



Kane County  
Ride in Kane  
Title VI Program

November 2022

## Table of Contents

Introduction .....	3
Governing Bodies of Ride in Kane.....	3
Title VI Program Notice to the Public .....	5
How to File a Title VI Complaints Process and Appeal .....	5
Public Participation Plan .....	7
Language Assistance Plan for Limited English Proficient (LEP) Persons .....	8
Exhibit A: Title VI Notice to the Public .....	11
Exhibit B: Ride in Kane Title VI Complaint Form.....	12
Exhibit C: Ride in Kane Appeal Form.....	15

## 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 federal funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied benefits of, its activities or services on the basis of race, color or national origin. The Regional Transportation Authority (RTA) requires that the Kane County, administrator of the Ride in Kane program and sub-recipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

Kane County promotes responsible public policy, ethical and high-quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation system. Kane County, specifically the Division of Transportation, serves as the administrator of the Ride in Kane program and is not involved in the day-to-day operations, which are provided or contracted by Pace Suburban Bus.

## Governing Bodies of Ride in Kane

Ride in Kane is a collaboration of 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 Coordinating Council are to:

- Address the unmet travel needs among individuals 65 and over, individuals with a disability, and individuals who qualify as low-income residing in Kane County and municipalities that are partially within Kane County.
- Provide paratransit access for these individuals to locations throughout Kane County; within these municipalities; and to transfer points with other similar services serving neighboring counties.

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 individuals 65 and over, individuals with a disability, and individuals who qualify as low-income. 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 last 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 of the Kane County Paratransit Coordinating Council Bylaws). Hereafter member shall mean member or alternate member.

The Council has one committee – the Ride in Kane Sponsor Committee. This is 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 (individuals 65 and older, individuals with a disability, and individuals who qualify as low income traveling to and from 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. A Membership Committee may be appointed by the Chair if the board receives an application or applications for citizen members.

The following represents the racial breakdown of Kane County as a whole, the Kane County Paratransit Coordinating Council, and the Ride in Kane Sponsor Committee.

	White (non-Hispanic)	Hispanic or Latino (of any race)	African American	Asian	Other or Multiple Races (non-Hispanic)
Kane County Residents*	56.7%	32.0%	5.2%	3.9%	2.2%
KCPCC	96%	0%	4%	0%	0%
RIK Sponsor Committee	100%	0%	0%	0%	0%

There are no other transit-related, non-elected bodies in Kane County. The Ride in Kane Program Manager and other Ride in Kane Sponsor staff frequently encourage residents to become a part of the Council and reach out to various areas of the county, trying to reach minority populations in particular. This is done by attending open house events, meetings, and other paratransit-related events where staff is present and discusses the program.

Ride in Kane is partially funded by federal grants awarded by the RTA at 50% match from participating sponsors. The County of Kane is currently the grantee of these funds and, as such, is the administrator of the grants. The County of Kane operates in compliance with the State of Illinois Counties Code (55 ILCS 5/) and the Kane County Compiled County Code of Ordinances. The County Board is comprised of 24 elected board members and a separately elected County Board Chair. All contracts for purchase of services or goods are performed in compliance with these regulations. Annual audits are conducted in conformance to requirements for funding sources.

Finally, 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.

## Title VI Program Notice to the Public

1. 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 U.S.C.§2000d) See Exhibit A for the notice.
2. This notice is posted:
  - a. On the Ride in Kane Website: <http://kdot.countyofkane.org/RIK>
  - b. In the Ride in Kane Brochure
  - c. In the Ride in Kane Rider’s Guide
  - d. At the Kane County Division of Transportation Office

## How to File a Title VI Complaints Process and Appeal

1. 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.
2. Complaint Process:
  - a. Patrons with a complaint may voice their dissatisfaction at any time without fear of discrimination or reprisal. Complaint intake is received without judgment.
  - b. Patrons may begin the Title VI Complaint process at any time by directly contacting the following:
    - i. Pace Suburban Bus Customer Relations Center
      1. Phone: 847-364-7223 (all comments, complaints, or incidents are recorded)
      2. Informacion en Espanol: 847-228-3575
      3. Email: [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com)
      4. Regular Mail: Pace Suburban Bus Service – Customer Relations, 550 W. Algonquin Road, Arlington Heights, IL 60005
      5. Pace Title VI Complaint Line: English 847-354-7956, Español 847-354-7957
    - ii. Ride in Kane Program Manager
      1. Phone: 630-762-2600
      2. Email: [rideinkane@co.kane.il.us](mailto:rideinkane@co.kane.il.us)
      3. Regular Mail: 41W011 Burlington Road, St. Charles, IL 60157
    - iii. Regional Transportation Authority
      1. 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)
      2. Informacion en Espanol:800-836-7000

