

Form Name:	RTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program - GRAY
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<b>Date</b>	Apr 07, 2023
<b>Project Title</b>	DuPage County Transportation to Work Program
<b>Applicant's Legal Name</b>	DuPage County
<b>Contact Person</b>	Mary Keating
<b>Address</b>	421 N. County Farm Rd. Wheaton, IL 60174
<b>Telephone #</b>	(630) 407-6457
<b>Email</b>	mary.keating@dupageco.org
<b>Applicant Fiscal Year</b>	Dec-Nov
<b>SAM #</b>	W7KRN7E54898
<b>DUNS #</b>	135836026
<b>Request Type (Check all that apply)</b>	Operating
<b>Organization type (Check all that apply)</b>	Local Govt.
<b>Human Services Transportation Plan (HSTP)</b>	Goal #2 - Expand Service Areas and Hours (pg 74) Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81)
<b>On To 2050 Plan</b>	Facilitate Partnerships for Service Sharing and Consolidation Improve the effectiveness and accessibility of demand response services

**2. Provide a detailed description of your project. Explain what you are requesting funding to provide; why the project is needed; and how the project will support strategies for goals selected in questions #1. Please be concise. (Project Description Narrative [+/- 500 words]):**

DuPage County has plentiful work opportunities, however public transportation options are limited. Most bus routes in DuPage are focused around Metra train stations and are designed to primarily serve workers traveling to Chicago's downtown business district. For individuals with disabilities who are unable to drive a car, this creates a barrier to accessing work opportunities. The DuPage County Transportation to Work program is an existing project that provides demand-responsive transportation to and from work for persons with disabilities. Riders can travel outside of DuPage provided that the trip either originates or terminates in DuPage.

The project supports 2 goals of the Human Services Transportation Plan:  
Goal #2 - