

# MCRIDE TITLE VI PROGRAM

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## 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 MCRide Dial-A-Ride program, receiving such federal funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied benefits of, its transportation services on the basis of race, color or national origin. The Regional Transportation Authority (RTA) requires that the McHenry County Division of Transportation (MCDOT), administrator of the MCRide program and sub-recipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

MCDOT promotes responsible public policy, ethical and high quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation system. MCDOT serves as the administrator of the MCRide program and is not involved in the day-to-day operations, which are provided or contracted by Pace Suburban Bus.

## 1. Title VI Program Notice to the Public

- A. 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)
- B. This notice is posted:
  - a. On the McHenry County MCRide Website: [www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcride-dial-a-ride](http://www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcride-dial-a-ride)
  - b. In the MCRide Rider’s Guide
  - c. In the MCRide Brochure
  - d. At the McHenry County Division of Transportation office (See Exhibit A)

## 2. How to File a Title VI Grievance; Complaint Process and Appeal

- A. Purpose: To allow a recipient of federally funded services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964.
- B. Complaint Process
  - a. Recipients with a grievance may voice their dissatisfaction at any time without fear of discrimination or reprisal. Complaint intake is received without judgment and all submittals are promptly investigated.
  - b. Recipients may begin the Title VI complaint process at any time by directly contacting a direct service or paid auxiliary staff member.
    - i. Pace Customer Relations
      - (a) Phone: 800-606-1282 or 847-364-7223 (all comments, complaints or incidents are recorded)

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- (b) Información en Español: 847-228-3575
  - (c) Email: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)
  - (d) Online: [www.pacebus.com/sub/general/request\\_information.asp](http://www.pacebus.com/sub/general/request_information.asp)
  - (e) Regular mail: Pace Suburban Bus Service- Customer Relations, 550 W. Algonquin Road, Arlington Heights, IL 60005
  - (f) Pace Title VI Complaint Line: English 847-354-7956, Español 847-354-7957
- ii. McHenry County Division of Transportation: direct inquiries to 1) Transportation Planner, 2) Principal Transportation Planner or 3) Assistant County Engineer
    - (a) Phone: 815-334-4960
    - (b) Email: [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov)
    - (c) Online: [www.mchenrycountyil.gov/home/showdocument?id=41018](http://www.mchenrycountyil.gov/home/showdocument?id=41018)
    - (d) Regular mail: McHenry County Division of Transportation, 16111 Nelson Road, Woodstock, IL 60098
    - (e) En Español: [www.surveymonkey.com/s/MCRideCastellano](http://www.surveymonkey.com/s/MCRideCastellano)
  - iii. Federal Transit Administration
    - (a) Regular mail: 1200 New Jersey Avenue, SE, Washington, DC 20590
    - (b) Phone: 888-446-4511
  - iv. Recipients may express their grievances or concerns at the quarterly McHenry County Public Transportation Advisory Committee (PTAC), monthly McHenry County Board, or monthly McHenry County Board-Transportation Committee meetings. Recipients can find a list of upcoming meetings on the McHenry County meeting portal: <http://mchenrycountyil.iqm2.com/Citizens/default.aspx>
- c. When possible, complaints should be submitted in writing.  
MCRide Title VI Complaint Form – See Exhibit B
  - d. A complaint can be withdrawn at any time.
- C. Complaint Review Procedure
- a. All complaints are followed-up on and documented.
  - b. Complaints are forwarded by the person who has received the complaints to the staff member or agency most able to address the recipient’s concerns.
  - c. Based on the information presented in the complaint, the staff member may need to determine if an “incident report” was completed/signed. If so, this shall be used to aid the investigation.
  - d. The staff person contacts the recipient to discuss the issues and gather additional information.
    - i. If the recipient feels uncomfortable discussing their grievance with the assigned staff member they are invited to speak with a different staff member about their concerns.
    - ii. If the recipient is dissatisfied with the result of the conversation, they are invited to speak with a different staff member about their concerns.

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- e. Recipients shall receive responses to their complaints, in writing, within ten (10) working days. Responses will contain the decision, supporting reasons for the decision, and any appropriate staff signatures with dates. Responses will also contain reference to the appeal procedure.
- f. All complaints, with associated responses, will be presented at the quarterly PTAC meetings.

**D. Appeal Procedure**

- a. If the complaint is not resolved to the satisfaction of the recipient, the recipient may appeal the decision.
- b. Appeals must be submitted in writing to the McHenry County Division of Transportation within five (5) working days of the recipient having received the original response.
- c. A staff member, different from the person who reviewed the initial complaint, will investigate all sides of the appeal and complaint.
- d. The recipient will be notified of the appeal decision and supporting reasons via phone call and in writing within ten (10) working days from the date the written appeal is received.
- e. MCRide Title VI Appeal Form – See Exhibit C

**3. Listing of all Title VI Investigations, Complaints, or Lawsuits**

- A. In order to comply with 49 CFR Section 21.9(b), a list of any active investigations, lawsuits, or complaints that allege discrimination on the basis of race, color, or national origin will be prepared and maintained. This list shall include the date of the investigation, lawsuit, or when the complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by McHenry County and Pace Suburban Bus Service in response to a federally funded MCRide service investigation, lawsuit, or complaint.
- B. MCRide has had no investigations, complaints, or lawsuits in regards to Title VI.

