

Title VI Program



Bloomington-Normal Public Transit System

d.b.a

Connect Transit

April 2024

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Introduction

This submission will assure that Bloomington-Normal Public Transit System d.b.a and henceforth known as Connect Transit has continued compliance with Title VI of the Civil Rights Act of 1964 and with U.S. Department of Transportation Title VI regulations (FTA Circular C 4702.1B) concerning Federal Transit Administration grants. A Triennial Review was conducted of BNPTS's Title VI program in 2022 and there were no findings.

Title VI Compliance Document

Title VI Notice to the Public

Connect Transit uses the following message to indicate the organization's ongoing compliance with Title VI:

"Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 200d.) Connect Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with Connect Transit, 351 Wylie Drive, Normal, IL 61761."

This notice is placed in the Connect Transit Rider's Guide (Appendix 1) and in all Connect Transit Fixed Route Buses (Appendix 2), and prominently on the newly redesigned Connect Transit Website (Appendix 3). The Riders Guide is available on all Fixed Route buses and designated locations throughout Bloomington Normal including Connect Transit Headquarters (351 Wylie Dr.), Uptown Station (Normal), Bloomington City Hall, Normal Village Hall, and participating Connect Transit retail partners where passes may be purchased.

Title VI Complaint Procedure

Connect Transit maintains the following Title VI complaint procedure on display on their website:

"TITLE VI COMPLAINT PROCEDURES"

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of color, or national origin in programs receiving federal financial assistance.

General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin as noted below may file a written complaint with Connect Transit System's Equal Employment Opportunity personnel, 351 Wylie Drive, Normal, IL 61761. If the Complainant is dissatisfied with the resolution or the case is not being resolved in a timely manner, the complaint may be submitted to the Federal Transit Administration (FTA). Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI personnel may be utilized for resolutions. The EEO personnel will notify Connect Transit's General Manager of all Title VI related complaints as well as all resolutions.

Procedures

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be

made. The Complainant will be interviewed by the EEO personnel or official authorized to receive complaints. All complaints must, however, be signed by the Complainant or his/her representative.

- b. Include the date of the alleged act of discrimination when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filled within 180 calendar days of the alleged incident.
2. The Complainant will be provided with a written acknowledgement that Connect Transit has either accepted or rejected the complaint
3. A complaint shall be regarded as meriting investigation unless:
 - a. It clearly appears on its face to be frivolous or trivial.
 - b. Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
 - c. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
 - d. Other good cause for not investigating the complaint exists e.g. respondent is presently under investigation by another Federal agency.
4. In the event that the complainant or respondent has not submitted sufficient information to make determination Connect Transit may request additional information from either party. This request shall be made with 15 working days of the receipt of the complaint and will require that the party submit the information with 60 working days from the date of the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.
5. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:
 - a. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations.

- b. Citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
- c. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
- d. A statement of the investigator’s findings and recommendations.

Send to:
 Connect Transit
 Attn: Human Resources
 351 Wylie Drive
 Normal, IL 61761
 Email : hr@connect-transit.com

Title VI Complaint Form

Appendix 4 contains the complaint form that Connect Transit utilizes for any Title VI inquiries.

Title VI Investigations, Complaints, and Lawsuits

Connect Transit currently has no active investigations by the Federal Transportation Administration (FTA) or entities other than the FTA, lawsuits, and/or complaints naming Connect Transit that allege discrimination on the basis of race, color, and/or national origin.

Public Participation Plan

Connect Transit is committed to being excellent stewards of transit and community partners within the Bloomington-Normal Community. In accordance with this commitment, Connect Transit has partnered with McLean County Regional Planning Commission (MCRPC) to further our pro-active public participation policy that solicits the input from the Bloomington-Normal area on a regular basis.

Opportunities for Participation

Prior to any major change in policy or service, including but not limited to fare increases and a decrease in service hours, Connect Transit will host at least two (2) “engagement sessions” to present the idea to the public. The listening sessions provide the public an opportunity to offer questions, comments, or voice concerns about the proposed changes. In addition to listening sessions the following outreach/engagement processes may be utilized.

