

INTERGOVERNMENTAL AGREEMENT
BETWEEN THE COUNTY OF LAKE, ILLINOIS AND PACE THE SUBURBAN
BUS DIVISION OF THE REGIONAL TRANSPORTATION AUTHORITY FOR
LAKE COUNTY COORDINATED PARATRANSIT TRANSPORTATION
PROJECTS

THIS AGREEMENT is entered into this ____ day of _____, 2016, between the County of Lake, a body corporate and politic, acting by and through its Division of Transportation (hereinafter referred to as “COUNTY”), with offices located at 600 West Winchester Road, Libertyville, Illinois, 60048 and the Suburban Bus Division of the Regional Transportation Authority, a municipal corporation created by the Regional Transportation Authority Act (70 ILCS 3615/1.04, 3A.01), with offices located at 550 West Algonquin Road, Arlington Heights, Illinois 60005 (hereinafter referred to as “PACE”).

RECITALS

WHEREAS, the COUNTY and PACE are public agencies and governmental units within the meaning of the Illinois Governmental Cooperation Act, as specified at 5 ILCS 220/1, *et seq.*, and are authorized by Article 7, Section 10 of the Constitution of the State of Illinois to cooperate, contract, and otherwise associate for public purposes; and

WHEREAS, the purpose of the Intergovernmental Cooperation Act and Article 7 of the Constitution of the State of Illinois includes fostering cooperation among governmental bodies; and

WHEREAS, the Lake County Coordinated Transportation Services Committee, hereinafter LCCTSC, which is group of government, non-profit agency, and citizen representatives that have been working to improve paratransit services in Lake County, has asked the COUNTY to apply to the Regional Transportation Authority, hereinafter the RTA, for funding of the *West Lake County Coordinated Transportation Service* to expand the Paratransit service in Antioch, Avon, Grant, Lake Villa, Fremont and Wauconda Townships and for the *Central Lake Partners Coordinated Transportation Service* to expand Paratransit service in Fremont Township, Libertyville Township, Shields Township and the Village of Mundelein and the Village of Libertyville in Lake County, and to act as administrator and fiscal agent for said demonstration projects. Said Lake County *West Lake County Coordinated Transportation Service* and *Central Lake Partners Coordinated Transportation Service* shall hereinafter be referred to as the PROJECTS; and

WHEREAS, the COUNTY has applied for funding, and agrees to serve as the administrator and fiscal agent for the PROJECTS; and

WHEREAS, the RTA, has committed federal funding for the PROJECTS; and

WHEREAS, the LCCTSC has recently branded the coordinated paratransit services provided by the PROJECTS as the “Ride Lake County” program; and,

WHEREAS, the COUNTY finds it necessary and desirable to contract for the services of a Coordinator of the PROJECTS (hereinafter referred to as Coordinator) who shall be responsible for the operation of the PROJECTS; and

WHEREAS, PACE is in the business of public transportation, has the necessary expertise required of a Coordinator as described herein, and is willing to provide the functions required of Coordinator; and

WHEREAS, the COUNTY and PACE desire to enter into this AGREEMENT for the purpose of establishing PACE as Coordinator and compensating PACE for its time and expertise in operating and implementing the PROJECTS; and

WHEREAS, PACE and the COUNTY are desirous to enter into an agreement for the purpose of identifying the cost sharing responsibilities and implementing the PROJECTS; and

WHEREAS, the COUNTY and PACE wish to cooperate in promoting and encouraging the use of public transportation by improving the availability of Paratransit services to Lake County residents with disabilities, who are elderly, or otherwise have limited access to conventional modes of transportation; and

WHEREAS, the current Sponsors participating in the PROJECTS are Antioch Township, Avon Township, Fremont Township, Grant Township, Lake Villa Township and Wauconda Township; and Fremont Township, Libertyville Township, Shields Township and the Village of Mundelein and the Village of Libertyville and

WHEREAS, the LCCTSC has designated a Steering Committee for the PROJECTS consisting of the Supervisors and Managers of the aforementioned eight townships and two villages and a representative each from two not-for-profit human service agencies as hereinafter stipulated; and

NOW THEREFORE, in consideration of the mutual promises hereinafter set forth, the parties agree as follows:

1.0 INCORPORATION OF RECITALS AND CONSTRUCTION.

- 1.1 The foregoing recitals are hereby incorporated by reference as though fully set forth herein.
- 1.2 The headings of the paragraphs and subparagraphs of this AGREEMENT are inserted for convenience of reference only and shall not be deemed to constitute part of this AGREEMENT or to affect the construction hereof.

2.0 PROJECTS DESCRIPTION.

- 2.1 PACE shall operate the PROJECTS for the provision of Paratransit services to residents of the heretofore mentioned eight townships and two villages in Lake County who are determined to be eligible and registered for the services.
- 2.2 PACE shall give due consideration to the recommendations and policies of the COUNTY in implementing and operating the PROJECTS.
- 2.3 PACE shall implement Paratransit service as described in **Exhibit A, Description of Service** attached hereto and made a part hereof.

3.0 DEFINITIONS.

For the purposes of this AGREEMENT, the following definitions shall apply:

- 3.1 Administrative policies and/or procedures refer to policies and procedures required to operate the PROJECTS day-to-day operations, including, but not limited to- dispatching, scheduling, reporting and billing as indicated later in this AGREEMENT, and other policies and procedures which may be required to operate said PROJECTS.
- 3.2 Carrier or Contractor means a public or private entity providing passenger transportation on a regular and continuing basis.
- 3.3 Eligible Rider means any person who registers and is deemed eligible by one of the Sponsors for participation in the PROJECTS.
- 3.4 Eligible Trip means Paratransit transportation taken by Eligible Riders to destinations that are approved by the Sponsors and are acceptable to the COUNTY and PACE.
- 3.5 Paratransit service means the provision of demand responsive transportation by a carrier.
- 3.6 Sponsor means a unit of local government or an agency that will participate in the PROJECTS providing Paratransit services to its Eligible Riders.
- 3.7 Steering Committee means the Supervisors of Antioch, Avon, Grant, Lake Villa, Fremont and Wauconda townships, one person representing the Lake County Center for Independent Living and one person representing an additional not-for-profit agency for the *West Lake County Coordinated Transportation Service*. In addition the Supervisors or Managers of Fremont Township, Libertyville Township, Shields Township and the Village of Mundelein and the Village of Libertyville for the *Central Lake Partners Coordinated Transportation Service*.

- 3.8 Mobility Management/Call Center services mean the performance of call taking and all or any part thereof functions that may include but not limited to 1) service monitoring 2) passenger trip reservations 3) trip scheduling 4) dispatching 5) facilitation of various carriers 6) passenger registration 7) travel planning 8) service coordination and/or providing travel information.
- 3.9 The PACE Contribution means the PACE budgeted annual subsidy for the PROJECTS.
- 3.10 Operating Expense is defined as the total cost incurred by Pace to operate the PROJECTS.
- 3.11 The PROJECTS Operating Cost is defined as the total Operating Expense minus Operating Deficit, minus the PACE contribution.
- 3.12 The Operating Deficit is defined as the total Operating Expense minus the fare revenue.

4.0 FUNDING.

- 4.1 Pace shall bill the COUNTY on a monthly basis for the COUNTY Share of the PROJECTS Operating Cost of service and a portion of the Mobility Management Cost.
- 4.2 The COUNTY shall pay PACE for services rendered in accordance with the requirements of this AGREEMENT.
- 4.3 PACE shall submit its invoices for services rendered in accordance with the requirements of this AGREEMENT. Each invoice shall summarize the service delivered performed, shall be submitted in a format mutually agreed to by the COUNTY and PACE, and shall request reimbursement for hours and itemized costs required to complete those tasks. Invoices for the work performed under this AGREEMENT shall be subject to review by the COUNTY. Invoices billed by PACE for services to operate the PROJECTS shall be reimbursed to PACE at the rates agreed to in the contracts with carriers.
- 4.4 Upon receipt, review and approval of properly documented invoices, the COUNTY shall pay, or cause to be paid, to PACE, the amounts invoiced, provided that the amounts invoiced together with the amounts of previous partial payments do not exceed the total compensation specified in this AGREEMENT. The COUNTY may not deny a properly documented claim for compensation, in whole or in part, without cause. The COUNTY shall not be required to pay PACE more often than monthly. Upon receipt, review and acceptance of all deliverables specified in this AGREEMENT,

final payment shall be made to PACE, within thirty days of receipt of billing. Payment shall be sent to:

Pace Suburban Bus Service
550 W. Algonquin Road
Arlington Heights, IL 60005
Attn: Accounting Department

5.0 DELIVERABLES.

PACE shall provide the COUNTY, on or before the expiration of this AGREEMENT, or promptly after notice of termination, the deliverables specified in Paragraph 7.0 of this AGREEMENT.

6.0 RELATIONSHIP OF THE COUNTY, PACE, PROJECTS SPONSORS, AND THE LCCTSC.

- 6.1 PACE shall review and consider the administrative policies developed and recommended for the PROJECTS by the Steering Committee. However, any administrative policies recommended by said Steering Committee shall be subject to approval and adoption by the COUNTY and PACE.
- 6.2 The COUNTY shall be responsible for the implementation and oversight of the administrative policies that have been reviewed, approved, and adopted by the COUNTY and PACE.
- 6.3 The COUNTY shall be responsible for the execution and maintenance of any necessary agreements with the PROJECTS Sponsors desiring to provide transportation services for their clients or riders as described in Exhibit A and Exhibit B through the PROJECTS and adherence to PROJECTS policies and procedures as determined by the COUNTY and PACE.
- 6.4 PACE shall review and consider service parameters developed and recommended for the PROJECTS by the various Sponsors, including but not limited to, service boundaries, Eligible Riders, charges for fares, days and hours of service for each Sponsor's service, and dispute resolution of issues related to Eligible Rider compliance with guidelines for usage. However, any service parameters developed by the PROJECTS Sponsors shall be subject to approval and adoption by the COUNTY and PACE.
- 6.5 PACE may contract with other Carriers for the delivery of transportation services and central call center services. Said carriers shall be subcontractors responsible to PACE.

