

# **Ride** --- **in** --- **Kane**

TITLE VI PROGRAM

January 2015

1. CURRENT OFFICERS & PARTICIPATING SPONSORS	3
2. INTRODUCTION	4
3. RIDE IN KANE TITLE VI PROCEDURES a. TITLE VI INSTRUCTIONS TO PUBLIC REGARDING HOW TO FILE A COMPLAINT, GRIEVANCE, OR APPEAL b. PUBLIC TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS SINCE MAY 2012 c. PUBLIC PARTICIPATION PLAN d. LANGUAGE ASSISTANCE PLAN FOR LEP PERSONS	5
4. TITLE VI NOTICE TO THE PUBLIC	8
5. GOVERNING BODIES OF RIDE IN KANE	9
6. RACIAL BREAKDOWN OF TRANSIT-RELATED, NON-ELECTED PLANNING BOARDS, ADVISORY COUNCILS OR COMMITTEES, OR SIMILAR DECISION-MAKING BODIES	11
7. TITLE VI COMPLAINT FORM	12
8. RIDE IN KANE GRIEVANCE FORM	14
9. RIDE IN KANE APPEAL FORM	15

## RIDE IN KANE

Lynn O'Shea – Committee Chair  
Sue Harney – Committee Vice-Chair  
Ron Singer – Committee Vice-Chair

## LIST OF SPONSORING ENTITIES

Association for Individual Development  
Aurora Township  
Batavia Township  
Blackberry Township  
Campton Township  
City of Batavia  
City of Elgin  
City of Geneva  
City of St. Charles  
Dundee Township Partners (East Dundee, Dundee Township, & Sleepy Hollow  
Elgin Township  
Hesed House  
INC Board NFP  
Kane County  
Northwest Housing  
Pace Suburban Bus  
St. Charles Township  
Senior Services Associates  
Village of Campton Hills  
Village of South Elgin

## 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 in Kane program, receiving such funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied the benefits of, its activities or services on the basis of race, color, or national origin.

**RIDE IN KANE TRANSPORTATION SERVICES**  
TITLE VI PROGRAM NOTICE  
Complaint, Grievance, and Appeal Procedure

**Purpose:** To allow a recipient of services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964 services.

A. Title VI Program Notice:  
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 be subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42USC 2000d)

B. Complaint Procedure:

1. Recipients may voice a complaint at any time without fear of discrimination or reprisal.
2. Recipients may contact Pace Quality Assurance at 847-364-7223 to voice their complaint. Pace Quality Assurance staff follow up on all complaints.
3. Recipients may also contact their sponsoring agency/entity to voice a complaint.
4. Recipients may also contact the Association for Individual Development’s Ride in Kane staff (current administrators of the grant) at 847-966-2303 to voice a complaint.
5. Recipients may also attend the quarterly Ride in Kane meetings to voice any complaints or concerns.
6. Responses to recipients will be verbal unless written response is requested.
7. All complaints are documented and reviewed at the quarterly Ride in Kane sponsor meetings.

C. Grievance Procedure:

1. Recipients may begin Title VI grievance at any time without fear of discrimination or reprisal. Grievance intake is received without judgment.
2. Recipients may contact Pace Quality Assurance at 847-364-7223 to voice their grievance. Pace Quality Assurance staff follow up on all grievances.
3. Recipients may also contact their sponsoring agency/entity to file a grievance.
4. Recipients may also contact the Association for Individual Development’s Ride in Kane staff (current administrators of the grant) at 847-966-2303 to file a grievance.

5. Recipients may also attend the quarterly Ride in Kane meetings to file a grievance.
6. All grievances should be in writing.
7. A grievance can be withdrawn at any time.
8. All responses to the grievance should be in writing with staff signature and date. Responses will be given within 15 working days. Responses should contain the decision and the supporting reasons for the decision. Responses should also contain reference to the appeal procedure.
9. All grievances will be reviewed at the quarterly Ride in Kane sponsor meetings.

D. Appeal Procedure:

1. If the complaint or grievance is not resolved to the satisfaction of the recipient, the recipient may appeal the decision in writing to the Association for Individual Development. The Association for Individual Development will either investigate or ask another member of the Ride in Kane committee to investigate the grievance.
2. A written response to the appeal will be given to the recipient within 15 working days. The response should contain the decision and the supporting reasons for the decision.
3. All appeals will be reviewed at the quarterly Ride in Kane sponsor meetings.

E. Listing of All Title VI Investigations, Complaints, or Lawsuits

1. Ride in Kane has had no investigations, complaints, or lawsuits in regards to Title VI since its inception in 2008.

F. Public Transportation Plan

1. The Ride in Kane services are frequently mentioned in the local newspapers. The public is made aware of all forums involving public transportation through local newspapers. In addition, the Ride in Kane program has its own website [www.rideinkane.org](http://www.rideinkane.org). Ride in Kane is also referenced on the Pace Bus website, the Kane County Website, and through several of the sponsoring townships/municipalities websites.
2. Ride in Kane has a toll free information line (888-480-8549)
3. Ride in Kane sponsor meetings and the Kane County Paratransit Coordinating Council provide time in each agenda for recipient input. Sponsors are encouraged to inform or bring recipients to the meetings.
4. Each participant of Ride in Kane is provided with a Rider's Guide that outlines the program including the Title VI program and process to file complaints, grievances and appeals.