Type of Outreach	Methodology	Desired Outcome
Public Meetings	In-person: virtual	Educate and inform citizens and stakeholders; obtain general feedback
Open Houses	In-person; virtual	Educate and inform citizens and stakeholders; obtain general feedback
Focus Groups	In-Person; virtual	Develop concepts and collaborative solutions

Surveys	Online; paper; drop box; multiple languages	Obtain quantitative feedback for analysis
Rider Forums	In-person; virtual	Obtain targeted feedback, test ideas, develop concepts and collaborative solutions
Social Media	Facebook; Twitter; Instagram; comments; polls	Educate and inform citizens and stakeholders.

Opportunities for engagement will be publicized on Connect Transit buses, social media, website, and distributed via press release to media outlets and community partners that include those listed below.

The locations of the listening sessions are targeted to offer at least one opportunity in Bloomington or one opportunity in Normal. In some cases, if the proposed change affects an area, the listening session may be held in a nearby facility, such as an elementary school or other public building. The goal of the engagement sessions is to solicit as much input as possible from concerned parties, while also allowing for an open dialogue of why the recommendations are being made. The location of each engagement session, being set either in Bloomington or Normal or in a specific area, provides the opportunity for transit access to the forums, but also allows the affected populations, including LEP and minority populations, to participate more easily than at other locations. Connect Transit has also been offering Online Engagement Sessions, as well.

Once feedback has been gathered, Connect Transit may use the input to shape or change the recommended item. Feedback gathered in the engagement sessions will also be distributed to Connect Transit’s Board of Trustees prior to any hearing regarding a fare increase or major decrease in service hours, as required by Connect Transit’s Procedure’s for Public Comment on Fare Increase and Major Service Changes.

If any policy or service change may affect the community, Connect Transit will also reach out to the business community, nonprofit and community organizations, area universities and colleges, and other governmental agencies in order to communicate the changes and answer any concerns. Relationships and exchanges with organizations that are new or ongoing include, but are not limited:

- City of Bloomington
- Town of Normal
- McLean County
- McLean County Regional Planning
- McLean County School District Unit 5
- Bloomington School District 87
- Illinois State University
- Illinois Wesleyan University
- Heartland Community College
- State Farm
- Country Financial
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army
- United Way
- Life Center for Independent Living

Monitoring of Subrecipients

Connect Transit does not have any subrecipients.

Service Standards

Vehicle Load Standards

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
35' Low Floor Bus	31	10	41	1.3
40' Standard Bus	41	10	51	1.2

Vehicle Headway Standards

<u>Route</u>	<u>Hours of Operation</u> <u>- Monday - Friday</u>	<u>Hours of Operation</u> <u>- Saturday</u>	<u>Hours of Operation</u> <u>- Sunday</u>	<u>Headway</u>
Green	6:00 am - 10:00 pm	7:00 am - 10:00 pm	7:00 am - 7:00 pm	15 Minutes
Red	5:45 am - 10:15 pm	6:45 am - 10:15 pm	6:45 am - 7:15 pm	30 Minutes
Purple	5:30 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes
Pink	6:15 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:15 pm	30Minutes(60 on Sunday)
Blue	6:00 am - 8:45 pm	6:30 am - 8:45 pm	6:30 am - 6:45 pm	60 Minutes
Brown	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
Yellow	5:45 am - 9:15 pm	7:15 am - 9:15 pm	7:15 am - 6:45 pm	30 Minutes
Orange	5:50 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes
Lime	5:35 am - 9:30 pm	6:35 am - 9:30 pm	6:35 am - 7:30 pm	30 Minutes
Gold	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
Aqua	5:40 am - 8:50 pm	6:40 am - 8:50 pm	6:40 am - 6:50 pm	60 Minutes
Sapphire	6:00 am - 9:00 pm	5:45 am – 9:45pm	7:00 am - 7:00 pm	30 Minutes
*Redbird	7:00 am - 12:00 am	7:00 am - 12:00 pm	7:00 am - 7:00 pm	20 Minutes
Silver	5:45 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:45 pm	60 Minutes
Tan	5:55 am - 9:30 pm	7:00 am - 9:30 pm	7:00 am - 7:30 pm	60 Minutes
**Red Ex	7am-11am & 3pm-6pm	No service	No service	30 minutes
Late Night Service				
Route	Hours of Operation - Thursday	Hours of Operation - Friday	Hours of Operation - Saturday	Headway
Green	10:00 pm -12:00am	12:00 am -3:00am	12:00 am -3:00am	15 Minutes
Yellow	10:00 pm - 12:00am	12:00 am -3:00am	12:00 am -3:00am	30 Minutes

Redbird Ex		12:00 am -3:00am	12:00 am -3:00am	20 Minutes
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* Redbird Express & Late Night Service
 Only runs when ISU is in session

Headway is based on boarding’s per hour, density, coverage and connectivity. Maximum headway is 60 minutes while 30 minutes is the mean.

