



## TITLE VI POLICY

Approved By SCT Board of Directors on  
April 28, 2016

*Margaret Conley*

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Margaret Conley, SCT Board Secretary

**SOUTH CENTRAL ILLINOIS MASS TRANSIT DISTRICT  
TITLE VI POLICY**

**Board approved April 28, 2016**

**SCT shall grant services to individuals regardless of their race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military services.**

**Notice of Rights under Title VI**

Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner. Promote full and fair participation in public transportation decision-making with regard to race, color, or national origin. Ensure meaningful access to transit related programs and activities by persons with limited English proficiency.

**Title VI Complaint Procedures**

In order to comply with 40 CFR Section 21.9(b), South Central Illinois Mass Transit District (SCT) 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. SCT has adopted the Title VI complaint procedures used by IDOT. 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 discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. Exhibit II provides SCT'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 SCT's Title VI Coordinator (Managing Director). Under these circumstances, the complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegation into writing.
- 3). SCT will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against SCT shall be forwarded to the IDOT Title VI Coordinator:  
Mr. Elbert Simon, Civil Rights Officer  
318 Hanley Building  
Illinois Department of Transportation  
2300 Dirksen Parkway  
Springfield, IL. 62764
- 4). When a complete complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant within five (5) days

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 within 15 business days from receipt of the original complaint. 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. SCT 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 to investigate the complaint, the notification shall inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

**Exhibit II**

**SOUTH CENTRAL TRANSIT TITLE VI COMPLAINT FORM**

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

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

Telephone Numbers: (home) \_\_\_\_\_ (work) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Accessible Format Requirements?

Large Print \_\_\_\_\_ Audio Tape \_\_\_\_\_ 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's Guidance to Recipients on Special language Services to Limited English Proficient (LEP) Beneficiaries.*

*In SCT'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 U.S. Department of Justice for enforcement.*

**Section II**

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: \_\_\_\_\_

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

**Section III**

Have you previously filed a Title VI complaint with SCT or the FTA? Yes \_\_\_ No \_\_\_

If yes, what was your FTA Complaint Number? \_\_\_\_\_

*(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 Employment Opportunity Commission \_\_\_\_\_ Other \_\_\_\_\_

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

If yes, please provide a copy of the complaint form.

*(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 IV**

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route number, witnesses and any other information that would assist us in our investigation of your 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 Illinois Department of Transportation (IDOT)? Yes \_\_\_\_\_ No \_\_\_\_\_

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

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

Signature \_\_\_\_\_ Date \_\_\_\_\_

- 7). When SCT 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 a 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 SCTs’ resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

**LIST OF TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS: \***

	<b>Date</b>	<b>Complaint Summary</b>	<b>Status of Complaint</b>	<b>Actions Taken</b>
<b>Investigations</b>				
1				
2				
<b>Lawsuits</b>				
1				
2				
<b>Complaints</b>				
1				
2				

**2. Title VI Investigation, Complaint, and Lawsuit Recordkeeping procedures**

In order to comply with 49 CFR Section 21.9 (b), SCT has prepared and maintains a list of active investigations, lawsuits or complaints name SCT 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 the allegation;
- The status of the investigation; and
- Actions taken in response to the investigation, lawsuit, or complaint.

SCT has adopted IDOT’s Title VI record keeping procedures for complaints, lawsuits, and investigations. Exhibit III on the following page depicts this format. There are currently no active investigations, lawsuits, or complaints that allege discrimination by SCT on the basis of race, color, or national origin.

**3. Improving Access for People with Limited English Proficiency (LEP)**

**Four Factor Analysis**

South Central Illinois Mass Transit District (SCT) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person 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 from the FTA.

**Analysis Using Four Factor Frameworks**

SCT has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

**1. Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population**

Task 1. Step 1a: Examine prior experiences with LEP individuals.

SCT serves a rural community. Our community population is primarily white, with 1.97% being Asian, Hispanic or Latino (2010 census). SCT transit operators and customer service staff seldom have interactions with LEP persons. In most cases, the information needed from SCT relate to use of transit services including requests for route and schedule information, fare information, transfers, etc. English-speaking family members are often-but not always-available to help with translation when needed.

Task 1, Step 1b: Public Participation.

Public participation will include outreach to minorities and limited English proficient populations. Public participation may extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations and others.