G. Limited English Proficient (LEP) Program

1. Registration and Rider's Guide is available in Spanish as needed.
2. Translators are available by most sponsors, or by AID if not available by a certain sponsor.
3. LEP (Limited English Proficient) Program information is also available at:  
[www.fta.dot.gov/documents/LEP\\_Handbook.doc](http://www.fta.dot.gov/documents/LEP_Handbook.doc)

## NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

# Ride in Kane

- *Ride in Kane* operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with *Ride in Kane*.
- For more information on *Ride in Kane's* civil rights program, and the procedures to file a complaint, contact (847) 931-2303; email [kspracklen@the-association.org](mailto:kspracklen@the-association.org); or visit our administrative office at 1135 Bowes Rd., Elgin, IL 60123.  
For more information, visit [www.rideinkane.org](http://www.rideinkane.org)
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact:  
(630) 966-4000.  
*Si se necesita información en otro idioma , el contacto:*  
(630) 966-4000.

**Ride**  
**in**  
**Kane**



## GOVERNING BODIES OF RIDE IN KANE

Ride in Kane is a collaboration of many townships, municipalities, and social service agencies in Kane County. As such, the Kane County Paratransit Coordinating Council was originated to bring the various entities together to help develop, implement, enhance, and improve the existing paratransit system. The main objectives of the Kane County Paratransit Council are to:

- address the unmet travel needs among seniors, persons with disabilities, and low-income individuals residing in Kane County and municipalities that are partially within Kane County.
- provide paratransit access for these persons to locations throughout Kane County; within these municipalities; and to transfer points with other similar services serving neighboring counties.

### A. THE ASSOCIATION FOR INDIVIDUAL DEVELOPMENT BOARD OF DIRECTORS

Ride In Kane is partially funded by Federal Grants awarded by the Regional Transit Authority (RTA) at 50% match from participating sponsors. The Association for Individual Development (AID) is currently the grantee of these funds and as such is the administrator of the grants.

- ◆ The business of AID shall be managed by or under the direction of its Board of Directors. The Board, subject to these bylaws, shall exercise broad stewardship and policy direction for the corporation. In its fiduciary role, the Board shall have the power to solicit, receive, use, hold, invest and reinvest gifts, bequests, devises, grants or funds from whatever source and use the same or the proceeds thereof for AID or any of its activities, or as specifically designated. It shall cause the books and financial statements of AID to be audited annually by independent certified public accountants. It shall actively promote the corporation's purposes and mission throughout the community.
- ◆ The Board of Directors shall employ a President/ CEO and empower the President/CEO to transact business, administer established policies, manage the corporation's services, hire, discharge and supervise all personnel, and manage the real and personal properties of the Association, subject to the direction of the Board of Directors. The President shall serve as the registered agent for the corporation.

### B. KANE COUNTY PARATRANSIT COORDINATING COUNCIL (KCPCC)

#### 1. Membership of the Council

The Council shall be composed of citizen members and organizational members as follows:

- ◆ Citizen members - Citizen members must be residents of Kane County or municipalities that are partially within Kane County and take an active interest in improving mobility for seniors, persons with disabilities, and low-income individuals. There shall be at least 2 citizen members on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. (For example, 3 citizen members shall sit on the Council if there are between 25 and 34 organizational members). The term of each citizen member shall be one-year. Citizen members may serve multiple terms, but must submit an application at the end of

each term. Applications to be a citizen member must be submitted to the Kane County Division of Transportation no later than the Council's regular first meeting of the year. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular final meeting of the year.

- ◆ **Organizational members** - (1) Any public or private, non-profit organization based in Kane County which currently advocates, funds or arranges for transportation for its clients, consumers, or employees; (2) any regional public transportation agency or state/regional agency involved in the provision of public/passenger transportation in Kane County; and (3) any unit of local government that is wholly or partially within Kane County is automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or organization. Each member shall designate one representative to the Council and may designate, in writing, individuals to serve as alternate members who shall have the same privileges as members in the member's absence. Because continuity is important to the business of this Council, each organizational member shall attempt to designate a specific person and alternate for no less than one year coinciding with the Council's operating year (see Article IV.2). Hereafter member shall mean member or alternate member.

## **2. Ride In Kane Sponsor Committee**

- ◆ The Ride in Kane Sponsor Committee will be comprised of those non-profit agencies and/or units of local government (sponsoring partners) that commit funds for the purchase of paratransit services on behalf of the target population (people with disabilities, seniors, and low income individuals traveling to work), either directly or through contract with a paratransit service provider. The Ride in Kane Sponsor Committee will establish policies, including fare structures, for the optimal operation of paratransit services funded by the sponsoring partners. All policies and/or policy changes will be adopted by at least 2/3 majority vote of the sponsoring partners.

