

**Illinois Department of Transportation**

**IDOT's  
Title VI Program  
for  
2022-2024**

# Table of Contents

1. IDOT Title VI Policy Statement .....	3
2. IDOT Title VI Notice to the Public .....	4
3. Title VI Complaint Form .....	5
4. Title VI Complaint Procedures .....	8
5. List of Recent IDOT Title VI Investigations .....	13
6. IDOT’s Title VI Public Participation Plan.....	14
7. Four Factor Analysis of Limited English Proficient (LEP) Residents .....	18
8. Language Assistance Plan (LAP) for LEP Population .....	33
9. Table of Committee and Council Memberships .....	38
10. Monitoring of Subrecipients .....	39
11. Title VI Equity Analysis .....	43
12. Demographics Profile of Illinois .....	44
13. Transportation System Investment Disparate Impact Analysis.....	56
14. Statewide Transportation Planning Process .....	57
15. IDOT Procedures on Nondiscriminatory Pass-Through of FTA Financial Assistance .....	61
16. IDOT Potential Subrecipient Assistance Procedures.....	67
17. Signed Resolution Adopting the Title VI Program.....	68
Appendix A: Vital Documents in Spanish .....	69
<i>Documentos Vitales en Español</i> .....	69



# 1. IDOT Title VI Policy Statement

## Illinois Department of Transportation

Office of the Secretary  
2300 South Dirksen Parkway  
Springfield, Illinois 62764  
Telephone (217) 782-5597

### Title VI Nondiscrimination Policy Statement

The Illinois Department of Transportation (IDOT) is committed to a policy of nondiscrimination. IDOT is committed to compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related regulations and statutes. Title VI of the Civil Rights Act of 1964 provides that "No person in the United States shall, on the ground of race, color, 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." 42 U.S.C. § 2000d.

IDOT will make every effort to follow environmental justice principals in order to ensure that the impact of its programs, policies, and activities will not discriminate against minority and low-income populations. In addition, IDOT will provide meaningful access to services for persons who are Limited English Proficient.

In the event IDOT distributes financial assistance to a subrecipient, IDOT will include Title VI language in all written agreements and will monitor subrecipients for compliance with Title VI. Financial assistance includes grants, training, equipment usage, donations of surplus property, and other assistance.

The ultimate responsibility of ensuring that IDOT is compliant with Title VI rests with the Secretary of IDOT. The Secretary has delegated this authority to the Title VI Coordinator, who is in the Civil Rights Bureau of the Office of Business and Workforce Diversity for IDOT. The Title VI Coordinator has the overall responsibility for the initiating, implementing, and monitoring IDOT's Title VI programs and activities and preparing reports as required by 49 CFR part 21.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2023.

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Omer M. Osman, IDOT Secretary

## 2. IDOT Title VI Notice to the Public



# Illinois Department of Transportation

2300 South Dirksen Parkway / Springfield, Illinois / 62764

### Notifying the Public of Rights Under Title VI

The Illinois Department of Transportation (IDOT) conducts its programs, activities, and services without regard to race, color, and national origin in accordance with 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 Illinois Department of Transportation.

For more information on the Illinois Department of Transportation's Civil Rights program, this agency's responsibilities under Title VI, or for information on the procedures to file a complaint, contact (217) 782-2762, (TTY (866)-273-3681); email DOT.Complaint@Illinois.gov; or visit our administrative office at:

Illinois Department of Transportation (IDOT)  
Bureau of Civil Rights, 3<sup>rd</sup> Floor  
2300 South Dirksen Parkway, Springfield,  
Illinois 62764-0001

For more information, you may also visit <http://www.idot.illinois.gov/about-idot/civil-rights/index>

If you need information in another language, please call (217) 782-2762.  
Si necesita esta información traducida a otra idioma, llame a (217) 782-2762, por favor.

A complaint may be filed directly with the Federal Transit Administration by contacting FTA's Office of Civil Rights at:

Federal Transit Administration, Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE Washington, DC 20590  
Telephone: (202) 366-4018  
<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

### 3. Title VI Complaint Form

On the two pages that follow, find the:

## Title VI Complaint Form

To submit a Title VI Complaint to the Illinois Department of Transportation,  
please print and complete the following form, sign, and return to:

**Illinois Department of Transportation**  
**Attention: Title VI Specialist**  
**2300 Dirksen Parkway, Room 317**  
**Springfield, Illinois 62764**

Or, Email as an attachment to: [dot.complaint@illinois.gov](mailto:dot.complaint@illinois.gov)

**ADA Accessible formats of this form are available upon request to the contact information above,  
or by calling (217) 782-2762, (TTY (866)-273-3681)**

For questions, or a full copy of the Illinois Department of Transportation's Title VI Policy and complaint procedures,  
please submit a written request to the address above; visit [idot.illinois.gov/about-idot/civil-rights/index](http://idot.illinois.gov/about-idot/civil-rights/index); call  
**(217) 782-2762, (TTY (866) 273-3681)**; or email [dot.complaint@illinois.gov](mailto:dot.complaint@illinois.gov)

To submit a Title VI Complaint to the Illinois Department of Transportation, please complete the following form, sign electronically, and click the Email button. You can attach any additional documentation you wish to submit to your complaint before sending. Alternatively, the form can be printed, completed manually, and returned to: Illinois Department of Transportation, Bureau of Civil Rights, 2300 South Dirksen Parkway, Room 317, Springfield, IL 62694 or scanned and emailed to: [dot.civilrights@illinois.gov](mailto:dot.civilrights@illinois.gov). **Electronic submission is preferred to ensure timely and confidential processing.**

If this complaint concerns disability discrimination, please complete the [ADA Accessibility Complaint Form](#).

For questions or a full copy of the Illinois Department of Transportation's Title VI policy and complaint procedures, please submit a written request to the above address, visit <http://www.idot.illinois.gov/home/Civil-Rights>, or email your request to [dot.civilrights@illinois.gov](mailto:dot.civilrights@illinois.gov), or call (217) 782-2762.

**SECTION I**

Name	E-mail Address	Preferred Contact Number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Address	City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**SECTION II**

1. Are you filing this Complaint on your own behalf?     Yes (go to Section III)     No (go to #2)

2. If you answered "No" to question 1, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party.

3. Have you obtained permission of the aggrieved party (Complainant) to file on their behalf?     Yes     No

**SECTION III**

1. Have you previously filed a Title VI Complaint with the Illinois Department of Transportation?     Yes     No

2. Have you filed this complaint with another federal, state, or local agencies or with any state or federal court?     Yes     No

If "yes", please check all that apply and provide filing identification/contact information.

Federal Agency \_\_\_\_\_

Federal Court \_\_\_\_\_

State Agency \_\_\_\_\_

State Court \_\_\_\_\_

Local Agency \_\_\_\_\_

**SECTION IV**

1. Date of Incident

2. If applicable, name of person(s) who allegedly discriminated against you, if known.

Discrimination based on:

- Race
- Color
- National Origin/LEP
- Sex
- Age
- Religion

For disability related complaints, please use [ADA Accessibility Complaint Form](#).

3. Please provide a brief explanation of the incident(s) and how you feel you were discriminated against, including how you feel others may have been treated differently than you. (If you have additional written material pertaining to your complaint, please attach to the email when submitting this form.)

4. Why do you believe discrimination occurred?

5. What remedy are you requesting?

6. Please list any person(s) we may contact for additional information to support or clarify your complaint.

Name	Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

**SECTION V**

**Please Note: The Illinois Department of Transportation cannot accept your complaint without a signature.**

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

Complainant Signature

Date

<input type="text"/>	<input type="text"/>
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Name of person completing this form, if different than Complainant

## 4. Title VI Complaint Procedures

### Who can file?

Any person who believes that he or she, individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint. The complaint must be based on race, color, and/or national origin. A copy of the form can be found above in Chapter 3 of IDOT's Title VI Program, or is available on the web at <https://idot.illinois.gov/about-idot/civil-rights/index> under the Equal Rights tab, then Title VI.

Complaints must be filed within one hundred eighty (180) days of the date of the alleged act of discrimination or, where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Complaints should be filed in writing. If the complaint is verbal, a representative of the Bureau of Civil Rights (BCR) will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature.

### What must you include in the complaint?

Complainant (the person lodging the complaint) should try to include the following information in the complaint. The Complaint form may be used; or, an oral complaint can be made by phone, then forwarded to the Complainant in writing for verification and signature. The more information you are able to provide, the more detailed an accurate our investigation can be.

1. Name, address and telephone number of the complainant or representative.
2. The name, address and telephone number of the attorney or authorized representative, if you are being represented.
3. Name(s), address(es) and title(s) of alleged discriminating officials or entity (if known).
4. Basis of your complaint, that is, the motivating factor for the discrimination (*i.e.*, race, color, or national origin).
5. Date on which alleged discriminatory act(s) or event(s) occurred. Please note that we cannot accept a complaint about an incident that took place more than one hundred eighty (180) days prior to the filing of the complaint. If the discrimination occurred more than one hundred eighty (180) days prior to filing your complaint, you may request a waiver of the filing requirement.
6. The complaint must describe the facts and circumstances surrounding the claimed discrimination.
7. The nature of the incident that led the complainant to feel discrimination was a factor.



8. Names, addresses and telephone numbers of witnesses or persons that have direct knowledge of the incident, if available.
9. List of other agencies (state, local or Federal) with which the complaint has been filed.
10. Complainant's signature and/or complainant's representative and date.

If the complaint is incomplete or additional information is needed, the BRC will contact the complainant in writing within ten (10) days to gather more information. If the complainant fails to provide the requested information within sixty (60) days, BCR may administratively close the complaint for failure to provide sufficient information, or this could be considered good cause for a determination of no investigative merit.

At the complainant's request, the BCR will provide language or sign interpreter assistance. ADA accessible formats are available upon request. The complaint may be mailed or faxed to the following:

Title VI Coordinator, Bureau of Civil Rights  
2300 South Dirksen Parkway, Room 317  
Springfield, IL 26764  
Telephone: 217-782-2762  
Fax: 217-524-4063

You can download a copy of the Title VI Complaint form at: <https://idot.illinois.gov/about-idot/civil-rights/index> under the Equal Rights tab, then Title VI. Or, you can obtain a copy of the Title VI Complaint form by calling the number above.

Complainants have the right to complain directly to the appropriate Federal agency; however, they must do so within one hundred eighty (180) calendar days of the last alleged incident.

A complainant may file a Title VI Complaint with the U.S. Department of Transportation by contacting DOT at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor--TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Telephone: (202) 366-4018

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

When a complainant makes multiple claims and some of the bases do *not* fall within the purview of Title VI (*e.g.*, discrimination based on sex, disability, age, religion, etc.), the investigator should clearly identify each claim and the protected class being invoked. The investigator will separate those issues not covered under Title VI and forward them to the appropriate parties/office for investigation.

### *Recording the Complaint*

Upon receipt of a complaint, it is logged into the Bureau of Civil Rights Tracking System (BCR Tracking System).

### *Accepting the Complaint*

After logging the complaint, Bureau of Civil Rights (BCR) will determine if BCR has jurisdiction. The BCR will determine jurisdiction based on:

1. Whether the complaint is timely;
2. Mootness;
3. Whether the basis of the allegations involved is covered under Title VI;
4. Whether the allegations involve a program or activity of an IDOT Federal-aid recipient, subrecipient or contractor; and
5. Other relevant factors.

When jurisdiction is determined, the complaint will be accepted for processing. If the Title VI office does not accept the complaint, it will issue a letter providing an explanation regarding this issue.

All complaints will be investigated promptly. Reasonable measures will be taken to preserve any information that is confidential. The BCR will assign an investigator to investigate the complaint. The complainant and the IDOT Federal aid recipient, subrecipient, or contractor that is subject of the complaint will be notified. A copy of the complaint will also be forwarded to the alleged discriminatory service or program official including the name and telephone number of the investigator assigned to investigate the complaint.

Complaints filed against IDOT, where it is named as a respondent, will be forwarded to the appropriate DOT component under which the complained-of program or activity falls. Complaints filed against IDOT's Federal aid recipients, subrecipients, and contractors shall be investigated by IDOT's Title VI Office at BCR. If the BCR does not have jurisdiction based on this scenario, the complainant will be notified of BCR's decision.

If BCR rejects the complaint for any reason described above, it will send out a letter within ten (10) days of receipt notifying the complainant of BCR's decision with the reason for the rejection—*i.e.*, untimely etc.

#### *Acknowledging the Complaint*

After the BCR accepts the complaint, the Title VI Coordinator will send out an acknowledgment letter, within ten (10) days, notifying the complainant that the complaint has been accepted for investigation, providing the anticipated timeline for completion, and setting a schedule for in-person interview or written questionnaire for the Complainant within ten (10) days, if necessary.

#### *Notifying the Name Party Subject(s) of the Complaint*

Within ten (10) days of accepting the complaint, BCR will notify the named party that s/he is the subject of the complaint.

#### *Investigating the Complaint*

1. The Title VI Coordinator will inform the complainant that s/he has a right to have a witness or representative present during the interview and s/he can submit any documentation s/he perceives as relevant to proving his/her complaint.
2. When the Title VI Coordinator receives a complete complaint, the Title VI Coordinator will contact the respondent giving them ten (10) calendar days to respond to written questions or to engage in an interview.
3. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
4. The Title VI Coordinator will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned and what documentation should be reviewed.
5. The Title VI Coordinator will contact the complainant at the conclusion of the investigation, but before writing the final report. This will give the complainant an opportunity to give a rebuttal statement only at the end of the investigation process.
6. Within forty (40) calendar days of acceptance of the complaint, the Title VI Coordinator will prepare a draft investigative report for the Bureau Chief of Civil Rights' review. The report shall include:
  - a) The written complaint containing the allegation, basis and date of filing;
  - b) Summarized statements taken from witnesses;
  - c) Finding of facts;

- d) Opinion(s) (based on all evidence in the record) that the incident is substantiated or unsubstantiated; and
  - e) Remedial action(s) for substantiated cases.
7. The Bureau Chief of Civil Rights will have ten (10) days to make comments to the Title VI Coordinator. The Title VI Coordinator will instruct the investigator to address any comments and modify the report as needed and made final.
  8. The report will then be presented to the Department's Civil Rights Committee for a determination about the allegations and any actions to be taken. The Committee consists of the Bureau Chief of Civil Rights, the Chief Counsel, the Director of Finance and Administration, and the Secretary's designee.
  9. Within sixty (60) calendar days of the date the complaint was accepted by the Bureau of Civil Rights (BCR), the investigation will conclude and a final report will be sent to the appropriate unit of the U.S. Department of Transportation (FAA/FHWA/FTA) and the respondent. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities and the Title VI Coordinator shall request an extension.
  10. If corrective action(s) is recommended the respondent will be given thirty (30) calendar days to inform the Title VI Coordinator of the actions taken for compliance.
  11. Corrective actions can be in the form of actions to be taken at a future date after the initial thirty (30) days with projected time period(s) in which action will be completed.
  12. Within ninety (90) days of the receipt of complaint, the Secretary of IDOT will notify the complainant in writing; detailing the findings, conclusions, proposed disposition and/or any corrective action taken. This notification will advise the complainant of the following possible avenues of appeal if dissatisfied with the decision: U.S. Department of Transportation or Division of Local Assistance, Office of Civil Rights.

#### *Appealing the Complaint*

1. The complainant has the right to appeal all written reports.
2. This appeal must be made in writing to the Title VI Coordinator within fourteen (14) days of receipt of the Department's final report.
3. The appeal must specifically cite the portion(s) of the finding with which the complainant disagrees and his/her reason(s) for the disagreement.
4. IDOT will forward the appealed decision to a separate internal entity, who will review the investigation and issue a second determination and report.

## 5. List of Recent IDOT Title VI Investigations

The following is a list of Title VI Complaints received and investigated by IDOT since the last Title VI Program. Names of Complainants are not included to preserve anonymity.

Internal Control #	Date Received	Assigned To	Status
Unknown	4/3/2017	Robert L Williams	Closed
3081	12/4/2017	Carlos Ramirez	Closed
3082	12/4/2017	Carlos Ramirez	Closed
3128	5/29/2018	Edward J. Adams	Closed
3271	2/24/2020	Albert Romito	Closed
3387	6/16/2022	Carlos Ramirez	Closed

## **6. IDOT's Title VI Public Participation Plan**

IDOT's public participation plan includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. IDOT's public participation plan for minority populations is part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. To that end, the public participation plan encompasses collecting public input from diverse populations to inform programming decisions; encouraging broad public participation by targeting publication of outreach events to encompass underserved communities; holding public meetings at locations easily accessible to all; and by identifying community stakeholders who represent a broad base of constituents.

### **A. IDOT Activities in which Public Participation is Actively Encouraged**

IDOT engages in a wide variety of planning and public education activities that rely on public input and involvement to assure the needs and ideas of the diverse public are met. A key example is IDOT's process to develop its Statewide Transportation Improvement Program (STIP). Once the General Assembly approves the budget for the triennial period to be covered by the STIP, a draft STIP is created. The draft STIP is then widely published and advertised via a statewide news release, online postings, and notices in newspapers throughout the state. The draft STIP includes a comment card for public input. Alternately, residents may call to add their feedback to the plan. All comments are taken into consideration in the final draft of the STIP. Any significant changes made in response to public input are addressed in an amended STIP.