- 6.6 PACE shall review and consider any service standards developed by the Steering Committee. However, PACE shall, while allowing for sponsor-specific service standards, work in cooperation with the COUNTY to, as much as possible, establish consistent service standards applicable to the entire the PROJECTS, subject to the approval of the COUNTY.
- 6.7 PACE shall have the right to make minor revisions to the service standards upon written notification to, and concurrence by, the COUNTY.

7.0 PACE'S RESPONSIBILITIES.

- 7.1 PACE shall be responsible for performance of the day-to-day operations of the PROJECTS and shall enter into contracts with Carriers as subcontractors for the delivery of Paratransit services and scheduling and dispatch services for the Dispatch Center. PACE shall provide the COUNTY a copy of all contracts with Carriers as related to the PROJECTS.
- 7.2 PACE shall be responsible for the submission of invoices to the COUNTY and a monthly report outlining specific information relative to the cost of services related to the operation and management of the PROJECTS that have been provided by PACE directly or through carriers and subcontractors within 60 days of the end of the month.
- 7.3 PACE shall cooperate with the COUNTY and agrees to consider incorporation of alternative revenue sources.
- 7.4 Within the approved budget, PACE agrees to maintain appropriate PACE employee, Carrier, and subcontractor staffing levels to perform all necessary operating and administrative functions.
- 7.5 PACE may limit the hours available for the scheduling of trip requests and dispatching of vehicles. Determination of the hours and days of service for Pace funded services provided to satisfy federal and/or state ADA guidelines shall not require the approval of the COUNTY.
- 7.6 PACE subcontractor dispatch personnel shall be available during all hours in which a vehicle transporting an Eligible Rider is in service.
- 7.7 Within forty-five (45) days following the end of each month, PACE shall supply the COUNTY with data relative to the quantity and quality of services provided by PACE and its subcontractors.
- 7.8 PACE shall provide a standardized monthly report to the COUNTY as

described in **Exhibit C**.

- 7.9 Although PACE shall not be responsible for any failure to provide service due to circumstances beyond its control, PACE shall be responsible for making every reasonable effort to restore service as soon as practical under the circumstances.
- 7.10 PACE shall be responsible for requiring that all vehicle operators of Carriers providing services pursuant to this AGREEMENT possess an Illinois license appropriate to the vehicle being operated and all vehicle operators must meet the minimum requirements as mandated by Federal regulations, the State of Illinois and all applicable laws or regulations of governmental bodies having jurisdiction over the Contractor's operations and vehicles. PACE and all Carriers shall agree that any and all licenses as may be required by State or local governmental and/or regulating authorities shall be maintained in good standing annually.
- 7.11 A portion of the cost to be paid by the County under this Agreement will be provided through federal pass through funds in grants from the Regional Transportation Authority (the "RTA"). The availability of these funds is conditioned upon the satisfaction of certain provisions set forth in the Technical Service Agreements (the "TSAs") Contract Nos. NF-2011-03, JARC-2011-03 and S5310-2014-09 by and between the County and the RTA for these PROJECTSs. PACE agrees to comply with the following provisions of the TSAs: Article VI, Sections 6.1(b) and 6.1(d); Article VII, Sections 7.1, 7.2, and 7.3; Article VIII, Sections 8.1(a), 8.1(b), and 8.1(c); Article IX, Sections 9.4 and 9.5; Article XII, Section 12.1; Article XVI, Section 16.1; Article XIX, Section 19.1; Article XX, Sections 20.1 and 20.2; Article XXI, Sections 21.1, 21.2, 21.3, and 21.4; Article XXII; Article XXIII; Article XXIV, Article XXIX, Sections 29.2 and 29.3 and Article XXXI for Contracts NF-2011-03 and JARC-2011-03; Article XXX, Sections 30.2 and 30.3 and Article XXXII for Contract S5310-2014-09; and Exhibit C.

8.0 COUNTY'S RESPONSIBILITIES.

Subject to the funding limitations of this AGREEMENT, and in accordance with Paragraph 4.0 of this AGREEMENT, the COUNTY agrees to reimburse PACE for any reasonable administrative and operating costs in connection with the operation of the PROJECTS that it may incur in fulfilling its obligations pursuant to this AGREEMENT. Such costs shall include, but not be limited to, operating, administrative, and costs incurred by Pace to administer, manage, and operate the PROJECTS Demand Response Services over and above the normal costs associated with operating current Pace funded services in Lake County subject to prior approval by the COUNTY.

9.0 FORCE MAJEURE.

Neither party hereto shall be deemed to be in default or to have breached any provision of this AGREEMENT as a result of any delay, failure in performance or interruption of services resulting directly or indirectly from acts of God, acts of civil or military authority, civil disturbance, or war, which are beyond the control of such non-performing party.

10.0 MISCELLANEOUS.

- 10.1 Upon request, the COUNTY shall be entitled to have access to the records maintained by PACE with respect to this AGREEMENT only.
- 10.2 Any failure of either the COUNTY or PACE to strictly enforce any term, right or condition of this AGREEMENT shall not be construed as a waiver of such term, right or condition.

11.0 GOVERNMENT REGULATIONS.

The COUNTY and PACE shall each comply with all applicable local, State and Federal statutes, ordinances and regulations and obtain licenses or permits, or other mandated approvals, now in force, or which may hereafter be in force, pertaining to this AGREEMENT and the PROJECTS.

12.0 INDEMNIFICATION.

PACE shall indemnify, hold harmless, and defend the COUNTY or any of its officers, employees, or agents from and against all liability, claims, demands, and causes of action arising out of or related to any loss, damage, injury, death, or loss or damage to property resulting from the negligence of Pace, its officers, agents, and employees in the performance of this AGREEMENT to the fullest extent PACE is so authorized under the law, provided, however, that PACE shall not be obligated to indemnify, hold harmless and defend the COUNTY for any negligent or intentional wrongful acts or omissions by COUNTY officials, employees, agents, contractors, subcontractors or personnel. PACE shall require each of its subcontractors to name PACE and the COUNTY as additional insured parties on said subcontractor's liability insurance policy. Further, PACE shall require that its subcontractors indemnify, defend and hold harmless PACE and the COUNTY, its officers, employees and elected officials from and against any claims, liability or judgments resulting from, or caused by, the negligence of such subcontractor.

13.0 AMENDMENT OR MODIFICATION OF THIS AGREEMENT.

This AGREEMENT may be amended or modified only by written instrument signed by both the COUNTY and by PACE.

14.0 ENTIRE AGREEMENT.

This AGREEMENT represents the entire agreement between the COUNTY and PACE and shall supersede all prior negotiations, representations or agreements, either written or oral.

15.0 AGREEMENT BINDING.

This AGREEMENT shall be binding upon the parties and their respective transferees, successors, and assigns.

16.0 NOTICES REQUIRED UNDER THIS AGREEMENT.

Any notice required by the provisions of this AGREEMENT shall be mailed to:

Pace Suburban Bus
550 West Algonquin Road
Arlington Heights, IL 60005
Attn: **Thomas J. Ross**
Executive Director
Cc: **Melinda J. Metzger**
Deputy Executive Director,
Revenue Services

Lake County Division of Transportation
600 West Winchester Road
Libertyville, Illinois, 60048
Attn: **Paula J. Trigg, P.E.**
County Engineer,
Director of Transportation

17.0 PERIODIC REVIEW.

PACE and the COUNTY agree that periodically, but not less than semi-annually, this AGREEMENT shall be subject to review by the parties.

18.0 SEVERABILITY.

The invalidity or enforceability of any of the provisions of this AGREEMENT shall not affect the validity or enforceability of the remainder of this AGREEMENT.

19.0 GOVERNING LAW.

This AGREEMENT shall be governed by the laws of the State of Illinois both as to interpretation and performance.

20.0 TERM OF THIS AGREEMENT.

20.1 The term of this AGREEMENT shall begin January 1, 2016 and shall continue in full force and effect through December 31, 2016 and is subject to amendment pursuant to Paragraph 13.0 until one of the following events occurs: (a) this AGREEMENT is superseded by a subsequent Agreement; or (b) this AGREEMENT is terminated by one of the parties as provided herein at Paragraph 22.0.

20.2 The COUNTY shall not be liable for, and shall not pay PACE for, any work completed after this AGREEMENT'S expiration or termination.

21.0 NON-DISCRIMINATION.

The parties shall cooperate to ensure that no person shall be denied the opportunity to participate in nor be subjected to discrimination in the conduct of this service because of race, creed, color, age, sex, national origin, nor the presence of any sensory, mental or physical disability, nor in any manner contrary to applicable local ordinance, State and Federal laws and regulations, specifically including Title VI of the Civil Rights Act of 1964; Title 49, Code of Federal Regulations, Part 21 - Nondiscrimination in Federally Assisted PROJECTSs of the Department of Transportation.

22.0. TERMINATION.

Either party may terminate this AGREEMENT upon providing sixty (60) days' written notice to the other party.

23.0. THE PARTIES AGREE.

The parties agree that the preamble and whereas clauses are terms of this AGREEMENT as though fully set forth hereunder.

24.0. DELEGATED AUTHORITY.

This delegated authority for the COUNTY has duly approved this AGREEMENT.

25.0. PACE BOARD AUTHORITY.

This AGREEMENT has been properly authorized by the Pace Board of Directors.

IN WITNESS WHEREOF, the parties hereto have caused this AGREEMENT to be executed as of the date indicated above by their duly authorized representatives.

COUNTY of LAKE

PACE

Paula J. Trigg, P.E.

