a trip, priority is given to senior citizens and individuals with disabilities.

Cash fares are collected in exact change only at the time of each pickup, or fare cards may be purchased from the office.

- One-way curb-to-curb trip = \$3.00
 - An additional \$2.00 fee will be added for destinations outside the county.
 - Seniors (age 60 and older) receive \$1.00 off all fares.
 - One travel assistant may ride at no charge.
 - Children ages five and under ride free.

The dial-a-ride service includes curb-to-curb or door-to-door transportation:

- Curb-to-Curb: Drivers will pick up a rider from the curb in front of the trip origin to the curb in front of the destination.
- Door-to-Door: Drivers assist riders with mobility issues from the door of the trip origin to the bus and from the bus to the destination door.

Metra

Kendall County does not currently have a Metra station, but the feasibility of extending the BNSF commuter line beyond its existing terminus in Aurora is being explored. Currently, residents may ride KAT to Metra's existing stops in neighboring Kane County or Pace buses to reach other Metra lines.

Seniors ride for a discounted fare on Metra and Pace when they qualify for the Benefit Access Program. Seniors can also register for the RTA Senior Ride Free Ventura Card or a Senior Reduced Fare Card (age 65 and older).

Human Services and Non-Profit Agencies

Fox Valley Community Services

Fox Valley Community Services helps seniors through programs to improve independent living and encourage participation in community life. The transportation program in Kendall County is provided through the Kendal Area Transit (KAT) program.

Senior Services Associates

Senior Services Associates provides a no-fee transportation program for people age 60 and older through the use of volunteer drivers. The volunteers drive seniors who live in McHenry, Kane and Kendall Counties to needs-based destinations such as doctor appointments, the bank and the grocery store. Most rides are during the day, from 8:00 AM to 5:00 PM, Monday through Friday.

Private Transportation Services

The following organizations operate transportation services in addition to local taxis, Uber, and Lyft.

Excel Transportation

Excel Transportation is a private-for-profit organization that provides non-emergency medical transportation for Kendall County. It offers personalized transport care for individuals with disabilities.



Lake County Transportation Provider Inventory

Overview

Lake County is located in the northeastern corner of Illinois, along the shore of Lake Michigan. It is situated immediately north of Cook County and east of McHenry County. With a population ranking third in the state, Lake County follows Cook and DuPage Counties in size.

Transportation Services

Lake County provides a variety of public and community transportation options designed to meet the mobility needs of residents. These include:

- Pace Suburban Bus fixed-route and ADA paratransit services
- Pace Dial-A-Ride programs
- Local Dial-A-Ride and demand-response services operated through partnerships among Pace, townships, municipalities, and human services agencies

The primary transportation services available in Lake County include:

- Ride Lake County
- Pace Suburban Bus and ADA paratransit
- Shields Township
- Vernon Township
- Barrington
- Wauconda Township

A detailed description of regional services provided by Pace is presented in the regional overview in Chapter 3. Brief service profiles of community transportation services within Lake County are provided on the following pages.

[United Way Lake County 211 Transportation Services](#) provides information about available transportation programs operating within Lake County.

Service Profiles

Ride Lake County

[Ride Lake County](#) is a countywide demand response service that provides transportation for adults age 60 and older and individuals with disabilities to any area of Lake County for work, shopping, medical appointments, and more. Trips are provided anywhere throughout the county, including some areas that were out of reach prior to the countywide service launch in 2022. The program primarily operates within Lake County but will extend into portions of communities that overlap the county lines. Passengers can transfer between Ride Lake County and McHenry County if the transfer is scheduled in advance and coordinated between the two agencies. When a transfer is provided, passengers pay a fare for each provider.



Ride Lake County is a reservation-based program that picks up passengers at an address and transports them to their destination. The program operates with approximately 32 vehicles.

Passengers register for service and schedule rides through Pace by calling the Pace Call Center. The call center is open daily between 5:30 AM and 6:00 PM.

Trips are provided Monday through Sunday, between 6:00 AM and 6:00 PM. Trips can be reserved as far as seven days in advance or as little as two hours.

Passenger fares are based on a flat rate with distance tiers, meaning the trip cost depends on the trip length.

- 0 to 5 miles = \$2.00
- 5 to 10 miles = \$4.00
- 10+ miles = \$6.00

Passengers can pay for their trip using cash or the Ventra card.

Ride Lake County is sponsored by Lake County and Pace Suburban Bus. Lake County is responsible for program administration. As an administrator, Lake County is responsible for establishing the annual agreement with Pace and for receiving and addressing calls and complaints from the public. The services is funded in part by grants from the RTA. Local matching funds for these Federal grants are provided by Lake County.