### **B. IDOT Public Meeting Locations are Selected Based on the Goal of Diverse Public Involvement**

In order to maximize public participation, especially from diverse population, IDOT uses guidelines when selecting locations and schedules for public meetings. IDOT makes every attempt to:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, television, social media, or newspaper ads that serve LEP populations;

- Ensure that transportation is available to and from the meeting if requested;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews, phone calls, or use of audio or video recording devices to capture oral comments.

### **C. IDOT Utilizes Media Targeted to Diverse Populations**

IDOT understands that reaching a wider audience involves expanding the types of media used in its outreach efforts. Therefore, IDOT’s outreach media may include, but are not limited to, the following:

- Print – Newspapers and other periodicals; particularly, prominent non-English publications
- Website – IDOT has a comprehensive website which includes automatic translation in over 50 languages with one click via Google Translate
- Social Media – IDOT has used Facebook since 2009 to help engage community, and currently has almost 140,000 followers. IDOT also utilizes Twitter and YouTube. IDOT’s Public Service Announcement videos on YouTube generate over 450,000 views, with some approaching one million views.
- Radio, particularly channels that broadcast in languages other than English
- Direct Mail to Community Partners and Stakeholders
- Public Information Sessions
- Public Hearings
- Legal Notices

### **D. IDOT Utilizes the Input of Community Stakeholders**

One of the most effective ways for IDOT to increase input from a wide variety of communities is through communication with community stakeholders. Local non-profits, social service providers, and other community-based groups have established ties with many traditionally underserved groups, and are a great resource to disseminate information. These stakeholders are familiar with the needs of the groups with which they work, and are able to give IDOT feedback that represents a wider variety of people than IDOT could ever reach individually. IDOT has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of IDOT’s community stakeholders can be obtained by contacting IDOT.

### **E. Summary of Past Outreach Efforts**

IDOT’s outreach events have been successful in obtaining and incorporating the feedback of the public, including minority and LEP populations. These activities span the width of IDOT’s services, incorporating various internal bureaus in their efforts.

For example, IDOT's Bureau of Small Business Enterprises, under the purview of the Office of Business and Workforce Diversity, supports a diverse workforce and business community by ensuring equity and inclusion within their projects and programs. This is accomplished by championing an environment where diverse individuals contribute to the shared success of our state and our neighborhoods by focusing on three key pillars: diverse vendors, thriving businesses, and an empowered workforce. In practice, this involves projects such as IDOT's Mentor Protégé program, in which emerging and established businesses can connect to share skills, discuss best practices, and ensure mutual growth.

As IDOT is a large employer, and thus efforts have been made to build a diverse workforce, both internally and with contractors who complete work on behalf of IDOT. As part of IDOT's mission to increase the number of minorities, women and disadvantaged individuals trained in skills that prepare them for a career in the highway construction trades, the department partners with community colleges to offer the Highway Construction Careers Training Program throughout the state. HCCTP graduated 178 students during the last fiscal year. The program, which boasts more than 2,800 graduates since 2010, is administered by the Office of Business and Workforce Diversity's Bureau of Small Business Enterprises, in collaboration with the Federal Highway Administration.

Implemented through 12 community colleges statewide, HCCTP trains disadvantaged individuals in skills that prepare them for a career in the highway construction trades. Each participating community college holds up to five pre-apprenticeship training sessions a year. The schools use members of the local trades as instructors and liaisons to the trade industry throughout the training process to help trainees advance into apprenticeships. Once graduates complete the training, they have the general knowledge needed to become entry-level construction workers or apply for an apprenticeship program. The program is life changing for many.

Despite the Covid-19 Pandemic, IDOT was able to continue its tradition of assisting Disadvantaged Business Enterprises (DBEs) by holding nine events in 2020 alone. For example, Supportive Services continued their Building Blocks of Success series in 2020. The purpose of the educational series is to help DBEs and those interested in conducting business with IDOT grow in ability and capacity. The series is set up in blocks, which are then broken down into smaller modules or workshops to ease accessibility.

Finally, IDOT is particularly proud to have recently joined fellow member agencies of the Mid America Association of State Transportation Officials in voting to establish a standing diversity committee in August. The committee will facilitate information and strategy sharing among member states on issues of diversity and inclusion.

## **F. Plans for Future Public Participation and Outreach**



After evaluating its Title VI obligations and current available services, IDOT has determined that one of the best ways to strengthen its Program is to hire a Language Access Coordinator. IDOT is seeking to fill this position at this time. The Language Access Coordinator will process all requests for interpretation services from the various departments and track data for the languages requested and reasons for contacting IDOT. The Language Access Coordinator will assist departments in accessing the resources they need to serve a diverse customer base, and in utilizing the strategies outlined in this document to assure public notices are disseminated in a manner that targets minority and non-English speaking populations.

IDOT will continue all current services that assure non-English speakers access to all information and programs offered by IDOT. This includes automatic translation features on the website; offering free translation services contracted through a third-party vendor; and the continuation of programs that are designed to target diverse populations, such as the DBE certification and assistance program through the Bureau of Small Business Enterprises.

## **7. Four Factor Analysis of Limited English Proficient (LEP) Residents**

### **What does it mean to be Limited English Proficient (LEP)?**

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context- specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

### **Background**

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "Improving Access to Services by Persons with Limited English Proficiency," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

### **Framework for Deciding when Language Services are Needed**

IDOT will take the following steps to ensure meaningful access to its programs, services, and activities for LEP individuals in a manner that balances the following four factors.

### **FOUR-FACTOR ANALYSIS**

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by IDOT;
2. The frequency with which LEP persons come into contact with IDOT services and programs;
3. The nature and importance of IDOT's services and programs in people's lives; and
4. The resources available to IDOT for LEP outreach, as well as the costs associated with that outreach.

**Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by IDOT.**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter IDOT’s services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, IDOT evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for all regions of the state were the ACS 2016-2020 five-year estimates.

*Service Area Overview*

IDOT’s service area encompasses the entire state of Illinois. Home to almost twelve million people spread over 57,915 square miles, Illinois’ population speaks dozens of different languages. Of the total service area population of 11,960,646, 8.45% of residents report speaking English less than very well. The most populous groups in the category are shown below.

The data shows that Spanish speakers who speak English less than very well make up just over five percent (5.03%) of the state’s population. While many other languages are spoken by hundreds of thousands of people, most language groups comprise less than half a percent of the population each. The Russian, Polish, or other Slavic language group is the only other that comprises over one percent (1.03%) of the population.

	<b>Number of people that speak English less than very well</b>	<b>Percentage that speaks English less than very well</b>
<b>Total Population of Illinois</b>	<b>11,960,646</b>	<b>8.45%</b>
Spanish	601,235	5.03%
French, Haitian, or Cajun	9,887	0.08%
Germanic Language	5,505	0.05%
Russian, Polish, or other Slavic language	123,316	1.03%
Other Indo-European languages	84,174	0.70%
Korean	21,209	0.18%
Chinese	51,818	0.43%
Vietnamese	15,423	0.13%
Tagalog	21,834	0.18%
Other Asian and Pacific Island languages	33,949	0.28%
Arabic	23,402	0.20%
Other and unspecified languages	18,664	0.16%

### *The Safe Harbor Provision*

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice's Safe Harbor Provision. This provision outlines circumstances that can provide a "safe harbor" for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if a recipient provides written translation of vital documents for each LEP group that constitutes 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient's written translation obligations.

The Safe Harbor Provision only applies to the translation of written documents. It does not affect IDOT's requirement to provide meaningful access to LEP individuals through oral language services.

A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Based on the results of its four-factor analysis, even if a language group meets the threshold specified by the Safe Harbor Provision, IDOT may determine written translation is not the most effective way to provide language assistance. It would be costly, ineffective, and simply unnecessary for IDOT to translate and publish all of the thousands of documents it produces each year in dozens of languages, especially when translation is always available upon request. If oral interpretation would provide more meaningful access to a particular LEP group, interpretation services may be provided instead of translation services.

It is clear from the data above that every language imaginable meets the Safe Harbor Threshold of 1,000 people who speak the language and speak English less than very well. This, despite the fact that over half the language groups identified each comprise less than 0.20% of the state's population. The small percentages make it less likely there is a legitimate need for most documents to be translated into every language.

### *Data by the District*

Due to the large service area, IDOT divides its territory into nine districts, which fit into five larger regions. IDOT has chosen to review and incorporate LEP data for each of its districts to its Title VI Program in order to better understand language needs in various parts of the state. A map of the state's regions and districts is included at the end of this chapter for reference. Following is a list of the counties which comprise each district; the ACS 5-year LEP data for that region; and a list of language groups that meet the Safe Harbor Threshold (highlighted in green).

## District 1: McHenry, Lake, Kane, Dupage, Cook, and Will Counties

District 1	Number who speak English less than "very well" and speak __.	Percentage that speak English less than very well
<b>Total Population</b>	7,823,605	11.74%
Spanish	549,937	7.03%
French, Haitian, or Cajun	5,850	0.07%
Germanic language	2,526	0.03%
Russian, Polish, or Slavic	120,123	1.54%
Other Indo-European	78,406	1.00%
Korean	18,771	0.24%
Chinese	44,704	0.57%
Vietnamese	13,153	0.17%
Tagalog	19,172	0.25%
Other Asian/Pacific Island	28,596	0.37%
Arabic	21,148	0.27%
Others	16,279	0.21%

**District 1 Languages that Exceed the Threshold: Spanish; French, Haitian, or Cajun; German; Russian, Polish, or Slavic; Other Indo-European; Korean; Chinese; Vietnamese; Tagalog; Other Asian/Pacific Island; Arabic; and Others.**

**District 2: Jo Davies, Stephenson, Winnebago, Boon, Carroll, Ogle, Whiteside, Lee, Rock Island, and Henry Counties:**

District 2	Number who speak English less than "very well"	Percentage that speak English less than very well
<b>Total Population</b>	<b>574,940</b>	<b>3.82%</b>
Spanish	13,631	2.37%
French, Haitian, or Cajun	1,092	0.19%
Germanic language	224	0.04%
Russian, Polish, or Slavic	1,044	0.18%
Other Indo-European	736	0.13%
Korean	202	0.04%
Chinese	571	0.10%
Vietnamese	260	0.05%
Tagalog	349	0.06%
Other Asian/Pacific Island	1,807	0.31%
Arabic	819	0.14%
Others	1,224	0.21%

**Region 2 Languages Exceeding the Threshold: Spanish; French, Haitian, or Cajun; Russian, Polish, or Slavic; Other Asian/Pacific Island languages; and Other (unidentified) languages.**

**District 3: Dekalb, Bureau, Lasalle, Kendall, Grundy, Livingston, Kankakee, Iroquois, and Ford Counties:**

<b>District 3</b>	<b>Number who speak English less than "very well" and speak __.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>575,144</b>	<b>3.39%</b>
<b>Spanish</b>	<b>13,960</b>	<b>2.43%</b>
<b>French, Haitian, or Cajun</b>	<b>155</b>	<b>0.03%</b>
<b>Germanic language</b>	<b>104</b>	<b>0.02%</b>
<b>Russian, Polish, or Slavic</b>	<b>795</b>	<b>0.14%</b>
<b>Other Indo-European</b>	<b>1,054</b>	<b>0.18%</b>
<b>Korean</b>	<b>325</b>	<b>0.06%</b>
<b>Chinese</b>	<b>1,034</b>	<b>0.18%</b>
<b>Vietnamese</b>	<b>150</b>	<b>0.03%</b>
<b>Tagalog</b>	<b>675</b>	<b>0.12%</b>
<b>Other Asian/Pacific Island</b>	<b>335</b>	<b>0.06%</b>
<b>Arabic</b>	<b>369</b>	<b>0.06%</b>
<b>Others</b>	<b>227</b>	<b>0.04%</b>

**Region 3 Languages Exceeding the Safe Harbor Thresholds: Spanish, Chinese, Other European languages.**

**District 4: Mercer, Knox, Stark, Marshall, Putnam, Henderson, Warren, Peoria, Woodford, McDonough, Fulton, and Tazewell Counties.**

<b>District 4</b>	<b>Number who speak English less than "very well" and speak __.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>497,224</b>	<b>3.83%</b>
<b>Spanish</b>	<b>3,493</b>	<b>0.70%</b>
<b>French, Haitian, or Cajun</b>	<b>471</b>	<b>0.09%</b>
<b>Germanic language</b>	<b>164</b>	<b>0.03%</b>
<b>Russian, Polish, or Slavic</b>	<b>84</b>	<b>0.02%</b>
<b>Other Indo-European</b>	<b>700</b>	<b>0.14%</b>
<b>Korean</b>	<b>179</b>	<b>0.04%</b>
<b>Chinese</b>	<b>535</b>	<b>0.11%</b>
<b>Vietnamese</b>	<b>437</b>	<b>0.09%</b>
<b>Tagalog</b>	<b>241</b>	<b>0.05%</b>
<b>Other Asian/Pacific Island</b>	<b>457</b>	<b>0.09%</b>
<b>Arabic</b>	<b>295</b>	<b>0.06%</b>
<b>Others</b>	<b>205</b>	<b>0.04%</b>

**District 4 Language(s) Exceeding the Safe Harbor Threshold: Spanish**



**District 5: McLean, Dewitt, Piatt, Champaign, Vermillion, Douglas, and Edgar Counties.**

<b>District 5</b>	<b>Number who speak English less than "very well"</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>481,813</b>	
<b>Spanish</b>	<b>5,675</b>	<b>1.18%</b>
<b>French, Haitian, or Cajun</b>	<b>1,342</b>	<b>0.28%</b>
<b>Germanic language</b>	<b>720</b>	<b>0.15%</b>
<b>Russian, Polish, or Slavic</b>	<b>447</b>	<b>0.09%</b>
<b>Other Indo-European</b>	<b>1,722</b>	<b>0.36%</b>
<b>Korean</b>	<b>1,010</b>	<b>0.21%</b>
<b>Chinese</b>	<b>3,602</b>	<b>0.75%</b>
<b>Vietnamese</b>	<b>613</b>	<b>0.13%</b>
<b>Tagalog</b>	<b>474</b>	<b>0.10%</b>
<b>Other Asian/Pacific Island</b>	<b>1,653</b>	<b>0.34%</b>
<b>Arabic</b>	<b>304</b>	<b>0.06%</b>
<b>Others</b>	<b>211</b>	<b>0.04%</b>

**District 5 Language(s) Exceeding the Threshold: Spanish; French, Haitian, or Cajun; other Indo-European; Korean; Chinese; and Other Asian Pacific Islander Languages.**

**District 6: Hancock, Adams, Pike, Brown, Schuyler, Cass, Morgan, Scott, Mason, Logan, Menard, Sangamon, Macoupin, Montgomery, and Christian Counties.**

<b>District 6</b>	<b>Number who speak English less than "very well" and speak __.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>491,779</b>	<b>1.00%</b>
Speak Only English		
Spanish	<b>2,528</b>	<b>0.51%</b>
French, Haitian, or Cajun	<b>539</b>	<b>0.11%</b>
Germanic language	<b>162</b>	<b>0.03%</b>
Russian, Polish, or Slavic	<b>143</b>	<b>0.03%</b>
Other Indo-European	<b>395</b>	<b>0.08%</b>
Korean	<b>139</b>	<b>0.03%</b>
Chinese	<b>286</b>	<b>0.06%</b>
Vietnamese	<b>202</b>	<b>0.04%</b>
Tagalog	<b>80</b>	<b>0.02%</b>
Other Asian/Pacific Island	<b>400</b>	<b>0.08%</b>
Arabic	<b>79</b>	<b>0.02%</b>
Others	<b>144</b>	<b>0.03%</b>

**District 6 Language(s) Exceeding the Threshold:**

**Spanish**

**District 7: Macon, Moultrie, Coles, Clark, Shelby, Cumberland, Fayette, Effingham, Jasper, Crawford, Clay, Richland, Lawrence, Wayne, Edwards, and Wabash Counties.**

<b>District 7</b>	<b>Number who speak English less than "very well" and speak __.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>359,037</b>	<b>1.14%</b>
Spanish	2,056	0.57%
French, Haitian, or Cajun	83	0.02%
Germanic language	680	0.19%
Russian, Polish, or Slavic	94	0.03%
Other Indo-European	304	0.08%
Korean	132	0.04%
Chinese	144	0.04%
Vietnamese	57	0.02%
Tagalog	382	0.11%
Other Asian/Pacific Island	97	0.03%
Arabic	35	0.01%
Others	22	0.01%

Region 7 Language(s) Exceeding the Threshold:

Spanish

**District 8: Calhoun, Greene, Jersey, Madison, Bond, St. Clair, Clinton, Marion, Monroe, Randolph, and Washington Counties.**

<b>District 8</b>	<b>Number who speak English less than "very well" and speak ___.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>694,052</b>	<b>1.23%</b>
Spanish	4,769	0.69%
French, Haitian, or Cajun	259	0.04%
Germanic language	462	0.07%
Russian, Polish, or Slavic	248	0.04%
Other Indo-European	425	0.06%
Korean	353	0.05%
Chinese	599	0.09%
Vietnamese	176	0.03%
Tagalog	339	0.05%
Other Asian/Pacific Island	368	0.05%
Arabic	213	0.03%
Others	334	0.05%

**Region 8 Language(s) Exceeding the Threshold:**

**Spanish**

**District 9: Jefferson, Perry, Franklin, Hamilton, White, Jackson, Williamson, Saline, Gallatin, Union, Johnson, Pope, Hardin, Alexander, Pulaski, and Massac Counties.**

<b>District 9</b>	<b>Number who speak English less than "very well" and speak __.</b>	<b>Percentage that speak English less than very well</b>
<b>Total Population</b>	<b>316,676</b>	<b>1.21%</b>
Spanish	1,948	0.62%
French, Haitian, or Cajun	45	0.01%
Germanic language	418	0.13%
Russian, Polish, or Slavic	106	0.03%
Other Indo-European	317	0.10%
Korean	83	0.03%
Chinese	260	0.08%
Vietnamese	288	0.09%
Tagalog	101	0.03%
Other Asian/Pacific Island	126	0.04%
Arabic	137	0.04%
Others	13	0.00%

**District 9 Language(s) Exceeding the Threshold: Spanish**

### *Summary of Factor One*

As a whole, the data shows that Illinois has a diverse LEP population, especially in urban areas. Spanish speakers are by far the most populous and widespread throughout the state, with Spanish being the only language that meets the safe harbor threshold in every district. The district-level data assists IDOT in giving guidance on language access to its recipients throughout the state.