Task 1. Step 2: Become familiar with data from the U.S. Census

The 2010 Census describes the languages spoken in Clinton, Franklin, Jefferson, Marion, Perry, & Washington Counties and number speaking each language as follows:

**Exhibit IV. Languages Spoken in Illinois\***

Language	Number of Speakers
English Only	9,326,786
Spanish or Spanish Creole	1,253,676
Polish	185,749
Chinese	65,251
German	63,366
Tagalog	62,367
Italian	51,975
Korean	43,712

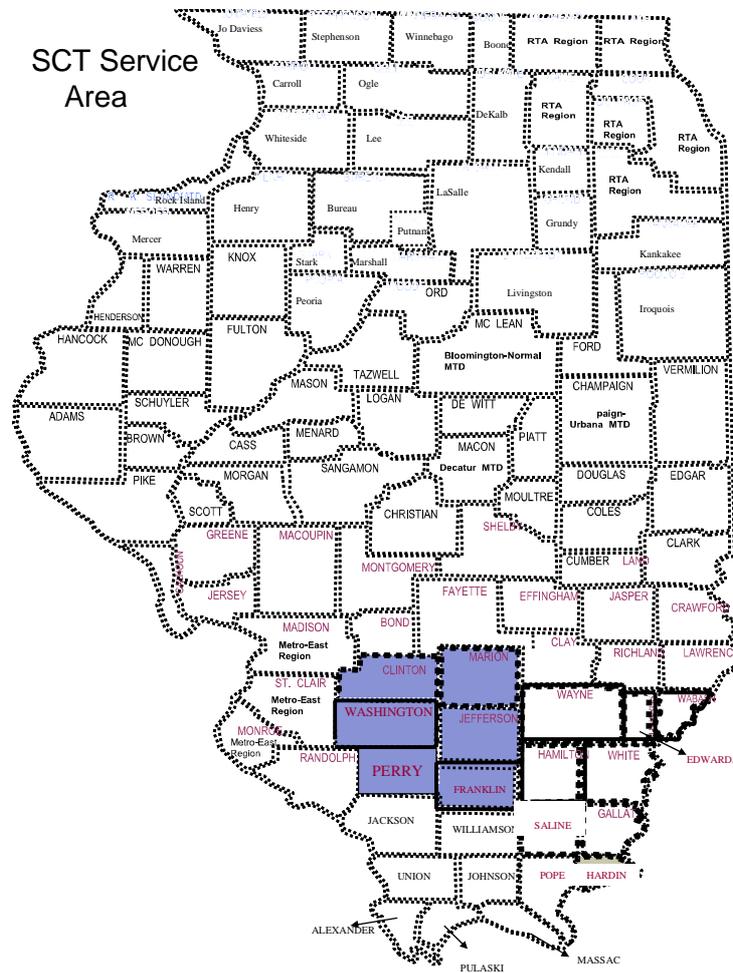
French (incl. Patois, Cajun)	40,812
Greek	40,581
Russian	38,053
Arabic	35,397
Other Indo-European languages	32,806
Urdu	32,420
Serbo-Croatian	29,631
Gujarathi	28,725
Other Slavic Languages	27,772
Other Asian languages	26,745
Hindi	18,734
Other Indic languages	17,632
Vietnamese	16,487
Other and unspecified languages	15,885
Japanese	15,481
African languages	15,379

The most significant non-English language populations speak Spanish or Spanish Creole.

Task 1. Step 2A: Identify the geographic boundaries of the area that your agency serves

SCT service area is defined by counties, which include Clinton, Franklin, Jefferson, Marion, Perry & Washington. See Exhibit V.

## Exhibit V



Task 1, Step 2B: Obtain Census data on the LEP population in your service area.\*

COUNTY	POPULATION	SPEAKS ENGLISH
Clinton County	37,762	35,825
Franklin County	39,561	37,471
Jefferson County	38,827	36,288
Marion County	39,437	36,434
Perry County	22,350	20,984
Washington County	14,716	13,799

Task 1, Step 2C: Analyze the data you have collected.

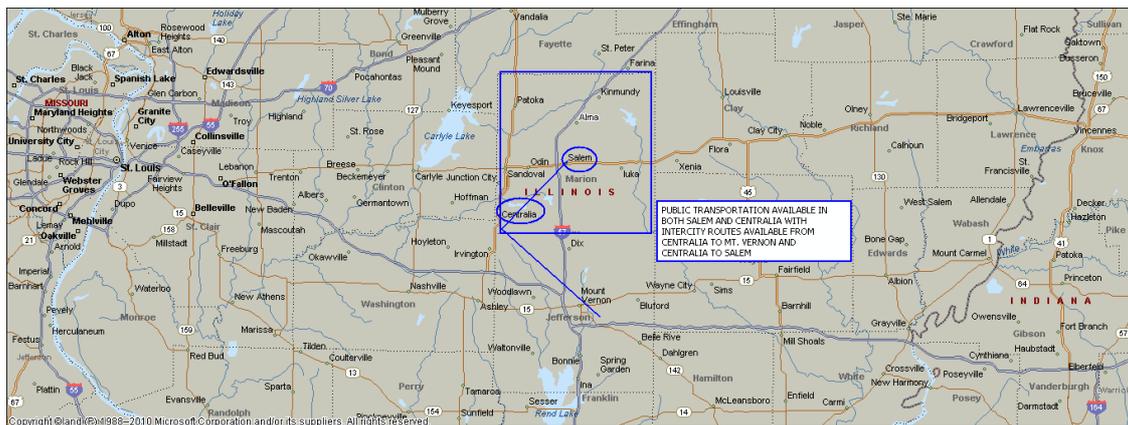
Non-proficiency is determined by adding those who speak English in any category other than very well.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

**Exhibit VI \***

County	Caucasian	African American	Native American	Asian	Hispanic	Total Population
<b>Marion</b>						
Population	36,734	1,557	69	224	542	39,437
<b>Clinton</b>						
Population	35,284	1,338	72	167	1,058	37,762
<b>Jefferson</b>						
Population	34,315	3,251	35	245	799	38,827
<b>Franklin</b>						
Population	38,641	123	75	28	475	39,561
<b>Perry</b>						
Population	19,656	1,866	35	87	599	22,350
<b>Washington</b>						
Population	14,376	101	14	42	197	14,716

The majority of LEP persons live in the Clinton county area, with the largest concentration speaking Spanish.