Metra

Lake County is served by four Metra commuter lines with numerous train stations that connect riders with the region. Additional details about the Metra regional service is provided in Chapter 3.

Taxi Voucher Programs

Taxi voucher programs are offered by individual townships and municipalities in Lake County, rather than as a countywide initiative. Taxi voucher programs are primarily limited to the local township or village and have eligibility requirements. Township and village taxi programs are listed below:

- [Cuba Township](#) – Half-fare up to \$10.00 toward taxi trips for Township residents age 65 and older
- [Village of Deerfield](#) – Half-fare for seniors and people with disabilities. Registered participants are provided up to 50 one-way coupons per month. Each coupon takes \$5.00 off of the metered fare. The Village works with American Taxi and 303 Taxi.
- [City of Lake Forest](#) – Several local taxi companies offer a \$3.00 off ride coupon for adults age 65 and older for transportation within the Lake Forest High School District 115. Riders may request 16 coupons in a 30-day period.
- [Vernon Township](#) – Senior Taxi Program offers coupons that are purchased for \$1.50 with a coupon value of \$3.00. The coupons may be used for transportation within the Chicagoland area with the exception of any airports. Coupons are used only with American Taxi Company. Older adults and individuals with disabilities are eligible.
- [Waukegan Township](#) (Shields Township) – Senior transportation services include taxi fare.
- [Zion Township](#) – Zion seniors age 65 and older can sign up for the Township's half-price Taxi Fare program for a 50% discount on taxi travel within the city limits, 24 hours a day and seven days a week.

Pace On Demand

Round Lake

Pace provides weekday on-demand service to the Round Lake area roughly bounded on the north by Monaville Road and Fox Lake, on the west by IL 12, and on the south by Big Hollow Road, Long Lake Road, and Round Lake Road. Service includes scheduled stops at the College of Lake County. Fares are \$2.25 cash or \$2.00 on the Ventra app. Reduced fares for seniors and individuals with disabilities are \$1.10 cash or \$1.00 on the Ventra app.

Vernon Hills-Mundelein

Pace provides weekday on-demand service to the Round Lake area roughly bounded by E. Hawley Street, Metra's North Central Service line, the EJ & E RR, Milwaukee Avenue, US 45 and IL 83, and N. Midlothian Road. Service includes scheduled stops at Hawthorn Mall. Fares are \$2.25 cash or \$2.00 on the Ventra app. Reduced fares for seniors and individuals with disabilities are \$1.10 cash or \$1.00 on the Ventra app.

Township and Municipal Transportation

Cuba and Barrington Townships Dial-A-Ride

The Pace program is subsidized by Cuba and Barrington Townships, as well as the Villages of Barrington, Lake Barrington, North Barrington, South Barrington, and Tower Lakes. Service is operated Monday through Friday, 9:00 AM to 3:30 PM. Seniors and individuals with disabilities are eligible for trips.

The [service area](#) includes trips between Barrington, Barrington Township, Cuba Township, Deer Park south of Long Grove Road, west of Deerpath, north of County Line, east of Ela Road, unincorporated Palatine Township south of County Line, west and north of Deer Grove Forest Preserve, north of Thunderbird GC, east of Village of Barrington, the portion of Lake Barrington in Wauconda Township, and the area surrounded by Rt. 22, Rt. 14, and Kelsey Road. Service is also provided from above to shopping areas of Lake Zurich along Rt. 12 between Miller Road and Cuba Road, along Rt. 22 and Ela Road along Ela Road between Routes 12 and 22.

Passengers call one day in advance to reserve a trip. Doctor visits may be booked a week on advance. Reservations are accepted Monday through Friday, 8:00 AM to 6:00 PM.

Ela Township Senior and Disabled Bus Service

[Ela Township](#) residents age 55 and older, or individuals with disabilities of any age, are eligible to ride the Ela Township Bus Service. The wheelchair accessible vehicle operates Monday through Friday, 8:00 AM to 1:00 PM. Eligible trip purposes include shopping, errands, early showings of movies, hair appointments, doctor and dental appointments. The service area includes anywhere in Ela Township, Good Shepherd Hospital (and doctors in the surrounding area), and Barrington Train Station. Trips should be reserved by contacting Ela Township. The passenger fare is \$2.00 for a one-way trip. One additional stop during the trip can be made for an additional \$1.00.