### **Factor Two: The frequency with which LEP persons come into contact with IDOT services and programs.**

Given that IDOT is a large organization that does not directly operate transit services, it is difficult to gauge precisely how much contact LEP persons have with IDOT services and programs. In the past, IDOT utilized data on usage of its paid telephone interpretation service to gauge LEP contacts. That is, when any department within IDOT requires an interpreter to communicate with a non-English speaker, they can access the paid translation service. The data summarizing all calls made to the service was then used to assess which languages and with what frequency these contacts occurred. However, the collected data did not indicate which departments or services the caller was accessing. It is clear that LEP persons occasionally contact IDOT to access information on permits, complaints, construction, or employment opportunities.

In order to obtain a clearer picture of the frequency and manner in which LEP persons engage with IDOT, one step we have taken is to hire a Language Access Coordinator. Moving forward, the Coordinator will have an extensive role in monitoring LEP contacts with IDOT. The Coordinator will be contacted in order to initiate any translation or interpretation services. Data on languages utilized, services requested, and departments accessed will be compiled by the Coordinator, in order to form a clear picture of community needs so that IDOT can be more proactive in providing needed support to LEP persons.

The Language Access Coordinator will also develop a series of questionnaires that will help monitor LEP contact with IDOT. That is, the Coordinator will contact each department within IDOT at least annually to request data regarding their contacts with LEP persons. The Coordinator will also work to develop a relationship with additional community organizations that serve LEP populations, in order to better understand the needs of specific language communities.

### **Factor Three: The Importance of IDOT's Service to People's Lives**

IDOT's services affect every community member. In partnership with the NHTSA, IDOT produces and distributes public safety and public service announcements and ad campaigns to make construction zones safer; to reduce distracted and intoxicated driving; and to increase pedestrian, bicycle, and motorcycle safety. It is essential that IDOT effectively communicate its safety and public service announcements to the entire community, including non-English speakers. Further, IDOT is a large employer, and spends millions of dollars annually contracting work from DBEs. IDOT's planning process relies on input from the public. IDOT's services are therefore

important to LEP person's lives, and must be accessible to everyone, regardless of ability to speak English.

#### **Factor Four: Resources and Costs for LEP Outreach**

IDOT incorporates a variety of resources to meet the needs of the LEP population in Illinois. IDOT enables access to non-English speakers primarily through its use of contracted translation and interpretation services. The cost of these services varies depending on use.

As an employer of thousands of people, IDOT has internal workers who can be utilized for interpretation when needed that speak many of the languages found in the community, at no additional cost to IDOT. We also utilize Google's automated translation services on our website, so that all the information there can be accessed in over fifty languages. IDOT also uses translation and printing services to print brochures and information in multiple languages, particularly Spanish. The translation services provided allow beneficiaries to receive content in languages they understand.

In addition, various IDOT departments have programs or services specifically designed to assist underserved populations, including LEP persons. The following are examples of assistance geared toward LEP persons offered by various departments:

The Office of Business and Workforce Diversity includes two such bureaus. The Bureau of Small Business Enterprises provides overall direction of the Department's various programs for small business utilization. These programs include the federally mandated highway construction program for Disadvantaged Business Enterprises (DBE); and similar programs arising out of the state's Business Enterprises Program for minorities, females and persons with disabilities.

The Bureau of Civil Rights provides for the development, implementation and monitoring the departmental programs for Equal Employment Opportunity (EEO), Affirmative Action (AA), federal contract compliance (Title VI) and for the handicapped (Section 504). The Bureau assists with the Department's Disadvantaged and Small Business Enterprises (DBE) Program and participates in its annual planning and review process.

As part of IDOT's mission to increase the number of minorities, women and disadvantaged individuals trained in skills that prepare them for a career in the highway construction trades, the department also partners with community colleges to offer the Highway Construction Careers Training Program throughout the state. These internal programs generally incur little to no additional cost to IDOT to serve a diverse population.

IDOT is also dedicated to improving motorist safety. Its Safety Program Implementation Unit, part of the larger Bureau of Safety Programs and Engineering, is responsible for overseeing behavior-related safety programs funded by the National Highway Traffic Safety Administration. An example of how these activities are designed to reach IDOT's largest LEP group—Spanish speakers—can be found in its "It's Not a Game" campaign. IDOT developed a website stylized like an arcade video game to inform the public of the dangers of various types of unsafe driving

(distraction and intoxicated driving, etc.) This resource was created in both English and Spanish to reach the widest audience possible. The Spanish version can be viewed at <https://www.itsnotagameillinois.com/es/>.

The Division of Traffic Safety also publishes a variety of safety materials in English and Spanish, which include:

1. Parents' Guide to Infant Seats (Step 1)
2. Parents' Guide to Toddler Seats (Step 2)
3. Parents' Guide to Booster Seats (Step 3)
4. Parents' Guide to Seat Belts (Step 4)
5. Chad Stickers
6. Booster Seat Bookmark
7. Ready for a Safety Belt? Bookmark
8. Illinois Safety Belt Use
9. Stop Aggressive Driving
10. Take it to the Limit bookmark
11. Take it to the Limit poster
12. DUI Cost Palm Card



## **8. Language Assistance Plan (LAP) for LEP Population**

### **Language Assistance Plan for Addressing Limited English Proficiency Policy Statement**

It is the policy of the Illinois Department of Transportation (IDOT) to take reasonable steps to provide meaningful access to its programs, activities and services for persons with Limited English Proficiency (LEP). The policy is to ensure that IDOT employees will communicate effectively with LEP individuals, and that LEP individuals will have access to important programs and information. IDOT is committed to complying with Federal requirements in providing free meaningful access to its programs, activities and services for LEP individuals.

### **Who is Limited English Proficient (LEP)**

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context specific—an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

### **Background**

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "**Improving Access to Services by Persons with Limited English Proficiency**," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

### **LEP Monitoring and Updating the LAP**

IDOT has designated the Title VI Coordinator as its LEP Coordinator. Monitoring and implementation of the Language Assistance Plan (LAP) will be conducted by the managers in each service area. The Plan will be reviewed annually by the LEP Coordinator to determine whether updates are needed.

The LEP Coordinator will:

1. Coordinate identification of language service needs and strategies so that IDOT employees will have access to appropriate language services in their interactions with LEP individuals.
2. Ensure the agency's compliance with the LEP Policy and Plan.

3. Identify training needs for IDOT employees on implementation of the LAP and the use of Propio Languages Services. Provide annual training on LEP Policy and Plan, including training new employees as part of the orientation process.
4. Establish and maintain IDOT's language assistance resource list.
5. Establish a bilingual staff list. Review qualifications of bilingual staff to ensure quality and skill level. Ensure all employees receive a copy of this list and know the procedure for contacting interpreters.
6. Maintain type and frequency on selected interactions with LEP individuals and provide reports to management, as appropriate. A language log will be maintained by each division representative, including the front desk. The data collected under various language groups shall be specific enough to inform the LEP Coordinator as to the language groups for whom interpretation and translation services are needed. The records of interactions with LEP individuals will be maintained in each service area.
7. Provide notice of the language assistance services in the following areas:
  - a) Posters in public areas.
  - b) "I Speak" language identification cards at reception area.
  - c) IDOT Website.
8. Conduct an annual review analyzing changes in:
  - a) Census data.
  - b) Current LEP populations affected or encountered.
  - c) Frequency of encounters with LEP language groups.
  - d) The nature and importance of activities to LEP individuals.
  - e) The availability of resources, including technological advances, sources of additional resources, and the cost incurred.
  - f) Whether the existing LAP is meeting the needs of LEP individuals.
  - g) Whether IDOT employees understand the LAP, and how to implement it.
  - h) Whether identified sources for assistance are still available.

### **Language Assistance Options**

IDOT will provide meaningful access to LEP individuals. If an LEP individual asks for language assistance, or an IDOT employee identifies an LEP individual who needs assistance, IDOT will make reasonable efforts to provide free language assistance.

The following options are used for providing language services:

## **1. Oral Interpretation Services**

### **In-House Services**

Quality oral interpretation services will be provided to all LEP individuals. Depending on the circumstances, reasonable oral interpretation assistance could be offered through a bilingual employee, family member or Propio Language Services. It is the LEP individual's decision whether to use family members or friends as interpreters. Additional attention will be exercised when the LEP individuals chooses to use a minor.

IDOT will ensure:

- a) The LEP individual's choice is voluntary.
- b) The LEP individual is aware of the possible problems if the preferred interpreter is a minor child. No adverse action will be taken using a child (anyone under the age of 18) as an interpreter.
- c) The LEP individual knows that IDOT will provide a competent interpreter at no cost.

### **Outside Services**

When interpretation services are needed, IDOT will first attempt to provide services using its qualified bilingual employees. When qualified bilingual employees are unavailable, or when qualified bilingual employees lack the skills to provide reasonable and timely oral interpretation assistance, IDOT will provide services using qualified interpreters thru Propio Language Services.

## **2. Written Interpretation Services**

### **Vital Forms and Documents**

Using the four-factor analysis, IDOT will identify the particular languages most frequently encountered by LEP individuals. Vital documents/written materials and most commonly used forms will be translated into the identified languages. The use of "tag lines" on other correspondence will be used to advise recipients to contact IDOT if they cannot read the English document.

### **Deciding Which Language Assistance Option for IDOT Use**

The types of language assistance resources IDOT decides to use will depend on the four-factor analysis, and may differ based on the type of activity. For more rarely-encountered languages, Propio Language Services may be a preferred option.

### **Personnel/Human Resource Planning**

The Language Assistance Plan for IDOT's management includes planning in personnel and human resource matters, including:

1. Consideration of language needs and inclusion of second language skills in recruitment, hiring, and promotion plans.
2. Providing training opportunities to improve existing language skills for IDOT employees.
3. Informing new employees of IDOT's duty to offer free language assistance in compliance with Federal requirements.

### **Training**

Training IDOT employees to understand how to access language services is important to IDOT. Initial and periodic training will be conducted for IDOT employees coming into contact with LEP individuals.

Training will include:

1. An in-depth discussion of the Language Assistance Plan.
2. How to respond to Limited English Proficient callers.
3. How to respond to written communications from Limited English Proficient individuals.
4. How to respond to Limited English Proficient individuals who contact IDOT in person.
5. How to use the "I Speak" language identification cards.
6. Which IDOT employees are available to provide interpretation.
7. The location of translated documents.

Bilingual employees will receive additional training that will address:

1. How to adhere to their roles as interpreters without deviating into a role of a counselor, legal advisor, or another role.
2. The specialized knowledge of the area of service or programs that LEP individuals are applying or participating (if necessary).
3. How to be competent and knowledgeable in providing interpretation that preserves confidentiality.

### **Monitoring**

The LEP Coordinator will monitor LEP compliance by:

1. Setting forth clear expectations for IDOT employees regarding language assistance.
2. Implementing a system to monitor effectiveness of the LAP and its implementation.
3. Seeking feedback on the quality and effectiveness of the language service resources available and utilization by IDOT employees.
4. Reviewing programs and the language resources available at least once per year (or as appropriate). Making adjustments as necessary and appropriate to ensure meaningful access in providing language services.

## **Language Assistance Measures and Internal Controls**

The following procedures will be used to provide language assistance:

### **1. Telephone Communication:**

LEP callers often have an English-speaking person present when they call.

- a) Ask the English-speaking person to identify the language need of the caller.
- b) Contact the IDOT employee who has been designated to interpret from the approved list of available employees. If unavailable or if IDOT does not currently have an employee to interpret then contact Propio Language Services to interpret for the LEP individual.
- c) Document the number of LEP contacts, nature of call, and District where the calling originated.

### **2. Written Communication:**

Contact the IDOT employee(s), from the approved list, that has been designated to translate documents.

### **3. Walk-ins and Individuals at the Front Desk that Need Translation Services:**

- a) Identify the language service required using the “I Speak” cards.
- b) Contact the IDOT employee that has been designated to interpret from the approved list. If unavailable or if IDOT does not currently have an employee to interpret then contact Propio Language Services to interpret for the LEP individual.
- c) Document the number of LEP contacts, nature of call, and District where the call originated.

A notice to advise LEP individuals of their right to an interpreter free of charge will be posted at the front desk.

## **9. Table of Committee and Council Memberships**

At this time, IDOT has no transit-related, non-elected planning boards, advisory councils or committees, or similar bodies to report.

## 10. Monitoring of Subrecipients

### *Subrecipient Monitoring Procedures*

IDOT will conduct compliance reviews periodically of subrecipients. We will review select recipients of Federal-aid highway or other Federal funds to ensure that they are adhering to Title VI requirements.

Subrecipients will be chosen based on a variety of factors including the amount of aid received, size, location, racial composition, etc. Conducting the review will confirm operational guidelines provided to consultants, contractors and subrecipients, including Title VI language, provisions and related requirements.

A follow-up review will be conducted within one hundred eighty (180) days of the initial review to ascertain if the subrecipient has complied with the Title VI Program requirements in correcting deficiencies previously identified. If the subrecipient refuses to comply, IDOT may, with FTA's concurrence, initiate sanctions pursuant to 49 C.F.R. 21.

### *Sanctions*

In the event the Respondent fails or refuses to comply with the terms of this agreement, the Secretary may take any or all of the following sanctions:

1. Cancel, terminate, or suspend the funding in whole or in part.
2. Refrain from extending any further assistance to the Respondent under the program with respect to which the failure or refusal occurred until satisfactory assurance of future compliance has been received from the Respondent.
3. Take such other action that may be deemed appropriate under the circumstances, until compliance or remedial action has been accomplished by the recipient.
4. Refer the case to the US Department of Transportation for appropriate legal proceedings

### *Civil Rights and Disadvantaged Business Enterprise (DBE)*

IDOT's establishes Disadvantaged Business Enterprise (DBE) goals and requirements for IDOT funded projects. IDOT is responsible for ensuring compliance with Civil Rights requirements, and for monitoring DBE performance of subrecipients. These requirements include, but are not limited to:

1. The Illinois Human Rights Act;
2. Title VI of the Civil Rights Act of 1964;

3. Equal Employment Opportunity (EEO); and
4. Disadvantaged Business Enterprise (DBE) program requirements.

IDOT employs DBE contract compliance specialists to monitor subrecipients compliance. IDOT provides assistance to participants in Civil Rights and DBE compliance, and encourages subrecipients to adopt guidance similar to those used by IDOT. Subrecipients are required to certify compliance with this provision through the standard assurances certification.

#### *Section 504 and the Americans with Disabilities Act (ADA)*

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability by recipients of Federal financial assistance. The Americans with Disabilities Act of 1990 imposed specific requirements on public and private providers of transportation. IDOT requires all subrecipients to comply with these two Acts through the timely submittal of updated annual transit or para-transit plans, and through standard assurance certification process.

#### *Title VI and DBE Requirements*

Subrecipients must ensure that no person on the grounds of race, national origin, or color be excluded from participating in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through financial assistance under the Federal Transit Administration. IDOT must ensure that subrecipient Title VI and FTA Civil Rights assurances are on file before executing a grant contract.

IDOT will ensure that subrecipients receiving more than \$250,000 in Federal funds, exclusive of rolling stock, have Disadvantaged Business Enterprise plans on file with IDOT, and that the subrecipient follows the plans. For Title VI and FTA Civil Rights, IDOT's annual subrecipient operating assistance contract contains all the required assurances. At the time of contract execution, IDOT staff will ensure the assurances have been properly executed. These assurances are required in all subrecipient Third Party contracts; IDOT staff will review those Third Party contracts submitted to IDOT for proper language and execution. In addition, operating assistance applications require applicants to identify any lawsuits or complaints alleging discrimination in service delivery filed against the applicant within the last year.

