

# **PRETZEL CITY AREA TRANSIT**

# **TITLE VI COMPLIANCE PLAN**

**November 2021**

## Notifying the Public of Rights Under Title VI

# Pretzel City Area Transit

## City of Freeport

- The Pretzel City Area Transit operates its programs and services without regard to race, color, and national origin in accordance with the 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 the Pretzel City Area Transit.
- For more information on the Pretzel City Area Transit's civil rights program, and the procedures to file a complaint, contact (815) 599-5804, or email [pretztransit@gmail.com](mailto:pretztransit@gmail.com), or visit our administrative office at Freeport City Hall, Community and Economic Development, 314 W. Stephenson Street, Freeport, IL. 61032. For more information, visit [www.pretzelcitytransit.com](http://www.pretzelcitytransit.com)
- 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 (815) 235-9777 ext. 265.

PRETZEL CITY AREA TRANSIT

TITLE VI

STATEMENT OF POLICY

Pretzel City Area Transit (PCAT) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities – the delivery of equitable and accessible services and transportation. PCAT recognizes its responsibilities to the communities, and county in which it operates. It is a PCAT policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service and related benefits.

The objectives of the Pretzel City Area Transit 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;
- 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.

The responsibility for carrying out PCAT's commitment to this program has been delegated to the PCAT Program Compliance Oversight Monitor (PCOM), by the City Council. The Senior Resource Center Transit Administrator is responsible for the day-to-day operation of this Program and will receive and investigate Title VI complaints which come through the complaint procedure. However, all administrators, supervisors and employees share in the responsibility for making PCAT's Title VI Program a success. Additional information concerning PCAT's Title VI obligations and the complaint procedures can be obtained by contacting the PCOM - Transit Administrator (815) 599-5804.

LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program of

activity that receives Federal financial assistance. Title VI and its implementing regulations require that certain federal grant recipients take responsible steps to 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). PCAT will work with individuals upon request by calling (815) 235-9777 extension 265.

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

**Pretzel City Area Transit 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, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Pretzel City Area Transit receives 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, Pretzel City Area Transit 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.**

## **1. Title VI Complaint Procedures**

In order to comply with 40 CFR Section 21.9 (b), Pretzel City Area Transit 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. Pretzel City Area Transit has adopted the Title VI complaint procedures used by IDOT. The following measures will be taken in dealing with Title VI Complaints:

- 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), 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 the Pretzel City Area Transit Title VI complaint form.
- In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Pretzel City Area Transit Title VI Coordinator, Program Compliance Oversight Monitor (PCOM). Under these circumstances, the complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegation into writing.
- Pretzel City Area Transit will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against Pretzel City Area Transit shall be forwarded to the Illinois DOT Title VI Coordinator for investigation.
- 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.
- If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be notified 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.

Pretzel City Area Transit Verification of Level and Quality of Service

**EXHIBIT II: PRETZEL CITY AREA TRANSIT TITLE VI COMPLAINT FORM**

**PRETZEL CITY AREA 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 the Pretzel City Area Transit complaint investigation process, we analyze the complaint'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 Pretzel City Area Transit 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: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we 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 IDOT? Yes \_\_\_\_\_ No \_\_\_\_\_

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

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

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

- Within 10 business days from receipt of a complete complaint, Pretzel City Area Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within Ten (10) days of this decision, the Complainant and Respondent, by registered mail informing them of the disposition.
  - If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - 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.
- When Pretzel City Area Transit does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
- 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.
- 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.
- If the Complainant is dissatisfied with Pretzel City Area Transit's resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

## **2. Title VI Investigation, Complaint, and Lawsuit Record Keeping Procedures**

In order to comply with 49 CFR Section 21.9 (b), Pretzel City Area Transit has prepared and maintains a list of active investigations, lawsuits, or complaints naming Pretzel City Area Transit 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.

Pretzel City Area Transit has adopted IDOT's Title VI recordkeeping procedures for complaints, lawsuits, and investigations. Exhibit III on the following page depicts this format.



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## Pretzel City Area Transit Verification of Level and Quality of Service

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There are currently no active investigations, lawsuits, or complaints that allege discrimination by Pretzel City Area Transit 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

### EXHIBIT IV: PRETZEL CITY AREA TRANSIT TITLE VI NOTICE TO THE PUBLIC

*Pretzel City Area Transit 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 be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.*

*Any person who believes they have been aggrieved by an unlawful discretionary practice regarding Pretzel City Area Transit's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the Pretzel City Area Transit Title VI Coordinator within sixty (60) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:*

*Program Compliance Oversight Monitor for Pretzel City Area Transit*

*City of Freeport  
314 West Stephenson Street  
Freeport, Illinois 61032*