Grant Township Transit

[Grant Township](#) operates bus and van service on Mondays, Wednesdays and Fridays (except holidays). Older adults, individuals with disabilities and people with low incomes are eligible to ride. The service area includes a 20-mile radius of the Grant Township Center (26725 W. Molitor Road, Ingleside, IL).



Highland Park

The [Highland Park Connector bus route](#) operates with designated stops including apartment complexes, grocery stores, the senior center, and similar destinations. Service is available for adults age 50 and over and individuals with disabilities; however, riders are not required to prove their age or ability. Service is not advertised as public transit.

The route has a published hourly schedule. The service is operated with a 25-foot bus owned by the City of Highland Park. The route operates Mondays, Wednesdays and Fridays, 9:00 AM to 3:00 PM. The vehicle seats about 19 passengers. Passengers ride for free.

Before the COVID-19 pandemic, Highland Park also provided shuttle service to Metra stations and other key locations, but the shuttle service lost ridership during the pandemic and was discontinued. Due to changes in the travel patterns of commuters, the shuttle service was discontinued.

The city also operates Routes 471 and 472 in partnership with Pace; passengers can make connections to Metra from those routes.

The North Shore Division also operates Route 213, which travels into Highland Park. There is potential for passengers to transfer between Highland Park services and the Route 213.

Lake Forest

[Dickinson Hall's Transportation Program](#) offers a car service for eligible residents' transportation needs. Professional drivers are available Monday through Friday from 9:00 AM to 3:00 PM for local appointments, errands, and visits to Dickinson Hall. Services are first come-first served. Rides cost \$3.00 each way, or \$2.00 each way for those enrolled in the Benefits Access Program.

Tri-Township Transit

Residents of [Lake Villa](#), Antioch and Grant Townships are eligible for the Tri-Township Transit Pace Bus to regularly scheduled grocery trips to the Antioch Walmart on Tuesdays. Hours of operation vary. Passenger fare is \$2.00 per round trip.

Moraine Township

[Moraine Township](#) operates a demand response transportation service on weekdays between 8:00 AM and 4:00 PM. Adults age 65 or older and individuals with disabilities of any age may ride the service. Individuals with disabilities who are under age 18 must be accompanied by a parent or guardian. All passengers that use a wheelchair must have someone ride with them (at no charge).

Medical trips are prioritized; however, the service is available for any trip purpose to and from destinations in and around the Highland Park area. The program will also travel up to 15 miles from the passenger's home for medical trip purposes, but not for non-medical trip purposes.

Trips are scheduled one month in advance on the 20th of each month. For example, on November 20th, Moraine Township begins booking trips for December. If Moraine Township receives a trip request that it cannot provide, the caller is referred to Ride Lake County or Partners in Aging. Other transportation provider options in the area include taxis, Uber, Lyft, and other private transportation operators.

The passenger fare is \$4.00 per one-way trip. A half-fare option is available for individuals with low incomes who bring verification of income for the previous tax year.



The service is provided with one vehicle. The vehicle is provided through an agreement with Pace. The program's goal is to operate two vans. The program manager indicated that demand for trips is sufficient to fill two vehicles. At the time of the interview, Moraine Township was interviewing for the second driver position.

Wauconda Township

[Wauconda Township](#) offers dial-a-ride service that requires an advance reservation.

Wauconda Township Senior Services provides assistance and a variety of programs for individuals age 60 and older. After qualifying for the Benefits Access program at Senior Services, customers receive a Ride-Free pass with the RTA and a reduction on the price of their license plate sticker. Wauconda Senior Transportation operates daily trips for shopping, medical appointments, beauty appointments, and special events. Service is administered and operated by the Senior Transportation Program.

Waukegan Township

[Waukegan Township](#)'s Patricia A. Jones Center provides complimentary medical transportation to seniors age 55 and older to doctors, dentists, prescription pick-ups, and nursing homes. The program also provides Dial-A-Ride for access to employment, education, healthcare, and community life. Dial-A-Ride is available to residents age 60 and older and individuals with disabilities of any age. In addition, the Patricia A. Jones Center provides a complimentary grocery shopping shuttle service to seniors age 55 and older.

West Deerfield Township

[West Deerfield Township](#) provides door-to-door, demand response transportation to registered individuals. The Transportation Secretary determines if an applicant is eligible to register for service. Service is available for trips to Lake Forest, Glenbrook or Highland Park Hospitals, or the V.A. Hospital in North Chicago. Non-medical trips may also be provided when space is available. Trips for medical appointments may be reserved 30 days in advance. Non-medical trips can be reserved three days in advance.