3. Online: <https://www.rtachicago.org/>
  4. Regular Mail: 175 West Jackson Boulevard, Suite 1650, Chicago, IL 60604
- iv. Federal Transit Administration
    1. Phone: 888-446-4511
    2. Regular mail: East Building 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
  - v. Patrons may express their complaint at the quarterly Kane County Paratransit Coordinating Council committee meetings. Patrons can find a list of upcoming meetings on the Ride in Kane website:  
<http://kdot.countyofkane.org/RIK/Pages/Meetings.aspx>
  - vi. When possible, complaints should be submitted in writing. See Exhibit B for the Title VI Complaint Form.
  - vii. A complaint can be withdrawn at any time.
- c. Complaint Review Procedure
    - i. All complaints 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 complaints to gather additional information and attempt to resolve the problem.
      1. If the patron feels uncomfortable discussing their complaint 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 complaint 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 complaints, 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) working days.
    - vi. All complaints will be reviewed at the quarterly Ride in Kane Sponsor Committee meetings.
  - d. Appeal Procedure
    - i. If the complaint is not resolved to the satisfaction of the patron, the patron may appeal the decision.
    - ii. The patron must appeal in writing to the Kane County Division of Transportation. The Division of Transportation will either investigate or ask another member of the Ride in Kane committee to investigate the complaint.
    - iii. A written response to the appeal will be given to the recipient within 15 working days. The response will contain the decision and the supporting reasons for the decision.
    - iv. All appeals will be reviewed at the quarterly Ride in Kane Sponsor Committee meetings.
      - v. The Ride in Kane Title VI Appeal Form is found in Exhibit C.
  - e. Listing of all Title VI Investigations, Complaints, or Lawsuits

- i. To comply with 49 CFR Section 21.9(b), Kane 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 Kane County and Pace Suburban Bus Service in response to a federally funded Ride in Kane service investigation, lawsuit, or complaint.
- ii. Ride in Kane has not dealt with any investigations, complaints, or lawsuits regarding Title VI since starting operations in 2008.

## Public Participation Plan

1. In order to comply with 49 CFR Section 21.9(d), Kane County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.
2. Kane County Division of Transportation, through the Ride in Kane Program and in partnership with the Kane County Board Office and Ride in Kane Sponsor agencies, engages with the public in various ways. Whenever possible, information is available in Spanish. To reach those without access to a computer, hard copies of information are available at the Kane County DOT office and at Ride in Kane Sponsor offices. This will allow the greatest number of residents to receive information about the program.
  - a. Public Meetings. Information and notification about the federally funded Ride in Kane program is provided to the public through the following avenues:
    - i. The Kane County Paratransit Coordinating Council meets quarterly, generally the first Tuesday in March, June, September, and December. The annual meeting notice is posted on the Ride in Kane website and all agendas are posted to the website one week prior to the meeting. Anyone interested in the program and requests being added to the Ride in Kane distribution list is sent an email message with the meeting information one month prior to the meeting and a week prior with a link to the agenda packet materials.
    - ii. The Ride in Kane Sponsor Committee meets quarterly, immediately following the Kane County Paratransit Coordinating Council meeting. All materials are included in the meeting notices for the Coordinating Council meetings.
    - iii. These meetings are open to the public and staff from Pace Suburban Bus and the Regional Transportation Authority regularly attend. All Ride in Kane sponsor agencies attend as well as the Ride in Kane Program Manager and Kane County DOT staff.
    - iv. The Ride in Kane Program Manager or Kane County DOT 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 about the program.
    - v. The Ride in Kane services are frequently mentioned in the local news and media outlets, particularly when the Kane County Board office issues a press release. Press releases are in English and Spanish.
  - b. Website
    - i. The Kane County DOT hosts and maintains a Ride in Kane website that provides information to the public regarding Ride in Kane, 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 contact information for the Ride in Kane Program Manager including a phone number, email address, and mailing address if questions arise and more information is needed.

