



Melinda J. Metzger  
**Executive Director**

December 1, 2025

Ms. Mary A. Keating  
Director, Department of Community Services  
DuPage County  
421 N. County Farm Road  
Wheaton, IL 60187

Dear Ms. Keating:

Enclosed are two original Intergovernmental Agreements for Paratransit Service between the County of DuPage and Pace and two original Intergovernmental Agreements for the Senior Grant Program between the County of DuPage and Pace.

Please sign all four originals and send one fully executed original copy of each agreement to my attention for our files.

Our mutual cooperation will provide a good service for the citizens of your area.

Sincerely,

Signature on file

Melinda J. Metzger  
Executive Director

MJM/tjt  
Enclosures

## **INTERGOVERNMENTAL AGREEMENT FOR PARATRANSIT SERVICE**

This Intergovernmental Agreement for Paratransit Service (“Agreement”) is between Pace, the Suburban Bus Division of the Regional Transportation Authority, an Illinois municipal corporation (“Pace”), and the County of DuPage, a body politic and corporate of the State of Illinois (“County”).

Pace was established under the Regional Transportation Authority Act (70 ILCS 3615/1.01 et seq.) to aid and assist public transportation in the six-county northeastern Illinois area.

Article VII, section 10 of the Constitution of the State of Illinois (Ill. Const. art. VII, § 10) authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance.

The Intergovernmental Cooperation Act (5 ILCS 220/1 et seq.) authorizes and encourages intergovernmental cooperation.

The parties are units of local government within the meaning of article VII, section 10 of the Constitution of the State of Illinois (Ill. Const. art. VII, § 10) and have the power and authority to enter into this Agreement.

On January 24, 2006, the parties entered into an Intergovernmental Agreement for the creation of a coordinated paratransit program known as Ride DuPage (“Project”) in DuPage County, IL (“2006 IGA”).

County has requested that Pace provide paratransit service on behalf of County’s clients, constituents, and/or Project sponsors.

In consideration of the foregoing recitals, the mutual promises in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. **Effective Date.** This Agreement will be in effect beginning on December 1, 2025. If a party signs this Agreement but fails to date its signature, the date that the other party receives the signing party’s signature on this Agreement will be deemed to be the date that the signing party signed this Agreement.

2. **Service Description.** Demand response curb-to-curb paratransit service will be provided for eligible riders as described in Exhibit A (“Service”).

3. **Term and Termination.** This Agreement will remain in effect through November 30, 2026 unless earlier terminated by:

(a) County upon 60 days’ advance written notice to Pace;

- (b) Pace upon written notice to County in the event: (i) sufficient funds have not been appropriated to cover County's financial obligations to Pace under this Agreement or to any other agency funding the Service; (ii) Pace develops alternative public transportation services, which, as determined by Pace, will better meet the transportation needs of the public; or (iii) County fails to make payments as required by paragraph 6; or
- (c) the 2006 IGA ceasing to be in full force and effect.

Termination of this Agreement pursuant to paragraph 3(a) will be effective on the 60th day following Pace's receipt of County's notice. Termination of this Agreement pursuant to paragraph 3(b) will be effective upon County's receipt of Pace's notice. Termination of this Agreement pursuant to paragraph 3(c) will be effective upon the date that the 2006 IGA ceases to be in full force and effect.

4. **Service Provider.** Pace shall contract with one or more outside service provider(s) to provide the Service ("contracted outside service provider(s)"). Pace will not be responsible for any failure to provide the Service due to circumstances beyond the reasonable control of Pace and/or Pace's contracted outside service provider(s). Pace shall make every reasonable effort to have the Service restored as soon as practical. No fees will be charged by any contracted outside service provider for Service not performed.

5. **Reporting.** Pace shall provide County with electronic access to or, in the event electronic access is unavailable, a copy of the reports shown on Exhibit B. Pace, in its sole discretion, may design additional reports, as needed.