### **III. Factor 3: The Importance of LEP persons of your program, activities, and services**

#### Task 3, Step 1: Identify your agency's most critical services

Using public transportation is important to LEP persons. SCT offers the following services:

- InterCity Shuttles
- Demand Response Services
- Public Aid Services

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from SCT, which can affect access includes:

- Route and schedule information
- Fare and payment information
- System rules
- Information about how to ride
- Public service announcements
- Safety and security announcements
- Complaint and commendation forms
- Communication related to transit planning
- Information about paratransit services

#### Task 3, Step 2: Review input from community organizations and LEP persons.

There is not a high concentration of LEP people that reside in SCT's service area. SCT has very few LEP riders

### **IV. Factor 4: The resources available to the recipient and costs.**

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

SCT is registered with Language Line.com, which supplies an interpreter 24hours per day, seven days per week, thus giving SCT the availability of a language interpreter during business hours.

#### Task 4, Step 2: Determine what, if any additional services are needed to provide meaningful access.

Due to the small size of our agency and limited resources, SCT should focus its language measures on extending access for persons speaking Spanish. The following should be translated into Spanish:

- Brochures, which include routes, service hours, and fare schedule

- On-demand translation services by phone will be provided through “LanguageLine.Com” to assist LEP persons when calling customer service, dispatch/scheduling, or administrative offices.

#### Task 4, Step 3: Analyze your budget

Like most public agencies, SCT’s budget is constrained by several factors, and staff resources are also limited. SCT should devote resources in the printing and advertising/promotional budgets to LEP implementation measures. In addition, capital budget increases for signage inside of transit facilities and vehicles should be considered. Finally, additional administrative costs may need to be included in the budget for phone translation services.

#### Task 4, Step 4: Consider cost effective practices for providing language services.

SCT should collaborate with the community organizations identified in Task 1 to provide cost effective practices. SCT could partner with these organizations to provide:

- Help with translation of printed and online information
- Distribution channels for printed information
- Translation assistance for LEP persons
- Educational and outreach opportunities to help improve access for LEP persons.

In additional, SCT should research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

### **Plan for Implementation**

#### **I. Identifying LEP Individuals who need language assistance**

Research and field work completed in the four factor analysis indicates that a large proportion of Spanish-speaking LEP persons reside in Marion County. Of the total county population (36,937) 2.1% are persons with limited English proficiency.

Research among bus operators and customer service staff indicate that the frequency of contact with LEP persons speaking Spanish is about one (1) time per month.

#### **II. Language assistance measures**

The following resources will be used to provide language assistance:

Language Line Services is a provider of translation services by phone. The company charges a per-minute fee. Call 1-866-874-3972, enter SCT’s 6-digit ID number (584124)

### **III. Training staff**

Training on SCT's responsibility to serve LEP persons is implemented by the following means:

- Orientation and initial training for new bus operators, and ongoing training, will include procedures that have been put in place to serving LEP persons.

- Dispatchers, supervisors, customer service personnel, drivers, receptionist and management staff will take part in ongoing training, with at least one training session per year on the topic of service LEP persons.

### **IV. Providing notice to LEP persons**

SCT incorporates a variety of methods to communicate with transit users and the public. These include printed schedule information, signs inside of vehicles, web sites, customer service phone line, and advertising. SCT will use these methods to notify LEP persons of the availability of language assistance, and when applicable, to notify customers of the availability of translated documents. Implementation will be complete by the end of 2011.

### **V. Monitoring and Updating the LEP Plan**

Ongoing outreach efforts will include a process to obtain feedback on SCT's language assistance measures. Monitoring of the program will be assigned to the Marketing/Public Relations Director. Specific tasks will include contact with the organizations in the SCT service area to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

The DOT guidance also recommends internal monitoring by performing ride checks, in which LEP persons are engaged to ride and report on the experience. It should be noted that this activity is designed to collect information on LEP implementation, not to monitor the performance of any specific employees resulting in corrective or disciplinary action.

Based on the feedback received, SCT may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures which are not effective.

If service is expanded into areas with high concentrations of LEP persons, SCT should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

**Anti-Discrimination Notice**

It is unlawful for South Central Illinois Mass Transit District to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

**Source:** U.S. Census Bureau, 2010 American Community Survey

<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

# SOUTH CENTRAL TRANSIT

## ORGANIZATIONAL CHART 2016-2017