Human Services and Non-Profit Agencies

Catholic Charities

In Lake County, Catholic Charities pays transit costs for those in need who have a doctor appointment, job interview, or the first week of a new job. The organization serves clients whose lives have been disrupted by unplanned events such as a domestic crisis, fire, unemployment, or relocation. Catholic Charities provides bus passes, train passes, and gas cards.

Center for Enriched Living

The Center for Enriched Living (CEL) does not operate its own transportation fleet, but it helps members access transportation through other providers. CEL has provided education on transportation options through local partners like Pace Suburban Bus and the RTA.

Eldercare Transportation Services

Eldercare provides door-to-door transportation for non-emergency medical appointments for older adults. Volunteer drivers transport clients to and from appointments using their personal vehicles. Accessible services are available. Eldercare also provides a free grocery shopping service for seniors and volunteers to shop and deliver groceries. Lake County residents age



60 or older may use the service. Riders are limited to two round-trip rides per month. Riders pay a one-time \$10 application fee. All rides are free. Rider reservations must be made by phone 10 days in advance. Hours of operation are weekdays, 9:00 AM to 5:00 PM.

Lake County Partners in Aging (formerly Southeast Lake County)

Lake County Partners in Aging offers two non-emergency transportation services for medical appointments and essential errands at no cost to qualified seniors. Its escorted transportation service is limited to mobility-challenged adults who should not travel away from home independently because a higher level of guidance and supervision is needed to ensure their safety. Partners in Aging serves the southern part of Lake County and will travel into northern Cook County. It complements Ride Lake County service by providing more personal, escorted service for riders who have difficulty navigating Ride Lake County. The program also works in partnership with all of the townships and senior centers that have local transportation programs to fill the gaps that other programs are unable to serve.

Passengers call Partners in Aging to register as a client. As part of the registration process, a Partners in Aging caregiver/nurse visits the person's home to determine if they need escorted transportation or the un-escorted GoGoGrandparent program.

Clients needing the escorted transportation program must provide their pick-up and drop-off locations and request a pick-up time. If the passenger does not know what time they will need the return trip, they are asked to call the driver for a return trip pick-up when they are ready to go. For the first leg of the trip, the rider either receives a text or call from Partners in Aging to let them know that the driver is on the way. Partners in Aging tracks the client when they are in the vehicle. Partners in Aging can also see which type of car is dispatched to pick up the client.

GoGoGrandparent is a contracted service with Uber and Lyft. Partners in Aging has an enterprise agreement with GoGoGrandparent and, through that agreement, contracts with Uber and Lyft for un-escorted trips. The service is for older adults who do not need hands-on support and are able to travel independently when leaving their home. This service is available by appointment only and three days' notice is requested. GoGoGrandparent service under this agreement has an income threshold.

GoGoGrandparent has tripled the number of rides it gives each year. Partners recently added Vernon Township in addition to its service in West Deerfield, Morain, and Shields Townships. Morein represents about half of the ride volume. Vernon has the second highest level of demand.

Lambs Farm

Lambs Farm helps individuals with developmental disabilities find a warm and welcoming place to grow, achieve goals, and embrace life. Lambs Farm provides transportation for clients enrolled in Working and Living Programs.

Private Transportation Services

The following organizations operate transportation services in addition to local taxis, Uber, and Lyft.

Home Instead Senior Care

Home Instead offers door-to-door transportation for older adults. Transportation is provided by a caregiver who is able to assist and accompany the client. Caregivers use their personal vehicles. There is a fixed fee of \$37.00 to \$40.00 per hour.

Comfort Keepers

Comfort Keepers provides in-home care to older adults and individuals with disabilities. Transportation is available for older adults (age 65 or older) or an adult recovering from hospital stays, chronic illness, or with a disability. The program fee is \$37.00 per hour. Private insurance, VA benefits, and Attendance Pension Benefits are accepted.

McHenry County Transportation Provider Inventory

Overview

McHenry County, located northwest of Chicago, offers a robust network of approximately ten human services transportation providers that serve its residents through a variety of service models. In addition to demand-response and specialized human services transportation, the county is part of the Pace fixed-route system via routes 806, 807, 808, and 550, and benefits from access to Metra UP-NW commuter rail stations. As of February 2024, certified ADA individuals are eligible for fare free transit on fixed route Pace services and are eligible for a reduced fare on other services. Together, these services provide a high level of mobility and connectivity for the community.