6. **Reimbursement and Pace Contribution.**

- (a) **Reimbursement.** County shall reimburse Pace monthly for the total expense incurred by Pace in providing the Service ("Total Expense") less any fare revenue from the Service ("County Reimbursement").
  - (i) The Total Expense will equal the sum of the hourly Service expense and the per-trip Service expense. The hourly Service expense will be calculated by multiplying the number of vehicle revenue hours by the hourly rate charged to Pace by Pace's contracted outside provider(s) delivering the Service. The per-trip Service expense will be calculated on a trip-by-trip basis.
  - (ii) The County Reimbursement will not exceed \$690,000. County will be responsible for promptly submitting written Service change requests to Pace to avoid exceeding that amount.
  - (iii) County shall pay Pace within 30 days after receiving the monthly bill for the County Reimbursement. County shall mail payment to:

Pace, the Suburban Bus Division of the Regional Transportation Authority  
550 W. Algonquin Road  
Arlington Heights, IL 60005  
Attention: Accounts Payable

(b) Pace Contribution. The Pace Contribution to County under this Agreement will be limited to:

- (i) a maximum annual (12-month) subsidy of \$292,673 and a one-time additional subsidy of \$43,901, for a total of \$336,574; and
- (ii) 100% of the Mobility Management/Call Center Services annual (12-month) operating costs, which are covered by a federal grant to Pace, up to the budgeted total grant amount of \$241,274.

The annual Pace Contribution specified in paragraph 6(b)(i) will be calculated monthly at 75% of the Operating Deficit on a year-to-date basis.

7. **Independent Relationship**. Pace is an independent contractor and not an employee, agent, joint venture, or partner of County, and nothing in this Agreement will be construed as creating any other relationship between Pace and County or between any employee or agent of Pace and County. Pace employees will at all times remain employees of Pace, and Pace will be solely responsible for all aspects of their employment, including, without limitation, compensation, benefits, payment or withholding of taxes, Social Security, Medicare, unemployment or other insurance, and workers' compensation.

8. **Insurance**. Pace shall require its contracted outside service provider(s) providing the Service to obtain and maintain insurance coverage and furnish Pace with evidence of such coverage, including a certificate of insurance. Pace shall provide County with a copy of the certificate of insurance upon written request by County.

9. **Indemnification**. County shall indemnify, defend, and hold harmless Pace, the Regional Transportation Authority, and their respective directors, officers, employees, and agents from and against any and all liability, losses, damages, claims, suits, payments, settlements, judgments, demands, awards, expenses, and costs, including attorneys' fees, resulting from County's intentional or negligent acts or omissions concerning the performance of any of County's obligations under this Agreement. Pace shall indemnify, defend, and hold harmless County and County's directors, officers, employees, and agents from and against any and all liability, losses, damages, claims, suits, payments, settlements, judgments, demands, awards, expenses, and costs, including attorneys' fees, resulting from Pace's intentional or negligent acts or omissions concerning the performance of any of Pace's obligations under this Agreement. No party will be liable for or be required to indemnify another party, entity, or person indemnified under this paragraph 9 for claims based upon the intentional or negligent acts or omissions of third persons. Upon written notice by a party, entity, or person claiming indemnification ("Claimant") to the indemnifying party ("Indemnitor") regarding any claim which Claimant believes to be covered under this paragraph 9, Indemnitor shall appear and defend all suits brought upon such claim and shall pay all costs and expenses related to that claim, but Claimant will have the right, at Claimant's option and expense, to participate in the defense of any suit, without relieving Indemnitor of Indemnitor's obligations under this paragraph 9.

10. **Compliance with Laws**. The parties shall comply with all local, state, and federal laws, statutes, ordinances, regulations, and rules applicable to this Agreement, including but not limited to section 2-105(A)(4) of the Illinois Human Rights Act (775 ILCS 5/2-105(A)(4)).

11. **Headings.** The headings in this Agreement are for reference and convenience only and will not affect the meaning or interpretation of this Agreement.

12. **Waiver.** Failure of a party to exercise any right or pursue any remedy under this Agreement will not constitute a waiver of that right or remedy.

13. **Binding Effect.** This Agreement is binding upon the parties and their respective directors, officers, employees, agents, representatives, successors, and approved assigns.

14. **Entire Agreement.** This Agreement, including the introductory recitals and attached exhibits, which are hereby incorporated into and made a part of this Agreement, constitutes the entire agreement between the parties and supersedes any prior written or oral understandings, agreements, or representations between the parties that may have related in any way to the subject matter of this Agreement, and no other written or oral warranties, inducements, considerations, promises, representations, or interpretations, which are not expressly addressed in this Agreement, will be implied or impressed upon this Agreement.

15. **Conflict.** In the event of a conflict or ambiguity between the terms and conditions of this Agreement and any exhibit to this Agreement, the terms and conditions of this Agreement will control.

