

## Helping You Travel DuPage County

The Subsidized Taxi Service assists eligible seniors and persons with disabilities who live in DuPage County with their transportation needs by providing ride coupons that reduce the cost of the taxi fare.

### Program Overview

Program sponsors include various municipalities and social service agencies. These sponsors establish the guidelines by which their individual programs operate, setting eligibility (age/disability) requirements and procedures for obtaining coupons.

Contact the Village of Carol Stream directly to register for this service. Each participant will be issued a photo ID card which must be presented when using a coupon(s) to pay for a taxi ride.

*Village of  
Carol Stream*



**Building a Tradition  
with You  
at the Center!**

**Carol Stream Municipal Ctr.  
500. N. Gary Avenue  
Carol Stream, IL. 60188**

**Phone: (630) 665-7050  
TDD: (630) 668-5785  
Fax: (630) 665-1064**

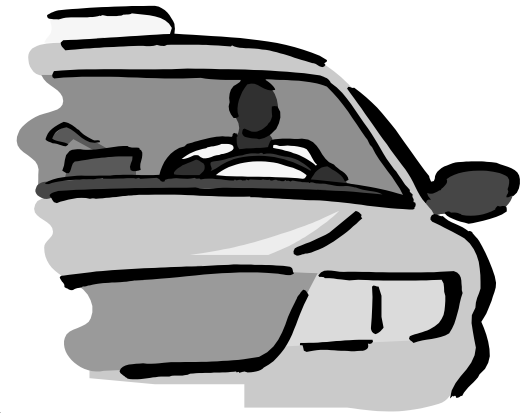
**administration@carolstream.org**

**www.carolstream.org**

*Village of  
Carol Stream*

**Inter-Agency Paratransit  
Coordinating Council  
(IAPCC)  
Pilot II  
Subsidized  
Taxi Service**

**Program Rules  
& Regulations**



## Eligibility/Costs

### Eligibility Guidelines

Carol Stream seniors who are at least 62 years of age. Residents who have a documented disability are also eligible.

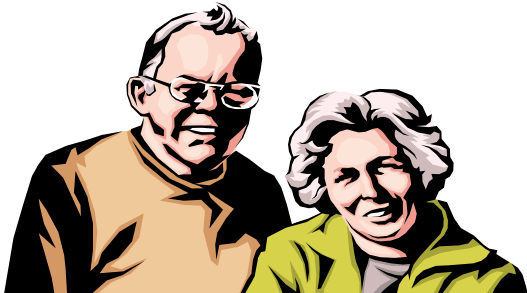
### Coupons

Coupons have a \$5 value and cost \$2.

Unlimited coupons may be used for travel to school or work. Up to 20 coupons per month may be purchased for trips to other destinations.

Once registered, program clients may purchase coupons in person from the Village Receptionist at the Carol Stream Municipal Center located at 500 N. Gary Ave. or by mailing a check to:

**Village of Carol Stream**  
**Attn: Village Receptionist**  
**500 N. Gary Avenue**  
**Carol Stream, IL. 60188-1899**



## Program Rules

Do not use this program in place of the existing PACE/Township paratransit services offered.

For more information on additional transportation services, phone DuPage County Human Services Department at (630) 682-7000.

Call any of the program taxi companies no less than 90 minutes before your desired pickup. Identify yourself as a Pilot II participant and inform them where you will be waiting.

Reservations can be made up to a week in advance of your trip.

To cancel a scheduled ride, call the taxi company no less than 1 hour before your scheduled pickup. Customers who fail to cancel a trip within the established time constraints will be charged a \$10 "no Show" fee and can be cancelled from the program if this becomes routine.

Program clients may travel with up to 3 other clients for a single fare provided they are picked up and dropped off at the same location. Non-clients traveling with registered clients will be charged 50¢.

Upon entering the taxi, present your program identification card and a valid coupon to the driver who will return your identification card and a coupon receipt upon arrival to your destination.



## & Regulations

Riders are responsible for paying the balance of the fare and providing the driver a proper tip for the service provided.

Change is not given when the cost of the ride is less than the \$5 coupon.

The driver is responsible for ensuring riders can safely enter and exit the taxi.

Lost, stolen or defaced coupons will not be replaced. Do not fold or staple coupons and note that coupons cannot be transferred between clients.

Report any service concerns to the Village Manager's Office at (630) 871-6250.

Replacement ID cards cost \$10 and the check should be made payable to the

**DuPage County Treasurer & mailed to:**

**DuPage County Human Serv. Dept.**

**c/o IAPCC**

**421 N. County Farm Rd.**

**Wheaton, IL. 60187**

*Village of Carol Stream*

**Carol Stream Municipal Ctr.**  
**500. N. Gary Avenue**  
**Carol Stream, IL. 60188**

**Phone: (630) 665-7050**  
**TDD: (630) 668-5785**  
**Fax: (630) 665-1064**