**4. Public Participation Plan**

- A. In order to comply with 49 CFR Section 21.9(d), McHenry County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.
- B. MCDOT is committed to regularly engaging with the public through various outreach opportunities. Below is a summary of the MCDOT’s public outreach activities.
  - a. Public Meetings and Hearings: Information and notification about federally funded MCRide services is provided to the public through the following avenues:
    - i. McHenry County hosts Public Transportation Advisory Committee (PTAC) meetings every quarter. Additionally, there is typically one Transportation Committee of the County Board and one County Board meeting are held each month. Notice of upcoming meetings is advertised on the County website, in local newspapers, and posted in the Administration Building. PTAC meetings are also publicized through an email/marketing system through which interested

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- parties can sign up to receive news alerts. Recipients are encouraged to attend these meetings and provide comments during the public comment periods.
- ii. MCDOT staff responds to requests for in-person informational presentations from government, community-based and non-profit organizations throughout the County. Staff also attends forums and public meetings for other agencies and jurisdictions to provide opportunities for recipients to raise issues and ask questions.
- b. Website
  - i. MCDOT maintains a website that provides information to the public regarding MCRide, including: how dial-a-ride works, how to reserve a trip, service area, eligibility, fare structure, customer service, and rights under Title VI. The website includes an online form, phone number, and email address of MCDOT staff if questions arise and more information is needed.
  - ii. MCRide is referenced on the Pace Suburban Bus Dial-a-Ride Directory website ([http://www.pacebus.com/sub/paratransit/sd\\_dial\\_a\\_ride.asp](http://www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp)).
  - iii. MCRide information is posted on partner (municipal and township) websites.
- c. Informational Handouts: Members of the public and service recipients are given access to a MCRide Brochure and Rider's Guide that outline the MCRide program and services, including the Title VI program. These are widely disseminated in hard copy and electronically.

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

- A. Purpose: To ensure meaningful access to benefits, services and information to individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English.
- B. Available assistance for LEP persons using MCRide
  - a. MCRide Brochure and Title VI Complaint Form are translated into Spanish, and available online and in hard copy.
  - b. Interpreters are available at the Pace Call Center, which provides reservation and dispatch services for MCRide.
  - c. Pace Suburban Bus has additional language assistance services available through their Customer Relations department.
  - d. FTA Information available at: [www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/title-vi-guidance](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/title-vi-guidance)
- C. The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program
  - a. Based on the U.S. Census Bureau Quick Facts (population estimates July 1, 2016), 81.5% of the County's population identifies as White/Non-Hispanic and 12.9% as Hispanic or Latino.

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- b. Based on the U.S. Census Bureau Quick Facts (population estimates July 1, 2016), 14.3% (of persons 5 years and above) reported speaking a language other than English at home.
- c. A detailed breakdown of Language Spoken at Home from the 2016 American Community Survey 1-Year Estimates is shown in the table below.

**LANGUAGE SPOKEN AT HOME: 2016 American Community Survey 1-Year Estimates**

SUBJECT	McHenry County, Illinois			
	TOTAL		PERCENT	
	ESTIMATE	MARGIN OF ERROR	ESTIMATE	MARGIN OF ERROR
Population 5 years and over	290,290	± 492	X	X
English only	248,356	± 4,053	85.6%	± 1.4
Language other than English	41,934	± 4,112	14.4%	± 1.4
Speak English less than "very well"	13,999	± 2,970	33.4 %	± 6.1
Spanish	27,336	± 2,969	9.4%	± 1.0
Speak English less than "very well"	9,934	± 2,583	36.3%	± 8.0
Other Indo-European languages	10,413	± 2,624	3.6%	± 0.9
Speak English less than "very well"	2,970	± 1,314	28.5%	± 10.5
Asian and Pacific Island languages	3,387	± 1,236	1.2%	± 0.4
Speak English less than "very well"	995	± 654	29.4%	± 16.5
Other languages	798	± 569	0.3%	± 0.2
Speak English less than "very well"	100	± 128	12.5%	± 14.9

\*Source: American Community Survey, 2016 estimates for McHenry County

- d. During past outreach for transit services, McHenry County notes that it was rare for an individual to have no English skills. On the occasions when this did arise, family members or friends were often able to provide some level of spontaneous interpretation services.
- e. McHenry County also notes that the margin of error for the American Community Survey estimates is fairly high for those who do not speak English "very well."
- f. The Means of Transportation to Work by Languages Spoken at Home and Ability to Speak English, from the 2016 American Community Survey-1 Year Estimates for McHenry County, is shown below.