Thomas J. Ross

Title: Director of Transportation/County Engineer

Title: Executive Director

Date: _____

Date: _____

EXHIBIT A**SERVICE DESCRIPTION****WEST LAKE COUNTY COORDINATED TRANSPORTATION SERVICE**

TYPE OF SERVICE	Demand response curb to curb paratransit services will be provided for the Lake County Coordinated Services Committee's West Lake County Coordinated Transportation Service Project.
SERVICE OPERATED BY	Pace will contract with transportation provider(s) (the "Contractor") to provide the service which is the subject of this Agreement. Private and or Public Paratransit Bus operators.
TRIP RESERVATION METHOD	Monday through Friday 6:00am to 6:00pm . Phone reservations are taken one (1) day in advance. Passengers may make seven (7) day advance reservations for work and medical appointments and College of Lake County trips only. Elderly and disabled participants must make reservations one day in advance by 12:00 noon Monday thru Friday for a guaranteed trip. Trips are guaranteed to the maximum capacity of the service. General public requests may be accommodated if capacity is available. General public transportation reservations are taken after 12:00 noon Monday thru Friday . Subscription service is allowable, as defined by Pace Suburban Bus.
SERVICE AREA	Service area for Antioch Township, Avon Township, Fremont Township, Grant Township, Lake Villa Township, and Wauconda Township: Trips shall originate in Antioch Township, Avon Township, Fremont Township, Grant Township, Lake Villa Township, and Wauconda Township. Eligible passengers may travel between and within the six (6) above named Townships and to the following locations as specified below: <ul style="list-style-type: none"> • Gurnee Mills area in an effort to connect people to jobs • the Greenleaf Ave. medical offices • the Mundelein Metra station at 205 N. Archer Ave., Mundelein • Advocate Condell Hospital at 801 S. Milwaukee Ave., Libertyville • the Lake County Center for Independent Living (LCCIL) at 377 N. Seymour, Mundelein • the Libertyville Sports Complex at 1950 N. Highway 45, Libertyville (corner of Peterson Road & Route 45, NW side of Libertyville) • Fresenius Medical Care located at 1402 Townline Road (IL RTE 60), Mundelein • the Lake County Behavioral Health Services at 18698 W. Peterson Road, Libertyville <p><i>See Exhibit B Maps for service boundaries.</i> Travel may include transferring to other Pace Services when and where available.</p>

SERVICE HOURS	<p>Monday through Friday from 5:30am to 6:45pm.</p> <p>Except for the following holidays on the days observed:</p> <p>New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.</p>
ONE-WAY FARE	<p>\$3.00 Flat Fare one-way for trips under 10 miles for Disabled and Senior passengers. Seniors are defined as passengers age 60 and over.</p> <p>\$4.00 Flat Fare one-way for trips under 10 miles for General Public passengers.</p> <p>\$6.00 Flat Fare one-way for trips over 10 miles for Disabled and Seniors.</p> <p>\$5.00 Flat Fare for dialysis one-way Subscription trips.</p> <p>\$1.00 Transfer Fare to and from MCRide service to West Lake County Coordinated service are allowed with an approval or agreement by McHenry Department of Transportation.</p> <p>\$0.15 Transfer Fare to transfer between other demand response services in Lake County</p> <p>COMPANIONS: Companions are limited to one person per registered rider and to the vehicle capacity. This includes children of all ages. Companions shall pay the full eligible passenger fare.</p>
SERVICE CAPACITY	<p>The service capacity is limited to the annual budgeted hours for service. Additional capacity may be added at the discretion of the Lake County Division of Transportation as recommended by the West Lake County Service Local Partners, but is contingent upon the project funds and availability of Pace vehicles for service.</p>
RIDER ELIGIBILITY	<p>Disabled and Senior passengers are eligible for the services. Seniors are defined as passengers age 60 and over. General Public passengers are eligible for the service.</p> <p>Riders under the age of thirteen (13) must be accompanied by an eligible adult.</p> <p>Temporary Disabled Riders and Subscription trips must be recommended by the Townships and approved by the County and Pace.</p>
RIDER REGISTRATION FOR SERVICE	<p>Disabled, Senior and General Public passengers may register for the service by contacting the Call Center directly. Pace shall maintain a database of registered riders. Riders must be registered for service. Registrations shall be coded under New Freedom Initiative funding source for each Township.</p>

EXHIBIT A**SERVICE DESCRIPTION****CENTRAL LAKE PARTNERS COORDINATED TRANSPORTATION SERVICE**

TYPE OF SERVICE	Demand response curb to curb paratransit services will be provided for the Lake County Coordinated Services Committee's Central Lake Partners Coordinated Transportation Service Project.
SERVICE OPERATED BY	Pace will contract with transportation provider(s) (the "Contractor") to provide the service which is the subject of this Agreement. Private and/or Public Paratransit Bus operators.
TRIP RESERVATION METHOD	Monday through Friday 6:00am to 6:00pm. Phone reservations are taken one (1) day in advance. Passengers may make seven (7) day advance reservations for work and medical appointments and College of Lake County trips only. Riders under the age of sixteen (16) must be accompanied by an adult. Subscription service is allowable, as defined by Pace Suburban Bus. Disabled and Senior passengers are eligible for the services. Seniors are defined as passengers age 60 and over.
SERVICE AREA	Service area for Fremont Township, Libertyville Township, Shields Township and the Village of Mundelein, Mundelein Park & Recreation District, and Village of Libertyville: Trips shall originate in Fremont Township, Libertyville Township, Shields Township, the Village of Mundelein, and Village of Libertyville. Eligible passengers may travel between and within the five (5) above named Townships and Villages and to the following locations as specified below: <ul style="list-style-type: none"> • the Greenleaf Ave. medical offices (see detailed map for specific locations) • the Lake County Health Department North Chicago Health Center at 2215 14th St., North Chicago, IL • Walmart Supercenter Fountain Square Plaza at 3900 Fountain Square Pl., Waukegan, IL • West Lake Forest Metra Station at 911 Telegraph Road, Lake Forest, IL • Vernon Hills shopping area south of Route 60 (see detailed map for specific locations) • Advocate Condell Outpatient Services, 1170 E. Belvidere Rd. (IL Rt. 120), Grayslake, IL • Northwestern Grayslake Outpatient Services, 1475 E. Belvidere Rd. (IL Rt. 120), Grayslake, IL • College of Lake County, 19351 W. Washington St., Grayslake, IL <p><i>See Exhibit B Maps for service boundaries.</i></p>

	Travel may include transferring to other Pace Services when and where available.
SERVICE HOURS	<p>Monday through Friday from 5:30am to 6:45pm.</p> <p>Except for the following holidays on the days observed: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.</p>
ONE-WAY FARE	<p>\$3.00 Flat Fare one-way for trips under 10 miles for Disabled and Senior passengers. Seniors are defined as passengers age 60 and over.</p> <p>\$6.00 Flat Fare one-way for trips over 10 miles for Disabled and Seniors.</p> <p>\$5.00 Flat Fare for medical one-way Subscription trips.</p> <p>\$0.15 Transfer Fare to transfer between other demand response services.</p> <p>COMPANIONS: Companions are limited to one person or child per registered rider and to the vehicle capacity. This includes children of all ages. Companions shall pay the full eligible passenger fare.</p>
SERVICE CAPACITY	The service capacity is limited to the annual budgeted hours for service. Additional capacity may be added at the discretion of the Lake County Division of Transportation as recommended by the Central Lake Partners Coordinated Transportation Service Local
RIDER ELIGIBILITY	<p>Disabled and Senior passengers are eligible for the services. Seniors are defined as passengers age 60 and over.</p> <p>Riders under the age of sixteen (16) must be accompanied by an adult.</p>
RIDER REGISTRATION FOR SERVICE	Disabled and Senior passengers may register for the service by contacting the Call Center directly. Pace shall maintain a database of registered riders. Riders must be registered for service.

