

**North Central Area Transit (NCAT)
Policy and Procedures for Compliance
with Title VI of the Civil Rights Act of 1964**



North Central Area Transit transportation services are compliant with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation's implement regulations at 49 CFR Part 21. The policy is outlined below:

TITLE VI STATEMENT OF POLICY

North Central Area Transit of La Salle County (NCAT) 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. NCAT recognizes its responsibilities to the communities in which it operates. It is NCAT's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

It is NCAT's objective to:

- Ensure that the level of quality of service is provided without regard to race, color, national origin, sex, age, or disability;
- Identify and address, as appropriate, 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;
- Promote the full and fair participation of all affected populations in service provision decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority population or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out NCAT's commitment to this program has been delegated to the Transit Director by the City Council. The Transit Director is responsible for the day-to-day operation of this Program and will receive and investigate Title VI complaints that come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making NCAT's Title VI Program a success. Additional information concerning NCAT's Title VI obligations and the complaint procedure are available on the NCAT website at www.ridencat.com or by calling the Transit Director at (833) 433-6228 extension 161.

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, national origin, sex, age, or disability under any program or 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). Please contact the Transit Director by telephone at (833) 433-6228 extension 161 or email ncat@ridencat.com for assistance.



TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color national origin, sex, age, or disability under NCAT's program you may file a complaint with the NCAT Transit Director, 1784 Chessie Lane, Ottawa, IL 61350 or by telephone at (833) 433-6228 extension 161. We encourage you to make your complaint in writing.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Transit Director will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Transit Director, will complete a final report for the City of Ottawa Council. If the Title VI violation is found to be valid, appropriate and necessary remedial steps will be taken immediately. The Complainant will also receive a final report that will include a list of the taken remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the City of Ottawa, Attn: Mayor, 301 W Madison St., Ottawa, IL 61350.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

For more information you may also by call 1-888-446-4511 or visit

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

The Transit Director shall maintain a log of Title VI complaints received from the process which log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by NCAT in response to the complaint. Should NCAT receive the Title VI complaint in the form of a formal charge or lawsuit, City of Ottawa's attorney shall be responsible for the investigation and maintaining a log as described herein.