

Commuter Parking Transition Frequently Asked Questions (FAQs)

Updated Dec. 19, 2023

Q: When will payment at train station lots switch to all daily fee parking?

A: All commuters will be required to pay for daily fee parking beginning Jan. 1.

Q: Where can I park?

A: Commuters may park in any available space. Please see the commuter parking maps:

[Route 59 Station](#)

[Naperville Station](#)

Q. Are weekly and monthly payment options available?

A: Weekly and monthly parking payment options are available beginning Jan. 1. All payment options will be available through the pay stations and the PayByPhone app. The pay stations have a five-cent service fee for credit card transactions. The PayByPhone app has a transaction fee, which is discounted for weekly and monthly purchases. Commuters do not need to come to the Municipal Center to purchase commuter parking.

Weekly is defined as seven days, including the day that payment is made. If someone pays on a Tuesday, they are paid through the following Monday and would have to pay again on Tuesday. Monthly is similar; if someone pays on the 10th, their payment is good through the 9th of the next month.

Q: What will daily fee spaces cost?

A: Beginning Jan. 1, all spaces at both train stations will cost \$3 per day. There is a 40-cent transaction fee through PayByPhone. The weekly rate will be \$14.25. This is calculated from the \$3 daily rate, times five days, discounted 5%. The PayByPhone transaction fee for weekly is \$1.20. The monthly rate is \$54. This is calculated from the \$3 daily fee, times 20 days, and then discounted 10%. The PayByPhone transaction fee for monthly is \$4.80. ADA spots will remain free.

Q: How do I pay for a daily fee space?

A: Commuters can pay for parking spaces using the kiosks at the stations or the PayByPhone app. More information can be found on the [Daily Fee Parking webpage](#). Commuters may also obtain a SmartCard from the Municipal Center if they prefer not to use a credit card. The SmartCard can only be used at the pay stations, not the PayByPhone app.

Q. Are there preferred spaces for seniors and expectant mothers?

A: Yes, approximately 20 spaces near the platform will be reserved at each station for commuters 65 years and older, as well as expectant mothers, beginning Jan. 1. There will be signs in front of each space indicating that it is a reserved space for these groups. There is no hangtag to display.

Q: Is my existing permit still valid?

A: Beginning Jan. 1, commuter parking permits will no longer be accepted.

Q: What should I do with my permit hang tag after Dec. 31?

A: Permit holders don't need to return their hang tag if it is being used through the end of the year. Please discard expired hang tags after Dec. 31.

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