On Time Performance

Connect Transit strives to run ninety (90) percent of its transit vehicles on time, which means within 5 minutes of the scheduled/published timetables. Connect Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports to the Board of Trustees. Time points are established along the route as the earliest depart time to ensure buses do not run ahead of schedule.

Service Availability Standards

Connect Transit adopted a fixed stop structure in 2014. The minimum stop spacing along each route is ¼ Mile. This distance is the industry standard and ensures that most passengers will be within a 2-5-minute walk of a stop without degrading service quality. Geographic coverage requires at least 3 households per acre or 5 jobs per acre, contiguous with existing service area, to justify hourly fixed-route service.

Service Policies

Transit Amenities

Connect Transit's installation of amenities is currently limited to two (2) designated transfer centers, a transfer hub at both Walmart's and several stops related to commercial activity and/or multi-family housing. Connect Transit currently has over fifty (50) shelters. The Better Bus Stops Initiative was started to improve accessibility features of Connect Transits infrastructure.

The Better Bus Stop Initiative was launched to improve ADA accessibility at each stop, with priorities on improving mobility with connections to existing sidewalks, off street paths, and other pedestrian facilities. In addition to stops with shelters, Connect Transit will work to outfit stops with the ADA approved bus stop pad of 96 inches by 60 inches, in addition to connecting pedestrian facilities. Bus stop locations are prioritized based on the number of times a wheelchair lift or ramp has been used to reflect the highest to lowest priority.

Vehicle Assignment

The process for morning pull out and bus route assignments rotates on a daily basis. This rotation is designed to aid in maintaining a good state of repair on all company owned vehicles. Buses are assigned specific parking rows based on bus size and fleet continuity. Buses that are scheduled for maintenance and repairs are held in the maintenance garage or in a designated "out of service" row. Those not being held in for maintenance are parked in their designated rows and available for revenue service. Each morning, Dispatch is given a list of where each bus is parked, and which bus should be used for each run. Heavy ridership routes will receive 40' buses. Once all routes are filled and pull out has occurred the remaining buses in the parking garage are pulled forward and ready to be used as spares or the next morning pull out and assignment.

All buses are equipped with air conditioning, automated passenger announcements, and other similar amenities.

Limited English Proficiency (LEP) – Language Assistance Plan Four Factor Analysis

Factor 1

Factor 1, Step 1

Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While Connect Transit serves riders with LEP in the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has minimal instances of LEP individuals contacting dispatchers over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs several Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

Factor 1, Step 2A

Currently, Connect Transit’s service area is defined by the city limits of Bloomington and Normal.

Factor 1, Step 2B

Data from the 2022 American Community Survey estimates the population of Bloomington and Normal over the age of 5 and the language that is spoken at home as follows:

2022 American Community Survey, Language Spoken at Home for Population 5 years and over						
	<u>Bloomington, IL</u>		<u>Normal, IL</u>		<u>Combined Bloomington and Normal, IL</u>	
	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Population 5 years and over	73,895		50,578		124,473	
English only	64,804	87.7%	46,379	91.7%	111,183	89.7%
Language other than English	9,091	12.3%	4,199	8.3%	13,290	10.3%
Speak English less than "very well"	2,902	31.9%	787	18.7%	3,689	25.3%
Spanish	2,956	4%	1,645	3.3%	4,601	3.65%
Speak English less than "very well"	1,055	35.7%	328	19.9%	1,383	27.8%
Other Indo-European languages	2,249	3%	1,363	2.7%	3,612	2.85%