Service Profiles

Algonquin Township Bus

The Algonquin Township Highway Department provides a curb-to-curb transportation service for seniors and individuals with disabilities residing in Algonquin Township traveling within the boundaries of Algonquin Township. Rides can be scheduled up to 7 days in advance.

Service Hours: Monday through Friday from 7:00 AM to 3:00 PM.

Fare Structure: \$3.00 each way or \$6.00 round-trip, and \$3.00 for any additional stops per person

McHenry Township Senior Express Bus

The McHenry Township Senior Express Bus provides door-to-door transportation for senior citizens and individuals with disabilities residing in McHenry Township. The service hours are expanded from those previously provided by an hour each in the morning and evening. Riders can schedule trips up to two weeks in advance.

Service Hours: Monday through Friday from 7:30 AM to 3:30 PM.



Fare Structure: \$1.00 each way or \$2.00 round-trip, and voucher books available for \$10.00, which include 12 rides.

MCRide Dial-a-Ride

MCRide Dial-a-Ride is a countywide, curb-to-curb (door-to-door upon request) public transit service designed to provide flexible and affordable transportation for anyone needing transportation services in the county (i.e. you do not need to be a county resident). It serves a variety of needs including travel for work, school, medical appointments, shopping, and social visits. The service area includes all of McHenry County as well as limited areas in Cook, Lake, and Kane Counties.

Service Hours: Daily from 5:00 AM to 11:00 PM (no service on major holidays).

Fare Structure as of March 2026:

- General Public: \$3.00 for the first 5 miles, \$6.00 for 5-10 miles, and \$9.00 for more than 10 miles.
- Seniors (60+) and individuals with disabilities with an RTA Ride Free, Reduced Fare, or ADA Paratransit card: \$2.00 for the first 5 miles, \$4.00 for 5-10 miles, and \$6.00 for more than 10 miles.

Connect

Connect is a user-side subsidy program that utilizes rideshare companies to provide affordable on-demand transportation for seniors and people with disabilities. The County subsidy is good for up to 60 rides anywhere within the RTA region, so long as the trip origin or destination is in McHenry County.

Eligibility: Residents of McHenry County with an RTA Reduced Fare, Ride Free, or ADA Paratransit Card. Fare Structure:

- Rider pays the first \$5.00 of the rideshare trip cost.
- McHenry County will subsidize up to \$15.00 of the rideshare trip cost.
- Anything over \$20.00, including surcharges and tips, are the responsibility of the rider.

Northern Illinois Special Recreation Association

The Northern Illinois Special Recreation Association (NISRA) provides transportation services for its summer day camps and other programs primarily aimed at children and adults with disabilities. Pick-up and drop-off locations are scheduled throughout NISRA's member communities, with limited door-to-door service for in-district residents with physical disabilities.

Richmond Township Senior Transportation

Richmond Township provides senior transportation services to residents, including rides for medical appointments and weekly shopping trips. The service can accommodate up to 13 passengers, including one wheelchair space. Appointments are scheduled on a first-come, first-served basis, and only for the current month.

The shopping bus runs every Friday on a rotating schedule:

- Every other Friday: McHenry Route (Walmart, Meijer, Aldi, Dollar Tree)
- Alternating Fridays: Richmond/Spring Grove Route
- Final Route: Includes stops like Jewel and Angelo's



Pace ADA Paratransit

Pace ADA Paratransit offers a shared-ride, origin-to-destination service operated by Pace. Riders must make reservations one day in advance, and service is available during the service hours as the associated Pace Fixed Route transit services. ADA Paratransit operates within ¾ mile of CTA or Pace bus routes or CTA 'L' stations. Locations which do not have fixed-route service are not serviced by Pace ADA Paratransit.

Pioneer Center for Human Services

Pioneer Center is a private, non-profit organization serving McHenry County. The organization focuses on improving lives through three core service pillars: programs for individuals with intellectual and developmental disabilities, behavioral health services, and service for individuals experiencing homelessness. The Pioneer Center for Human Services offers transportation services primarily through the McHenry County PADS, the county's emergency and transitional shelter system. These services are designed to reduce barriers to stability and independence, especially for those without reliable personal transportation.

Senior Care Volunteer Network

Senior Care Volunteer Network offers free transportation services to seniors who reside in McHenry County or Sun City, Huntley and are ambulatory. While the service primarily supports medical appointments, volunteers also provide rides for recreational and social activities to support social engagement, prevent isolation and promote independence. The transportation services are free; however, donations are appreciated. This Volunteer Driver Program is funded by McHenry County.