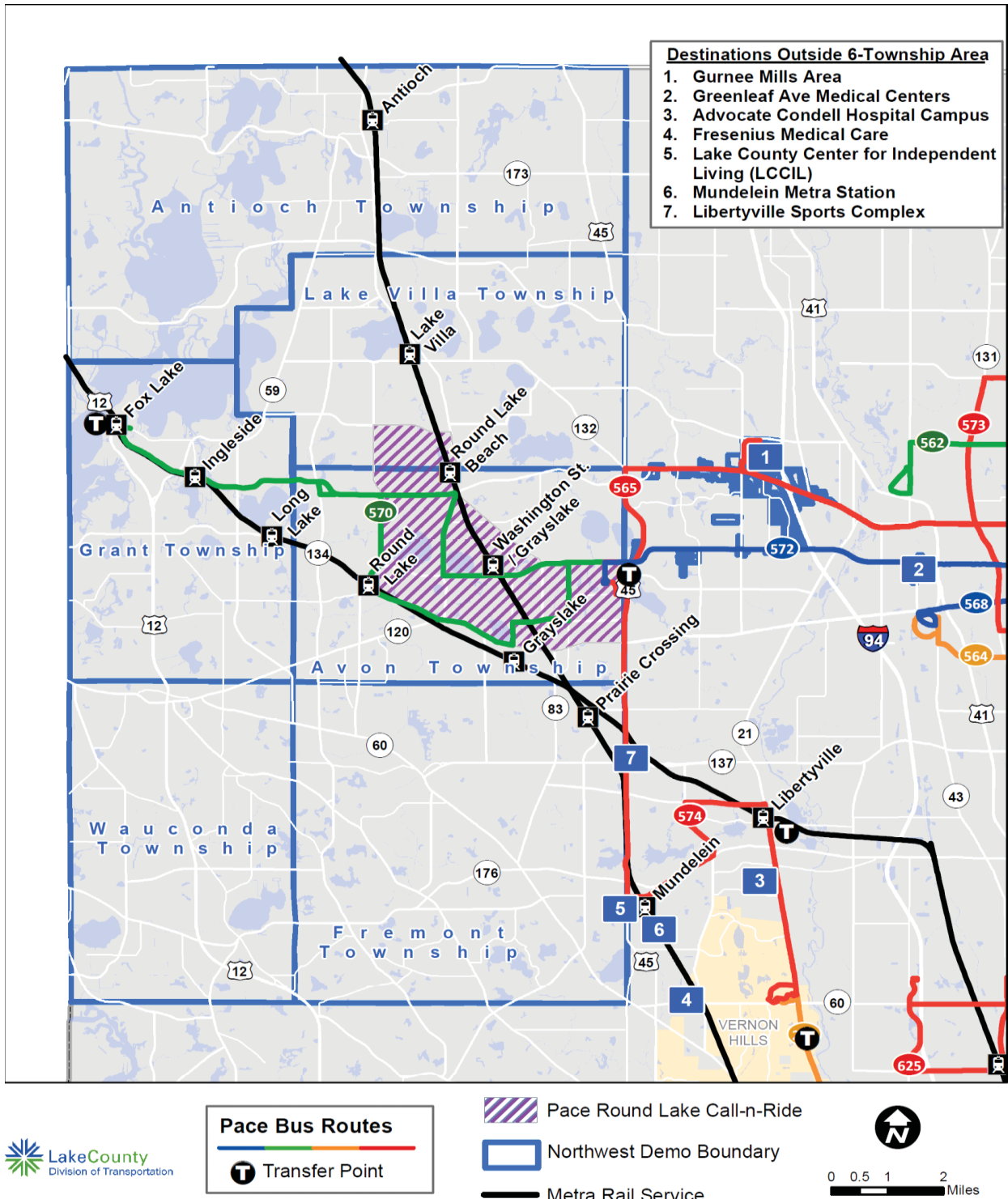
EXHIBIT B

SERVICE AREA MAPS

WEST LAKE COUNTY COORDINATED TRANSPORTATION

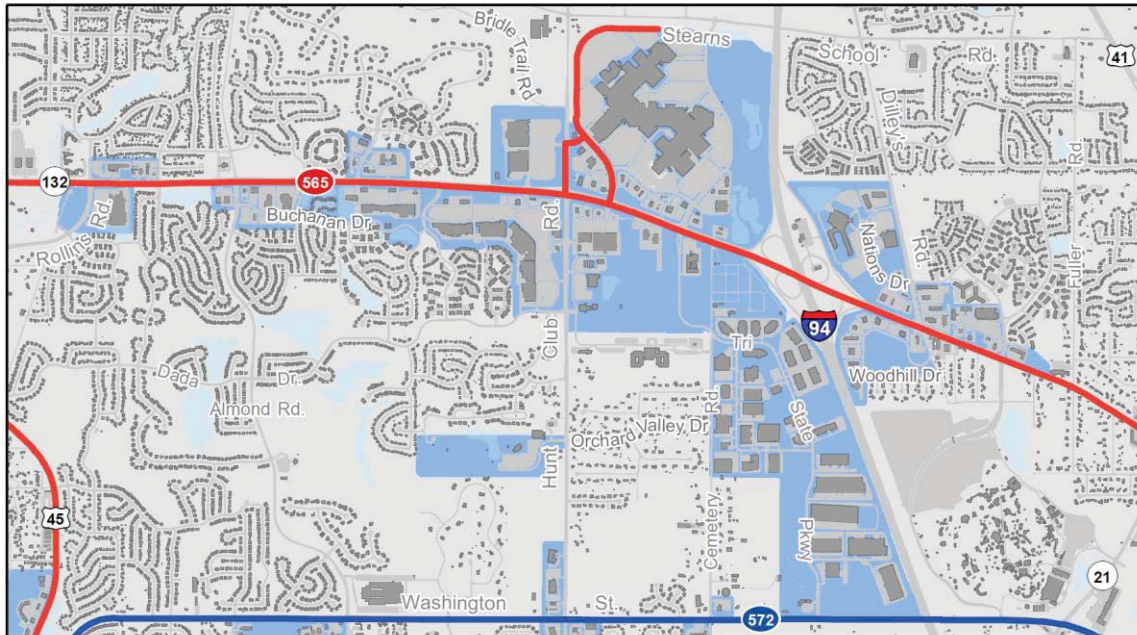
SERVICE

MAP 1



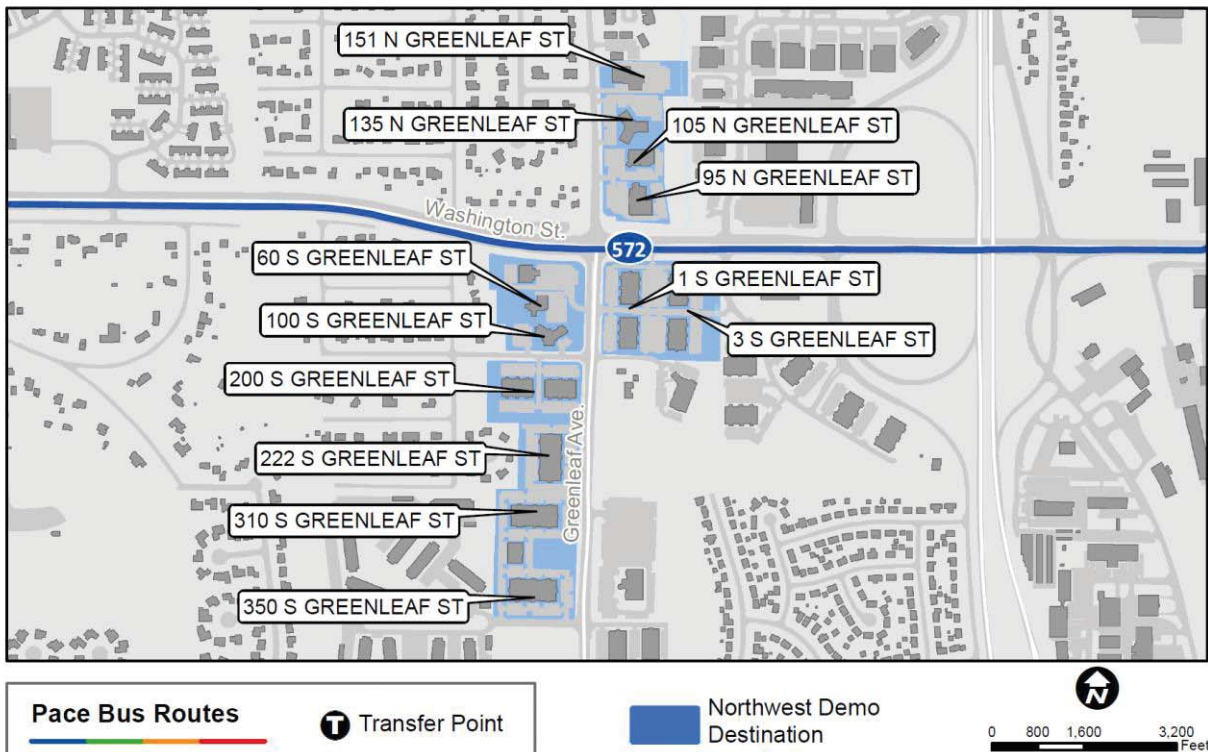
MAP 2

1. Gurnee Mills Area Destinations



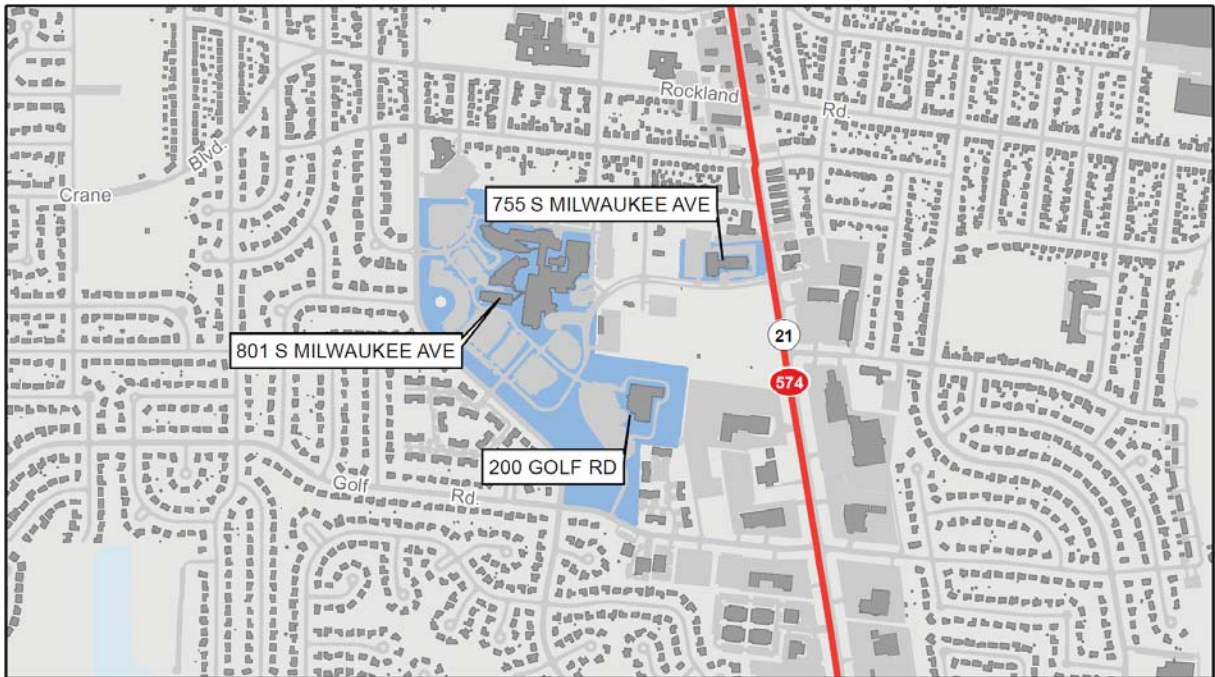
Map 3

2. Greenleaf Medical Centers Destinations



