

## Ride Lake County 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 Ride Lake County 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 Lake County Division of Transportation (LCDOT), administrator of the Ride Lake County program and sub-recipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

LCDOT promotes responsible public policy, ethical and high-quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation system. LCDOT serves as the administrator of the Ride Lake County 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:
  - i) On the Ride Lake County Website: <https://www.lakecountyil.gov/3486/RideLakeCounty>
  - ii) In the Ride Lake County Brochure
  - iii) In the Ride Lake County Rider’s Guide
  - iv) At the LCDOT office (See Exhibit A)

### 2) How to File a Title VI Grievance; Complaints Process and Appeal

- a) Purpose: To allow patrons 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) Grievance Process:
  - i) Patrons with a grievance may voice their dissatisfaction at any time without fear of discrimination or reprisal. Grievance intake is received without judgment and all submittals are promptly investigated.
  - ii) Patrons may begin the Title VI grievance at any time by directly contacting the following direct service or paid auxiliary staff member:
    - (1) Pace Suburban Bus Customer Relations Center
      - (a) Phone: 847-364-7223 (all comments, complaints or incidents are recorded)
      - (b) Informacion en Espanol: 847-228-3575
      - (c) Email: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)
      - (d) Online: <https://www.pacebus.com/submitcomments>
      - (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, Espanol 847-354-7957
    - (2) Lake County Paratransit Coordinator
      - (a) Phone: 847-377-7400
      - (b) Informacion en Espanol:

- (c) Email: [dot@lakecountyil.gov](mailto:dot@lakecountyil.gov)
- (d) Online:
- (e) Regular Mail: 600 W. Winchester Road, Libertyville, IL 60048
- (3) Regional Transportation Authority
  - (a) Phone: 312.913.3110 (Customer Service), 312.836.7000 (Travel Information), 312.663.4357 (Mobility Services Helpline Call Agent), 312.913.3212 (Regulatory Compliance Officer)
  - (b) Informacion en Espanol:800-836-7000
  - (c) Online: <https://www.rtachicago.org/>
  - (d) Regular Mail: 175 West Jackson Boulevard, Suite 1650, Chicago, IL 60604
- (4) Federal Transit Administration
  - (a) Regular mail: East Building 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
  - (b) Phone: 888-446-4511
- (5) Patrons may express their grievances at the monthly Public Works Planning and Transportation Committee (PWPTC) meeting of the County Board and the monthly Lake County Board meetings. Patrons can find a list of upcoming meetings on the Lake County Legistar: <https://lakecounty.legistar.com/Calendar.aspx>
- iii) When possible, grievances should be submitted in writing.
- iv) A complaint can be withdrawn at any time.
- c) Complaint Review Procedure
  - i) All grievances are recorded and followed-up on.
  - ii) Complaints are forwarded by the person who has received the complaints to the staff member or agency most able to address the patron's concerns.
  - iii) If complaint is a result of an "incident", staff will need to confirm whether an Incident Report was completed and signed which can be used to aid the investigation.
  - iv) A staff member contacts the patron to discuss their grievances to gather additional information and attempt to resolve the problem.
    - (1) If the patron feels uncomfortable discussing their grievance with the staff member initially assigned to the complaint, they are given the option to speak with a different staff member about their concerns.
    - (2) If the grievance is not resolved to the patron's satisfaction, they are given the option to speak with a different staff member about their concerns.
  - v) Patrons shall receive responses to their grievances, via phone call and in writing of her/his decision with supporting reasons along with appropriate staff signatures and reference to the appeal procedure within ten (10) workings days.
  - vi) All complaints, with associated responses, are presented at the monthly PWPTC meeting of the County Board and the monthly Lake County Board meetings.
- d) Appeal Procedure
  - i) If the grievance is not resolved to the satisfaction of the patron, the patron may appeal the decision.
  - ii) The patron must appeal in writing to the LCDOT within five (5) working days of the patron having received the original response.
  - iii) A staff member, other than the person who originally reviewed the grievance, will be assigned to investigate all sides of the grievance.
  - iv) The patron will be notified of the appeal decision with supporting reasons via phone call and in writing within ten (10) working days from the date the written appeal is received.

v) Ride Lake County 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), Lake County will prepare and maintain a list of any active investigations, lawsuits, or complaints that allege discrimination on the basis of race, color, or national origin. 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 Lake County and Pace Suburban Bus Service in response to a federally funded Ride Lake County service investigation, lawsuit, or complaint.
- b) Ride Lake County has not dealt with any investigations, complaints, or lawsuits regarding Title VI.

