

MCRide Title VI Program

Introduction

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance. The Regional Transportation Authority (RTA) requests that the McHenry County Division of Transportation (MCDOT), administrator of the MCRide program and subrecipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

1. Title VI Notice to the Public

1. The notice as required by law:
 - “No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 USC 2000d)
2. This notice is posted:
 - a. McHenry County Website
 - b. McHenry County MCRide Website
 - c. MCRide Rider’s Guide
 - d. MCRide Brochure

2. Title VI Complaint Procedures

1. Purpose
 - To allow a recipient of services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964 services.
2. Grievance Process
 - Direct Service is provided by a paid or auxiliary staff member in the following positions:
 - i. Design Manager
 - ii. Principal Transportation Planner
 - iii. Paratransit Operations Manager
 - iv. Customer Relations
 - v. Dispatchers
 - vi. Drivers
 - The above staff provides patrons an opportunity to voice dissatisfaction with service and a patron may begin a Title VI grievance at any time. Grievance intake is received without judgment and if no satisfaction can be given the patron, they are directed to speak to (Customer Relations).
 - a. An opportunity also exists at the Implementation Task Force meetings held every other month, at the Transportation Committee of the County Board, or to the County Board of McHenry County. On the agenda in the meeting is the “Public Comment.” Patrons may voice their dissatisfaction at this time if they choose.
 - b. To file incident reports and complaints, Patrons can call Customer Relations at (800) 606-1282 option 2. (TTY: 847-364-5093). Translations services are provided at (847) 228-3575. Patrons can also send an email to:

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Passenger.Services@PaceBus.com. An on-line incident, comment, grievance form in Spanish is also available at: <https://www.surveymonkey.com/s/MCRideCastellano>. Complaints completed on-line are transmitted by the (Principal Transportation Planner) to (Customer Relations).

- c. After a complaint is received, the staff person in charge of the service contacts the patron to discuss the issue. If the client is still dissatisfied, the (Paratransit Operations Manager) will call and discuss the issue with the patron.
- d. If satisfaction cannot be reached, the (Paratransit Operations Manager) invites the patron to address the issue with the (Principal Transportation Planner).
- e. Patrons are able to voice a grievance without discrimination or reprisal.

3. Complaint Process

- a. Once a complaint is lodged, we are duty-bound to investigate it with staff and persons involved. If the complaint is a result of an "incident", an Incident Report is to be completed and signed by the staff member involved. A copy of the Incident Report is given to the (Paratransit Operations Manager) and the (Principal Transportation Planner).
- b. The patron must first discuss his/her grievance with the staff person in an attempt to resolve the problem. If after discussion with the persons involved and no resolution can be reached, the (Principal Transportation Planner) contacts the patron to discuss the issue.
- c. The (Principal Transportation Planner) will investigate all sides of the grievance the patron will be notified in writing of a decision and the supporting reasons within 10 working days of notification of the grievance.

4. Appeal Process

- a. If the grievance is not resolved, the patron may appeal in writing to the (Design Manager) within five (5) working days of receipt of notification from the (Principal Transportation Planner) of his/her decision. The (Design Manager) will investigate all sides of the grievance and will notify the patron in writing of his or her decision and supporting reasons within ten (10) working days from the date the (Design Manager) received the written appeal.
- b. If a patron feels uncomfortable discussing the grievance with the (Principal Transportation Planner), he/she may immediately bring the grievance to the attention of the (Design Manager).

3. Title VI Complaint Form

1. See Exhibit A

4. List of all Title VI Investigations, Complaints, or Lawsuits

1. None to report.

5. Public Participation Plan

The MCDOT promotes responsible public policy, ethical and high quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation

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system. MCDOT serves as the administrator of the MCRide service and is not involved in the day-to-day operations, which are provided by Pace Suburban Bus. MCDOT is committed to engaging the public through participation opportunities on a regular basis. Below is a summary of the MCDOT's public outreach activities:

1. Public Meetings and Hearings

- a. McHenry County hosts Transit Plan Implementation Task Force meetings every other month in the County. Typically, two Transportation Committee of the County Board meetings and two County Board meetings are also held in any given month. Notice of an upcoming meeting is advertised on the County Website, in local newspapers, and posted in the Administration Building. Patrons are welcome to attend these meetings and provide comments during the public comment periods.
- b. The McHenry County 2040 Long Range Transportation Plan was adopted in March 2014 by the McHenry County Board. The plan focused on an extensive outreach plan to gain input on transportation needs in the county. Over 1,200 people participated through pop-up public meetings, another 4,000 people participated online via the 2040 website, and 26 focus groups were held including several targeted toward people who speak English as a second language.
- c. MCDOT staff responds to requests for in-person informational presentations from community-based organizations throughout the county. Staff also attends organization forums and public meetings of other jurisdictions to provide opportunities for patrons to raise issues and ask questions.

