



# MCPT Title VI PLAN

---

## Section 6

3/19/2019

## Purpose of Plan

The 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, 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, religion, family status and disability. The program described herein describes the Macoupin County Public Transportation'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 Macoupin County Public Transportation Title VI program are to:

- Ensure that the level and quality of transportation service is provided equitable 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 population:
- 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
- Ensure that persons with limited English proficiency have meaningful access to programs and activities that are administered by recipients and sub-recipients.

This plan was developed to guide MCPT in its administration and management of Title VI

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding MCPT's program or excluded from participation in MCPT's services on the basis of race, color, or national origin (including Limited English Proficiency) has the right to file a formal complaint. For more information regarding civil rights complaints, please contact:

Macoupin County Public Transportation  
Title VI Coordinator  
805 North Broad Street  
Carlinville IL 62626  
217-854-3223

## Title VI Complaint Procedures

How to file a Title VI Complaint?

MCPT shall grant services to individuals regardless of their race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military services.

In order to comply with 40 CFR Section 21.9(b), Macoupin County Public Transportation (MCPT) has developed procedures for investigation and tracking VI complaints. The procedures for filing a complaint will be made available to members of the general public. MCPT has adopted the Title VI complaint procedures used by IDOT.

The Following measures will be taken in dealing with the 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 the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. [Attachment A provides The Macoupin County Public Transportation'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 MCPT's Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the MCPT's Title VI Coordinator will assist the Complainant in converting the verbal allegation into writing.
3. MCPT will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against MCPT shall be forwarded to the IDOT Title VI Coordinator for investigation.
4. When a complete complaint is received, the MCPT Managing Director 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 determination of no investigative merit.
6. Within 15 business days from receipt of a complete complain, MCPT 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.
7. When MCPT does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
8. 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 of recommendations.
9. 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.
10. If the Complainant is dissatisfied with the MCPT's resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly with IDOT Civil Rights Officer at:

Illinois Department of Transportation  
Bureau of Civil Rights  
2300 Dirksen Parkway  
Springfield Illinois 62764

## Title VI Investigations, Complaints, and Lawsuit Record Keeping Procedures

In order to comply 49 CFR Section 21.9(b), MCPT has prepared and maintains a list of active investigation, lawsuits or complaints name MCPT that allege decimation on the basis of race, color, or national origin. This 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

MCPT has adopted IDOT’s Title VI recordkeeping procedures for complaints, lawsuits, and investigations. Exhibit III on the following page depicts this format. There are currently no active investigations, lawsuits, or complaints that allege decimations by MCPT on basis of race, color, or national origin.

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

### 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 LEP individuals. Circular 4702 IA 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.”*

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. Based on the 2010 U.S. Census that Macoupin County has a population of 47,765 and 2.5% speak a language other than English.

Based on the American Factfinders web site (<https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>), only 48 Spanish speaking persons speak English “less than very well”, thus Macoupin County does not have to take any additional steps to translate system documents since it is under 1,000 persons and less than 5% of the total population.

Determining the frequency with which LEP individuals come in contact with the program. MCPT has not received a ride request from any individual who has difficulty communication in English. MCPT however, is aware of individuals and agencies within the community that are able to provide translation services on a as needed basis and is committed to using these resources on a case by case basis as the need arises.

Defining the nature and importance of the program, activity, or services provided by the recipient to people’s lives. The system brochures clearly state that MCPT service is open to all without discrimination based or race, creed, color, national origin, gender, sexual orientation, or disability. MCPT recognizes and is committed to the importance of access to transportation for all community residents

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

To ensure compliance with 49 CFR Section 21.9(b), this report will serve as documentation of MCPT’s Title VI compliance.