



## **Title VI Plan**

### **I. Purpose of Plan**

Title VI of the Civil rights Act of 1964, as amended, applies to U.S. Department of Transportation Federal Transit Administration (FTA) sub-recipients. The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed 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 from the FTA. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability. The program described herein describes Bond County Transit's efforts to comply with the Title VI regulations issued by the U.S. Department of Justice and the U.S. Department of Transportation. The objectives of the Bond County Transit's Title VI program are to:

- Ensure that the level and quality of transportation service is provided equitably and without regard to race, color, national origin, income, age, sex or disability;
- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Ensure the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure that persons with limited English proficiency have meaningful access to programs and activities that re administered by recipients and sub-recipients.

### **II. The Bond County Transit Title VI Program**

Bond County Transit has established the following program to comply with the Department of Transportation (DOT) Title VI regulations.

#### **Annual Submissions to the Illinois Department of Transportation (IDOT) and the Federal Transit Administration (FTA)**

Bond County Transit ensures compliance with the requirements of the Illinois Department of Transportation (IDOT) Title VI Program and FTA requirements. Bond County Transit will submit an annual assurance to verify the Title VI compliance as part of the standard

assurances it submits to FTA or IDOT with grant applications. Bond County Transit shall also collect Title VI Assurances from sub-recipients prior to passing through FTA funds. Currently Bond County Transit has Bond County Senior Citizens Center, Inc. as a sub-recipient. Exhibit I on the following page is Bond County Transit's Title VI assurance.

### **Triennial Submissions to DOT/IDOT**

Bond County Transit will report the information contained in this section to DOT and IDOT on a triennial basis with the first submission parceled as part of the plan. The following report addresses each of the eight primary Title VI considerations and the associated forms, policies and activities of Title VI program.

#### **1. Title VI Complaint Procedures**

In order to comply with 40 CFR Section 21.9 (b) Bond County Transit has developed procedures for investigating and tracking Title VI complaints. The procedures for filing a complaint will be made available to members of the general public the following measures will be taken in dealing with Title VI Complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address, and telephone number; name of alleged discrimination official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged discrimination must accompany all complaints. Exhibit II provides Bond County Transit's Title VI complaint form.
- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Bond County Transit's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegation into writing.
- 3) Bond County Transit will investigate complaints files against contractors, consultants, or other sub-recipients, Complaints filed directly against Bond County Transit shall be forwarded to IDOT Title VI Coordinator for investigation.
- 4) When a complete complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant within five (5) by registered mail. At the same time, the complaint will be forwarded to the State of Illinois for investigation.
- 5) If a complaint is deemed incomplete, additional information will be requested from the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6) Within 15 business days from receipt of a complete complaint, Bond County Transit will determine its jurisdiction in pursuing the matter and whether the

complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Complainant and Respondent will receive notification of the disposition by registered mail.

- a. If the decision is not investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the decision is to be investigated, the notification shall inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 7) When Bond County Transit does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
- 8) If the complaint has investigative merit, an investigator will be assigned. A complete investigation will be conducted, and an investigative report will be submitted within 45 days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and finding with recommendations.
- 9) A letter of finding will be issued to the Complainant and Respondent. Where appropriate, these letters will include conciliatory measures. A copy of the investigative report shall be forwarded to IDOT within 60 days from recipient of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 10) If the Complainant is dissatisfied with Bond County Transit resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

## **2. Title VI Investigations, Complaint, and Lawsuit Record Keeping Procedures**

In order to comply with 49 CFR Section 21.9 (b) Bond County Transit has prepared and maintains a list of active investigation, lawsuits, or complaints naming Bond County Transit that allege discrimination on the basis of race, color, or national origin. The list includes:

- The date the investigation, lawsuit, or complaint was filed;
- A summary of allegation;
- The status of the investigation; and
- Actions taken in response to the investigation, lawsuit, or complaint.

Bond County Transit has adopted Title VI record keeping procedures for complaints, lawsuits, and investigations. Exhibit II depicts this format. There are currently no active investigations, lawsuits, or complaints that allege discrimination by Bond County Transit on the basis of race, color, or national origin.