16. **Survival.** Any provision of this Agreement that imposes an obligation after termination or expiration of this Agreement will be deemed to survive termination or expiration of this Agreement.

17. **Severability.** If any provision of this Agreement or amendment thereto is held invalid or unenforceable by an Illinois court of competent jurisdiction, that provision will be deemed severed therefrom, and the remaining provisions will remain in full force and effect.

18. **Assignment.** No party may assign, delegate, or otherwise transfer all or part of its rights and obligations under this Agreement without the prior written consent of the other party.

19. **Amendment.** No changes, amendments, or modifications to this Agreement will be valid unless they are in writing and signed by the duly authorized signatory of each party.

20. **Notice.** Any notice under this Agreement must be in writing and must be given in the following manner:

- (a) by personal delivery (deemed effective as of the date and time of delivery);
- (b) by commercial overnight delivery (deemed effective on the next business day following deposit of the notice with a commercial overnight delivery company);
- (c) by registered or certified mail, return receipt requested, with proper postage prepaid (deemed effective as of the third business day following deposit of the notice in the U.S. mail); or
- (d) by facsimile with confirmation of transmission (deemed effective as of the date and time of the transmission, except the effective date and time shall be 8:00 a.m. on the next business day after transmission of the notice if transmitted during non-business hours).

Business days are defined as Monday through Friday, excluding federal holidays. Business hours are defined as 8:00 a.m. to 5:00 p.m. Central Time on Monday through Friday, excluding federal holidays. The notice must be addressed as follows or addressed to such other address as either party may specify in writing:

If to Pace:

Pace, the Suburban Bus Division of the Regional Transportation Authority  
550 W. Algonquin Road  
Arlington Heights, IL 60005  
Attention: Executive Director

Facsimile No.: (847) 228-4205

If to County:

County of DuPage  
Department of Community Services  
421 N. County Farm Road  
Wheaton, IL 60187  
Attention: Mary A. Keating, Director

Facsimile No.: (630) 407-6501

21. **Force Majeure**. A party will not be held liable to another party for damages or be deemed to have breached this Agreement for failure or delay in performing any obligation under this Agreement if the failure or delay is caused by or results from causes beyond the reasonable control of and without the fault or negligence of the affected party, including war, fire, flood, other acts of God, civil disturbance, a terrorist act, pandemic, epidemic, or a labor strike or lockout. The affected party shall promptly notify the other party of such force majeure circumstances, specifying the cause and the expected duration of the delay, and shall promptly undertake all reasonable steps necessary to cure the force majeure circumstances. If a condition of force majeure continues for more than 30 consecutive days, Pace, in its sole discretion and after written notice to County, may immediately terminate this Agreement for convenience. Where an event of force majeure occurs after a party's failure or delay in performance, the breaching party will not be released from liability.

22. **Governing Law, Jurisdiction, and Venue**. This Agreement will be governed by and construed in accordance with the laws of the State of Illinois without regard to principles of conflicts of law, and the parties shall submit to the exclusive jurisdiction and venue of the state courts of DuPage County, Illinois for any dispute arising out of or related to this Agreement.

23. **Counterparts**. This Agreement may be executed in counterparts, each of which when so executed and delivered will be deemed to be an original and all of which when taken together will constitute one and the same agreement.

24. **Electronic Signatures**. This Agreement may be executed through the use of electronic signatures. Electronic signatures and signatures scanned and transmitted via email will be deemed original signatures for purposes of this Agreement.

25. **Authorization**. The signatories to this Agreement represent and warrant that they have full authority to sign this Agreement on behalf of the party for whom they sign.

26. **Definitions**.

As used in this Agreement:

“Mobility Management/Call Center Services” means the handling of calls in connection with the Project, including but not limited to service monitoring, trip reservations, trip scheduling, dispatching, facilitation of contracted outside service provider(s), rider registration, travel planning, service coordination, and providing travel information.

“Operating Deficit” means the Operating Expense minus the applicable fare revenue and liquidated damages in connection with the Project.

“Operating Expense” means the total cost incurred by Pace to operate the Project but does not include the cost incurred by Pace to provide the Mobility Management/Call Center Services on behalf of County.

“Pace Contribution” means Pace’s budgeted annual subsidy as set forth in paragraph 6(b).