IDOT uses Title VI Monitoring Forms and Questionnaires to aid in the completion of desk audits of subrecipients in ensuring subrecipient compliance.

#### *Schedule of Subrecipient Title VI Program Submissions*

Subrecipients are required to submit a new Title VI Program every three years for review by IDOT. Ideally, the creation and submission of Title VI Programs would be staggered so that one-third of IDOT's subrecipients are scheduled for submission each year. Staggering submissions in this



manner assists IDOT in spreading this responsibility out over time, so the internal resources needed for review and feedback do not become strained with many submissions in a short period of time.

However, given long-term vacancies within IDOT and subrecipient submission delays caused by the COVID-19 pandemic, Title VI Program submissions and reviews are not currently staggered to the degree IDOT intends. IDOT will continue reviewing Title VI Program submissions and monitor or adjust subrecipient program submission deadlines, communicating with and assisting subrecipients whose programs are due.

#### *Transportation Service for Individuals with Disabilities (ADA)*

Title II of the Americans with Disabilities Act of 1990 (ADA) provides that no entity shall discriminate against individuals with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

IDOT monitors subrecipient compliance with ADA by ensuring that facilities and vehicles are accessible to the extent required by law and service is provided on a non-discriminatory basis. The accessibility of facilities and vehicles is reviewed during any on-site visit. During the visit, a sample of the fixed facilities will be inspected to see if they are accessible, and if the accessibility requirements are in working order from a common sense perspective. A sample of the active vehicle fleet is inspected from a common sense perspective. Review of general and special transportation services is used to verify that the provision of this service does not conflict with ADA requirements.

#### *Program Compliance Oversight Monitors (PCOM)*

IDOT requires that all of its subrecipients of Federal Transit Authority financial-aid assistance and state financial assistance through IDOT's Department of Intermodal Project Implementation employ Program Compliance Oversight Monitors (PCOM). The PCOM provides assistance in bringing the subrecipient into compliance with reporting requirements. The subrecipient is contractually obligated in the assurances it signed, as a requirement to be eligible for Federal and state financial assistance.

#### *PCOM General Responsibilities include:*

1. Develop and update a subrecipient's Public Transportation Service Plan;
2. Monitor the quantity and quality of the public transportation service being provided;
3. Knowledge basic Federal and state funding compliance requirements;
4. Document, investigate, and help resolve "certain" complaints;
5. Attend local coordination meetings and statewide training sessions;
6. Monitor the Public Transportation Account; and
7. Develop required reports.

*PCOM minimum qualifications include:*

1. Must be an employee of the Direct Recipient;
2. No real or perceived conflict of interest with any of the non-direct recipient service operators;
3. A basic understanding of bookkeeping;
4. Ability to collect and analyze data;
5. Good written and oral communication skills; and
6. Ability to read and understand the basic contractual and programmatic requirements of the subrecipient.

## **11. Title VI Equity Analysis**

IDOT has not constructed a facility, such as a vehicle storage facility, maintenance facility, or operation center since the past Title VI Program, and therefore has no requirement to complete a facility equity analysis at this time.

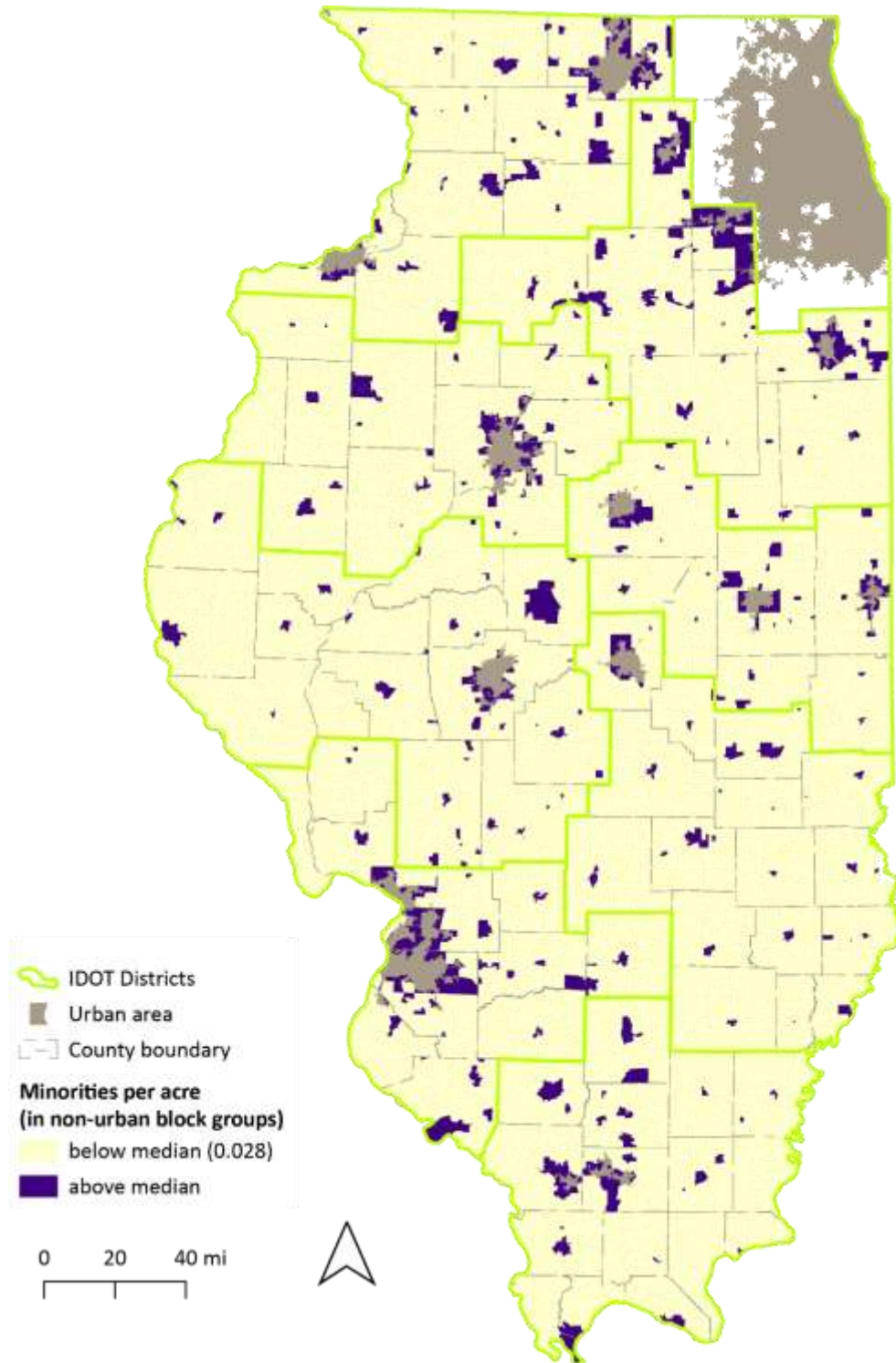
Further, IDOT does not directly operate transit services. They therefore do not operate 50 or more vehicles in fixed route service located in any large UZAs, nor have there been any major service changes which would require an equity analysis.

Over the past three years, IDOT has awarded Section 5311 Program funding to all applicants. Figure 1 illustrates the geographic areas where the minority population is above the state median. Figures 2 through 9 outline the analysis of public transit service area boundaries with the percent of the population above and below the State's median average.

Figure 11 illustrates the funding awards for the Section 5310 Program based upon the county where the subrecipient agency is located, compared with the population densities per acre that are above or below the median minority population threshold.

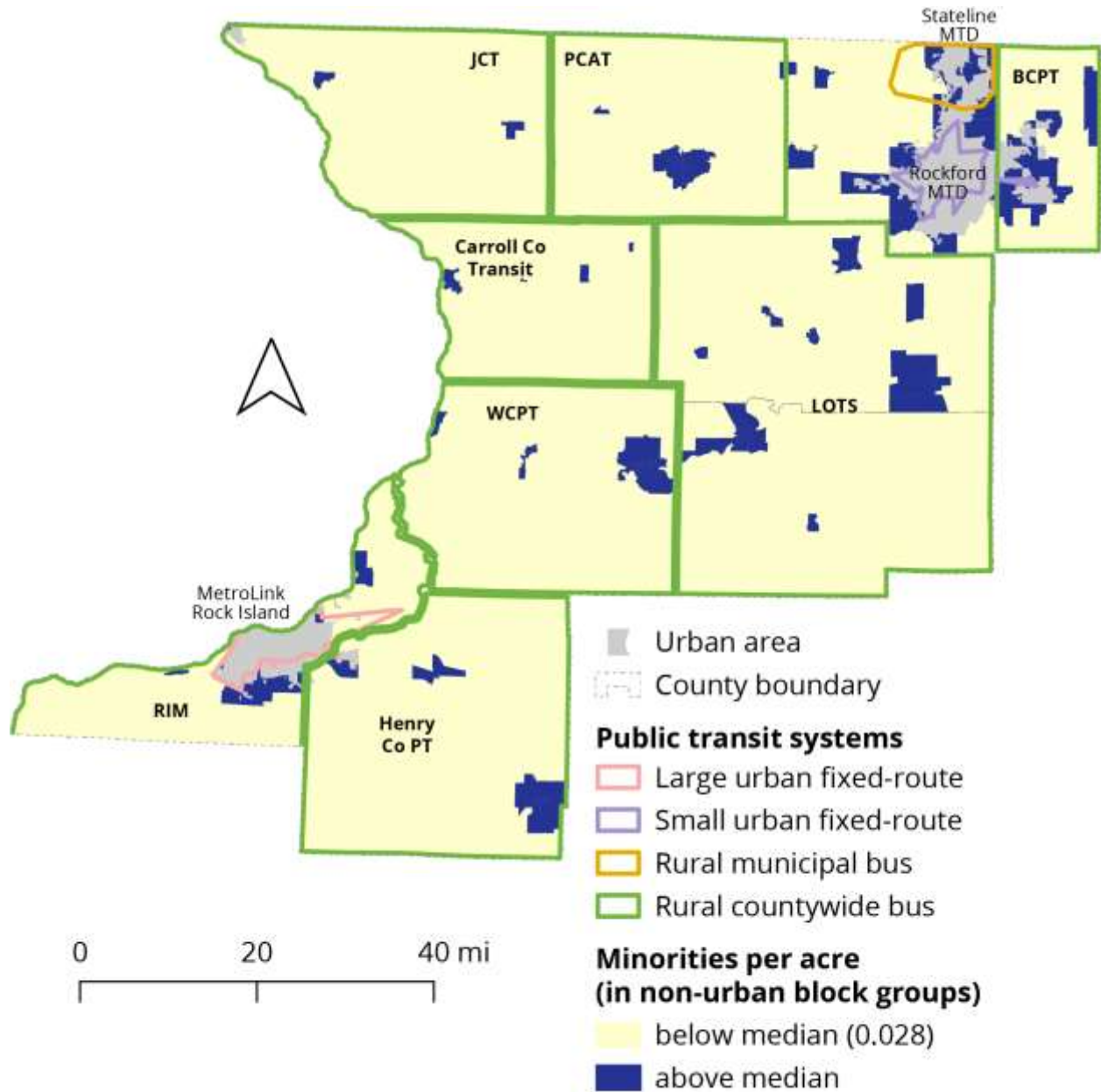
## 12. Demographics Profile of Illinois

Figure 1: Demographic Profile of Minority Populations in Illinois: Above or Below Median

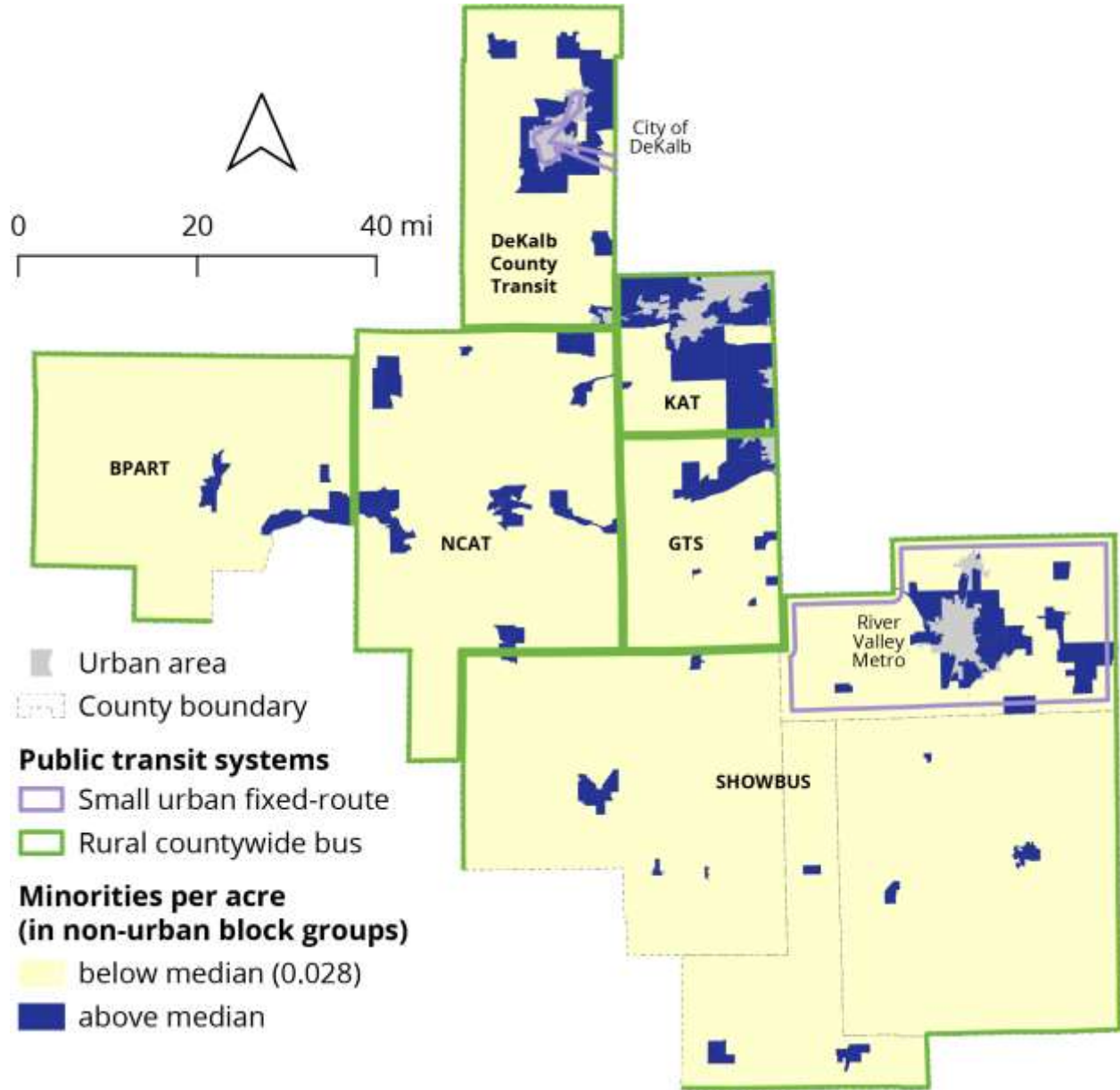


**Demographic Profile of Minority Populations by IDOT District: Above or Below Median, Overlaid with Public Transit System Service Areas**