Senior Services Associates

Senior Services Associates provides a free transportation program for individuals aged 60 and older in McHenry, Kane, and Kendall Counties. The service relies on volunteer drivers to transport seniors to essential destinations such as medical appointments, banks, and grocery stores. Service hours are not strictly identifiable; most trips occur Monday through Friday between 8 AM and 5 PM.

Veterans Assistance Commission

The Veterans Assistance Commission (VAC) of McHenry County provides transportation for honorably discharged veterans to the Captain James A. Lovell Federal Health Care Center in North Chicago. Eligible veterans must notify the VAC office of their appointment by 11:00 AM on the business day prior to their visit. Pick-up locations are available in Woodstock, McHenry, and Crystal Lake, and a family member may accompany the veteran if needed.

Will County Transportation Provider Inventory

Overview

There are currently 11 municipally sponsored transportation programs available in Will County. Among these 11, five Dial-A-Ride programs are co-sponsored by Pace and local municipalities, and six others are municipal transportation programs (that are not affiliated with Pace).

The Pace-sponsored Dial-A-Ride programs include four that are entirely within Will County, and one service in Park Forest that straddles southern Cook County:

Wheatland Township is a sponsor of Ride DuPage; this service is discussed in the DuPage County chapter.

There are six municipal transportation programs that are unaffiliated with Pace:

- Frankfort Township Dial-A-Ride
- Lockport Township Senior Transportation System
- New Lenox Township Dial-A-Ride
- Plainfield Township Senior Shuttle Bus
- Village of Romeoville Ride-Around Town
- Washington Township Dial-A-Ride

In addition, there are several human services agency transportation programs in Will County.

Service Profiles

Pace-Sponsored Municipal Dial-A-Ride Services

The following four municipal services focus on providing transportation to older adults and individuals with disabilities within their respective townships. Pace typically collaborates financially with counties, cities, or townships to fund and operate Dial-a-Ride services. These programs are supported through the Regional Mobility Management Call Center (RMMCC), which serves Will County. Pace manages the contracting process for service delivery, technology, and oversight of both providers and call centers.

Access Will County Dial-a-Ride

800-244-4410 ([Scheduling](#))

815-774-6346 ([Registration & Information](#))

Access Will County Dial-a-Ride is co-sponsored by Pace, the Regional Transportation Authority, and AgeGuide. Eligibility for the service includes residents of sixteen townships (Channahon, Crete, Custer, Florence, Frankfort, Green Garden, Manhattan, Monee, Peotone, Reed, Washington, Wesley, Will, Wilmington, and Wilton) who are older adults (60 years of age and older) or live with a disability. To use the service, eligible residents must register with their local township or through the Will County Mobility Manager. The service area includes all of Will County, up to one mile beyond its boundaries, and parts of southern Cook County.



Service is available on weekdays from 8:00 AM to 5:00 PM. Reservations can be made Monday through Friday, between 6:00 AM and 5:00 PM. The fare is \$2.00 one-way for trips within the township, and \$4.00 for travel outside the rider's township.

Pace ADA Paratransit

800-713-7445

[Pace's ADA paratransit service](#) policies and fare are different from the Dial-A-Rides, even though trips are taken on the same service platforms. ADA paratransit service has its own service area defined by the ¾ miles of fixed route corridors. Reservations are accepted one day in advance and can be made by calling Monday through Friday from 6:00 AM – 6:00 PM, or on weekends and holidays from 8:00 AM – 5:00 PM, and service hours are Monday-Friday, 5:00 AM – 1:30 AM; Saturday, 6:00 AM – 1:15 AM; and Sunday/Holidays, 9:45 AM – 12:15 AM. Service area includes portions of Townships of Addison, Bloomingdale, Downers Grove, Lisle, Milton, Naperville and York. ADA paratransit fares are \$3.25 per trip.

Pace On-Demand Services for the General Public

Pace On Demand offers a “reservation-based, ADA accessible, shared-ride service in 11 designated service areas throughout the suburban region.” Availability is on a first-come, first-served basis. Reservations can be made as far in advance as seven days prior to the trip. Same day booking is available with the Pace website advertising that trips can be made 10 minutes prior to pick-up time.

No registration is required as trips are open to the general public. Trips, however, must start and end within a designated On-Demand zone. Booking a trip can be made via phone, online, or through the On Demand App. Fares are \$2.00 per one-way trip when using Ventra. Cash fare is \$2.25 per one-way trip and exact fare is required as drivers cannot make change. Booking phone numbers for each zone are shown in Exhibit 27.