Speak English less than "very well"	498	22.1%	205	15%	703	18.55%
Asian and Pacific Islander languages	3,427	4.6%	1075	2.1%	4,502	3.35%
Speak English less than "very well"	1,228	35.8%	212	19.7%	1,440	27.75%
Other languages	459	0.6%	116	0.2%	575	0.4%
Speak English less than "very well"	121	26.4%	42	36.2%	163	31.3%

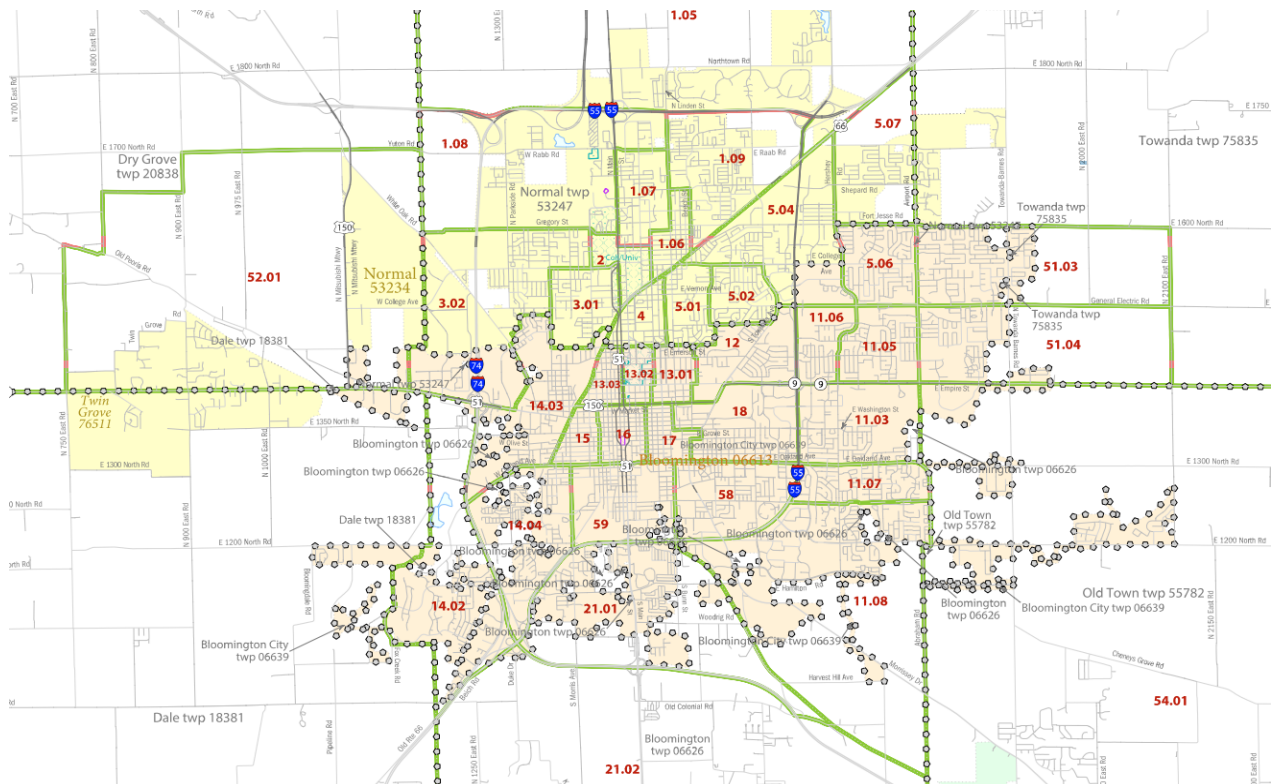
Factor 1, Step 2C

According to the ACS data above, 7,378 individuals speak English less than “very well” which equals about 5.93% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (4,601), Other Indo-European Languages (3,612), and Asian and Pacific Islander Languages (1,440).