**MEANS OF TRANSPORTATION TO WORK BY LANGUAGES SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH: 2016 American Community Survey 1-Year Estimates**

	McHenry County, Illinois	
	Estimate	Margin of Error
Total (Workers 16 Years and Over)	159,605	± 3,583
Public transportation (excluding taxicab)	3,427	± 772
Speak language other than English	5.1%	±4.5
Speak English "very well"	5.1%	±4.5
Speak English less than "very well"	0.0%	± 4.1

\*Source: 2016 American Community Survey 1-Year Estimates

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- i. Amongst working age (over 16) transit users that speak a language other than English, all reported speaking English “very well.”
- ii. This evidence suggests there may be a language barrier to accessing transit services.
- g. 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 4).

## 6. Membership of Non-Elected Committee

### A. Racial Breakdown of Transit-Related, Non-Elected Planning Boards, Advisory Councils, or Committees, or Similar Decision-Making Bodies

Body	White (alone) Not Hispanic	Hispanic or Latino	Black or African American (alone)	American Indian and Alaskan Native (alone)	Asian (alone)	Native Hawaiian/ Pacific Islander (alone)	Two or more races
McHenry County*	81.5%	12.9%	1.6%	0.5%	2.9%	0.1%	1.5%
Public Transportation Advisory Committee	96.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%

\*Source: U.S. Census Bureau Quick Facts: Population estimates July 1, 2016 (V2016)

- ### B. McHenry County Public Transportation Advisory Committee (PTAC)
- a. The MCDOT does not control the appointment of the members of PTAC, and therefore cannot affect the racial breakdown of the Committee.
  - b. PTAC agencies 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. Representatives are selected by their respective agencies.
  - c. The PTAC by-laws state that members shall be representatives of various groups that have technical expertise and interest in public transportation, bicycle, and pedestrian issues.

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## Exhibit A: Title VI Public Notification

### **PUBLIC NOTIFICATION OF RIGHTS UNDER TITLE VI**

### **MCRIDE DIAL-A-RIDE**

- *“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)*

*A ninguna persona en los Estados Unidos, por su raza, color de piel o nacionalidad, se le podrá excluir de la participación, negar los beneficios o ser objeto de discriminación en un programa o actividad que recibe asistencia financiera federal. (42 USC 2000d)*

- MCRide operates without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MCRide.

*MCRide funciona sin tomar en cuenta la raza, color o el origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con MCRide.*

- For more information on the procedure to file a complaint, contact our office at (815) 334-4960, [mcrider@mchenrycountyil.gov](mailto:mcrider@mchenrycountyil.gov), or visit [www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcrider-dial-a-ride](http://www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcrider-dial-a-ride)



# Exhibit B: 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.” (42USC2000d) If you feel you have been discriminated against in transit services associated with MCRide, please provide the following information in order to assist us in processing your complaint and send it to:

Pace Suburban Bus  
Attn: Title VI Liaison  
550 West Algonquin Road  
Arlington Heights, Illinois 60005  
847-228-2306

OR

McHenry County Division of Transportation  
Attn: Transportation Planner  
16111 Nelson Road  
Woodstock, IL 60098  
815-334-4960

**Please print clearly or type:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip Code:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Person allegedly 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:

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

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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

**Title VI Complaint Response – For Investigating Staff Use Only**

Please use this space to document the response to the above complaint. Send the response to the service recipient within ten (10) working days.

**Please describe the response and any corrective actions taken.**

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\_\_\_\_\_  
**Printed Name & Title of Investigating Staff Member**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature**

# Exhibit C: Title VI Appeal Form

## Title VI Appeal Form

This form is to be used to file an appeal to a complaint response that is in relation to Title VI of the Civil Rights Act of 1964 which states, "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." (42USC2000d)

Please send the completed Appeal Form to:

Pace Suburban Bus  
Attn: Title VI Liaison  
550 West Algonquin Road  
Arlington Heights, Illinois 60005  
847-228-2306

OR

McHenry County Division of Transportation  
Attn: Transportation Planner  
16111 Nelson Road  
Woodstock, IL 60098  
815-334-4960

**1. Please provide a brief explanation of the concern or problem. A copy of the original complaint should also be attached.**

\_\_\_\_\_  
**Printed Name of Rider**

\_\_\_\_\_  
**Phone Number**

\_\_\_\_\_  
**Rider Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Rider Address**

**2. Response from Investigating Staff Member** – Send this response to the service recipient within ten (10) working days.

\_\_\_\_\_  
**Printed Name & Title of Investigating Staff Member**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature**