

RESOLUTION NO. 2018-84

RESOLUTION APPROVING THE UPDATED TITLE VI FOR CHAMPAIGN COUNTY RURAL PUBLIC  
TRANSPORTATION

WHEREAS, the COUNTY OF CHAMPAIGN ("County") provides public transportation in rural Champaign County without regard to race, color, sex, and national origin in accordance with Title VI of the Civil Rights Act;

WHEREAS, the County of Champaign desires to establish a plan to ensure that riders of the Champaign County rural public transportation system are protected from civil rights violations; and

WHEREAS, any person who believes she or he has been aggravated by any unlawful discriminatory practice under Title VI may file a complaint with the county of Champaign, Illinois and provided in its Title VI Civil Rights Act Compliance Plan;

NOW, THEREFORE, BE IT RESOLVED that the County Board of Champaign County approve the Title VI for Champaign County Rural Public Transportation.

PRESENTED, ADOPTED, APPROVED and RECORDED this 19<sup>th</sup> day of April, 2018.

COUNTY OF CHAMPAIGN

By: C. Pius Weibel

C. Pius Weibel, Chair

Champaign County Board

Attest:

By: Gordy Hulten

Gordy Hulten

Champaign County Clerk

C-CARTS (Champaign County Area Rural Transit Service)

TITLE VI PLAN

2018

## **I. PURPOSE**

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 (and including “sex” under FHWA regulations) 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 Champaign County’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 Champaign County 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; and
- Ensure that persons with limited English proficiency have meaningful access to programs and activities that are administered by recipients and sub-recipients.

## **II. THE C-CARTS TITLE VI PROGRAM**

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

### **ANNUAL SUBMISSIONS TO ILLINOIS DEPARTMENT OF TRANSPORTATION (IDOT)**

Champaign County ensures compliance with the requirements of the Illinois Department of Transportation (IDOT) Title VI Program. Champaign County will submit an annual assurance to verify Title VI compliance as part of the standard assurances it submits to IDOT with grant applications. Champaign County shall also collect Title VI Assurances from sub recipients prior to passing through FTA funds. Exhibit I on the following page is Champaign County’s Title VI assurance.

## **TITLE VI ASSURANCE TO FEDERAL TRANSIT ADMINISTRATION**

**Champaign 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, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin (and including "sex" under FHWA regulations) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Champaign 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 limiting the above assurances, Champaign 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.**

## TRIENNIAL SUBMISSIONS TO IDOT

Champaign County will report the information contained in this section to 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 its Title VI program.

### 1. Title VI Complaint Procedures

In order to comply with 40 CFR Section 21.9 (b) Champaign County has developed procedures for investigating and tracking Title VI complaints. If you believe that you have been excluded from participation in, denied the benefits of or subjected to discrimination based on race, color, sex, creed, or national origin under Champaign County's rural public transportation program or related benefits, you may file a complaint with the Champaign County Regional Planning Commission (RPC). 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 discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). Reasonable measures will be undertaken to preserve any information that is confidential. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. Exhibit II provides Champaign County'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 Champaign County'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) Champaign County will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against Champaign County shall be forwarded to the 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) 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) A complaint may also be filed directly with the Federal Transit Administration by filing a complaint at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Telephone: (202) 366-4018

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

**CHAMPAIGN COUNTY AREA RURAL TRANSIT SYSTEM 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 CHAMPAIGN COUNTY'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 question, 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 \_\_\_\_

**Section III**

Have you previously filed a Title VI complaint with CHAMPAIGN COUNTY 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) Within 15 business days from receipt of a complete complaint, Champaign County 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 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.
- 8) When Champaign County does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
- 9) 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.
- 10) 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 receipt of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 11) If a Title VI violation is found to exist, remedial steps, as appropriate and necessary, will be taken immediately. If no violation is found, or if the Complainant is dissatisfied with Champaign County's 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) Champaign County has prepared and maintains a list of active investigations, lawsuits, or complaints naming Champaign County 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.

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

**EXHIBIT III: TITLE VI COMPLAINT RECORD KEEPING**

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

### 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.”*

Champaign County 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 Providers.” 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. Champaign County

undertook an analysis of the languages spoken in its County and estimated the number of residents with Limited English Proficiency by language group.