Factor 1, Step 2D

Connect Transit’s service area currently provides service in and/or adjacent to the following Census Tracts in Bloomington-Normal:

McLean County, Illinois Census Tracts: 1.06, 1.07, 1.08, 1.09, 2, 3.01, 3.02, 4, 5.01, 5.02, 5.04, 5.06, 5.07, 11.03, 11.05, 11.06, 11.07, 11.08, 12, 13.01, 13.02, 13.03, 14.02, 14.03, 15, 16, 17, 18, 21.01, 52.01



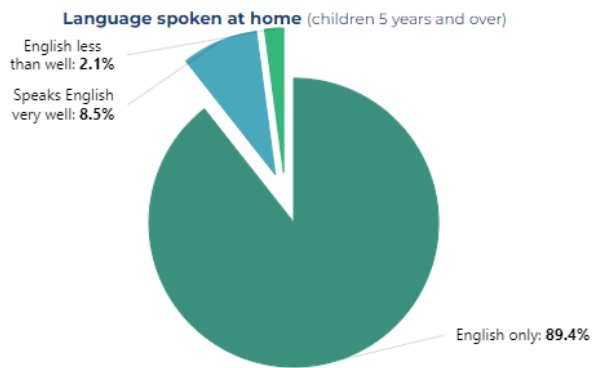
Using the ACS 2018-2022 5 Year Data, the area average for percentage of the population 5 years and over that speaks English less than “very well” is 2.7%. Using this baseline, the highlighted census tracts exceed the 2.7% average.

ACS 2018-2022 5 Year Data Estimates	
Census Tract	% of population 5 years and over that speak English less than “Very Well”
1.08	0.8%
1.07	0.9%
1.09	2.5%
5.07	4.4%
5.04	1.8%
1.06	1.3%
2	2.3%
3.02	1.5%
52.01	0.7%
3.01	1.1%
4	0.3%
5.01	1.3%
5.02	1.1%
5.06	1.2%
11.05	5.4%
11.06	2.5%
12	2.4%
13.01	3.1%
13.02	3.4%
13.03	2.4%
14.03	6.7%
15	1.9%
16	4.3%
17	5.2%
18	2.5%
11.03	2.7%
11.07	1.9%
11.08	5.4%
21.01	9.8%
14.02	0.7%

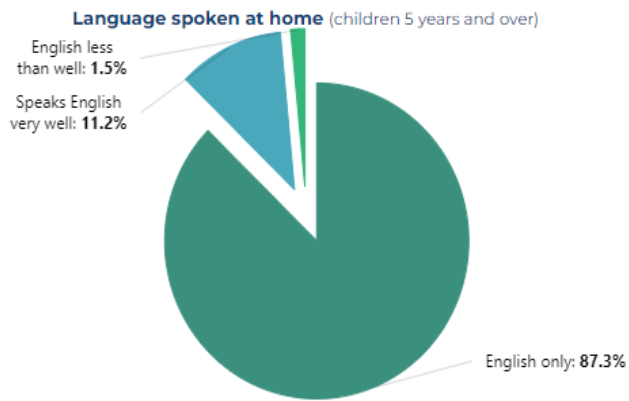
Factor 1, Step 3

Using the National Center for Education Statistics, the estimated population for LEP individuals enrolled in both school districts within Connect Transit’s service area (Unit 5 and District 87) is as follows:

District 87



Unit 5



Factor 1, Step 4A

LEP persons are served by many organizations in the community, college, and university campuses in Bloomington-Normal. Connect Transit has relationships with organizations that are new or ongoing include, but are not limited to:

- McLean County
- City of Bloomington
- Town of Normal
- Illinois State University
- Illinois Wesleyan University
- Heartland Community College

- State Farm
- Country Financial
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army

Factor 1, Step 4B

The following organizations that are involved with serving LEP populations have been contacted by Connect Transit:

- Heartland Community College
- Illinois State University
- Illinois Wesleyan University
- YMCA McLean County
- YWCA McLean County
- Salvation Army
- Bloomington Public Library
- Mid Central Community Action
- State Farm
- Conexiones Latinas de McLean County
- McLean County Indian Association
- Normal Public Library
- McLean County Human Services
- Western Avenue Community Center
- United Way

Factor 1, Step 4C

Connect Transit has submitted a phone and email survey to the list in Factor 1, Step 4b to which multiple responses were received. The results indicated that social services had little interaction with LEP individuals, once or twice a month to 3-5 a year, while the library and local colleges have daily interactions. The local colleges indicated they provide training on how to ride during orientation. No agencies reported known barriers for LEP individuals and all provided services they use such as staff and paid translators.

In the day to day operations and dealings of Connect Transit and its existing relationships, the LEP populations who speak Spanish and Indo-European languages are the most likely to utilize transit and require LEP services.