## **3. Meaningful Access to LEP Persons**

Title VI and its implementing regulations require that FTA sub-recipients take reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their program and activities that have Limited English Proficient (LEP) individuals. Circular 4702.1A states that LEP persons are *“persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well, or do not speak English at all.”*

Bond County Transit has assessed the four main factors involved in developing a Language Implementation Plan as described in the Federal Transit Administration guidance entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Provider.” These steps are as follows:

- 1) Identifying the number or proportion of LEP persons eligible to be served or likely to be encountered by a program activity, or service of the recipient or grantee. Based on the 2010 U.S. Census, Bond County Transit undertook an analysis of the languages spoken in its 3 counties and estimated the number of residents with Limited English Proficiency by language group. The primary language spoken at home within the Bond County Transit service area is English (95.6%) followed by Spanish (2.5%) Approximately 1.9% of the residents speak a language other than English at home. Based on the LEP definition, a total of 337.6 of the 17,768 individuals in the Bond County Transit service areas, or 1.9% of the total population were identifies as having Limited English Proficiency.
- 2) Determining the frequency with which LEP individuals come in contact with the program. Bond County Transit has not received a ride request from any individual who had difficulty communicating in English. Bond County Transit, however, is aware of individuals and agencies within the community that are able to provide translation services on an as needed basis and is committed to using these resources on a case by case basis as the need arises. All Bond County Transit information is available in Spanish and audible versions.
- 3) Defining the nature and importance of the program, activity, or service provided by the recipient to people’s lives. The system brochures clearly state that Bond County Transit service is open to all without discrimination based on race, creed, color, national origin, gender, sexual orientation, or disability. Bond County Transit recognizes and is committed to the importance of access to transportation for all community residents.
- 4) Describing the resources available to the recipient and costs. Brochures and other rider literature provide this information.

The USDOT LEP Guidance identifies 337.6 of 17,768 individuals or 1.9% of the population eligible to be served falling within a specific LEP language group (speaks English less than very well) as a threshold above which vital documents should be

provided in translation. Since the Bond County Transit service area does not meet this threshold, a LEP Implementation Plan has not been established. However, Bond County Transit has determined that the most cost effective means of delivering competent and accurate language services is to address the need on a case by case basis. As such, Bond County Transit will have available summaries of all vital documents translated upon request to suit the needs of each individual.

**4. Additional Information Requests:**

Bond County Transit fully understands that FTA or IDOT may request additional information to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI. Bond County Transit will cooperate with FTA and IDOT, and all requested information would be provided in a timely manner.

**5. Submission of Title VI Program:**

To ensure compliance with 49 CFR Section 21.9 (b), this program will serve as documentation of Bond County Transit's Title VI compliance. Bond County Transit will prepare and submit updates to this Title VI program to the FTA and IDOT as needed.

**6. Conducting Analysis of Construction Projects:**

Bond County Transit will integrate an environmental justice analysis into the National Environmental Policy Act (NEPA) document of construction projects. In the event that a construction project requires NEPA documentation, Bond County Transit will complete IDOT's standard environmental assessment (EA) and will submit the EA as needed.

**7. Promoting Inclusive Public Participation**

In compliance with the DOT Order on Environmental Justice, Bond County Transit conducts public outreach and involvement activities with LEP, minority and low-income populations. Bond County Transit undertakes public outreach activities including:

- Provide notice and affording members of the public, including minority and low-income populations, the opportunity to comment non proposed service and fare changes.
- Provide members of the public the opportunity to participate in the decision making process for projects subject to the National Environmental Policy Act (NEPA).
- Provide members of the public, including minority and low-income populations, the opportunity to participate in or to comment on the agency's strategic plan or capital improvement program.
- Offers the public, including low-income and minority populations, routine opportunities to provide feedback or comment on the level and quality of service.
- Documentation/process for non-elected committees and councils: Currently, Bond County Transit does not appoint or otherwise select members of committees or councils.

**Service Monitoring**

The Bond County Transit Executive Director will monitor service level and service quality to ensure that no person or group of person shall be discriminated against with regard to the route, scheduling, or quality of transportation service furnished by the Bond County Transit system, on the basis of race, color national origin, age, sex or disability. Frequency of service, age and quality of vehicles assigned, quality of facilities, and location of routes shall not be determined on the basis of race, color, national origin, age, sex, or disability.