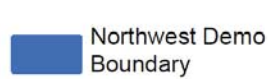
Map 4

3. Advocate Condell Hospital Campus



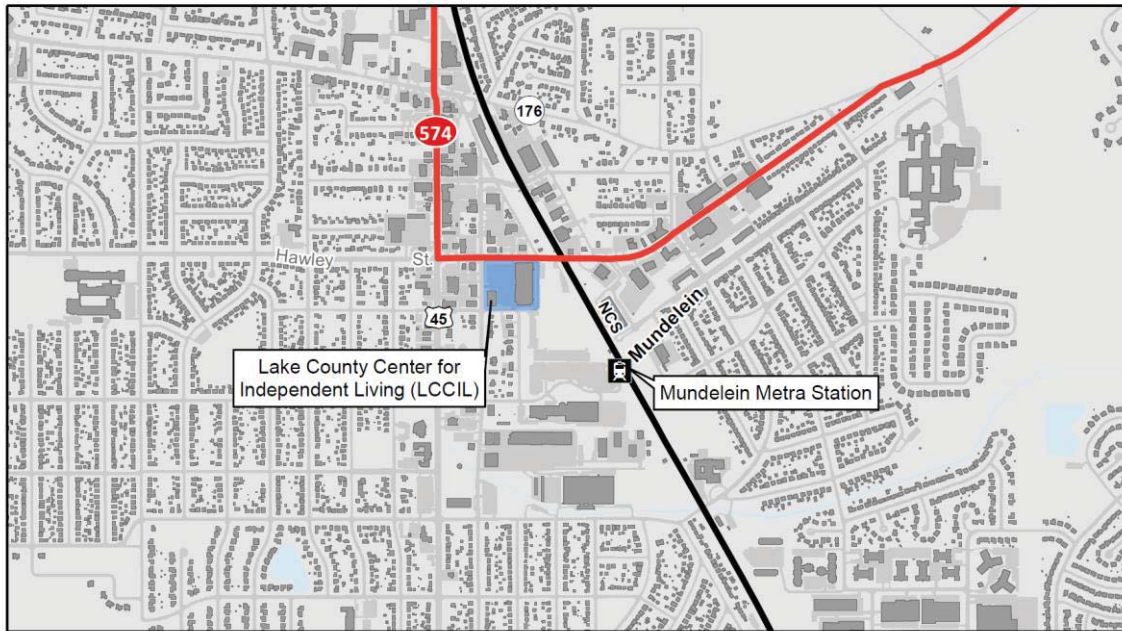
Map 5

4. Fresenius Medical Care



Map 6

5. and 6. Mundelein Destinations



Map 7

7. Libertyville Sports Complex

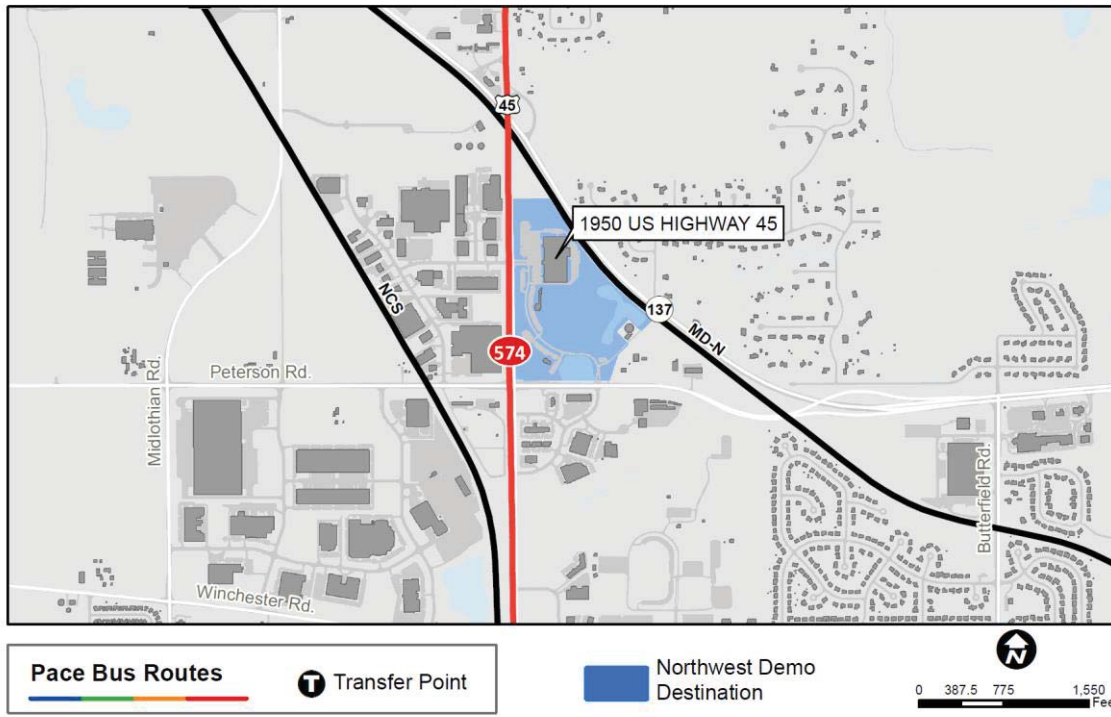
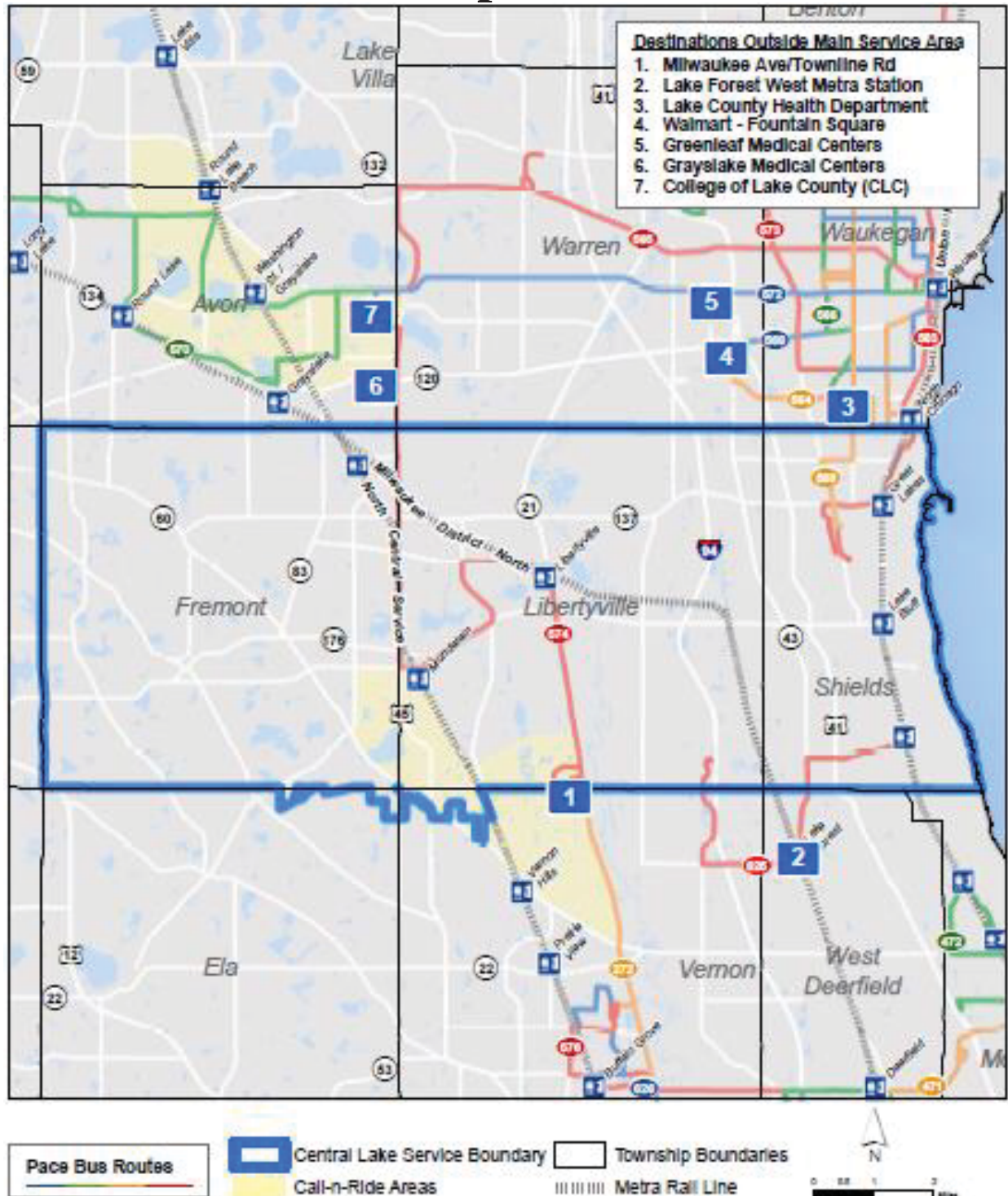
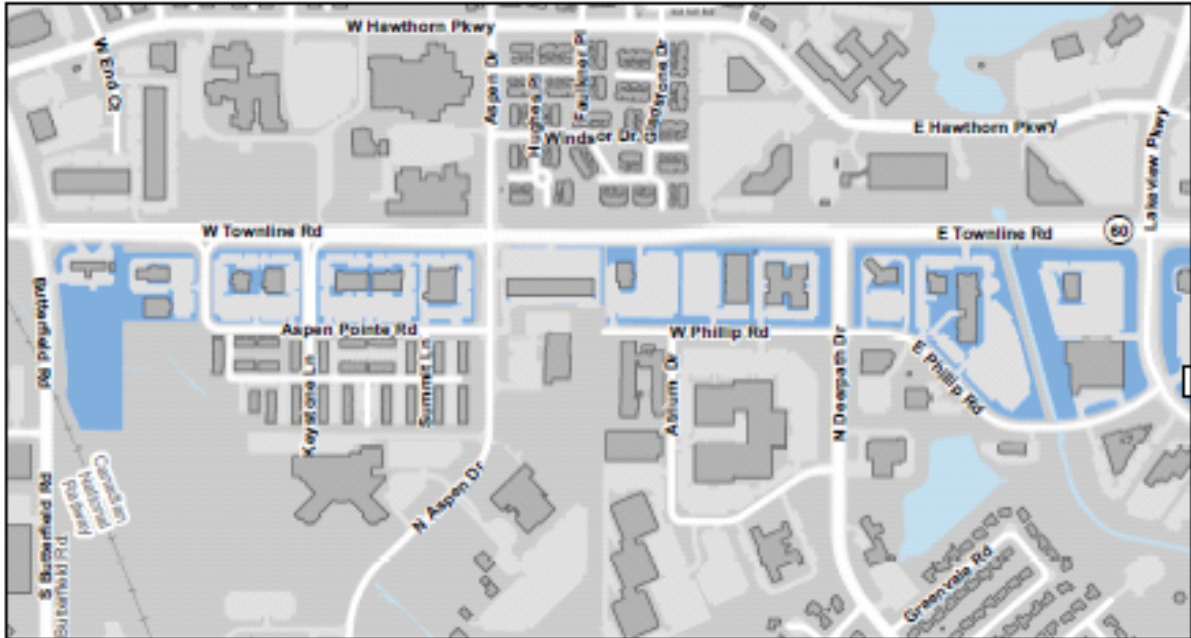