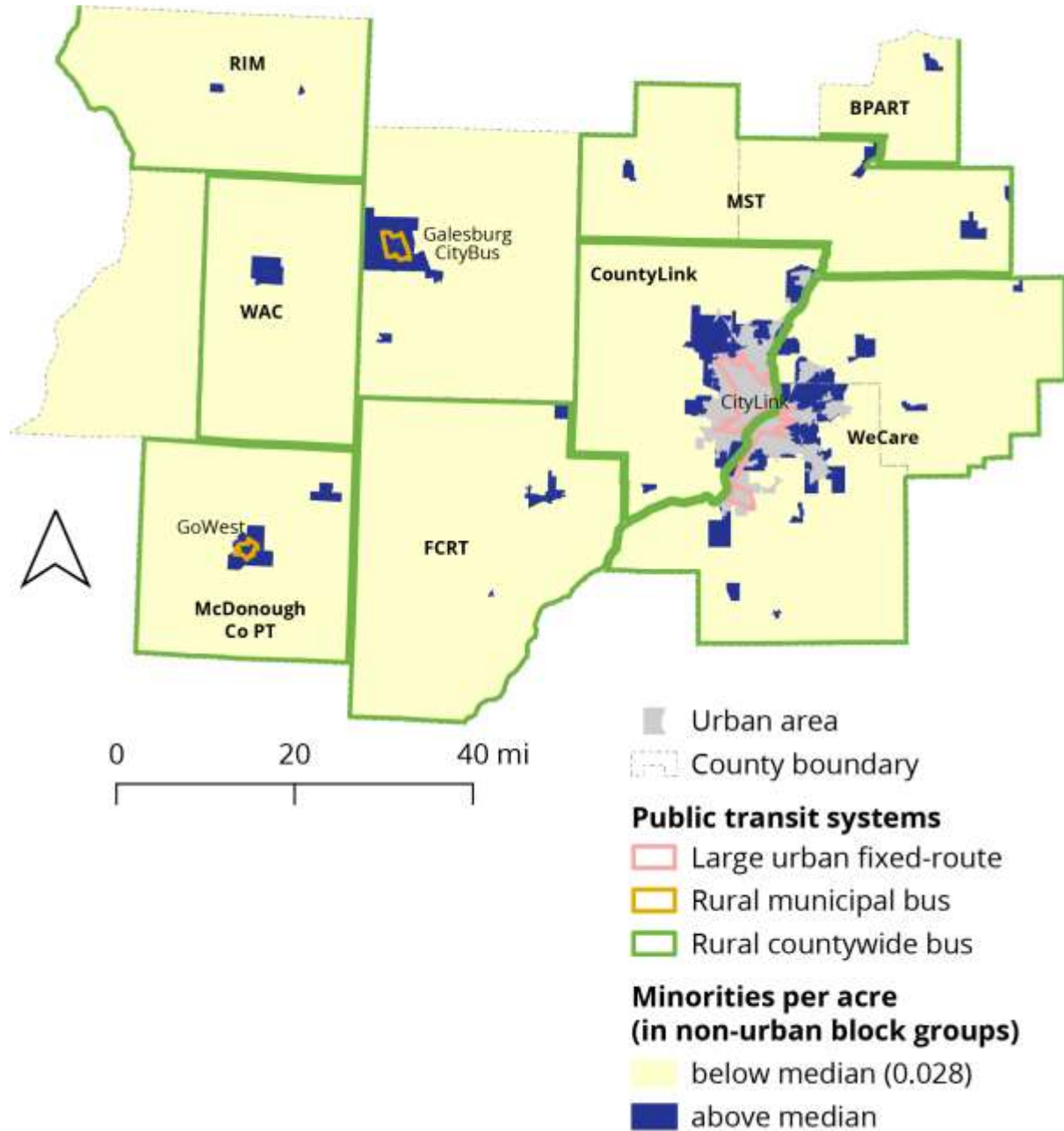
**Figure 2: District 2 Transit Service Areas and Minority Population**



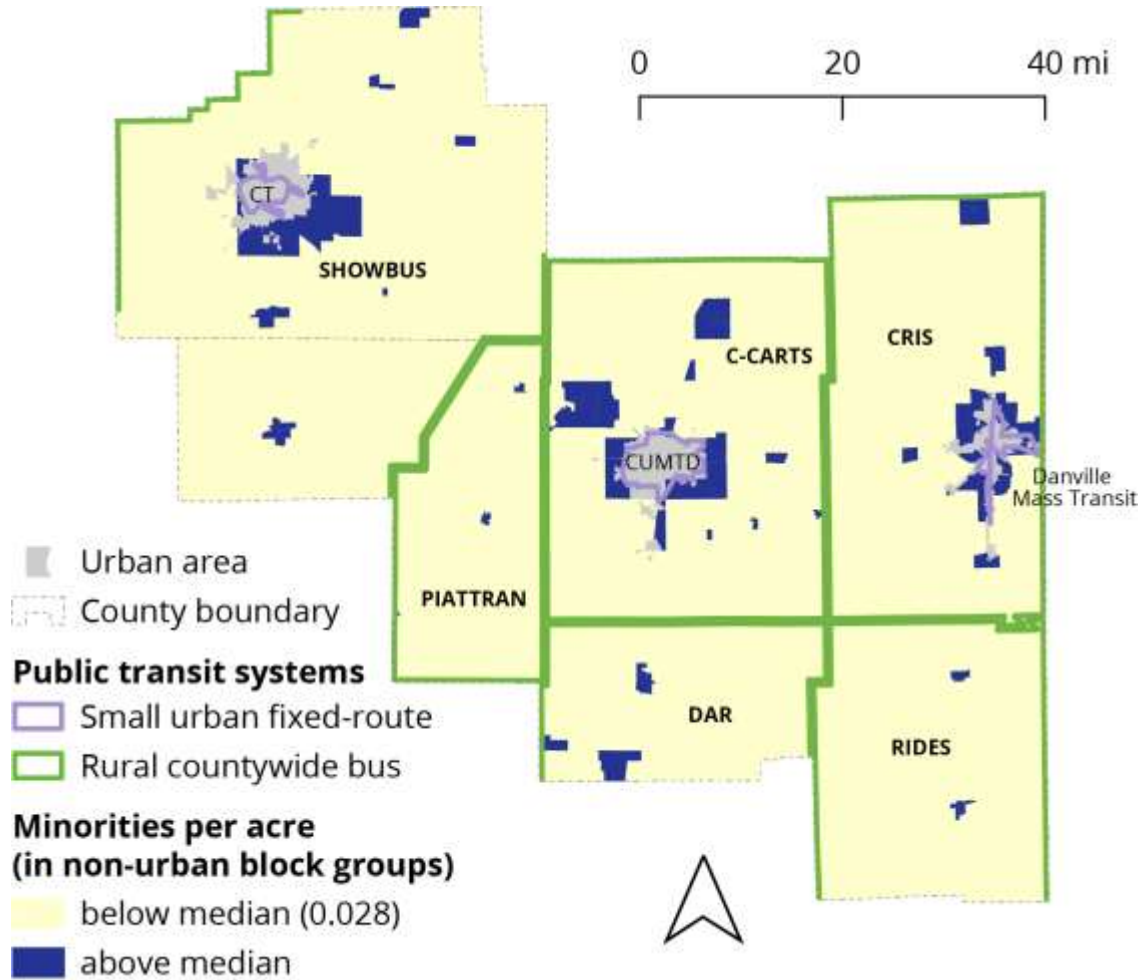
**Figure 3: District 3 Transit Service Areas and Minority Population**



**Figure 4: District 4 Transit Service Areas and Minority Population**

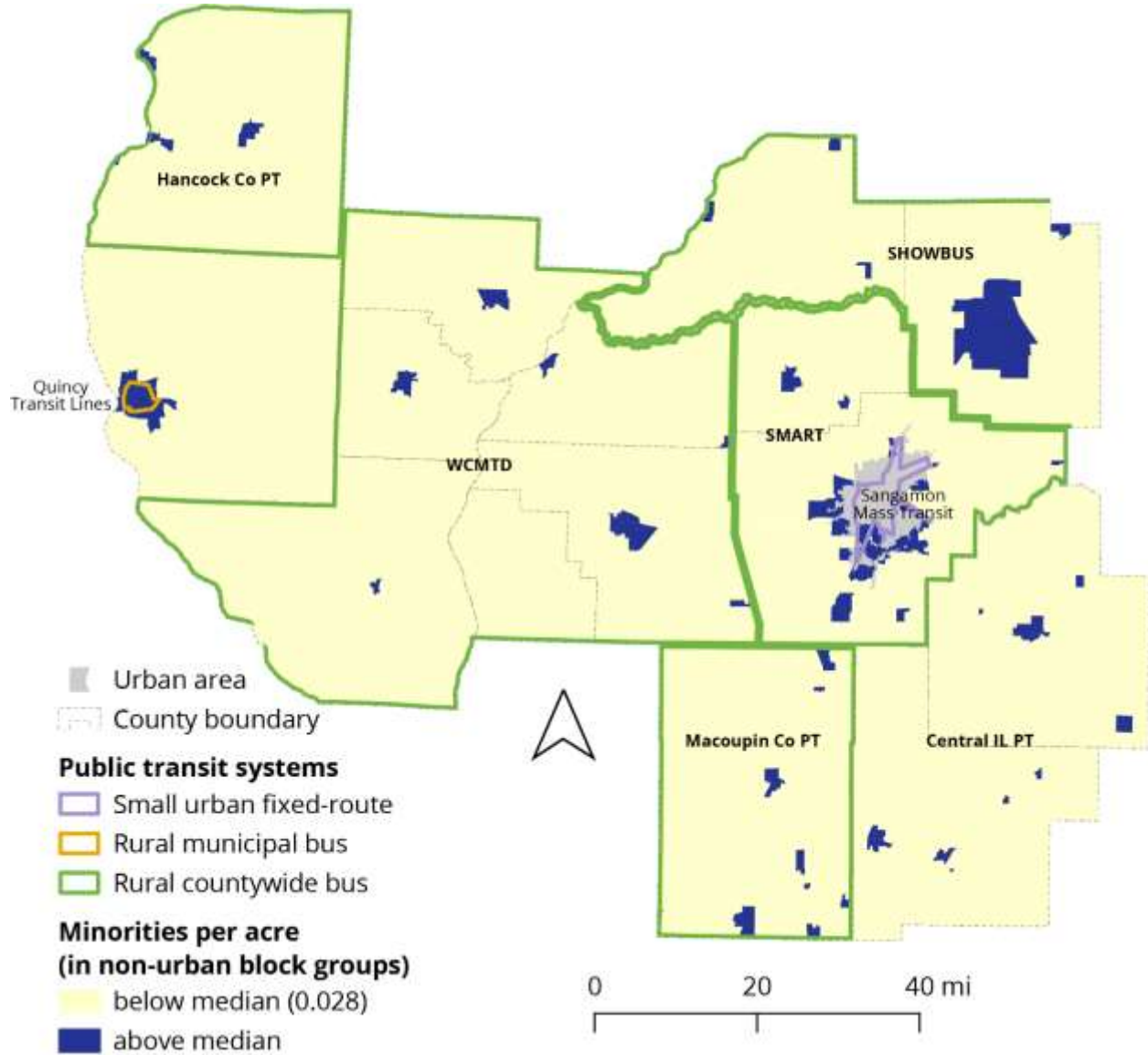


**Figure 5: District 5 Transit Service Areas and Minority Population**

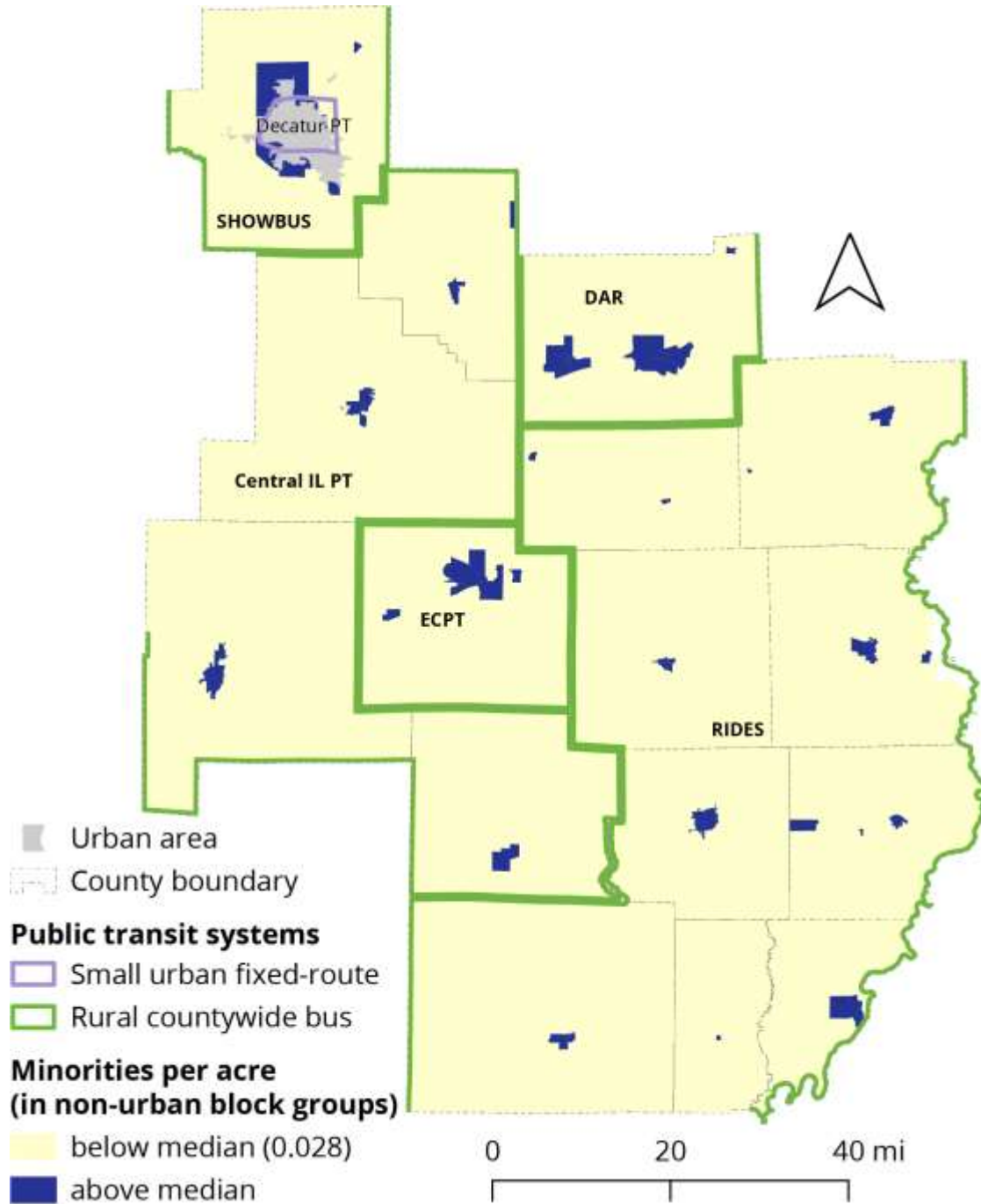




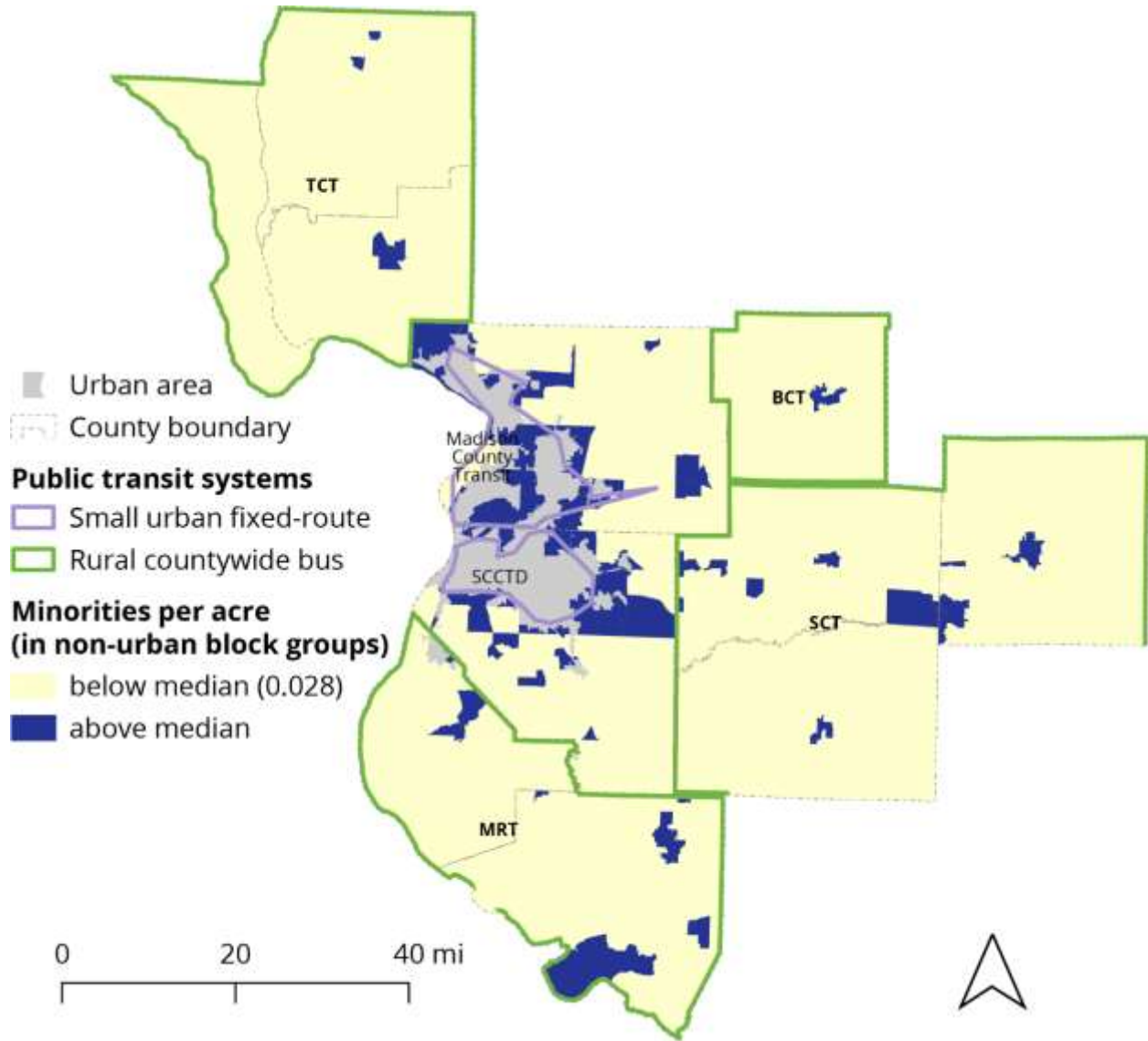
**Figure 6: District 6 Transit Service Areas and Minority Population**



