

**Title VI Plan for the Senior Resource Center  
Transportation Division**

**Operator/Sub-recipient of  
Pretzel City Area Transit**

Approved (Date) Friday, March 26, 2021

Prepared by: Sonja Shoemaker, Executive Director - Transportation

## I. **Non-Discrimination Policy Statement**

It is the policy of the Senior Resource Center Transportation Division that no person shall on the grounds of race, color, and national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of Senior Resource Center Transportation Division as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to an operations of the Senior Resource Center Transportation Division, including its contractors and anyone who acts on behalf of the Senior Resource Center Transportation Division. This policy also applies to the operations of any department or agency to which the Senior Resource Center Transportation Division extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, and national origin include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.

Sonja Shoemaker, Executive Director - Transportation

Friday, March 26, 2021

Date

## **II. Organization, Staffing, and Structure**

The Executive Director of Transportation is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

The Senior Resource Center Transportation Division has created the position of Title VI Officer to perform the duties of the Title VI Coordinator and ensure implementation of agency's Title VI program. The position of Title VI Officer is located within the Transportation Division of the Senior Resource Center.

The Title VI Officer is responsible for:

- Submitting a Title VI plan to the City of Freeport on the agency's behalf;
- Developing procedures for the prompt processing and disposition of complaints;
- Investigating complaints, compiling a complaint log, and reporting to the City of Freeport.
- Developing procedures for the collection and analysis of statistical data.
- Developing a program to conduct Title VI reviews of program areas;
- Developing Title VI information for dissemination;
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

### III. Primary Program Area Descriptions & Review Procedures

The Transportation Division engages in the following program areas:

Program Area	General Description	Title VJ/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
<i>Reduced Cost Senior Transportation</i>	Riders 60 years of age and older	Applying reduced rate transportation equitably	Periodic review of trips and funding
<i>Public Transportation Services</i>	Transportation via Pretzel City Area Transit vehicles within Stephenson County	Equitable services to all residents of Stephenson County	Review of any complaints received

#### **IV. Title VI Complaint Procedures**

*Complaints may be filed by accessing the Pretzel City Area Transit website [www.pretzelcitytransit.com](http://www.pretzelcitytransit.com) and going to the Forms Section, and clicking on the [Senior Resource Center - Pretzel City Area Transit Compliance Plan - Freeport](#) OR completing a Complaint Form and submitting to the Senior Resource Center Executive Director of Transportation.*

Complaint Forms are available at 206 E. Stephenson St. Freeport, IL 61032.

Discrimination Complaint Procedure *for* the Senior Resource Center Transportation Division

Federal law prohibits discrimination on the basis of race, color, and national origin in any Senior Resource Center Transportation Division program or activity. This prohibition applies to all branches of the Senior Resource Center Transportation Division, its contractors, consultants, and anyone else who acts on behalf of the Senior Resource Center Transportation Division.

Federal law requires that the Senior Resource Center Transportation Division investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact the Senior Resource Center Executive Director of Transportation.

##### Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Senior Resource Center Transportation Division program or activity because of their race, color, national origin may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

##### How do you file a complaint?

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. However, contact the Senior Resource Center Executive Director of Transportation if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact the Senior Resource Center Executive Director of Transportation.

Complaints may be submitted via mail, email, fax or in person to:

Via Mail or In Person:  
Senior Resource Center  
206 E. Stephenson St.  
Freeport, IL 61032  
Attn: Executive Director of Transportation

Email:  
[sshoemaker@srcntr.org](mailto:sshoemaker@srcntr.org)

Fax:  
815-235-9571

Complaints may also be filed directly with the following agencies:

Program Compliance Oversight Monitor for Pretzel City Area Transit  
City of Freeport  
314 West Stephenson Street  
Freeport, Illinois 61032  
815-599-5804 Phone  
815-599-5815 Fax

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

#### What happens after a complaint is filed?

Title VI complaints must be investigated within sixty days. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

In some cases, complaints will be forwarded to either the City of Freeport, the Illinois Department of Transportation, or the Federal Transit Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

## V. Title VI Complaint Form

Please complete this form to the best of your ability. If you need translation or other assistance, contact the Senior Resource Executive Director of Transportation.

Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_  
Phone: Home \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_  
Email: \_\_\_\_\_

*Basis of Complaint (circle all that apply):*

Race	Color
National Origin	

*Who discriminated against you?*

Name\_\_\_\_\_

Name of Organization. \_\_\_\_\_

Address\_\_\_\_\_City\_\_\_\_\_Zip\_\_\_\_\_

Telephone\_\_\_\_\_

*How were you discriminated against? (Attach additional pages if more space is needed)*

[illegible]

*Where did the discrimination occur?*

---

---

---

*Dates and times discrimination occurred?*

---

---

---

---

---

*Were there any other witnesses to the discrimination?*

Name	Organization/Title	Work Telephone	Home Telephone

*How would you like to see this situation resolved?*

---

---

---

---

---

*Have you filed your complaint, grievance, or lawsuit with any other agency or court?*

Who \_\_\_\_\_ When \_\_\_\_\_

Status (pending, resolved, etc.) \_\_\_\_\_ Result, if known \_\_\_\_\_

Complaint number, if known \_\_\_\_\_

*Do you have an attorney in this matter?*

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

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



## VI. Data Collection

*In order to comply with 49CFR Section 21.9(b), the Senior Resource Center has prepared and maintains a list of active investigations, lawsuits, or complaints naming the Senior Resource Center Transportation Division and alleging 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. The Senior Resource Center Transportation Division has adopted /DOT's Title VJ recordkeeping procedures for complaints, lawsuits, and investigations.*

File Date	Summary of Allegation(s)	Actions Taken In Response to Allegation(s)	Status of Investigation

## **VII. Notice of Rights**

*This notice is published on our website and posted inside of vehicles and at our locations in Stephenson & Jo Daviess County(s). Notice may be provided in Spanish.*

### **Your Rights Against Discrimination under Title VI of the Civil Rights Act of 1964**

The Senior Resource Center of Stephenson & Jo Daviess County(s) operates its programs and services without regard to race, color, national origin. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Senior Resource Center of Stephenson & Jo Daviess County(s) program or activity because of their race, color, national origin, may file a discrimination complaint with the Senior Resource Center of Stephenson & Jo Daviess County(s).

To file a Title VI discrimination complaint, contact:

Senior Resource Center Exec. Dir. Transportation  
206 E. Stephenson St.  
Freeport, IL 61032  
815-235-9777 Ext. 240  
[sshoemaker@srcntr.org](mailto:sshoemaker@srcntr.org)

## **Sus derechos contra la discriminación bajo el Título VI de la Ley de Derechos Civiles de 1964**

El Centro de Recursos Para Personas Mayores del Condado de Stephenson & Jo Daviess opera sus programas y servicios sin importar la raza, el color, el origen nacional, Cualquier persona que crea que ha sido excluido de la participación en, negado los beneficios de, o sometido a discriminación bajo cualquier Centro de Recursos Senior de Stephenson & Jo Daviess Condado(s) o actividad debido a su raza, color, el origen nacional, pueden presentar una queja por discriminación ante el Centro de Recursos Para Personas Mayores de] Condado de Stephenson & Jo Daviess.

Para presentar una queja por discriminación del Título VI, póngase en contacto con:

Ejecutivo del Centro de Recursos Para Personas Mayores. Dir. Transporte

206 E. Stephenson St.

Freeport, IL 61032

815-235-9777 Ext. 240

[sshoemaker@srcntr.org](mailto:sshoemaker@srcntr.org)