EXHIBIT B
SERVICE AREA MAPS
CENTRAL LAKE PARTNERS COORDINATED
TRANSPORTATION SERVICE

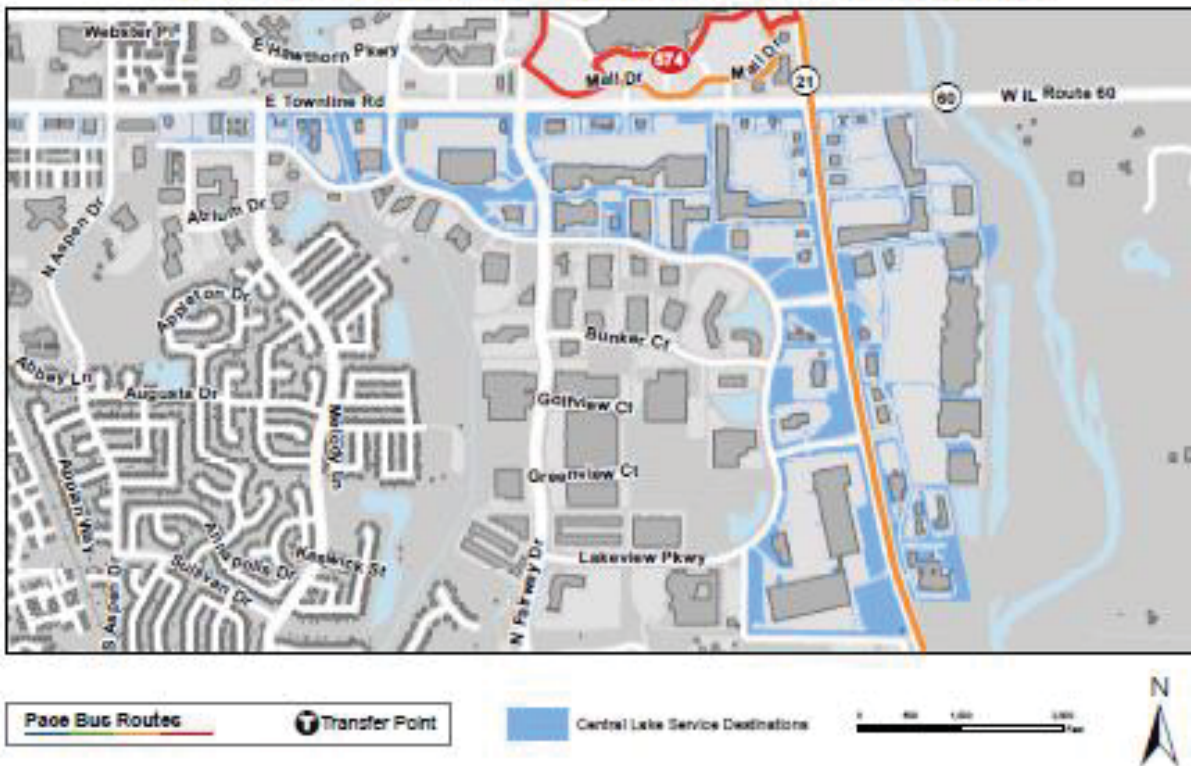
Map 1



1A. Townline Rd West Destinations

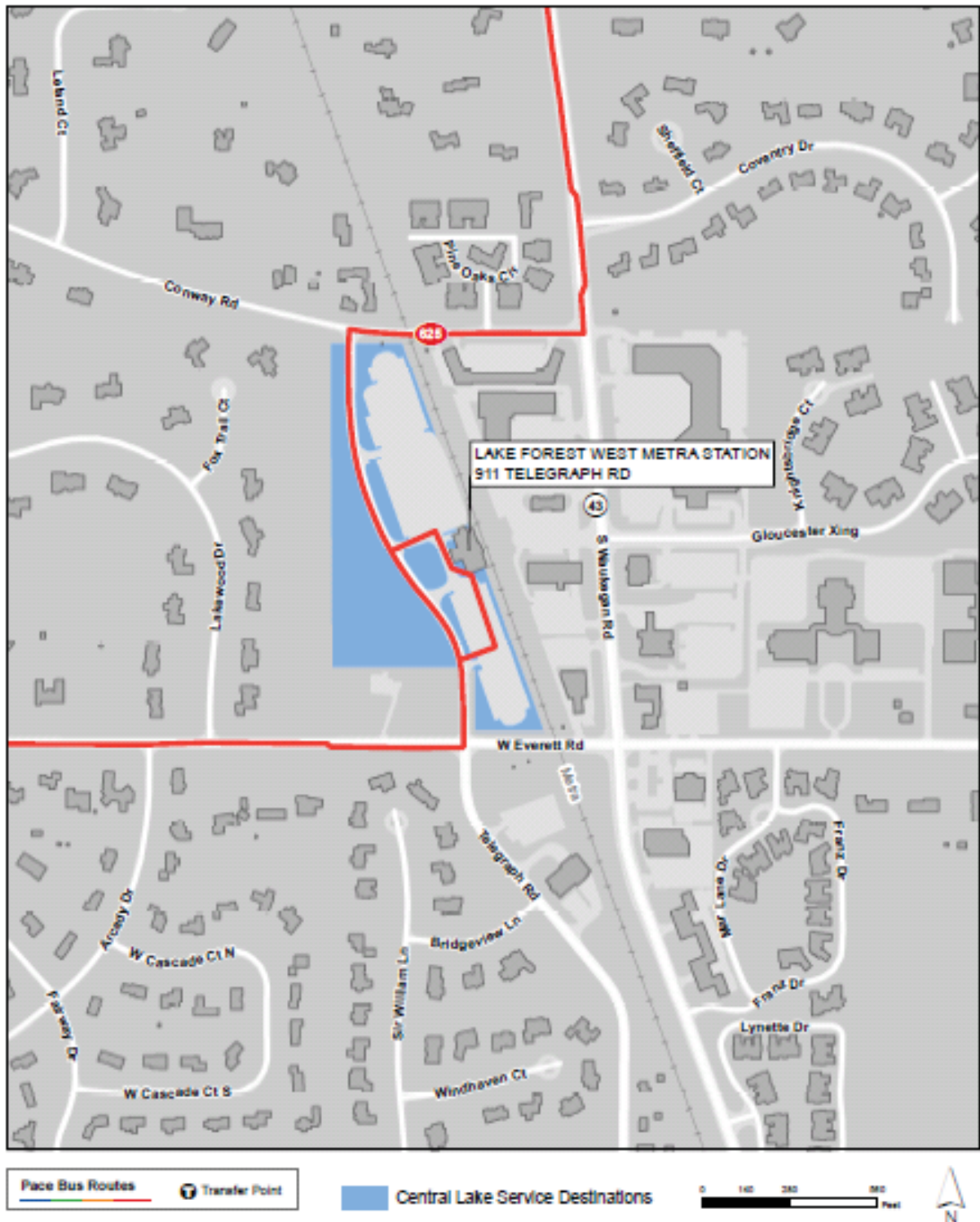


1B. Townline Rd East/Milwaukee Ave Destinations



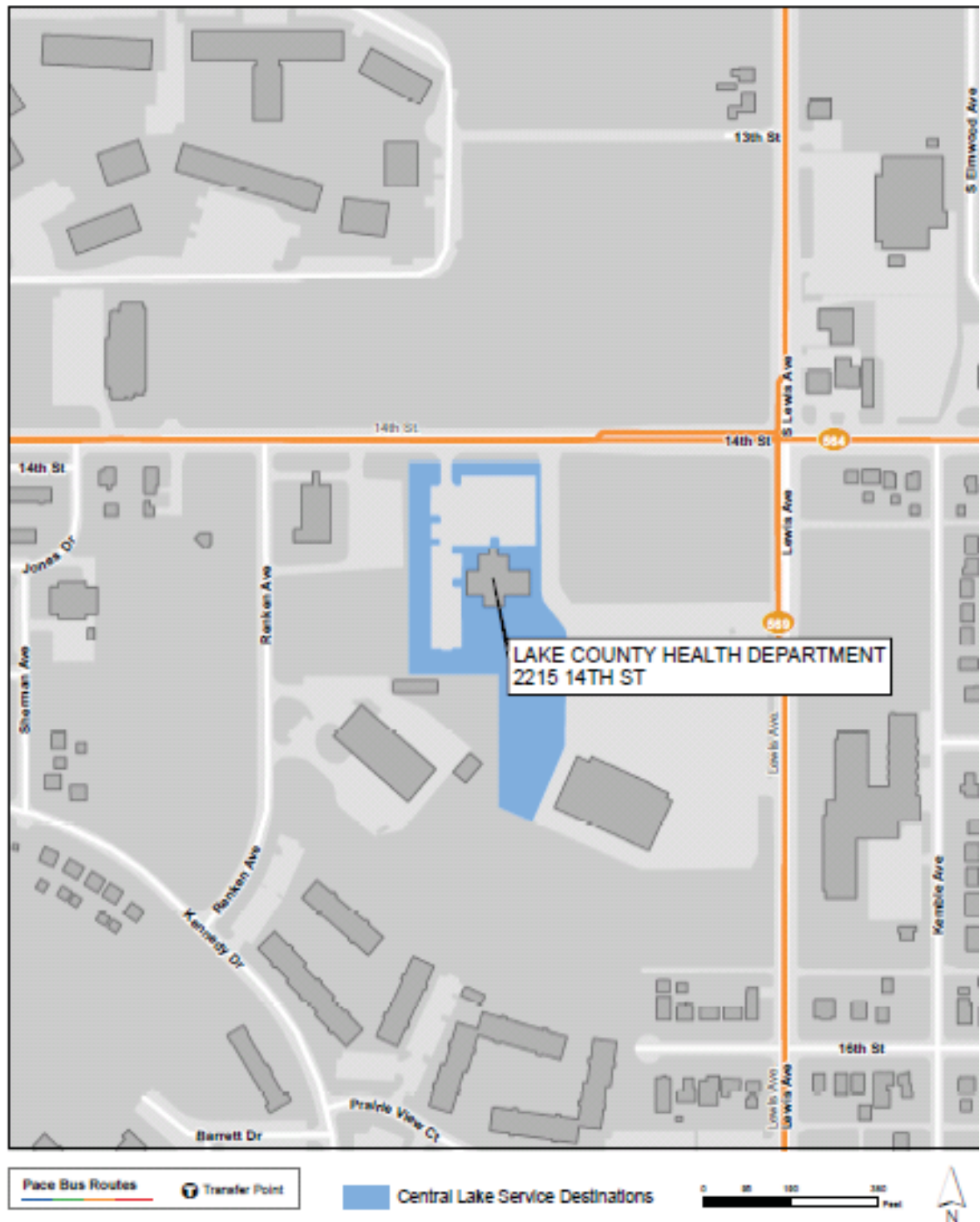
Map 2

2. Lake Forest West Metra Station



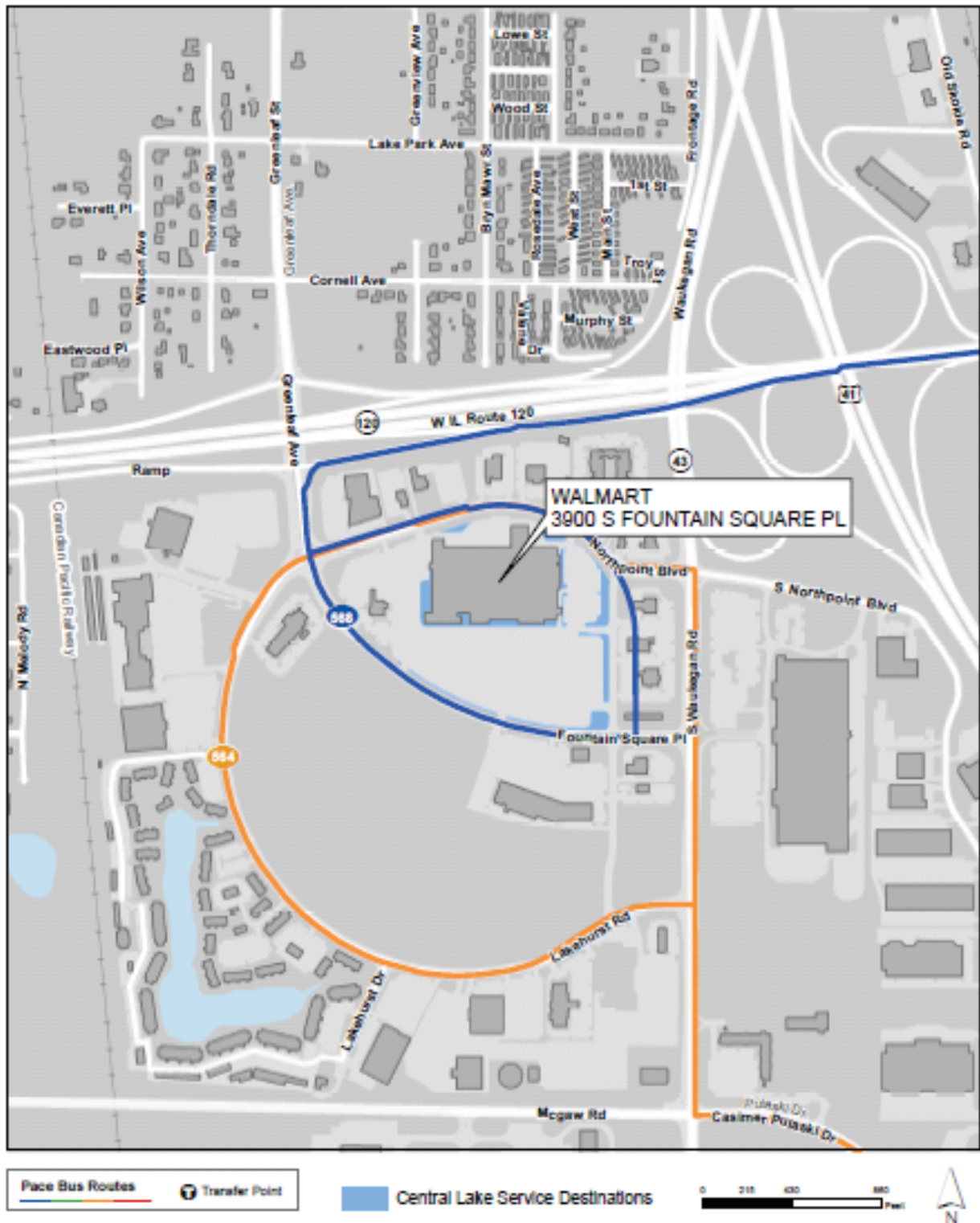
Map 3

3. Lake County Health Department



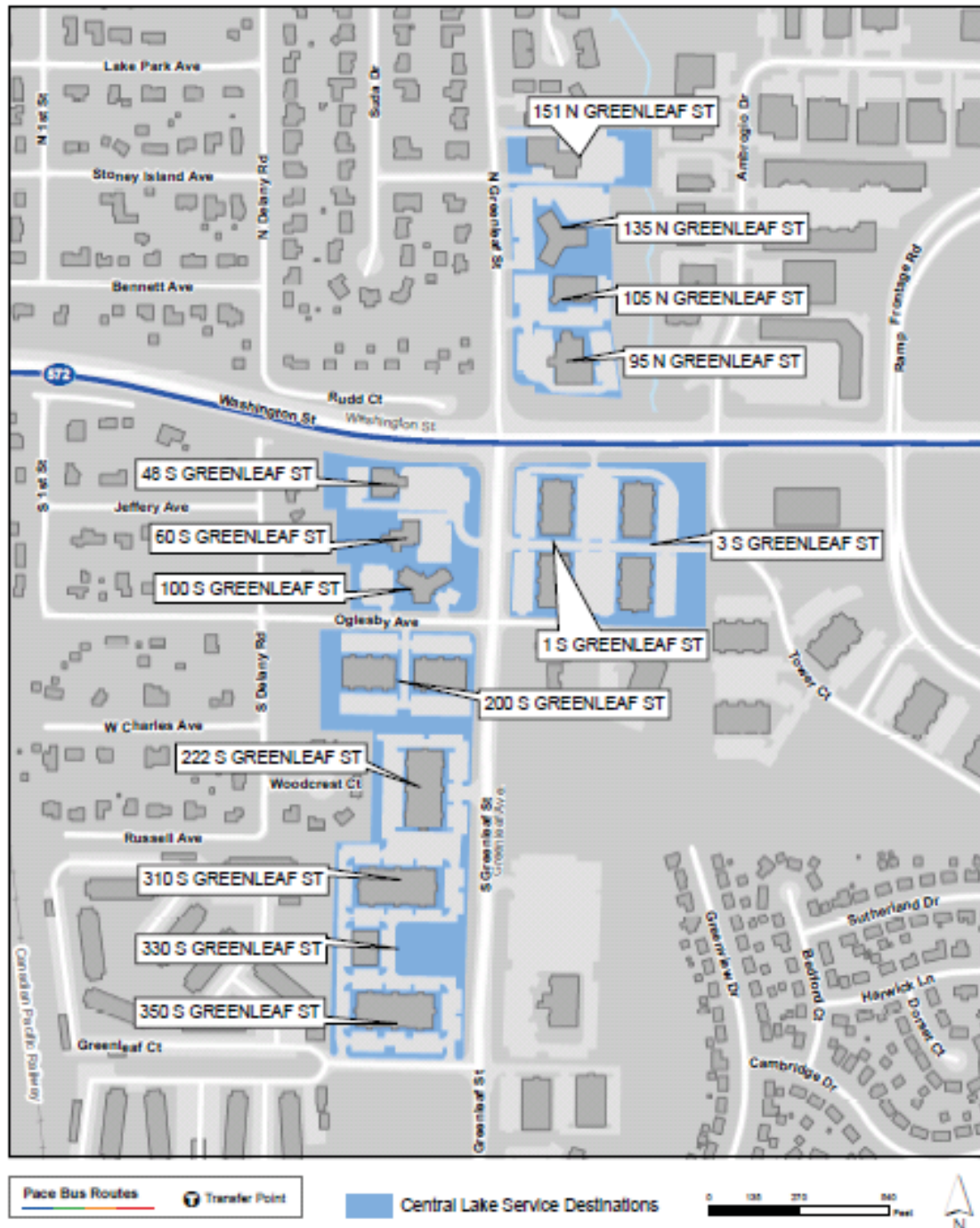
Map 4

4. Walmart Fountain Square



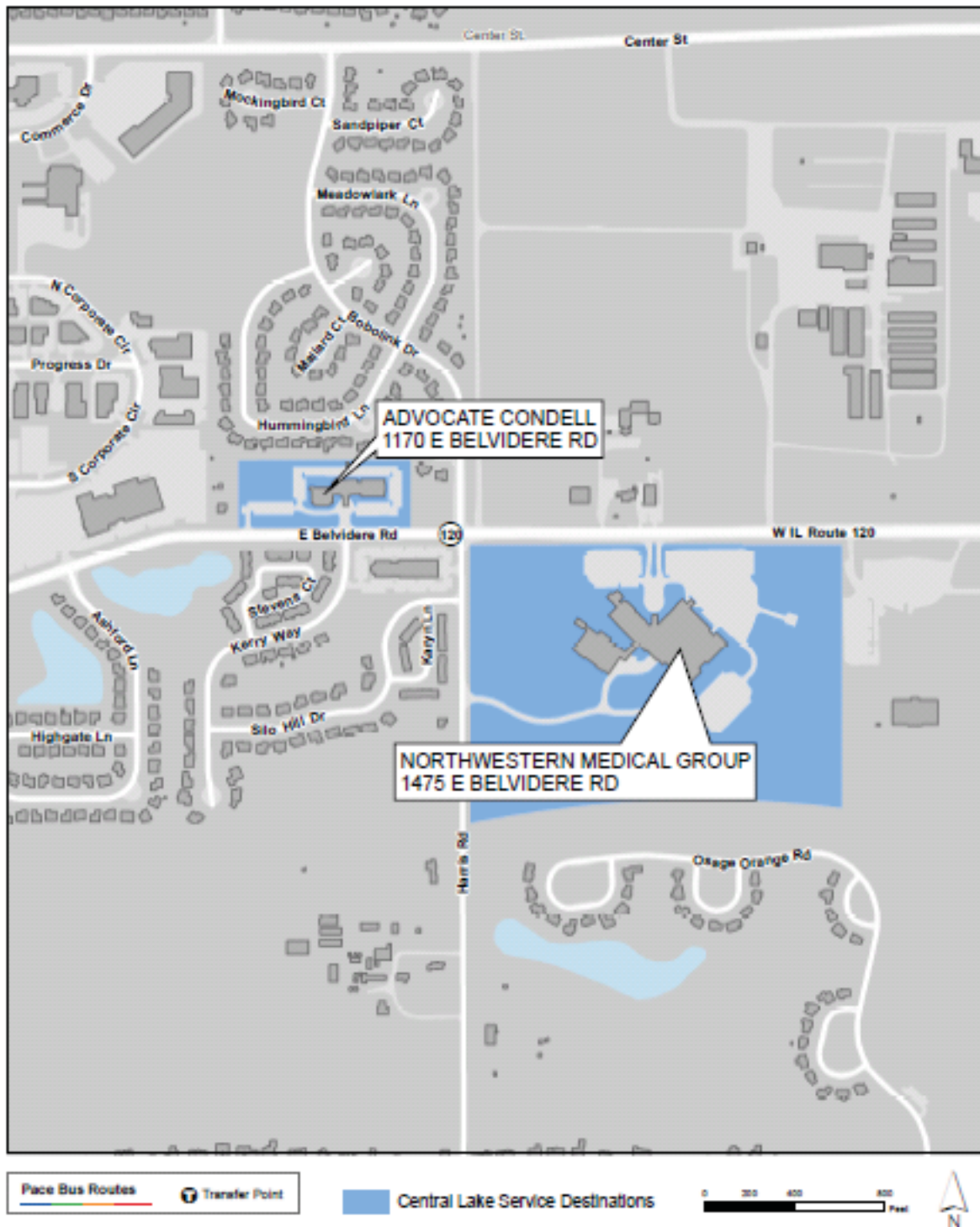
Map 5

5. Greenleaf Medical Center Destinations



Map 6

6. Grayslake Medical Destinations



Map 7

7. College of Lake County

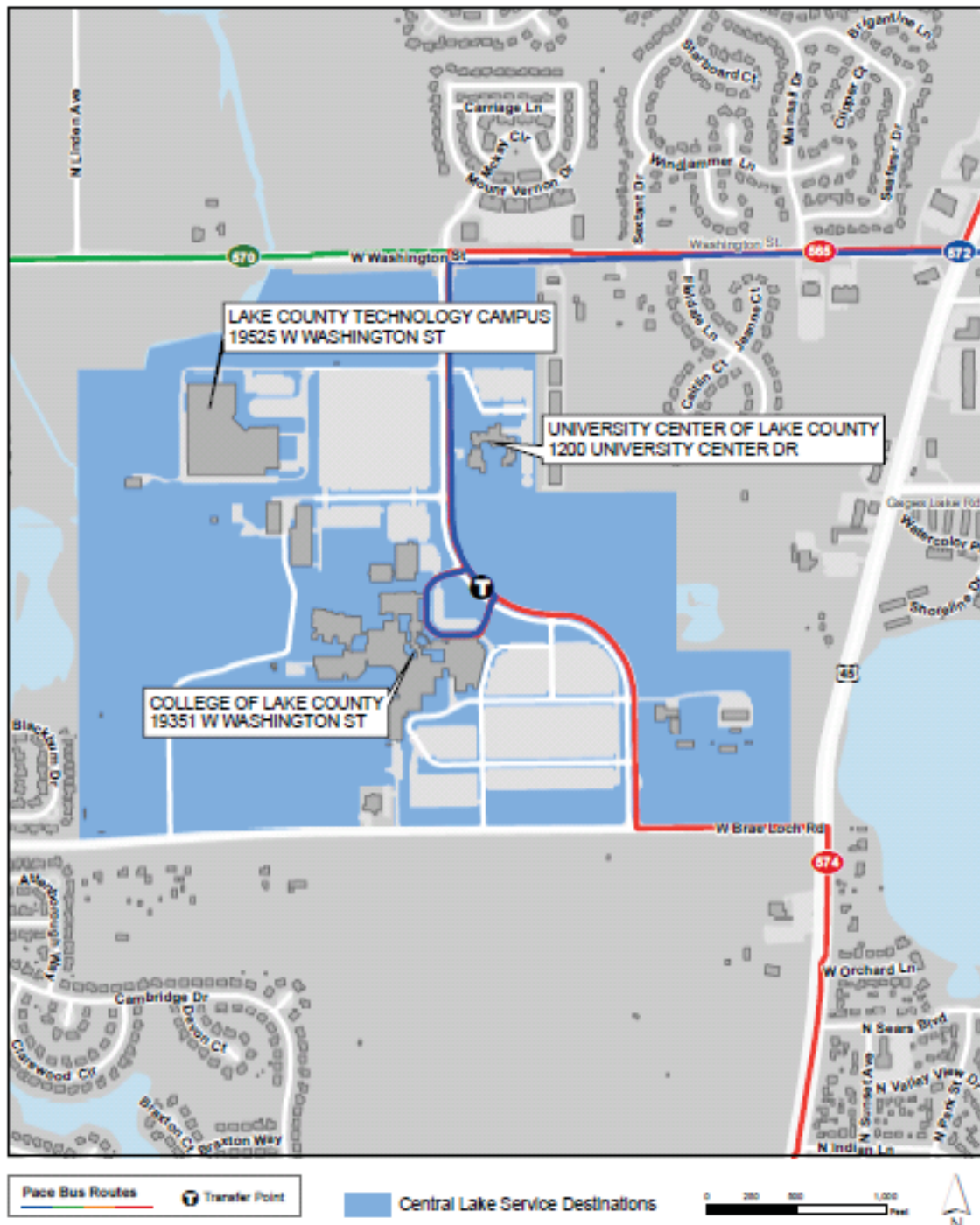


EXHIBIT C

Report(s) Description

The following is a list and brief description of each category of reports which have been designed and are being produced to generate data for the PROJECTS.

1. Detailed Funding Source (Sponsor) Report

The intent of this report is to produce a detailed listing of one-way trips delivered for each PROJECTS funding source (sponsor) for a user specified period of time. The normal report period would be monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods as specified by the user.