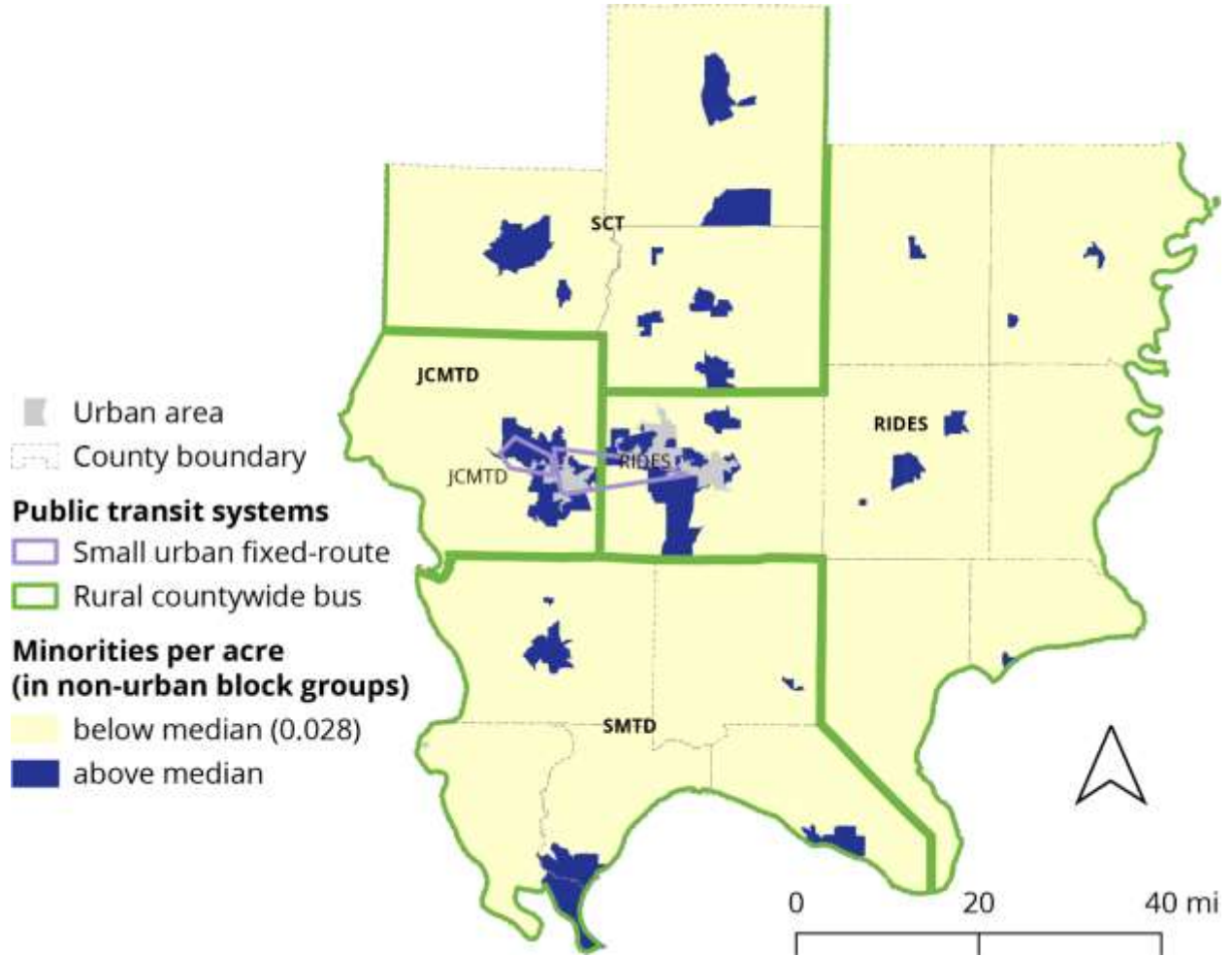
**Figure 7: District 7 Transit Service Areas and Minority Population**



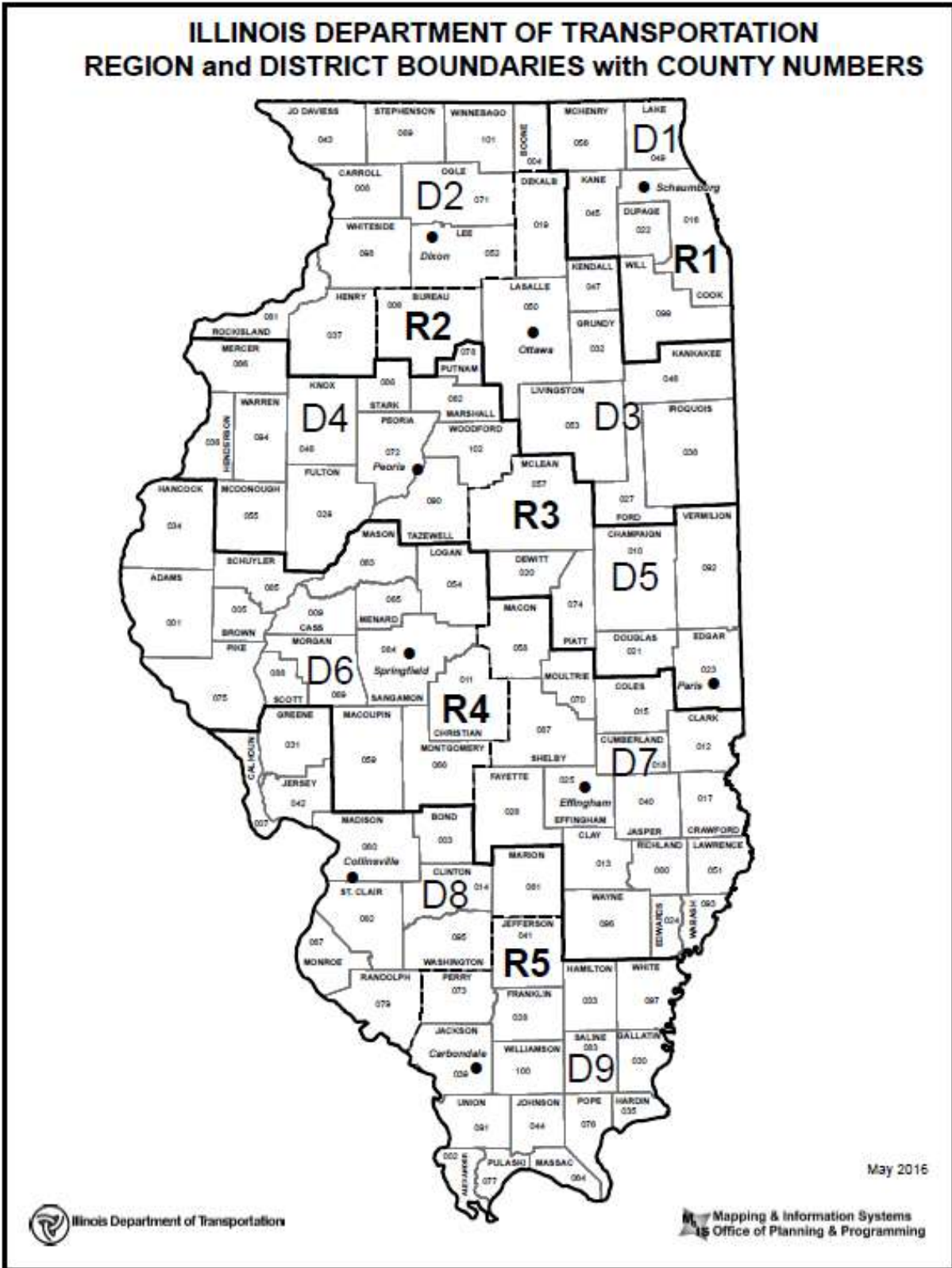
**Figure 8: District 8 Transit Service Areas and Minority Population**



**Figure 9: District 9 Transit Service Areas and Minority Population**

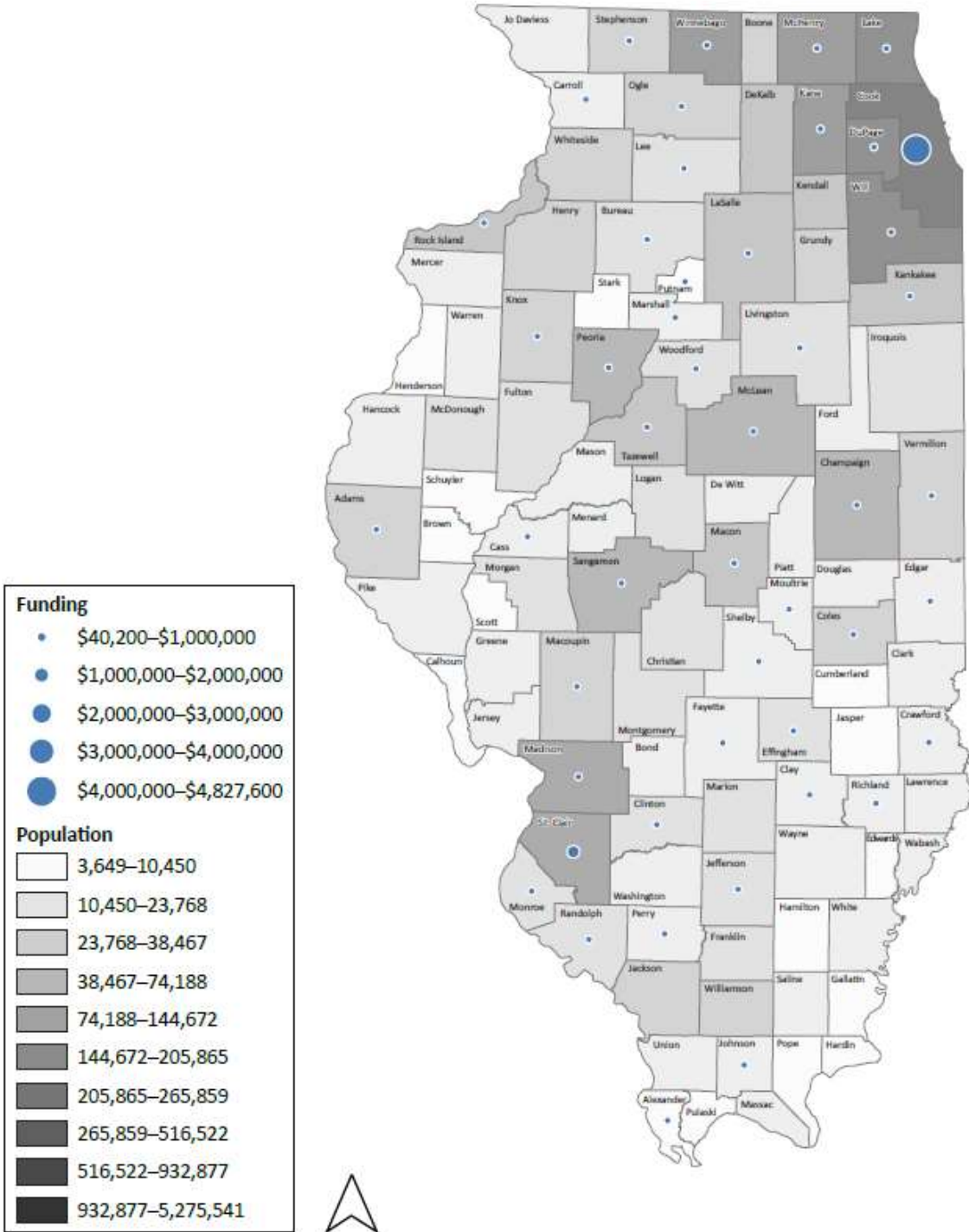


**Figure 10: IDOT District Map with County Names and Regions**

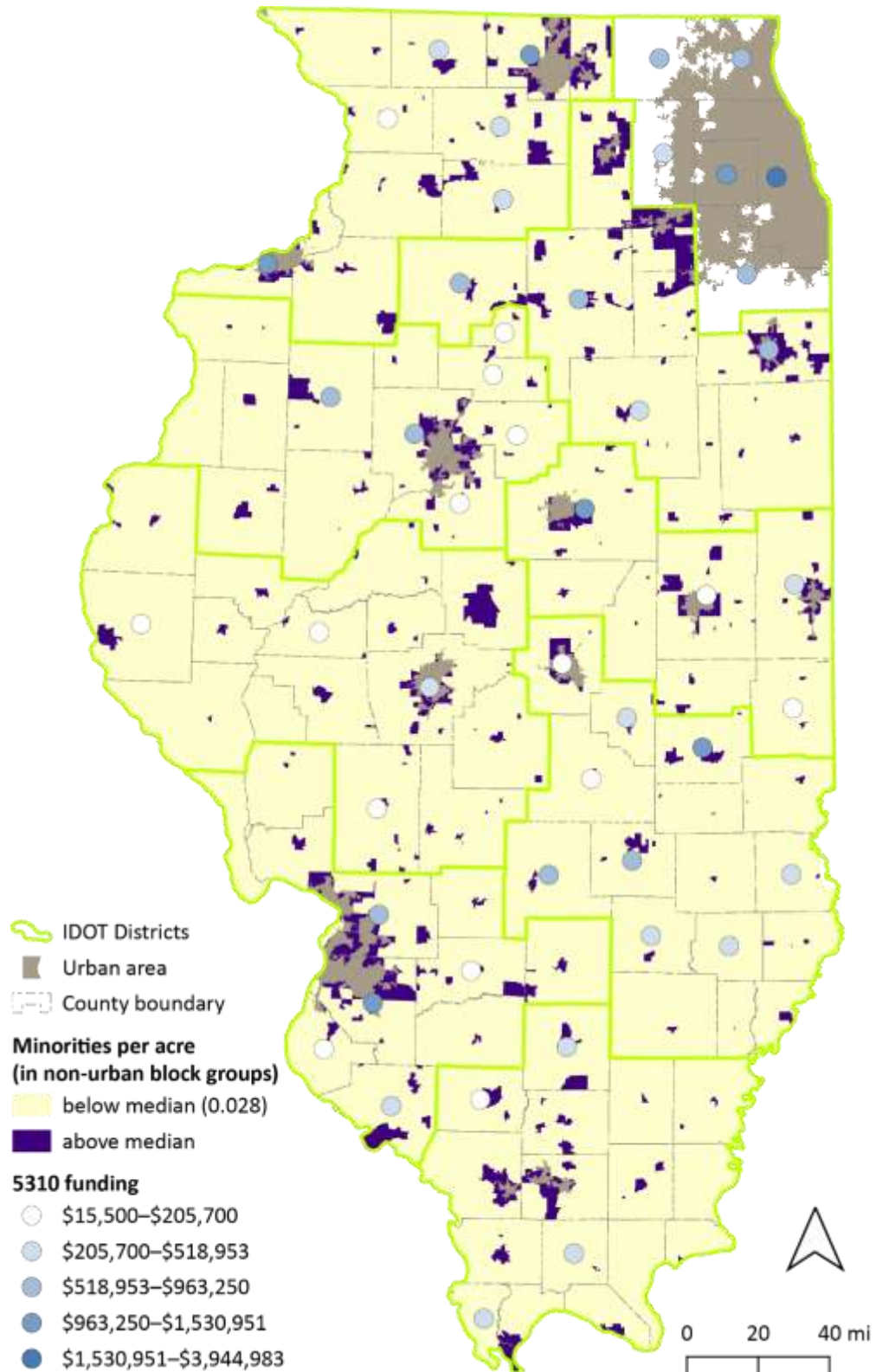


# Figure 11: Section 5310 Program Transportation Funding Distribution Demographic Maps

## Transportation Funding by County with Population



**Figure 12: Section 5310 Program Funding Distribution by County with Above Median Minority Population Overlay**



### 13. Transportation System Investment Disparate Impact Analysis

The demographic and spending data compiled by IDOT for the Title VI Program is used as both an assessment and planning tool.

IDOT makes the following observations in reviewing the data found in this report:

- This program includes district maps that display minority populations above the state median (Figures 2 through 9) along with current rural and small urban public transit system service area boundaries. These maps demonstrate that even in rural areas, the larger areas with a minority population above the median generally have public transit services available.
- The 5310 Funding Map (Figure 12) reveals that counties with large above-median minority populations are consistently counties with higher levels of funding. Further, counties that received no Section 5310 funds generally had some areas of above-median minority population. In some cases, the subrecipient of Section 5310 funding serves a multi-county area which may include the block groups with high minority population density. IDOT will continue to monitor applications and awards.
- The five counties that received the most overall Section 5310 Program funding also had the some of the largest above-median minority population clusters, as demonstrated below:

Top Five Funded Counties	
County	Minority % of Population
Cook	55.50%
St. Clair	40.40%
DuPage	33.90%
Lake	39.00%
Winnebago	33.00%

IDOT maintains that, based on this information, and the fact that IDOT has made awards to all Section 5311 Program applicants, there do not appear to be any negative disparate impacts to minority populations caused by funding allocation. IDOT will continue to monitor its distribution of funding and its relationship to minority populations to ensure no future disparate impacts occur.