Factor 2

Factor 2, Step 1

Connect Transit operates fixed-route and paratransit service in the community, with most of its customers utilizing the fixed route service. The two most important areas in the use of fixed route service, which involve language skills, are in trip planning and trip information. To utilize the bus service, an individual needs to determine the bus route, time, and location to catch the bus. During the trip, an LEP person may not require speaking or understanding English, however, it may be required to deal with unusual situations.

Paratransit service has a different set of requirements. English language skills are necessary for this process, but many agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a reservation for each trip via phone or mobile application. Language skills are required for this process, but another person, such as a family member or agency, can make this reservation on behalf of the user. No language skills are necessary during the trip. The service is designed to provide transit for people with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. Pick-up and drop-off locations are provided to the driver during the reservation process.

Factor 2, Step 2

Based on the process indicated in Task 1, Step 4C, Connect Transit received information; the results indicated that while the organization does serve LEP populations, the frequency of the encounter varies, along with uncertainty of any known barriers to service. All respondents indicated ways of providing translation help whether it's by staff or paid translators.

Factor 3

Factor 3, Step 1

Connect Transit's most critical services are its fixed routes services. If limited English proficiency is a barrier to using this service, an LEP person's mobility without access to a vehicle, may be limited.

Critical information may include route and schedule information, fare and payment information, how to ride, public service announcements, and communications affecting route detours.

Factor 3, Step 2

Concentrations of Spanish-speaking and other Indo-European Language riders use Connect Transit fixed route service. Based on the information collected, Spanish speaking riders are more spread throughout

the service area, with Indo-European language riders concentrated in the southeast section of Connect Transit's service area, focused around the State Farm campuses. These populations are most frequent on the Purple and Orange routes.

Factor 4

Factor 4, Step 1

Connect Transit's website includes translation capabilities for more than 50 languages. This effectively translates all information on the website, which includes rider's guides, schedules, detour information, news, and much more.

The cost to maintain this measure is marginal as the website provides this service as a standard component.

Factor 4, Step 2

Given the relatively small population of LEP individuals, Connect Transit will continue to monitor how it offers critical information for languages other than English. With the hiring of additional bi-lingual staff, Connect Transit will be able to translate additional materials into Spanish as necessary or requested by Community Organizations or groups.

Connect Transit will also work closer with the South Asian population and identify organizations that serve them such as State Farm and the McLean County Indian Association in Bloomington Normal to determine what information should be translated, if necessary, and what language it should be translated into, given the diverse linguistic background for people of that origin.

Issues related to LEP persons should be included in the training of Bus Operators, Dispatch and Customer Service staff, as well as administration.

Factor 4, Step 3

Given the current situation of LEP populations in Bloomington Normal, most of the cost associated with translation services or items can be internalized into existing operations and staff members. Given the large institutional presence and spirit of partnership within Bloomington Normal, partnerships with universities and large employers can help defray one-time translation costs for printed materials, such as rider's guides.

As additional needs are brought to the attention of Connect Transit, resources will be allocated as deemed necessary to serve LEP populations and provide access.

Factor 4, Step 4

As mentioned in Step 3, Connect Transit is fortunate to be in an area with large universities and employers that can help provide assistance with written and possible oral translation assistance. Continued communication and outreach among community partners will be key in order to identify additional opportunities to serve LEP populations.

Implementation Plan on Language Assistance

Connect Transit has conducted this analysis to meet the requirements under the Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded for participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

Step 1

According to the ACS data above, 7,378 individuals speak English less than “very well” which equals about 5.93% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (4,601), Other Indo-European Languages (3,612), and Asian and Pacific Islander Languages (1,440).

Similarly, from the “Four Factor Analysis” Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While it is clear that Connect Transit serves many riders with LEP and the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all of Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has had no instances of LEP individuals contacting dispatcher or customer service representatives over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs a number of Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

Step 2

There are numerous language assistance measures currently available to LEP persons, including both oral and written language services. There are also various ways in which Connect Transit staff responds to LEP persons, whether in writing or by telephone.