**4) Public Participation Plan**

- a) In order to comply with 49 CFR Section 21.9(d), Lake County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.
- b) LCDOT engages with the public through the following outreach opportunities:
  - i) Public Meetings and Hearings: Information and notification about the federally funded Ride Lake County services is provided to the public through the following avenues:
    - (1) Lake County hosts PWPTC and the County Board meeting every month. Notice of the upcoming meetings is advertised on the County website, in local newspapers, and posted in the Administration Building. PWPTC meetings are publicized through an email/marketing system through which interested parties can sign up to receive news alerts. PWPTC meetings are accessible to persons with disabilities and reside where Pace ADA Paratransit and Ride Lake County provide service. Patrons are encouraged to attend these meetings and provide comments during the public comment period.
    - (2) LCDOT 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.
  - ii) Website
    - (1) LCDOT maintains a website that provides information to the public regarding Ride Lake County, 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 LCDOT staff if questions arise and more information is needed.
    - (2) Ride Lake County is referenced on the Pace Suburban Bus Dial-a-Ride Directory website
    - (3) Ride Lake County is referenced on Municipal and Township websites, newsletters, and e-newsletters.
  - iii) Information Handouts: Members of the public and service patrons are given access to a Ride Lake County Brochure and Rider's Guide that outline the Ride Lake County program and services, including the Title VI program. These are widely disseminated in hard copy and electronically across Municipal and Township buildings in Lake County.

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

- a) Purpose: Ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).
- b) Available assistance for LEP persons using Ride Lake County
  - i) Ride Lake County Brochure, Rider's Guide, and Title VI Complaint Form are translated into Spanish, and available online and in hard copy.

- ii) Interpreters are available at the Pace Call Center, which provides reservation and dispatch services for Ride Lake County.
  - iii) Pace Suburban Bus has additional language assistance services available through their Customer Relations department.
  - iv) Federal Transit Administration 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 Ride Lake County
- i) Based on the 2009-2013 American Community Survey 5-Year Estimates, 72.2% of Lake County speaks English and 17.1% speak Spanish as their primary language at home for the population five years and over. (Source: 2009 - 2013 American Community Survey 5-Year Estimate Profiles for Lake County)
  - ii) A breakdown of Age by Language Spoken at Home from the 2009-2013 American Community Survey 5-Year Estimates is shown in the following table.

**AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

LANGUAGE SPOKEN AT HOME				
Population 5 years and over	656,905	+/-5	656,905	(X)
English only	474,523	+/-2,437	72.2%	+/-0.4
Language other than English	182,382	+/-2,437	27.8%	+/-0.4
Speak English less than "very well"	68,510	+/-1,724	10.4%	+/-0.3
Spanish	112,482	+/-1,391	17.1%	+/-0.2
Speak English less than "very well"	48,656	+/-1,452	7.4%	+/-0.2
Other Indo-European languages	39,621	+/-1,797	6.0%	+/-0.3
Speak English less than "very well"	10,186	+/-629	1.6%	+/-0.1
Asian and Pacific Islander languages	26,988	+/-1,146	4.1%	+/-0.2
Speak English less than "very well"	9,188	+/-649	1.4%	+/-0.1
Other languages	3,291	+/-689	0.5%	+/-0.1
Speak English less than "very well"	480	+/-145	0.1%	+/-0.1

# Ride Lake County TITLE VI PROGRAM

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## Exhibit A: Title VI Public Notification

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

#### **Ride Lake County**

- *“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)*

- Ride Lake County 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 Ride Lake County.

*Ride Lake County 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 Ride Lake County.*

- For more information on the procedure to file a complaint, contact our office at (847) 377-7538, [dot@lakecountyl.gov](mailto:dot@lakecountyl.gov), or visit <https://www.lakecountyl.gov/3486/RideLakeCounty>

# 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 Ride Lake County, 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

Lake County Division of Transportation  
Attn: Paratransit Coordinator  
600 W. Winchester Road  
Libertyville, IL 60048  
847-377-7538

**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

Lake County Division of Transportation  
Attn: Paratransit Coordinator  
600 W. Winchester Road  
Libertyville, IL 60048  
847-377-7538

**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**