The parties have caused this Agreement to be executed by their respective duly authorized signatory on the dates below.

**PACE**

By: Signature on file  
By: Signature 

Print Name: Melinda J. Metzger

Print Title: Executive Director

Date: 12/1/2025

**COUNTY**

By: \_\_\_\_\_  
Signature \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit A**  
**SERVICE DESCRIPTION**

**DuPage County Community Services**

<b>TRIP RESERVATION METHOD</b>	<p>Monday through Friday: 6:00 a.m. to 6:00 p.m. Central Time        Saturday, Sunday, and Holidays: 8:00 a.m. to 5:00 p.m. Central Time</p> <p>Reservations will be accepted at the Pace call center one to seven days in advance of the day of Service.</p> <p>Trips requested on the same day of the Service may be accommodated if the schedule allows.</p> <p>Subscription service (as defined by Pace) is allowable. Riders are to contact the DuPage County Human Services to apply for subscription service.</p>
<b>SERVICE AREA</b>	<p>DuPage County and the surrounding areas; provided:</p> <ul style="list-style-type: none"> <li>For County Paratransit Service: Service is restricted to transportation to and from medical service facilities and transportation to and from the DuPage County Complex.</li> <li>For Transportation to Work Program: Service is restricted to transportation to and from a rider's work or work-related training.</li> </ul>
<b>SERVICE HOURS</b>	<p>Seven days a week, 24 hours a day, including holidays.</p> <p>Whenever possible, pick-up times are negotiated to optimize the efficiency of daily routes.</p>
<b>ONE-WAY FARE</b>	<p>For County Paratransit: \$4.00 per one-way trip to the DuPage County Complex (421 N. County Farm Road and 111 N. County Farm Road, Wheaton, IL); otherwise, \$1.50 for the first six miles and \$1.50 for each mile thereafter.</p> <p>For Transportation to Work Program: \$3.00 for the first five miles and \$1.00 for each mile thereafter.</p>
<b>RIDER ELIGIBILITY</b>	The DuPage County Human Services determines rider eligibility for its clients.
<b>RIDER REGISTRATION</b>	<p>The DuPage County Human Services must submit registration forms to the Pace call center through an email box designated by Pace. Pace shall enter registrations within three to five business days after receipt. Pace shall maintain a database of registered riders. Riders must be registered to use the Service.</p> <p>The Transportation to Work Program consists of the following participating agencies: Parents Alliance Employment Project, Ray Graham Association, or Spectrum/Little Friends.</p>

**Exhibit B**  
**REPORTS DESCRIPTION**

The following is a description of the reports available for the Project:

1. **Detailed Funding Source Report**

This report is a detailed listing of one-way trips delivered for each funding source for a specified period of time. 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, total cost of the trip, fare for the trip, distance of the trip, and revenue hours (if applicable). The report period is generally monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods as specified by the report user.

2. **Monthly Funding Source Invoice Report**

This report is a summary of trips delivered for each funding source for the purpose of generating an invoice type report which may be used to bill funding sources for transportation provided. The report is generally monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods specified by the report 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 fare, liquidated damages deducted, and the total net reimbursement.

3. **Missed Trip Report**

This report produces a list of all trips picked up 61 or more minutes after the scheduled time. Sufficient detail will be provided to identify the trip and to give the report user the necessary information for review.

4. **On-Time Performance Report**

This report (late pickups) produces a list of all trips picked up 31 or more minutes late. Sufficient detail will be provided to identify the trip and to give the report user the necessary information for review.

5. **Ridership by Category Report**

This report is a summary, by funding source, indicating trips by fare type, late trips, missed trips, revenue hours, denials, and miles.

6. **Client Trip List Report**

This report is 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.

NOTE: Pace, in its sole discretion, may design additional reports as needed.

## **INTERGOVERNMENTAL AGREEMENT FOR PARATRANSIT SERVICE**

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Pace, the Suburban Bus Division of the Regional Transportation Authority  
550 W. Algonquin Road  
Arlington Heights, IL 60005  
Attention: Executive Director

Facsimile No.: (847) 228-4205

If to County:

County of DuPage  
Department of Community Services  
421 N. County Farm Road  
Wheaton, IL 60187  
Attention: Mary A. Keating, Director

Facsimile No.: (630) 407-6501

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26. **Definitions**.