The report is intended to match the design and content, as closely as possible, of the Detailed Provider Report. Data provided for each trip will include associated trip data such as rider name, scheduled pick-up time, actual pick-up time, point of origin address, destination address, funding sources (sponsors), total cost of the trip, fare for the trip, distance of the trip, revenue hours (if applicable). The exact content of the report in its final form may vary depending on the feasibility of including the large amount of data specified in one report. It is possible that the report may be broken into one or more additional reports to make the data more manageable for the user.

Plans call for the report to be sorted by provider, funding source, rider, and fare type.

2. Monthly Funding Source (Sponsor) Invoice Report

The intent of this report is to produce one or more summary reports of trips delivered for each funding source (sponsor) for the purposes of generating an invoice type report which may be used to bill funding sources for transportation provided.. The normal report period would be monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods specified by the user.

Data provided for each trip will include associated trip data necessary to provide an accounting of the amount owed by each funding source for the specified period, such as the number of one-way trips by Fare Type, total cost of the trips, total expected fares, liquidated damages deducted, the total net reimbursement. The exact content of the report in its final form may vary depending on Pace and provider needs. The report may be broken into one or more additional reports if that design is more useful.

Plans call for the report to be sorted by provider, funding source, fare type, and rider.

3. **Missed Trip Report**

The Missed Trip Report is intended to produce a list of all trips picked up 61 or more minutes after the scheduled time; the

PROJECTS service guideline defining a missed trip. Sufficient detail will be provided to identify the trip within Trapeze and to give the report user the necessary information for review.

4. **On-Time Performance Report**

The On-Time Performance Report (late pickups) is intended to produce a list of all trips picked up 16 or more minutes late; the

PROJECTS service guideline defining a late trip. Sufficient detail will be provided to identify the trip within Trapeze and to give the report user the necessary information for review.

5. **Other Reports**

In addition to the reports described above, reports currently generated can also be made available. Reports currently available include:

Ridership by Category Report – A summary report by funding source indicating trips by fare type, late trips, missed trips, revenue hours, denials, and miles.

Client Trip List Report – A detailed listing alphabetically by rider last name of all trips provided during the specified period. Data included for each trip is rider name, pick-up address, drop-off address, fare type, and funding source.

Future Needs – Additional reports may be designed as needed by Pace and Lake County.