## **3. Membership Committee**

- ◆ The Membership Committee will be responsible for seeking organizational members and processing citizen member applications and monitoring and suggesting changes to the By-laws and Memorandum of Understanding

## **4. Consumer Advisory Committee**

- ◆ The Consumer Advisory Committee will ensure consumer input and open lines of communication with various constituents.

## **C. REGIONAL TRANSIT AUTHORITY (RTA)**

The RTA oversees the overall financial operations of the Ride in Kane program as the fiduciary agent for the Federal Grant monies awarded by the Federal Transit Authority.

**RACIAL BREAKDOWN OF TRANSIT-RELATED, NON-ELECTED PLANNING BOARDS,  
ADVISORY COUNCILS OR COMMITTEES, OR SIMILAR DECISION-MAKING BODIES**

<u>BODY</u>	<u>CAUCASIAN</u>	<u>LATINO</u>	<u>AFRICAN AMERICAN</u>	<u>ASIAN AMERICAN</u>	<u>NATIVE AMERICAN</u>
KANE COUNTY*	58.4%	31.2%	6.0%	4.0%	1.0%
THE ASSOCIATION FOR INDIVIDUAL DEVELOPMENT BOARD	78.6%	21.4%	0%	0%	0%
KANE COUNTY PARATRANSIT COORDINATING COUNCIL	81.0%	9.5%	9.5%	0%	0%
RIDE IN KANE SPONSOR COMMITTEE	93.4%	6.7%	0%	0%	0%

\* Source: US Census Bureau State & County Quick Facts – 2013 census

**The Association for Individual Development Board** is a volunteer Board. At the beginning of each calendar year, the Nominating Committee of the AID Board reviews the Board Roster for information on which Board members' terms will expire on June 30. Those eligible for an additional three year term and who are in good standing are invited to have their name placed in nomination for election to an additional three year term at the AID annual meeting in May.

Recruitment to fill Board vacancies is conducted annually, and when an unexpected vacancy in the Board occurs. An assessment of the current strengths and needs of the seated Board members is considered, and desired characteristics of new Board recruits discussed. Consideration for recruitment of Board nominees includes: geographic representation across the Fox Valley area, professional skills (legal, accounting, medical, education, business, etc.), community leadership, consumer representation, race and ethnicity and interest in the constituency served by AID. Board members, consumers, staff and donors are asked for potential nominees.

Nominees are asked to complete an application which is shared with the AID Nominating Committee. The Committee provides additional information to each interested nominee and meets with him/her to answer questions and determine interest in serving on the Board. If the nominee agrees, his/her name is placed into nomination for election at the annual meeting, or in case of filling a vacancy, for appointment by the Board until the next regular election.

**The Kane County Paratransit Coordinating Council** is open to the public to join once a Memorandum of Understanding is signed. Meetings are posted on the website for the availability of anyone who is interested.

**The Ride in Kane Sponsor Committee** is made up of representatives from the various entities that provide the matching funds and therefore are not able to be influenced by the Ride in Kane program.

**RIDE IN KANE**

**TITLE VI COMPLAINT FORM**

Title VI of the Civil Rights Act of 1964 requires that "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 be subjected to discrimination under any program or activity receiving Federal financial assistance." (42USC 2000d) If you feel you have been discriminated against in transit services associated with Ride in Kane, please provide the following information in order to assist us in processing your complaint and send it to :

**Association for Individual Development  
Ride in Kane Program  
1135 Bowes Road  
Elgin, IL 60123**

**Please Print Clearly or Type:**

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

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

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

**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     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:**

**Please list any and all known witnesses' names and contact information:**

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

**Please attach any documentation you have which support the allegation, then sign and date this form and send to the address listed at the beginning of this form.**

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

\_\_\_\_\_  
**Print Your Name**

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

**RIDE IN KANE**  
**GRIEVANCE FORM**

This form is to be used to file a grievance including those that are 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, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42USC 2000d)

**1. Brief explanation of concern (provide attachment if additional space is needed)**

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

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Address of Rider

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

\_\_\_\_\_  
Date

**2. Response:**

\_\_\_\_\_  
Printed Name and Title of Member of Ride in Kane

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**3. I do/do not (circle one) wish to submit an appeal in regards to this grievance. Reason:**

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

\_\_\_\_\_  
Date

Submitted grievance form will be forwarded and filed by the Association for Individual Development.

**RIDE IN KANE**

**APPEAL FORM**

This form is to be used to file an appeal to a grievance response including those that are 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, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42USC 2000d)

**1. Brief explanation of concern or problem (provide attachment if additional space is needed). A copy of original grievance should also be attached.**

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

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Address of Rider

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

\_\_\_\_\_  
Date

**2. Response:**

\_\_\_\_\_  
Printed Name and Title of Investigating Member of Ride in Kane

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Submitted appeal form will be forwarded and filed by the Association for Individual Development