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“Mobility Management/Call Center Services” means the handling of calls in connection with the Project, including but not limited to service monitoring, trip reservations, trip scheduling, dispatching, facilitation of contracted outside service provider(s), rider registration, travel planning, service coordination, and providing travel information.

“Operating Deficit” means the Operating Expense minus the applicable fare revenue and liquidated damages in connection with the Project.

“Operating Expense” means the total cost incurred by Pace to operate the Project but does not include the cost incurred by Pace to provide the Mobility Management/Call Center Services on behalf of County.

“Pace Contribution” means Pace’s budgeted annual subsidy as set forth in paragraph 6(b).

The parties have caused this Agreement to be executed by their respective duly authorized signatory on the dates below.

**PACE**

By: Signature on file  
Signature 

Print Name: Melinda J. Metzger

Print Title: Executive Director

Date: 12/1/2025

**COUNTY**

By: \_\_\_\_\_  
Signature \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit A**  
**SERVICE DESCRIPTION**

**DuPage County Community Services**

<b>TRIP RESERVATION METHOD</b>	<p>Monday through Friday: 6:00 a.m. to 6:00 p.m. Central Time        Saturday, Sunday, and Holidays: 8:00 a.m. to 5:00 p.m. Central Time</p> <p>Reservations will be accepted at the Pace call center one to seven days in advance of the day of Service.</p> <p>Trips requested on the same day of the Service may be accommodated if the schedule allows.</p> <p>Subscription service (as defined by Pace) is allowable. Riders are to contact the DuPage County Human Services to apply for subscription service.</p>
<b>SERVICE AREA</b>	<p>DuPage County and the surrounding areas; provided:</p> <ul style="list-style-type: none"> <li>For County Paratransit Service: Service is restricted to transportation to and from medical service facilities and transportation to and from the DuPage County Complex.</li> <li>For Transportation to Work Program: Service is restricted to transportation to and from a rider's work or work-related training.</li> </ul>
<b>SERVICE HOURS</b>	<p>Seven days a week, 24 hours a day, including holidays.</p> <p>Whenever possible, pick-up times are negotiated to optimize the efficiency of daily routes.</p>
<b>ONE-WAY FARE</b>	<p>For County Paratransit: \$4.00 per one-way trip to the DuPage County Complex (421 N. County Farm Road and 111 N. County Farm Road, Wheaton, IL); otherwise, \$1.50 for the first six miles and \$1.50 for each mile thereafter.</p> <p>For Transportation to Work Program: \$3.00 for the first five miles and \$1.00 for each mile thereafter.</p>
<b>RIDER ELIGIBILITY</b>	The DuPage County Human Services determines rider eligibility for its clients.
<b>RIDER REGISTRATION</b>	<p>The DuPage County Human Services must submit registration forms to the Pace call center through an email box designated by Pace. Pace shall enter registrations within three to five business days after receipt. Pace shall maintain a database of registered riders. Riders must be registered to use the Service.</p> <p>The Transportation to Work Program consists of the following participating agencies: Parents Alliance Employment Project, Ray Graham Association, or Spectrum/Little Friends.</p>

## **Exhibit B** **REPORTS DESCRIPTION**

The following is a description of the reports available for the Project:

1. **Detailed Funding Source Report**

This report is a detailed listing of one-way trips delivered for each funding source for a specified period of time. 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, total cost of the trip, fare for the trip, distance of the trip, and revenue hours (if applicable). The report period is generally monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods as specified by the report user.

2. **Monthly Funding Source Invoice Report**

This report is a summary of trips delivered for each funding source for the purpose of generating an invoice type report which may be used to bill funding sources for transportation provided. The report is generally monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods specified by the report 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 fare, liquidated damages deducted, and the total net reimbursement.

3. **Missed Trip Report**

This report produces a list of all trips picked up 61 or more minutes after the scheduled time. Sufficient detail will be provided to identify the trip and to give the report user the necessary information for review.

4. **On-Time Performance Report**

This report (late pickups) produces a list of all trips picked up 31 or more minutes late. Sufficient detail will be provided to identify the trip and to give the report user the necessary information for review.

5. **Ridership by Category Report**

This report is a summary, by funding source, indicating trips by fare type, late trips, missed trips, revenue hours, denials, and miles.

6. **Client Trip List Report**

This report is 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.

NOTE: Pace, in its sole discretion, may design additional reports as needed.