**Exhibit IV: English and Non-English Speaking Residents of Champaign County Area**

Champaign County\* 2012-2016 ACS 5 Year Estimates Data Table

	Number	Percentage
<b>Total Population 5 years and Older</b>	<b>194,936</b>	<b>100%</b>
<b>Speak only English</b>	<b>163,010</b>	<b>83.6%</b>
<b>Language other than English</b>	<b>31,926</b>	<b>16.4</b>
<b>Speak Spanish:</b>	<b>8,602</b>	<b>4.4%</b>
Speak English less than "Very Well"	2,881	1.5%
<b>Speak other Indo-European languages:</b>	<b>7,522</b>	<b>3.9%</b>
Speak English less than "Very Well"	1,951	1.0%
<b>Speak Asian and Pacific Island languages:</b>	<b>14,408</b>	<b>7.4%</b>
Speak English less than "Very Well"	6,976	3.6%

**Total Population that does not speak English Very Well: 12,134 or 6.2%**

\*Champaign County data is for the entire county, since language data is not available at block group level data for rural vs. urban cannot be distinguished.

- (2) Determining the frequency with which LEP individuals come in contact with the program. Champaign County has not received a ride request from any individual who had difficulty communicating in English. Champaign County, 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.
  
- (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 Champaign County service is open to all without discrimination based on race, creed, color, national origin, gender, sexual orientation, or disability. Champaign County 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.

Champaign County 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, Champaign County will have available summaries of all vital documents translated upon request to suit the needs of each individual. In addition, Champaign County will provide interpretive mechanism on its website and electronic media. Any further requirement will be discussed individually on an as requested basis.

#### **4. Inclusive Public Participation**

Champaign County's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. Engagement of the public in service planning and development is an integral part of Champaign County's planning process.

Champaign County's ongoing public participation planning works to ensure:

- Potentially affected community members will have an opportunity to participate in decisions about a proposed activity that will affect their environment and/or health and their ability to participate in life supporting activities.
- The public's contribution will influence Champaign County's decision making.
- The concerns of all person and groups participating in the process will be considered in the decision making process.
- Champaign County will seek and facilitates the involvement of those potentially impacted.
- Champaign County will use a variety of communication mechanisms to ensure that all populations, those residing in minority census tracts and those living in non-minority census tracts, persons with low income, persons with disabilities, older adults and persons with limited English proficiency have an opportunity to participation in service development and changes.

A variety of communication methods will be utilized to seek public input. Methods include:

- Notices on buses
- Newspaper Ads
- Notices on Websites
- Public Meetings
- Distribution of notices to advocacy groups
- Availability of notices in alternate formats such as braille, audio and large print
- Social media (Facebook)

## 5. Beneficiary Notification Protection under Title VI

In order to comply with 49 CFR Section 21.9 (d), sub-recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. Champaign County disseminates this information to the public through measures that include posting on the transit system website, and flyers placed at county offices. The notice will be translated into languages other than English consistent with LEP Guidelines. Exhibit IV is Champaign County's Title VI Protection Notice to the Public.

### EXHIBIT V: C-CARTS TITLE VI PROTECTION NOTICE TO THE PUBLIC

Champaign County 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 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 Champaign County programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the Champaign County Title VI Coordinator within sixty, (60) days following the date of the alleged occurrence. For more information on Champaign County's civil rights program, and the procedures to file a complaint, contact Becky Krueger at (217) 819-4026 or [bkrueger@ccrpc.org](mailto:bkrueger@ccrpc.org). Additional information can be found at our Champaign County Regional Planning Commission website <https://ccrpc.org/documents/title-vi-complaint-procedure/> or by visiting our administrative office at:

Brookens Administrative Center  
Champaign County Regional Planning Commission  
1776 E Washington Street  
Urbana, IL 61820

## 5. Additional information requests

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

## 6. Submission of Title VI Program

To ensure compliance with 49 CFR Section 21.9 (b), this report will serve as documentation of Champaign County Title VI compliance. Champaign County will prepare and submit updates to this Title VI program to the IDOT on a triennial basis.

## **7. Conducting Analysis of Construction Projects**

Champaign County 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, Champaign County will complete IDOT's standard environmental assessment (EA) and will submit the EA as part of each triennial Title VI submission.