2. MCDOT Website

- a. MCDOT maintains a website that provides information directly to the public regarding the MCRide service. The website includes information on how to reserve a trip, how dial-a-ride works, service area, eligibility, fare structure, customer service, and modes for service compliments and complaints. The website includes an online form, phone number, and email address of MCDOT staff if questions arise and more information is needed.

6. Language Assistance Plan for Limited English Proficient (LEP) Persons

Information available at: www.fta.dot.gov/documents/LEP_Handbook.doc.

1. Factor One – The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient

Based on the 2010 census, 11.4% of the County's population identifies themselves as Hispanic or Latino. 14.3% reported speaking a language other than English at home.

During past registration drives for transit services, McHenry County notes that it was rare for an individual to have no English skills. On these occasions, family members or friends provided translation services.

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The margin of error for the 2010 American Community Survey census data is high for those who do not speak English very well (See Table Below).

MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH

Universe: Workers 16 years and over 

2010 American Community Survey 1-Year Estimates

	McHenry County, Illinois	
	Estimate	Margin of Error
Total:	149,929	+/-3,716
Speak only English	127,899	+/-3,689
Speak Spanish:	13,361	+/-1,774
Speak English "very well"	4,763	+/-1,183
Speak English less than "very well"	8,598	+/-1,529
Speak other languages:	8,669	+/-1,771
Speak English "very well"	5,418	+/-1,304
Speak English less than "very well"	3,251	+/-1,216
Car, truck, or van - drove alone:	119,359	+/-3,377
Speak only English	104,328	+/-3,480
Speak Spanish:	8,036	+/-1,311
Speak English "very well"	3,994	+/-1,083
Speak English less than "very well"	4,042	+/-1,235
Speak other languages:	6,995	+/-1,491
Speak English "very well"	4,542	+/-1,145
Speak English less than "very well"	2,453	+/-959
Car, truck, or van - carpooled:	13,744	+/-2,028
Speak only English	9,222	+/-1,584
Speak Spanish:	3,951	+/-1,512
Speak English "very well"	456	+/-408
Speak English less than "very well"	3,495	+/-1,351
Speak other languages:	571	+/-468
Speak English "very well"	351	+/-345
Speak English less than "very well"	220	+/-189
Public transportation (excluding taxicab):	4,115	+/-959
Speak only English	3,917	+/-932
Speak Spanish:	60	+/-100
Speak English "very well"	60	+/-100
Speak English less than "very well"	0	+/-267
Speak other languages:	138	+/-179
Speak English "very well"	138	+/-179
Speak English less than "very well"	0	+/-267
Walked:	2,408	+/-1,152
Speak only English	1,596	+/-913
Speak Spanish:	812	+/-669

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Speak English "very well"	19	+/-32
Speak English less than "very well"	793	+/-667
Speak other languages:	0	+/-267
Speak English "very well"	0	+/-267
Speak English less than "very well"	0	+/-267
Taxicab, motorcycle, bicycle, or other means:	1,432	+/-568
Speak only English	1,195	+/-507
Speak Spanish:	173	+/-217
Speak English "very well"	173	+/-217
Speak English less than "very well"	0	+/-267
Speak other languages:	64	+/-102
Speak English "very well"	0	+/-267
Speak English less than "very well"	64	+/-102
Worked at home:	8,871	+/-1,573
Speak only English	7,641	+/-1,358
Speak Spanish:	329	+/-334
Speak English "very well"	61	+/-105
Speak English less than "very well"	268	+/-309
Speak other languages:	901	+/-495
Speak English "very well"	387	+/-291
Speak English less than "very well"	514	+/-393

Most of those who do not speak English “very well” speak Spanish (8,598). 3,251 reported speaking other languages and not speaking English very well. Amongst transit users, all reported speaking English “very well”.

The number of Spanish-speaking individuals that walk who do not speak English “very well” is much higher than those who can speak English very well. This evidence suggests there may be a language barrier to accessing transit services.

2. Factor Two – The Frequency with which LEP Individuals Come into Contact with the Program

As stated before, the MCDOT is not actively engaged in the day-to-day operations of the MCRide service and therefore does not frequently interact with LEP individuals outside the instances stated in the Public Participation Plan (Section E).