Exhibit 27. Phone Numbers and Service Hours by On Demand Zone

SERVICE NAME (Click the links for map and info) Hours of service and reservation phone line hours are identical and are shown below.	BOOK BY PHONE
Batavia On Demand Weekdays, 6:30 AM – 6:50 PM	847-254-7471
Hoffman Estates On Demand Weekdays, 6:00 AM – 6:30 PM	224-323-2998
Lansing Area On Demand Weekdays and Saturdays, 6:00 AM – 7:00 PM	847-269-3099
Naperville-Aurora On Demand Naperville-Aurora On Demand - Horario en Español Weekdays, 6:30 AM – 7:00 PM	630-453-4599
Northwest Cook On Demand NEW NAME. MORE PLACES. EXTENDED HOURS (Formerly Arlington Heights-Rolling Meadows On Demand) Weekdays, 6:00 AM – 8:00 PM	224-803-9277
Round Lake Area On Demand Round Lake On Demand - Horario en Español Weekdays, 6:00 AM – 6:15 PM	847-847-9169

SERVICE NAME

(Click the links for map and info)

Hours of service and reservation phone line hours are identical and are shown below.

BOOK BY PHONE

Southeast Aurora On Demand	224-532-7994
Southeast Aurora On Demand - Horario en Español	
Weekdays, 6:10 AM – 6:30 PM	
Saturdays, 7:10 AM – 6:30 PM	
St. Charles-Geneva On Demand	630-379-2452
Weekdays, 5:30 AM – 7:00 PM	
Saturdays, 8:00 AM – 6:30 PM	
Vernon Hills-Mundelein On Demand	224-735-8678
Weekdays, 6:00 AM – 6:15 PM	
West Joliet On Demand	815-210-6960
West Joliet On Demand - Horario en Español	
Weekdays, 6:00 AM – 6:15 PM	
Wheaton-Winfield On Demand	630-379-1976
Weekdays, 6:30 AM – 6:45 PM	

Source: [Pace On Demand](#)**Pace's Municipal Vehicle Program and Locally Based Service Program**

Pace's two community vehicle programs include the [Municipal Vehicle Program](#) and the Locally Based Service Program. In each of these programs, Pace offers an ADA-compliant vehicle and driver training for a monthly fee of \$100 and a one-time security deposit of \$500. The jurisdiction, agency or unit of government must comply with the following:

- Arrange and design the daily operation of service
- Designate a Transportation Coordinator and driver(s) who meet program requirements
- Provide commercial general and auto liability insurance
- Maintain workers' compensation and umbrella liability insurance
- Keep Pace vehicle(s) locked, fueled, cleaned, and parked in a secure, off-street location
- Allow vehicle inspections and audits

The main difference between programs is primarily the responsibility of vehicle maintenance. In the locally-based service program, Pace offers a 12-passenger wheelchair-accessible cutaway vehicle. The local agency is responsible for routine maintenance, repairs, and fuel costs. In the municipal vehicle program, Pace provides a wheelchair accessible van and covers the cost of maintenance and repairs, while the municipality is responsible for fuel costs.

Other Municipal Transportation Services

Frankfort Township Dial-A-Ride

815-469-4907

In addition to participating in Access Will Dial-a-Ride, which provides inter-township transportation for [Frankfort Township](#) seniors (60+) and disabled residents, Frankfort Township also operates its own Dial-a-Ride service for seniors and disabled residents. This service covers trips within the township and up to 10 miles beyond its boundaries. The service operates on weekdays from 8:00 AM to 5:00 PM. Riders must schedule their reservations at least two days in advance, but no more than seven days ahead. Reservations can be made Monday through Friday between 6:00 AM and 5:00 PM. Same-day rides are not available. The fare is \$2.00 each way for trips within the township, and \$4.00 each way for rides up to 10 miles outside the township.

Lockport Township Senior Transportation System

815-293-6320

Located in the South Chicago suburbs east of Joliet, the township operates a Dial-A-Ride service for all residents. The service operates on weekdays from 7:00 AM – 3:30 PM. Service is available within New Lenox Township and the Village of New Lenox. Rides may also be provided to Mokena, Frankfort, and Joliet for medical appointments, physical therapy, or employment purposes for developmentally disabled New Lenox Township residents aged 22 and older. Reservations may be made Monday through Friday between 7:00 AM and 3:00 PM. The adult fare is \$5.00 each way, and the senior fare is \$3.00 each way. The fares are doubled for trips going to adjacent townships.