## **III. SERVICE EQUITY ANALYSIS**

### **MINORITY, LOW-INCOME, AND LIMITED ENGLISH PROFICIENCY POPULATION CONCENTRATIONS**

Champaign County provides transportation services via deviated-fixed route and demand response. Rider access and travel times vary with each request. Management insures a balance of resources is available to meet specific demand in Champaign County.

Included on the following pages are a resource distribution table and demographic profile maps that illustrate minority, low income and LEP populations in relation to the Champaign County service area.

### **Champaign County Service Area (See Attachment 1)**

#### **Service Monitoring**

Champaign County's Performance Compliance and Oversight Monitor (PCOM) will monitor service level and service quality to ensure that no person or group of persons shall be discriminated against with regard to the route, scheduling, or quality of transportation service furnished by the Champaign County 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.

### **CHAMPAIGN COUNTY 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 Champaign County advance Title VI and environmental justice by involving the public in transportation decisions. Effective public involvement programs enable transportation professionals to develop systems, services, and

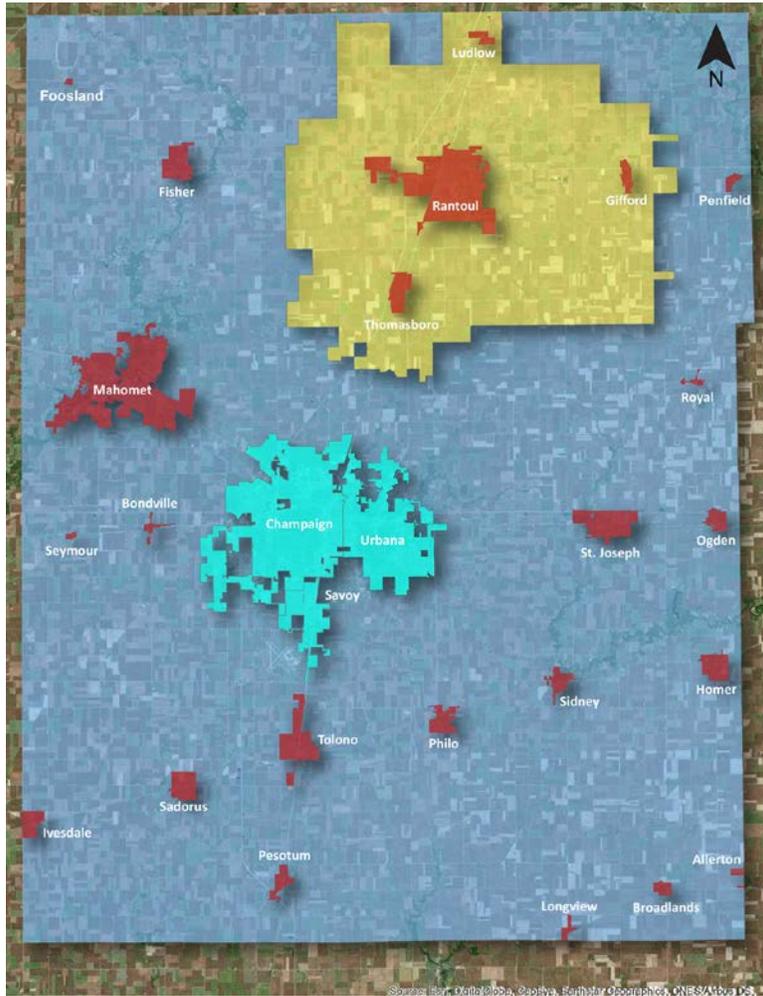
solutions that meet the needs of the public, including minority and low-income communities.

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 significant delay in the receipt of benefits by minority and low-income populations.

Board Approved: 04-19-2018

## Attachment 1: Champaign County Area Rural Transit System (C-CARTS) Service Area



## Attachment II: C-CARTS Fares

### Fares

Fares vary depending on age, origin, and destination. Find your origin and destination on the Service Area Map below and match it with the corresponding row in the table below. Please note that all children under 12 must be accompanied by an adult.

Origin	Destination	12 and Under	12 to 60	60 and Over
Yellow	Yellow	\$1.00	\$2.00	\$2.00
Yellow	Teal	\$1.00	\$5.00	\$2.00
Yellow	Blue	\$1.00	\$5.00	\$2.00
Blue	Teal	\$1.00	\$5.00	\$2.00
Blue	Blue	\$1.00	\$5.00	\$2.00