- ii. The Ride in Kane program is referenced on the Pace Suburban Bus Dial-a-Ride Directory website.
  - iii. The Ride in Kane program is referenced on Municipal and Township websites, newsletters, and e-newsletters.
  - iv. The Kane County website includes press releases and other information related to the Ride in Kane program.
  - v. The Kane County Division of Transportation website has Ride in Kane information on its home page.
- c. Information Handouts
- i. Each Ride in Kane participant is provided with a Rider's Guide that outlines the program including the Title VI program and process to file complaints, complaint and appeals. The guide is available in Spanish.
  - ii. The Riders Guide is also available on the Ride in Kane website, in English and Spanish
  - iii. There is a one-page information brochure about Ride in Kane available in the Kane County DOT office as well as on the Ride in Kane website.
  - iv. Kane County DOT works closely with the Kane County Sheriff's Office and the Kane County Workforce Development Department to ensure their clients have access to Ride in Kane information and services.

## Language Assistance Plan for Limited English Proficient (LEP) Persons

1. 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).
2. Available assistance for LEP persons using Ride in Kane
  - a. Ride in Kane Brochure, Rider's Guide, and Title VI Complaint Form are translated into Spanish, and available online and in hard copy.
  - b. The Ride in Kane website has the "Google Translate" button available to translate the content into various languages.
  - c. The Ride in Kane Program Manager is fluent in Spanish.
  - d. Kane County has access to a translation service for any language.
  - e. Interpreters are available at the Pace Call Center, which provides reservation and dispatch services for Ride in Kane.
3. The number or proportion of LEP Persons eligible to be served or likely to be encountered by Ride in Kane.
  - a. Based on the 2016-2020 American Community Survey 5-Year Estimates, 68.7% of Kane County residents speak English and 25.7% speak Spanish as their primary language at home for the population five years and over. See the table below for a breakdown of languages spoken in Kane County, and the Chicago Metropolitan Agency for Planning (CMAP) region which includes Kane County.



**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER – Source: CMAP Community Data Snapshots**

Language Spoken at Home and Ability to Speak English, 2016-2020

	Kane County		CMAP Region	
	Count	Percent	Count	Percent
English Only	342,395	68.7	5,459,244	68.7
Spanish	127,973	25.7	1,449,991	18.3
Slavic Languages	5,429	1.1	278,826	3.5
Chinese	777	0.2	90,225	1.1
Tagalog	2,867	0.6	71,472	0.9
Arabic	1,816	0.4	62,859	0.8
Korean	623	0.1	35,656	0.4
Other Asian Languages	4,737	1.0	110,907	1.4
Other Indo-European Languages	10,516	2.1	326,948	4.1
Other/Unspecified Languages	1,054	0.2	56,515	0.7
<b>TOTAL NON-ENGLISH</b>	<b>155,792</b>	<b>31.3</b>	<b>2,483,399</b>	<b>31.3</b>
Speak English Less than "Very Well"	57,285	11.5	925,362	11.7

Source: 2016-2020 American Community Survey five-year estimates.

Universe: Population 5 years and older

\*For people who speak a language other than English at home, the ACS asks whether they speak English "very well," "well," "not well," or "not at all."

4. Four Factor Analysis

- a. Factor One - 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. The Ride in Kane program covers all of Kane County, which has 25.7% of its population that speaks Spanish (see table above). Kane County DOT has hired a Ride in Kane Program Manager who is fluent in Spanish and registration and marketing materials are translated into Spanish. In addition, Pace Suburban Bus has translation services which is described above. LEP persons interact with the Ride in Kane program through the various sponsors when they contact them directly for information or to register for the program. The main Ride in Kane information phone number includes Spanish speaking staff and staff has access to translation services for other languages. The LEP population is able to reach the information line or visit the website which can be translated into multiple languages, therefore they have access to the information about the program. With low numbers of LEP residents calling the information line, the program is reaching some of the population, but may not be reaching enough LEP individuals.
- b. Factor Two - The Frequency with which LEP Individuals Come into Contact with the Ride in Kane Program. The Ride in Kane Program Manager answers calls placed to the Ride in Kane information line and she is fluent in English and Spanish. As noted before, these are the two primary languages spoken in the County. If someone speaks a different language, the translation service will be used to interpret the call. LEP individuals who are riders will come into contact with taxi drivers and bus drivers, but those are services provided by Pace Suburban Bus and the drivers are employees of Pace Suburban Bus. Pace Suburban Bus would provide assistance to those riders under their Title VI program. The quarterly Kane County Paratransit Coordinating Council and Ride in Kane Sponsor meetings are open to the public, but since the program has been in place no attendees have requested translation services. The frequency of interaction with LEP persons is low with calls to the Ride in Kane information line the most frequently used means of

interaction. The Ride in Kane Program Manager takes approximately 60 calls a week and of those, one or two are LEP individuals requesting communication in Spanish or another language.

