

Commuter Parking Transition Frequently Asked Questions (FAQs)

Updated June 10, 2024

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, 2024.

Q: Where can I park?

A: Commuters may park in any available space, please see the commuter parking maps linked below:

[Route 59 Station](#)
[Naperville Station](#)

Q. Are weekly and monthly payment options available?

A: Yes. All payment options are now available through the pay stations and the PayByPhone app. The pay stations have a \$0.05 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 a customer pays on a Tuesday, they are paid through the following Monday and would have to pay again on Tuesday. Monthly is defined as 30 days from when the customer pays for parking.

Q: What do daily fee spaces cost?

A: All spaces at both train stations cost \$3 per day. There is a \$0.40 transaction fee through PayByPhone. The weekly rate is \$14.25. This is calculated from the \$3 daily rate, times 5 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 parking is \$4.80. ADA spots are 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 through the PayByPhone app.

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

A: Yes, approximately 20 spaces near the platform are reserved at each station for commuters 65 years and older, as well as expectant mothers. There are 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A: Commuter parking permits are no longer valid.

###