## **14. Statewide Transportation Planning Process**

### **Office of Planning and Programming**

In cooperation with Federal, state, regional and local agencies and other public stakeholders, the Office of Planning and Programming (OP&P) develops and maintains a continuing, comprehensive, and multimodal (highway, public transportation, rail and airport) planning and programming process to foster safe, efficient and economical transportation services. IDOT is committed to providing all residents of Illinois a transportation system that serves the needs of residents without regard to race, color, national origin, or income level. IDOT recognized that the transportation planning process needs to be cognizant and informed of the needs of minorities, low-income individuals, and populations with Limited English Proficiency. Under the leadership of Secretary Blankenhorn, OP&P has increased its outreach efforts to be more inclusive of minority and low-income needs.

The Office of Planning and Programming utilizes an evaluation criterion to examine and measure the distribution, benefits and burdens of transportation investments included in the Multi-Year Plan, the Long Range Transportation Plan, and the Statewide Transportation Improvement Program. Statistical data is collected and maintained to verify transportation improvement projects and the level and quality of transportation services are being planned and programmed without regard to race, color, or national origin. Demographic information is utilized in each urbanized area. Demographic information is extracted from the most recent U.S. Census Bureau's American Community Survey data available.

In metropolitan areas, transportation planning is a collaborative process led by the Metropolitan Planning Organizations (MPOs) and other key stakeholders in the regional transportation system. The responsibility for transportation planning lies with designated MPOs. The process is designed to foster involvement by all interested parties, such as, the business community, community groups, environmental organizations, and the general public through proactive public participation process conducted by the MPO in coordination with IDOT and transit operators.

The process promotes consistency between transportation improvements and state and local planned growth and economic development patterns. All Federally-funded projects and all regionally significant projects must be included in each metropolitan area's TIP. By law, this planning process must include an identified public involvement process. Public involvement meetings during the transportation planning process should include not only representatives from IDOT, public transportation operators, special interest groups, and local transportation agencies, but also, local land-use partners, Federal, state, and local environmental, regulatory and resource agencies, community representatives, and modal transportation providers.

An MPO's participation plan should identify required stakeholder involvement, as well as, next steps for additional involvement needed to support the transportation planning process including the development of the MPO's TIP. This participation plan must provide reasonable opportunities for all parties to comment.

The State Transportation Improvement Program (STIP) is a federally mandated program of highway and transit projects that is developed from the MPO, Transportation Improvement Programs (TIP), and the IDOT highway and public transportation improvement programs. The STIP is a four-year program. The Draft STIP is published for public review and comment after the Illinois General Assembly approves IDOT's operating budget for the year.

All projects identified in the TIPs developed by the MPOs in the urbanized areas in Illinois are submitted to IDOT's Central Office for evaluation and consideration for inclusion into the STIP. Each of the MPOs has a federally required and accepted public involvement process that they utilize for the development of their TIPs.

Pursuant to Federal law, the STIP is developed in consultation with affected local officials with responsibility for transportation in non-metropolitan areas. The law establishes a list of "interested parties" who are to be provided with the opportunity to participate in the statewide planning process. For all of the non-metropolitan areas of the state, the STIP identifies projects contained in IDOT's current annual and multi-year highway improvement programs, as well as, the five year public transportation improvement program.

The STIP is published in draft form, and is announced through a press release to media outlets. Notifications are sent to all of Illinois' County Board Chairpersons inviting public review and comment of the Draft STIP. Advertisements are placed in approximately 74 newspapers throughout the state notifying the general public of the availability of the Draft STIP for review and comment. Included within the Draft STIP are enclosed comment forms and a list of numbers to contact to deliver input on the Draft STIP.

IDOT's District 1 is the most densely populated of all IDOT districts, and has the most ethnically diverse population. As a result, more publications are utilized within the District, including the most widely read minority publications. The Draft STIP is available for viewing on IDOT's website for the thirty day public review and comment period.

The role of the Bureau of Statewide Program Planning regarding stakeholder involvement for the Draft STIP is to respond to public comments, and to modify the Draft STIP as necessary. Communications are sent through Regional engineers to document public comments and responses to comments.

When the thirty (30) day comment period is closed, the final version is sent to the Federal Highway Administration incorporating modifications from public comments and IDOT's internal review. The approved STIP is available on IDOT's website.

The Long-Range Transportation Plan is developed periodically by the Department to define long range policies, needs, and goals for transportation in Illinois. The Long-Range Transportation Plan is developed with extensive stakeholder involvement pursuant to Federal planning regulations codified in 23 CFR 450. These regulations require the Long-Range Transportation Plan be developed in consultation with state, tribal, and local agencies responsible for land use management, natural resources, environmental protection, conservation, and historic preservation. The law establishes a list of "interested parties" who are to be provided with the opportunity to participate in the statewide planning process.

Publication of the Multi-Year Plan (MYP) serves as a starting point for input, commentary, and discussions with the General Assembly, the public, and other interested parties regarding the annual highway program budget appropriation, as well as, transportation issues in Illinois. Stakeholder involvement with respect to the MYP is continuous and ongoing. Each successive MYP is built on the previous program published the prior year, and includes review and modification of funded projects, analysis of need and available funding, priorities for addition, priorities for addition of new projects, and the effects of stakeholder involvement from previous MYP.

### **Special Provisions**

Prospective applicants are advised to review the requirements of IDOT funded programs carefully. In addition to state and local contractual provisions, subrecipients must comply with the Federal requirements governing Federal financial assistance programs. Accordingly, prospective applicants and subrecipients are advised to review the required Federal provisions (and source documents) which at a minimum include:

1. Title VI Nondiscrimination;
2. Equal Employment Opportunity (EEO);
3. Section 504 of the Federal Transit Act;
4. Americans with Disabilities Act;
5. Bus Testing Regulations; and
6. Restrictions on Lobbying

### *Environmental Justice*

In 1994, President Clinton signed *Executive Order 12898: "Federal Action to Address Environmental Justice in Minority Populations and Low-Income Populations"* which focused

attention on Title VI by providing that, “...each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations in the United States...”

There are three fundamental environmental justice principles:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Environmental justice improves the transportation decision making process by the following:

1. Making better transportation decisions that meet the needs of all people.
2. Designing transportation facilities that fit more harmoniously in communities.
3. Enhancing the public-involvement process, strengthen community-based partnerships, and provide minority and low-income populations with opportunities to learn about and improve the quality and usefulness of transportation in their lives.
4. Improving data collection, monitoring and analysis tools that assess the needs of and analyze the potential impacts on minority and low-income populations.
5. Partnering with other public and private programs to leverage transportation-agency resources to achieve a common vision for communities.
6. Avoiding disproportionately high and adverse impacts on minority and low-income populations.
7. Minimizing and/or mitigating unavoidable impacts by identifying concerns early in the planning phase and providing offsetting initiatives and enhancement measures to benefit affected communities and neighborhoods.

## 15. IDOT Procedures on Nondiscriminatory Pass-Through of FTA Financial Assistance

### *Program Implementation for funding awards*

IDOT uses the following decision-making processes in reviewing applications for funding awards.

### *Section 5310 – Transportation for Elderly Persons and Persons with Disabilities*

Given the existing funding constraints, IDOT administers distribution of funding awards in a three step process.

First, an applicant’s application is scored based on the following criteria:

Level of Existing Service	Maximum of three points
Applicant’s Experience	Maximum of three points
Operations – Utilization of Equipment	Maximum of three points
Operations – Administration: <i>capabilities of the applicant to implement and run their transportation program</i>	Maximum of three points
Operations – Maintenance: <i>capability of the applicant to properly maintain equipment requested</i>	Maximum of three points
Service Coordination	Maximum of five points

Second, all applicants are ranked by application score and need of vehicles requested (replacement, service expansion, new service). Each vehicle requested, whether replacement, expansion, or new, competes against all others requested under the same category. At this point, IDOT reviews past awards to ensure that any vehicle(s) requested for replacement have not been replaced in previous grants.

Third, each agency that ranks above a score of thirteen (13) is programmed for funding. IDOT has determined that a score of thirteen is a reasonable cut-off threshold to ensure that applicants can meet the basic requirements of operating, utilizing, and maintain the vehicle(s) requested. If, however, an applicant receives a zero on Service Coordination, they are deemed ineligible for funding no matter what their score. Every agency that scores above a thirteen is programmed for at least one vehicle. Additional vehicles will only be awarded if there is sufficient funding. In this case all eligible applicants will receive the same number of vehicles if they have sufficient need as demonstrated in their application.

In any given year, IDOT's final Section 5310 Program funding distribution is devised to conform with the following goals:

1. 80% funding for replacement service vehicles;
2. 10% funding for expansion service vehicles; and
3. 10% funding for new service vehicles.

A maximum of ten (10) percent of IDOT's total fiscal year apportionment may be used as the eighty (80) percent Federal share of program administration costs. Program administration costs consist of those costs incurred by IDOT in implementing and managing the entire Section 5310 program. The remaining twenty (20) percent must come from the State of Illinois' General Revenue Funds.

IDOT reserves a share of the annual Section 5310 program apportionment to contract with consultants for the preparation of vehicle specifications, bid review, and other technical services in connection with I

DOT's Consolidated Vehicle Procurement program. Typically, this amount represents less than five (5) percent of annual apportionments.

#### *Project 5311 – Rural and Small Urban Areas*

Due to the massive growth of Section 5311 subrecipients, IDOT utilizes a competitive service proposal which is comprised of the following elements:

1. Operating assistance funding to existing grantees;
2. Operating assistance to new or expanded service areas;
3. Special operating assistance needs; and
4. The intercity bus program.

For existing programs, IDOT determines annually the funding level based on the prior year's expenditures and available Federal funds. This funding level is transmitted to the existing program subrecipient, along with their application.

Periodically, IDOT may undertake an initiative to expand the Section 5311 program, if additional Federal or state funds become available. IDOT's established goals and objectives for service expansion are:

1. Expand service in as many new counties as possible;
2. Fund services that have a legitimate chance of success;
3. Equitable statewide distribution and meet Illinois Administrative Code regional equity requirements;

4. Use a competitive process in selecting new service;
5. Minimize bias towards project readiness and current operators;
6. A funding methodology that is fair, equitable and consistent with current funding distributions; and
7. Expansions consistent with the locally developed HSTP. When these initiatives occur, it is IDOT's policy to:
  - a) Identify and notify all eligible participants;
  - b) Have a formal proposal process;
  - c) Evaluate the proposals on the basis of service objectives, sponsor/operator experience, program coordination, local planning efforts, and local financial commitments;
  - d) Rank the proposals; and
  - e) Fund the highest scoring proposal based on available funds and statewide regional distribution of funds.

Special operating assistance needs are selected and funded at the discretion of the Director, and are based on the unique needs of the service area.

Annually, IDOT distributes application materials to current grantees. Applications are reviewed based on the funding levels established above. Final approval of the application is through transmittal of a letter of award, and a grant agreement, properly executed by the subrecipient and by IDOT.

#### *Intercity Bus Set-A-Side Funding*

Section 5311(f) requires each state to spend fifteen (15) percent of its annual Section 5311 apportionment to “carry out a program to develop and support intercity bus transportation,” unless the Governor certifies that “the intercity bus service needs of the state are being met adequately.” This percentage set-a-side is effective unless the Illinois Governor certifies that the Intercity Bus service needs of Illinois are being adequately met.

Assistance under Section 5311(f) must support intercity bus service in rural and small urban areas. Section 5311(f) specifies eligible intercity bus activities to include “planning and marketing for intercity bus transportation, capital grants for intercity bus shelters, joint-use stops and depots, operating grants through purchase-of-service agreements, user-side subsidies and demonstration projects, and coordination of rural connections between small transit operations and intercity bus carriers.”

The required percentage applies only to the amount of the FTA's announced annual

apportionment of Section 5311 funds to the state, not to any funds the state subsequently transfers to its non-urbanized area formula program from another program.

#### *Discretionary Funds*

Funds not allocated among grantees will be classified as Discretionary Funds to be used for capital and operating assistance grants.

IDOT may use up to fifteen (15) percent of the state's annual apportionment to administer the program and provide technical assistance to applicants and existing transit systems. Technical assistance may include project planning and development, management and operations, maintenance, and coordination of public transportation resources and programs (public and private). These Federal funds can be used to pay for one-hundred (100) percent expenses with no state match requirement.

IDOT may use these funds for augmenting the Rural Technical Assistance Program (RTAP) or for other statewide planning and oversight activities. As it is IDOT's goal to maximize investment of Federal funds at the project level, any unused funds in the fifteen percent set-aside category will flow to other categories in accordance with IDOT's Section 5311 Funding Distribution Methodology.

#### *Section 5316 - Job Access and Reverse Commute Program (JARC)*

IDOT is the designated recipient for JARC for non-urbanized areas. IDOT responsibilities include:

1. Notifying eligible local entities of funding availability;
2. Developing project selection criteria;
3. Determining applicant eligibility;
4. Conducting the competitive selection process;
5. Forwarding an annual program of projects (POP) and grant application to FTA;
6. Ensuring that all subrecipients comply with Federal requirements;
7. Documenting the State's or designated recipient's procedures in a State Management Plan or a Program Management Plan as appropriate;
8. Certifying that allocations of grants to subrecipients are distributed on a fair and equitable basis; and
9. Certifying that all projects are derived from a locally developed coordinated public transit-human service transportation plan developed through a process that consists of representatives of public, private, and non-profit transportation and human services providers with participation by the public.

IDOT may use up to ten (10) percent of the state's annual apportionment to administer the program and provide technical assistance to applicants and existing transit systems.



Technical assistance may include project planning and development, management and operations, maintenance, and coordination of public transportation resources and programs (public and private). The Federal funds can be used to pay for one- hundred (100) percent of expenses with no state match requirement.

IDOT may use funds apportioned for small urbanized and rural areas for projects serving another area of Illinois, if the Illinois Governor certifies that all of the objectives of JARC are being met in specified areas. Federal funds apportioned to small urbanized and rural areas may be transferred for use anywhere in the State, including, large urbanized areas, if the State has established a statewide program meeting JARC program goals. There is no authority to transfer funds apportioned to large urbanized areas to small urbanized or rural areas.

IDOT's primary goal in any fund transfer of JARC funds will be to avoid lapse of such funds.

#### *Section 5317 - New Freedom Program*

IDOT is the designated recipient of New Freedom funds for non-urbanized areas. IDOT's responsibilities include:

1. Notifying eligible local entities of funding availability;
2. Developing project selection criteria;
3. Determining applicant eligibility;
4. Conducting the competitive selection process;
5. Forwarding an annual program of projects (POP) and grant application to FTA;
6. Ensuring that all subrecipients comply with Federal requirements;
7. Documenting the State's or designated recipient's procedures in a State Management Plan or a Program Management Plan as appropriate;
8. Certifying that allocations of grants to subrecipients are distributed on a fair and equitable basis; and
9. Certifying that all projects are derived from a locally developed, coordinated public transit- human services transportation plan developed through a process that consists of representatives of public, private, and non-profit transportation and human services providers with participation by the public.

IDOT may use up to ten (10) percent of the state's annual apportionment to administer the program and provide technical assistance to applicants and existing transit systems. Technical assistance may include project planning and development, management and operations, maintenance, and coordination of public transportation resources and programs (public and private). The Federal funds can be used to pay for one- hundred (100) percent of expenses with no state match requirement.

IDOT's goal under New Freedom is to maximize the use of Federal funds at the project level.

IDOT may transfer New Freedom funds apportioned to it for rural or small urbanized areas to apportionments under Section 5311(c) or Section 5307, or both. The purpose of the transfer provision, however, is not to supplement the resources available under IDOT's Section 5311 or Section 5307 apportionments.

IDOT's primary goal in any fund transfer of New Freedom funds will be to avoid lapse of such funds.

## **16. IDOT Potential Subrecipient Assistance Procedures**

### **Application Assistance—Section 5310 – Transportation for Elderly and Persons with Disabilities**

To assist non-profit applicants that are operated by minorities or groups serving predominantly minority communities in understanding and properly completing the Section 5310 application, IDOT conducts an application assistance review class in Chicago, IL. If demand warrants, a second class is held in Springfield, IL.

Each year all public and private non-profit organizations on IDOT's current Section 5310 mailing list are notified of the next application cycle. As part of the notification process, all organizations that request an application are asked to indicate if they would like to attend the assistance class. All applicants that indicate an interest in the class are notified in writing as to when and where the class will be held. While the class is designed to assist minority organizations, all applicants are encouraged to attend.

## **17. Signed Resolution Adopting the Title VI Program**

(IDOT will need to insert the signed resolution of adoption here.)

## **Appendix A: Vital Documents in Spanish**

### ***Documentos Vitales en Español***

- Title VI Notice
  - *Notificación al Público de los Derechos en Virtud del Título VI*
- Title VI Complaint Form
  - *Formulario de Queja del Título VI*
- Title VI Complaint Procedures
  - *Procedimientos de Quejas del Título VI*



# Illinois Department of Transportation

2300 South Dirksen Parkway / Springfield, Illinois / 62764

## Notificación al Público de los Derechos en Virtud del Título VI

El Departamento de Transporte de Illinois (IDOT) lleva a cabo sus programas, actividades y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Departamento de Transporte de Illinois.