- c. Factor Three – The Nature and Importance of the Program, Activity, or Service Provided by Ride in Kane to People’s Lives. The Ride in Kane program is an integral part of the lives of our residents. We support individuals that are unable to drive, like older adults and people with disabilities. We also support people who may not have the means to purchase a vehicle or have access to fixed route bus service. There are approximately 425 riders each month, taking over 4,500 trips on average. The program will continue to offer materials and online information in English and Spanish and has translation services in place should the need arise for translation from other languages.
  - d. Factor Four – The Resources Available to the Ride in Kane program and Costs. The Ride in Kane program is administered through Kane County Division of Transportation and has additional sponsors who interact with riders during registration and with the Ride in Kane Program Manager. The sponsors are smaller entities, usually townships, villages, cities, and non-profit organizations. They have funding set aside for the program, which goes toward their local match to federal transit funding. They also have designated staff who are part of the Ride in Kane program, but is not the primary focus of their jobs. The Ride in Kane Program Manager, housed at Kane County DOT, is dedicated solely to the Ride in Kane program and has access to resources in that office and the County as a whole. The cost for the County is for the program manager position, which is partially subsidized by federal funding (Section 5310), and providing an annual contribution to the program. The annual contribution amount is divided among the sponsors to offset their local match. The County has the resources to provide materials in two languages and, as stated before, provides translation services via phone when necessary.
5. Based on an analysis of the LEP population in Kane County, the Ride in Kane program will continue to offer the above-mentioned translation and interpretation services. Materials will state that translation and interpretation services are available and the website will state the same. The Ride in Kane Project Manager will review demographic data periodically and make adjustments or additions to the Language Assistance Plan for Limited English Proficient Persons as necessary. When recruiting for the Ride in Kane Program Manager position, the County will seek applicants who are fluent in another language, preferably Spanish. As new Kane County Division of Transportation staff go through the onboarding process, they are trained on how to access the translation services should that position require direct contact with residents. Staff is also able to use written translation services and new hires are made aware of this through the onboarding training as well.

Exhibit A: Title VI Notice to the Public

## PUBLIC NOTIFICATION OF RIGHTS UNDER TITLE VI



*Ride in Kane* operates 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 they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Ride in Kane Program Manager.

For more information on Ride in Kane's civil rights program, and the **procedures to file complaints, phone, email or visit:**

Ride in Kane Customer Service office  
41W011 Burlington Road, St. Charles, IL 60175  
Phone: 630 762-2600  
Email [RideinKane@co.kane.il.us](mailto:RideinKane@co.kane.il.us)  
Website: [www.rideinkane.org](http://www.rideinkane.org)

A customer can also file a complaint directly with the Federal Transit Authority by contacting:

Office of Civil Rights  
Federal Transit Administration  
Attention: Title VI Program Coordinator  
1200 New Jersey Avenue, SE  
East Building, 5th Floor-TCR  
Washington, DC 20590  
**Phone:** 1-[888-446-4511](tel:888-446-4511)  
**Business Hours:** 8:30am-5:00pm ET, M-F

If information is needed in another language, contact: (630) 762-2600.  
Si se necesita información en otro idioma, el contacto: (630) 762-2600.

## Exhibit B: Ride in Kane Title VI Complaint Form

### 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."(42 U.S.C. §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:

Ride in Kane Program Manager  
Kane County Division of Transportation  
41W011 Burlington Road  
St. Charles, IL 60175

Please Print Clearly or Type:

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

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

City, State, Zip: \_\_\_\_\_

1. Person Allegedly Discriminated Against: \_\_\_\_\_

2. Address of Person Allegedly Discriminated Against: \_\_\_\_\_  
\_\_\_\_\_

3. Please check why you believe discrimination occurred (check all that apply):

Race     National Origin     Color   

4. What was the date of the alleged discrimination? \_\_\_\_\_

5. *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

## Exhibit C: Ride in Kane Appeal Form

### **RIDE IN KANE APPEAL FORM**

This form is to be used to file an appeal to a complaint 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." (42 U.S.C. §2000d)

Brief explanation of concern or problem (use space below or provide attachment if additional space is needed). A copy of original complaint form should also be attached.

---

Printed Name of Rider

---

Phone number

---

Address of Rider

---

Rider Signature

---

Date

Response (to be provided by Investigating Member of Ride in Kane):

---

Printed Name and Title of investigating member of Ride in Kane

---

Signature

---

Date

Submitted appeal form will be forwarded and filed by Kane County