Available language assistance measure includes:

- Website that may be translated into over 50 languages;
- Electronic Translation Device – Connect Transit purchased a translation device that can be utilized in person-to-person interactions. This device provides translations into over 50

languages. The translation device is located with the Supervisors and can be utilized in the office or taken out to any passenger who needs assistance.

- Language assistance for Spanish Speaking LEP persons via Connect Transit bus operator and staff help;
- Network among local organizations and institutions that provide services to LEP individuals and seek opportunities to provide information on Connect Transit printed materials.

Staff members who encounter LEP individuals via telephone typically rely on family of LEP individuals to translate for the concerned party. Spanish speaking LEP individuals can also be forwarded to staff with Spanish language skills.

Written correspondence that requires translation can be worked out among Connect Transit's network of community partners, especially those in the academic community.

Vehicle operators who encounter LEP customers also may utilize dispatch and customer service to communicate the issue and try to troubleshoot, especially if the user is Spanish speaking. If this is not possible, or the individual does not speak Spanish, the Operator may resort to utilizing another passenger with language skills or indicate on printed material relevant route or schedule information.

Although Connect Transit has not documented a situation where an LEP customer required language assistance aside from Spanish, Connect Transit will continue to evaluate services such as a Language Line, if other LEP populations continue to face difficulty accessing transit.

Connect Transit also has a portable translation device that can be utilized in the office or taken out to any passenger who needs assistance.

Step 3A

Connect Transit will incorporate a variety of methods to communicate with transit users and the public about language assistance. Connect Transit will continue to develop and network with community partners that provide services to LEP person. Connect transit will place statements of notice that interpreter services are available for meetings, with seven days' notice. Notice can also be made through signs and handouts available in vehicles, press releases, and information tables at local events.'

Step 3B

Connect Transit will also include language assistance information on its website, and on new communications where LEP populations may be affected.

Step 3C

Connect Transit will also make the language assistance information available to local community organizations that provide services to LEP populations.

Step 4A

The Connect Transit staffs most likely to encounter LEP populations are the bus operators, dispatchers and customer service representatives. Although administration and management are not likely to come in to contact with LEP populations, they will also be made aware of the LEP plan. Dispatch and customer service representatives are given a copy of “I Speak” cards as well as contact information for translation help through Illinois State University or paid translators.

Step 4B

Training opportunities for staff, especially bus operators, can be tied to training of new drivers, which typically happens about once a year. By having this type of training yearly, it allows for drivers, dispatchers, customer service representatives and management to cycle in and stay abreast of any changes to the LEP possibilities.

Step 4C

Staff will monitor LEP guidelines that emphasize Connect Transit’s responsibilities under the DOT LEP guidance, the current plan for interacting with LEP populations, and provide a grounds for interaction between those who may interact with LEP populations most frequently and management, who can design and adjust the LEP populations training.

Step 5

All new hires will receive training on Title VI Policy and LEP responsibilities. Title VI is then covered during required yearly training sessions. All dispatchers and customer service representatives have “I Speak” cards to help identify and address an LEP situation.

Appendices

Appendix 1 – Title VI Civil Rights Notice from Rider’s Guide (Page 36)

Fares

\$1.25 **Adult Fare**
(with free transfers from route to route)

Free **Children age 5 and under**
(when accompanied by a fare-paying adult)

Free **Seniors**
(age 65 and over with Connect Transit Pass)

\$.60 **Accessibility Pass**
(Medicare or Connect Transit ID required)

\$40 **30 Day Pass**
(valid for 30 days from first use)

Fares and pass prices are subject to change. Please visit www.connect-transit.com for current fares and pass information.

*Please have your fare or pass ready when you board the bus.
Fare boxes will issue change cards for denominations over \$1.00.*

Riding Tips

Get to your bus stop a few minutes early. As the bus approaches, look for the route or destination on the front of the bus to see if it is the one you need. Not sure? Ask the driver.

Paying the Fare

A fare box is located next to the driver. The fare box takes cash, coins, and Connect Transit bus passes.

Take a Seat

We ask that you keep the seats at the front of the bus open for seniors and disabled individuals. Also, we recommend that for your safety, you take a seat instead of standing.

While Riding

There is no smoking, eating or drinking. Listening to audio/video devices without headphones is not permitted.

Getting off the Bus

About a block from your stop, pull the cord on the wall above your seat to signal the driver. Wait until the bus comes to a complete stop and depart from the rear door.