**Bond County Transit Environmental Justice and Title VI Summary**

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin. IDOT and Bond County Transit advance Title VI and environmental justice by involving the public in transportation decision. Effective public involvement programs enable transportation professionals to develop systems, service, and solutions that meet the needs of the public, including minority and low-income communities. There are three fundamental environmental justice principals. The Three principals are:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significantly delay in the receipt of benefits by minority and low-income populations.

## Exhibit I: Bond County Transit Title VI Assurance:



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### Title VI Assurance of Federal Transit Administration

Bond County hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil rights Act of 1964, and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of the Title VI of the Civil Rights Act of 1964 and other pertinent directives, to the end and that in accordance with the Act, Regulation, other pertinent directives, no 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 otherwise subjected to discrimination under any program or activity for which Bond County received Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and, Hereby gives assurance that it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7 (a) of the Regulations. More specifically and without limited the above assurances, Bond County gives the assurances as listed in the “Verification of Level and Quality of Service,” with respect to the Federal Transit Administration Grant Program. This assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Transit Administration.



## Exhibit II: Bond County Transit Title VI Protection Notice to the Public:



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Bond County Transit hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability to be excluded from the participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding Bond County Transit programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the Bond County Transit Executive Director within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact: Bond County Transit, Executive Director; 102 W. Bowman, Greenville, IL 62246 (618) 664-9844 x104

Copies of this notice are published annually in newspapers throughout the Bond County Transit service area. It is also posted at the Bond County Transit website at [bondcountyttransit.org](http://bondcountyttransit.org) and at the Bond County Transit facility.





## **Exhibit III: Bond County Transit Title VI Complaint Form**

File Date	Summary of Allegation	Actions Taken in Response	Status of Investigation

No complaints filed since inception in 2003.



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## Bond County Transit Title VI Complaint Form

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

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

\_\_\_\_\_

Phone: \_\_\_\_\_

Accessible Format Requirements?

Large Print \_\_\_\_\_ Audio File \_\_\_\_\_ TDD \_\_\_\_\_ Other \_\_\_\_\_

*The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898. "Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations," and the Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.*

*In Bond County Transit's complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. The State of Illinois may also refer the matter to the Department of Justice for enforcement.*

### Section I

Are you filing this complaint on your own behalf? Yes \_\_\_\_\_ No \_\_\_\_\_ (If you answered 'yes' to this questions, go to section III)

If the answer was 'no' please supply the name of the person for whom you are complaining: \_\_\_\_\_

Please explain why you have filed for a third party:

\_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes \_\_\_\_\_ No \_\_\_\_\_





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## Section II

Have you previously filed a Title VI complaint with Bond County Transit or FTA?

Yes\_\_\_ No\_\_\_

(Note: This information is needed for administration purposes: we will assign the same complaint number to the new complaint.)

Have you ever filed with any of the following agencies?

Transit Provider\_\_\_ IDOT\_\_\_ Department of Justice\_\_\_ Equal Opportunity  
Commission\_\_\_ Other\_\_\_

Have you ever filed a lawsuit regarding this complaint? Have you ever filed a lawsuit  
regarding this complaint? Yes\_\_\_ No\_\_\_

(Note: the above information is helpful for administrative tracking purposes. However, if  
litigation is pending regarding the same issues, we will defer to the decision of the court.)

## Section III

On separate sheets, please describe your complaint. You should include specific details  
such as names, dates, times, vehicle number, witnesses, and any other information that  
would assist us in our investigation of you allegations. Please also provide any other  
documentation that is relevant to this complaint.

## Section V

May we release a copy of your complaint to the Federal Transit Administration (FTA) or  
Illinois Department of Transportation (IDOT)? Yes\_\_\_ No\_\_\_

May we release your identity to FTA or IDOT? May we release your identity to FTA or  
IDOT? Yes\_\_\_ No\_\_\_

(Note: We cannot accept your complaint without a signature)

Signature:\_\_\_\_\_Date\_\_\_\_\_

**Please submit form to:** Bond County Transit – Executive Director, 1001 E. Harris Ave.,  
Greenville, IL 62246.