Based on the 2009-2013 American Community Survey 5-year estimates, less than 6% of the population speaks English less than “very well.” And over 85% of the population speaks only English.

3. Factor Three – The Nature and Importance of the Program, Activity, or Service Provided by the MCRide

The MCRide program provides dial-a-ride services to seniors, disabled persons, and the general public Monday through Saturday. The day-to-day operations are handled by

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Pace providing language assistance through the Pace call center to reserve a trip and the Customer Relations department for service compliments and complaints.

The MCDOT engages LEP persons through programs detailed in the Public Participation Plan. In addition, staff attends community events and responds to requests for in-person informational presentations throughout the County.

4. Factor Four – Resources Available to MCRide and Costs

The MCDOT contracts out the MCRide services to Pace, which provides language assistance services through their Customer Relations department. Vital documents provided by the MCDOT should be considered for translation, especially the website, which includes service eligibility and trip scheduling information. The incident, comment, grievance form has been translated into Spanish and is provided online. Translation services for Customer Relations are also available at (847) 228-3575. Future public notifications regarding service changes need to be provided in English and Spanish.

7. Racial Breakdown of Transit-Related, Non-elected Planning Boards, Advisory Councils, or Committees, or Similar Decision-Making Bodies

1. Table of McHenry County Boards, Councils, and Committees

Body	Caucasian	Latino	African American	Asian American	Native American	Pacific Islander
McHenry County*	82.7%	12.1%	1.4%	2.8%	0.4%	0.1%
McHenry County Transit Plan Implementation Task Force (ITF)	93.3%	0.7%	0.0%	0.0%	0.0%	0.0%

* Source: US Census Bureau State & County QuickFacts

McHenry County Transit Plan Implementation Task Force (ITF)

The MCDOT does not control the appointment of the members of the ITF, and cannot therefore affect the participation of minorities on the Board. The ITF members are appointed by the McHenry County Transportation Committee Chair with consent of the Transportation Committee of the County Board, who are elected officials serving the residents of McHenry County. The ITF bylaws state that members shall be representatives of various groups that have technical expertise and interest in public transportation, bicycle and pedestrian issues. MCDOT staff serves as the chief administrative officer of the ITF and encourages the Transportation Committee Chair to appoint a well-balanced group that reflects the makeup of McHenry County.

8. Copy of Board Meeting Minutes and Resolution Showing Approval of Title VI Program

1. Exhibit B

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Exhibit A: Example of the Title VI Complaint Form

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 provides that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Pace EEO Officer, Jeanne Wrenn
550 West Algonquin Road
Arlington Heights, Illinois 60005
847-228-2306

Please print clearly or type:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Person discriminated against: _____

Address of person allegedly discriminated against: _____

City, State, Zip code of person allegedly discriminated against: _____

Please check off why you believe discrimination occurred (check all that apply):

race or color

national origin

income

other (explain): _____

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw them:

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Please list any and all known witnesses' names and contact information:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation, then sign and date this form and send to the person listed on the first page of this form.

Your Signature

Print Your Name

Date

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Exhibit B: Copy of County Board Resolution & Meeting Minutes

RESOLUTION

RESOLUTION APPROVING THE MCRIDE TITLE VI PROGRAM AS AUTHORIZED BY THE FEDERAL TRANSIT ADMINISTRATION

Whereas, Title VI of the Civil Rights Act of 1964, as amended, requires that “[n]o person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;”

Whereas, the FTA requires recipients and sub-recipients of federal public transportation funds to submit, every three years, a Title VI program update as a condition for receipt of FTA financial assistance;

Whereas, the Regional Transportation Authority (“RTA”) is the direct recipient of funding from the Federal Transit Administration (“FTA”);

Whereas, the McHenry County Division of Transportation (“MCDOT”) is the recipient of Federal financial assistance through the RTA; and

Whereas, the current approval period for the MCDOT ends on March 1, 2015 and a Title VI Program update must be submitted to the RTA.

NOW, THEREFORE BE IT RESOLVED, upon County Board approval, by this County Board of McHenry County, Illinois hereby approves the Title VI Program substantially in the form attached hereto, dated January 2015, which contains revised and updated information specific to Federal Transit Administration programs as required by Section 601 of the 1964 Civil Rights Act.

BE IT FURTHER RESOLVED, that the County Clerk is hereby authorized to transmit a certified copy of this Resolution to the Director of Transportation/County Engineer.

DATED at Woodstock, Illinois, this 17th day of February, A.D., 2015.

COUNTY BOARD MEETING MINUTES

(include meeting minutes once available)