Para más información sobre el programa de Derechos Civiles del Departamento de Transporte de Illinois, las responsabilidades de esta agencia bajo el Título VI, o para información sobre los procedimientos para presentar una queja, comuníquese al (217) 782-2762, (TTY (866)-273-3681); envíe un correo electrónico a [DOT.Complaint@Illinois.gov](mailto:DOT.Complaint@Illinois.gov); o visite nuestra oficina administrativa en:

Departamento de Transporte de Illinois (IDOT)  
Oficina de Derechos Civiles, 3<sup>ra</sup> Piso (Office of Civil Rights)  
2300 South Dirksen Parkway,  
Springfield, Illinois 62764-0001

Para obtener más información, también puede visitar [www.idot.illinois.gov/about-idot/civil-rights/index](http://www.idot.illinois.gov/about-idot/civil-rights/index)

Si necesita esta información traducida a otra idioma, llame al (217) 782-2762.

Se puede presentar una queja directamente ante la Administración Federal de Tránsito comunicándose con la Oficina de Derechos Civiles de la FTA en:

Federal Transit Administration, Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor—TCR  
1200 New Jersey Avenue, SE Washington, DC 20590  
Teléfono: (202) 366-4018

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

En las próximas dos páginas, encuentre el

## Formulario de Queja del Título VI

Para presentar una Queja del Título VI al Departamento de Transporte de Illinois, imprima y complete el siguiente formulario, fírmelo y envíelo a:

**Departamento de Transporte de Illinois (IDOT)**  
**Atención: Title VI Specialist**  
**2300 Dirksen Parkway, Room 317**  
**Springfield, Illinois 62764**

O envíe un correo electrónico como archivo adjunto a: **[dot.complaint@illinois.gov](mailto:dot.complaint@illinois.gov)**

Los formatos accesibles de ADA (Acta de Americanos con Discapacidades) de este formulario están disponibles previa solicitud a la información de contacto anterior, o llamando al **(217) 782-2762**, **(TTY (866)-273-3681)**

Para preguntas, o una copia completa de la Política del Título VI del Departamento de Transporte de Illinois y los procedimientos de queja, envíe una solicitud por escrito a la dirección anterior; visitar **[idot.illinois.gov/about-idot/civil-rights/index](http://idot.illinois.gov/about-idot/civil-rights/index)**; llame a **(217) 782-2762**, **TTY (866) 273-3681**; o correo electrónico a **[dot.complaint@illinois.gov](mailto:dot.complaint@illinois.gov)**

Para presentar una Queja del Título VI al Departamento de Transporte de Illinois, complete el formulario de deuda, firme electrónicamente y haga clic en el botón Correo electrónico. Puede adjuntar cualquier documentación adicional que desee presentar a su queja antes de enviarla. Alternativamente, el formulario puede imprimirse, completarse manualmente y devolverse a: Departamento de Transporte de Illinois, Oficina de Derechos Civiles, 2300 South Dirksen Parkway, Room 317, Springfield, Illinois 62764 o escaneado y enviado por correo electrónico a: [dot.civilrights@illinois.gov](mailto:dot.civilrights@illinois.gov).

**Se prefiere la presentación electrónica para garantizar un procesamiento oportuno y confidencial.**

Si esta queja se refiere a [la discriminación por discapacidad](#), complete el Formulario de queja de accesibilidad de la ADA.

Para preguntas o una copia completa de la política y los procedimientos de quejas del Título VI del Departamento de Transporte de Illinois, envíe una solicitud por escrito a la dirección anterior, visite <http://www.idot.illinois.gov/home/Civil-Rights>, envíe su solicitud por correo electrónico a [dot.civilrights@illinois.gov](mailto:dot.civilrights@illinois.gov) o llame al (217) 782-2762.

**SECCIÓN I**

Nombre	Dirección de correo electrónico	Teléfono	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Dirección	Ciudad	Estado	Código postal
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**SECCIÓN II**

1. ¿Está presentando esta queja en su propio nombre?  Sí (ir a la Sección III)  No (ir al #2)

2. Si respondió "no" a la pregunta 1, describa su relación con la persona (reclamante) para la que está presentando una solicitud y por qué está solicitando a un tercero.

3. ¿Ha obtenido permiso de la parte agraviada (demandante) para presentar esta queja en su nombre?  Sí  No

**SECCIÓN III**

1. ¿Ha presentado previamente una Queja de Título VI ante el Departamento de Transporte de Illinois?  Sí  No

2. ¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local o ante algún tribunal estatal o federal?  Sí  No

Agencia Federal \_\_\_\_\_

Tribunal Federal \_\_\_\_\_

Tribunal Estatal \_\_\_\_\_

Agencia Estatal \_\_\_\_\_

Agencia Local \_\_\_\_\_



## SECCIÓN IV

1. Fecha del incidente

2. Si corresponde, nombre de la(s) persona(s) que presuntamente lo discriminó, si se conoce

Discriminación basada en:

- Raza                       Sexo  
 Color                       Edad  
 Origen Nacional/LEP    Religión

Para quejas relacionadas con la discapacidad, use el Formulario de queja de accesibilidad de la ADA al que se hace referencia anteriormente.

3. Proporcione una breve explicación del incidente y de cómo siente que fue discriminado. No sé cómo sientes que los demás pueden haber sido tratados de manera diferente a ti. (Si tiene material escrito adicional relacionado con su queja, adjúntelo al correo electrónico al enviar este formulario. )

4. ¿Por qué cree que ocurrió la discriminación?

5. ¿Qué remedio está solicitando? Sea específico.

6. Por favor, enumere a cualquier persona (s) con la que podamos contactar para obtener información adicional para apoyar o aclarar su queja.

Nombre	Teléfono:	Dirección de correo electrónico
<input type="text"/>	<input type="text"/>	<input type="text"/>

## SECCIÓN V

**TENGA EN CUENTA: El Departamento de Transporte de Illinois no puede aceptar su queja sin una firma.**

Afirmo que he leído el cargo anterior y es fiel a mi leal saber y entender.

Firma del demandante

Fecha

<input type="text"/>	<input type="text"/>
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Nombre impreso o tipod de la persona que completa este formulario:

## Procedimientos de Quejas del Título VI

### ¿Quién puede presentar?

Cualquier persona que crea que él o ella, individualmente, como miembro de una clase específica de personas, o en relación con cualquier contratista minoritario, ha sido objeto de discriminación prohibida por el Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Restauración de Derechos Civiles de 1987 puede presentar una queja. La queja debe basarse en la raza, el color y/o el origen nacional. Puede encontrar una copia del formulario en el Capítulo 3 del Programa del Título VI de IDOT, o está disponible en la web en <https://idot.illinois.gov/about-idot/civil-rights/index> bajo la pestaña de Igualdad de Derechos, luego el Título VI.

Las denuncias deben presentarse dentro de los ciento ochenta (180) días a partir de la fecha del presunto acto de discriminación o, cuando ha habido un curso continuo de conducta, la fecha en que se interrumpió esa conducta o la última instancia de la conducta.

Las quejas deben presentarse por escrito. Si la queja es verbal, un representante de la Oficina de Derechos Civiles (BCR, por sus siglas en inglés) ayudará a la persona a redactar la queja por escrito y le enviará la versión escrita de la queja para que la firme.

### ¿Qué debe incluir en la denuncia?

El denunciante (la persona que presenta la denuncia) debe tratar de incluir la siguiente información en la denuncia. Se puede utilizar el formulario de Quejas; o se puede presentar una queja oral por teléfono y luego enviarla por escrito al Demandante para su verificación y firma. Cuanta más información pueda proporcionar, más detallada y precisa puede ser nuestra investigación.

1. Nombre, dirección y número de teléfono del denunciante o representante.
2. El nombre, dirección y número de teléfono del abogado o representante autorizado, si está siendo representado.
3. Nombre(s), dirección(es) y título(s) de presuntos funcionarios discriminatorios o entidad (si se conoce).
4. Base de su queja, es decir, el factor motivador de la discriminación (*es decir*, raza, color u origen nacional).
5. Fecha en que ocurrió(n) el(los) presunto(s) acto(s) o evento(s) discriminatorio(s). Tenga en cuenta que no podemos aceptar una queja sobre un incidente que haya ocurrido más de ciento ochenta (180) días antes de la presentación de la queja. Si la discriminación ocurrió más de cien ochenta (180) días antes de presentar su queja, puede solicitar una exención del requisito de presentación.

6. La denuncia debe describir los hechos y circunstancias que rodean a la reclamación discriminación.
7. La naturaleza del incidente que hizo que el denunciante sintiera discriminación fue un factor.
8. Nombres, direcciones y números de teléfono de testigos o personas que tengan conocimiento directo de la incidente, si está disponible.
9. Lista de otras agencias (estatales, locales o federales) con las que se ha presentado la queja archivado.
10. Firma del denunciante y/o representante del denunciante y fecha.

Si la queja está incompleta o se necesita información adicional, BRC se comunicará con el denunciante por escrito dentro de los diez (10) días para recopilar más información. Si el denunciante no proporciona la información solicitada dentro de los sesenta (60) días, el BCR puede cerrar administrativamente la denuncia por no proporcionar información suficiente, o esto podría considerarse una buena causa para una determinación de falta de mérito investigativo.

A solicitud del denunciante, el BCR proporcionará asistencia de intérprete de lenguaje o señas. Los formatos accesibles de ADA (*Americans with Disabilities Act*, o Acta de Americanos con Discapacidades) están disponibles a pedido. La queja puede enviarse por correo o fax a la siguiente dirección:

Title VI Coordinator, Bureau of Civil Rights  
2300 South Dirksen Parkway, Room 317  
Springfield, IL 26764  
Teléfono: 217-782-2762  
Fax: 217-524-4063

Puede descargar una copia del formulario de queja del Título VI en: <https://idot.illinois.gov/about-idot/civil-rights/index> en la pestaña Igualdad de derechos, luego Título VI. O bien, puede obtener una copia del formulario de queja del Título VI llamando al número anterior.

Los denunciantes tienen derecho a presentar una denuncia directamente ante la agencia federal correspondiente; sin embargo, deberán hacerlo dentro de los ciento ochenta (180) días calendario del último supuesto incidente.

Un reclamante puede presentar una Queja del Título VI ante el Departamento de Transporte de EE. UU. comunicándose con el DOT en:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor—TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Teléfono: (202) 366-4018

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

Cuando un denunciante hace múltiples reclamos y algunas de las bases no *se* encuentran dentro del alcance del Título VI (*p.ej.*, discriminación basada en sexo, discapacidad, edad, religión, etc.), el investigador debe identificar claramente cada reclamo y la clase protegida. siendo invocado. El investigador separará los asuntos no cubiertos por el Título VI y los remitirá a las partes/oficina correspondientes para su investigación.

#### *Registro de la Denuncia*

Al recibir una queja, se registra en el Sistema de Seguimiento de la Oficina de Derechos Civiles (Sistema de Seguimiento BCR) .

#### *Aceptar la Denuncia*

Después de registrar la queja, la Oficina de Derechos Civiles (BCR) determinará si BCR tiene jurisdicción. El BCR determinará la jurisdicción con base en:

1. Si la queja es a tiempo;
2. Discutible;
3. Si la base de las alegaciones involucradas está cubierta por el Título VI;
4. Si las alegaciones involucran un programa o actividad de un beneficiario, subbeneficiario o contratista de ayuda federal de IDOT; y
5. Otros relevantes factores

Cuando se determine la jurisdicción, la denuncia será admitida a trámite. Si la oficina del Título VI no acepta la denuncia, emitirá una carta explicando este asunto.

Todas las quejas serán investigadas con prontitud. Se tomarán medidas razonables para preservar cualquier información que sea confidencial. El BCR asignará un investigador para investigar la denuncia. Se notificará al denunciante y al beneficiario, subbeneficiario o contratista de la ayuda federal IDOT que es objeto de la denuncia. También se enviará una

copia de la queja al funcionario del programa o del servicio discriminatorio alegado, incluido el nombre y el número de teléfono del investigador asignado para investigar la queja.

Las quejas presentadas contra el IDOT, donde se lo nombra como demandado, se enviarán al componente DOT apropiado bajo el cual se encuentra el programa o la actividad objeto de la queja. Las quejas presentadas contra los beneficiarios, subbeneficiarios y contratistas de ayuda federal de IDOT serán investigadas por la Oficina del Título VI de IDOT en BCR. Si el BCR no tiene jurisdicción en base a este escenario, se notificará al denunciante la decisión del BCR.

Si BCR rechaza la queja por alguna de las razones descritas anteriormente, enviará una carta dentro de los diez (10) días posteriores a la recepción notificando al reclamante la decisión de BCR con la razón del rechazo, *es decir*, extemporánea, etc.

#### *Reconocimiento de la Denuncia*

Después de que el BCR acepte la denuncia, el Coordinador del Título VI enviará una carta de acuse de recibo, dentro de los diez (10) días, notificando al denunciante que la denuncia ha sido aceptada para investigación, proporcionando el cronograma anticipado para completar y estableciendo un cronograma para en -Entrevista presencial o cuestionario escrito para el Demandante dentro de los diez (10) días, en caso de ser necesario.

#### *Notificación a la Parte Nombre Sujeto(s) de la Queja*

Dentro de los diez (10) días siguientes a la aceptación de la denuncia, BCR notificará a la parte nombrada que es objeto de la denuncia.

#### *Investigación de la denuncia*

1. El Coordinador del Título VI informará al denunciante que tiene derecho a que un testigo o representante esté presente durante la entrevista y puede presentar cualquier documentación que considere relevante para probar su queja.
2. Cuando el Coordinador del Título VI recibe una queja completa, el Coordinador del Título VI se comunicará con el demandado dándole diez (10) días calendario para responder a las preguntas escritas o participar en una entrevista.
3. El presunto oficial de servicio o programa discriminatorio tendrá la oportunidad de responder a todos los aspectos de la denuncia del denunciante. acusaciones.
4. El Coordinador del Título VI determinará, según la relevancia o la duplicación de pruebas, qué testigos serán contactados e interrogados y qué documentación se debe presentar. revisado.
5. El Coordinador del Título VI se comunicará con el denunciante al finalizar la

investigación, pero antes de escribir el informe final. Esto le dará al denunciante la oportunidad de dar una declaración de refutación solo al final de la investigación. proceso.

6. Dentro de los cuarenta (40) días calendario de la aceptación de la queja, el Coordinador del Título VI preparará un borrador de informe de investigación para la revisión del Jefe de la Oficina de Derechos Civiles. El informe deberá incluir:
  - a) La queja escrita que contiene la alegación, la base y la fecha de presentación;
  - b) Declaraciones resumidas tomadas de testigos;
  - c) Hallazgo de hechos;
  - d) Opinión(es) (basadas en todas las pruebas en el expediente) de que el incidente está comprobado o no está comprobado; y
  - e) Acción(es) correctiva(s) para casos.
7. El Jefe de la Oficina de Derechos Civiles tendrá diez (10) días para hacer comentarios al Coordinador del Título VI. El Coordinador del Título VI le indicará al investigador que aborde cualquier comentario y modifique el informe según sea necesario y hecho final.
8. Luego, el informe se presentará al Comité de Derechos Civiles del Departamento para una determinación sobre las alegaciones y las medidas que se tomarán. El Comité está formado por el Jefe de la Oficina de Derechos Civiles, el Abogado Principal, el Director de Finanzas y Administración y la persona designada por el Secretario.
9. Dentro de los sesenta (60) días calendario a partir de la fecha en que la Oficina de Derechos Civiles (BCR, por sus siglas en inglés) aceptó la queja, concluirá la investigación y se enviará un informe final a la unidad correspondiente del Departamento de Transporte de EE. UU. (FAA/FHWA/FTA) y la demandada. Si la investigación se retrasa por cualquier motivo, el Coordinador del Título VI notificará a las autoridades correspondientes y el Coordinador del Título VI solicitará una extensión.
10. Si se recomiendan acciones correctivas, el demandado tendrá treinta (30) días calendario para informar al Coordinador del Título VI de las acciones tomadas para cumplimiento.
11. Las acciones correctivas pueden tomar la forma de acciones que se tomarán en una fecha futura después de la inicial. treinta (30) días con período(s) de tiempo proyectado en el cual se completará la acción.
12. Dentro de los noventa (90) días siguientes a la recepción de la denuncia, el Secretario del IDOT notificará por escrito al denunciante; detallando los hallazgos, conclusiones, disposición propuesta y/o cualquier acción correctiva tomada. Esta notificación informará al denunciante sobre las siguientes vías posibles de apelación si no está satisfecho con la decisión: Departamento de Transporte de EE. UU. o

División de Asistencia Local, Oficina de Derechos Civiles.

*Apelando la Queja*

1. El denunciante tiene derecho a apelar todos los informes escritos.
2. Esta apelación debe hacerse por escrito al Coordinador del Título VI dentro de los catorce (14) días posteriores a la recepción de la decisión final del Departamento. informe.
3. La apelación debe citar específicamente la(s) parte(s) de la conclusión con la que el denunciante no está de acuerdo y la(s) razón(es) de la decisión. desacuerdo.
4. IDOT enviará la decisión apelada a una entidad interna separada, que revisará la investigación y emitirá una segunda determinación e informe.