Transferring Buses

If you will be transferring to another bus, ask your driver for a transfer when you pay your fare. Transfers are not valid on the same route from which the transfer was issued, or for use on a return trip. If you use a bus pass, you will not need a transfer.

Overlapping Stops:

Stops that are shared by multiple routes are noted on maps as “Overlaps with”. This indication informs riders that it is possible to switch from one route to another at this location. The wait time between buses will vary based on the frequency and timing of each route.

Transfer Center:

Uptown Station and Downtown Bloomington are the only dedicated transfer locations where buses are coordinated to shorten the wait time. To accomplish this coordination extra time must be added to each route at these locations. We call this dwell time. Proper staging and infrastructure must also be available so that buses can be out of traffic and allow for safe pedestrian travel.

Bike Racks

All Connect Transit fixed route buses are equipped with bike racks. The racks allow a bike rider to mount their bike on the front of the bus when riding. There is no extra charge for your bike. Bikes are not allowed on the inside of the bus.

Learn More

For more riding tips, safety information and a complete How-To-Ride guide, visit www.connect-transit.com.

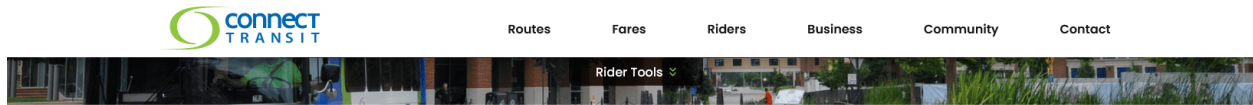
Title VI Civil Rights Notice

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d). Connect Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with Connect Transit, 351 Wylie Drive, Normal, IL 61761.

Appendix 2 – Title VI Civil Right Notice posted in Fixed Route Buses



Appendix 3 – Title VI Civil Rights Notice on Connect Transit Website



Title VI & VII

Connect Transit is committed to providing equal opportunity and service equity to its customers as protected by Title VI and Title VII of the Civil Rights Act of 1964 ("Title VI" and "Title VII") meaning Connect Transit does not discriminate on the basis of actual or perceived race, color, or national origin as required by federal law. Connect Transit has also adopted a non-discrimination policy that includes in addition to race, color, and national origin, Connect Transit does not discriminate on the basis of creed, religion, sex, gender identity, marital status, national origin, sexual orientation, ancestry, age, military status, and physical or mental disability and any other basis protected by state or local law.

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with Connect Transit. A complaint must be filed within 180 days after the date of the alleged discrimination.

Please click [HERE](#) to view the complaint procedure and [HERE](#) to access the Title VI complaint form, to file a complaint with Connect Transit, contact our Human Resources Department at 309-828-9833.

In addition to your right to file a complaint with Connect Transit, you have the right to file a Title VI or Title VII complaint with the Federal Transit Administration Headquarters, 1200 New Jersey Ave SE, Washington, D.C. 20590.

Please click below to view our additional title VI and VII resources.

[EEO Policy Statement](#)

[Non Discrimination Statement](#)

[Title VI Program](#)

Appendix 4 – Title VI Complaint Form



**TITLE VI Complaint Form
Connect Transit
Office of Civil Rights**

Connect Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If required any assistance in completing this form, please contact the Title VI Coordinator by calling (309) 828-9833. The completed form must be returned to Connect Transit, Human Resources, 351 Wylie Dr, Normal, IL 61761.

Name: _____ Phone: _____
Street Address: _____ Alt Phone: _____
City, State & Zip Code: _____

Person(s) discriminated against (if someone other than complainant):

Name(s): _____
Street Address: _____
City, State & Zip Code: _____

Date of Incident: _____

Which of the following best describes the reason for the alleged discrimination to place?.. (Circle one)
Race
Color
National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all Connect Transit employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space required.



Have you filed a complaint with any other federal, state, or local agencies? (Circle one)

Yes / No

If so, list agency / agencies and contact information below:

Agency: Contact Name:

Street Address, City, State & Zip Code: Phone:

Agency:
Street Address,
Phone:

Contact Name:
City, State & Zip Code:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature:

Date:

Print or Type Name of Complainant

Date Received: _____

Received By: _____