Plainfield Township Shuttle Bus

815-436-1112

The [Township of Plainfield](#) operates their service for its older (55+) residents or residents who are disabled. All trip purposes are eligible. The service area includes all of Plainfield Township. The service operates on weekdays from 7:30 AM to 3:00 PM on an advance (up to 4 weeks) reservation basis. The fare is \$2.00 plus \$2.00 for each additional stop. One travel assistant may ride with no charge.

Village of Romeoville Ride-Around Town

815-886-6222

[Romeoville's Ride Around Town program](#) is a Dial-A-Ride service for all residents of Romeoville for trips within a ten-mile radius of Romeoville. The service operates on weekdays from 9:00 AM to 2:00 PM. Reservations must be made at least 48 hours in advance and are accepted on a first-come, first-served basis. Times cannot be guaranteed, and only essential trips can be scheduled. The last appointment of the day is at 12:30 PM. The service has a fare zone structure, based on three concentric rings emanating out from Romeoville. Fares for Area 1 (Romeoville) are \$5.00 for adults and \$3.00 for seniors. Fares for Area 2 (Crest Hill, Bolingbrook, Lockport, Lemont, and Plainfield) are \$7.00 for adults and \$5.00 for seniors. Fares for Area 3 (Joliet, Naperville, Homer Glen, Woodridge, and Plainfield) are \$11.00 for adults and \$9.00 for seniors.

Washington Township Dial-A-Ride

708-231-1172

In addition to its participation in Access Will, Washington Township operates its own [Dial-A-Ride service](#) for residents who are seniors or have a disability. According to their website, the township operates one wheelchair accessible vehicle. The Dial-A-Ride serves any trip within the township; however, the service only operates on Mondays and Thursdays from 9:00 AM



to 2:30 PM, with advance reservations needing to be scheduled between 9:00 AM to 3 PM.. The suggested donation is \$2.00 for a one-way trip or \$4.00 for a round trip.

Human Services Agency Transportation Services

Catholic Charities, Joliet Diocese, Joliet

815-723-3405

[Catholic Charities](#) offers services throughout Chicago and in Will, Grundy, Kankakee, and Iroquois counties. Services include counseling, senior programs, children's services, and transitional housing. Catholic Charities provides transportation to adults age 60+. Trips can include medical appointments, shopping, senior centers, and more. Riders must be able to get in and out of the vehicle on their own.

South Suburban Special Recreation Association, Tinley Park

815-806-0384

[South Suburban Special Recreation Association](#) (SSSRA) promotes wellness and recreational activities for children and adults with special needs or disabilities. Individuals residing in one of the following member agencies are considered residents:

- Country Club Hills Parks and Recreation Department
- Hazel Crest Park District
- Homewood-Flossmoor Park District
- Matteson Recreational Division
- Oak Forest Park District
- Olympia Fields Park District
- Park Forest Recreation and Parks Department
- Richton Park Parks and Recreation Department
- Tinley Park-Park District

Certain special events have centralized pick-up and drop-off locations. Door-to-door transportation is available on a limited basis for certain programs and day camps. Vehicles will not wait more than 10 minutes for centralized pick-up points and no more than 5 minutes for door-to-door pickups.

Sunny Hill Nursing Home of Will County, Joliet

815-727-8710

[Sunny Hill Nursing Home](#) is a skilled care facility, owned and operated by the government of Will County. The skilled care center operates one 14 passenger wheelchair accessible van which makes trips to community events and other activities around the area.

Trinity Services, Joliet

815-485-6197

[Trinity Services](#) is a non-profit organization that serves individuals with developmental disabilities and mental health needs. The organization offers residential services support, community day services, health and well-being services, behavioral health services, employment services, a respite program, and a school program.



United Cerebral Palsy of Will County, Joliet

815-744-3500, cassandraf@cdsil.org

[UCP of Will County](#) provides developmental training, a sheltered workshop, and residential services to persons with severe cognitive and physical disabilities. UCP provides client transportation to and from agency activities.

Veterans Assistance Commission of Will County, Joliet

815-740-8389

The [Veterans Assistance Commission of Will County](#) provides free transportation for veterans to and from medical appointments. Veterans or caregivers can call to set up a pickup. The website suggests that trips be scheduled as soon as they become aware of the need in order to better accommodate.

Workforce Investment Board of Will County, Joliet

815-727-5670

The [Will County Workforce Investment Board](#) does not provide transportation services directly to consumers. However, it does provide a stipend to qualified customers for use in the purchase of Pace bus passes. The Workforce Investment Board of Will County provides employment, training, and educational services that support the development of Will County's workforce. The Board builds the workforce system to develop quality employees for employers and to develop quality opportunities for employees.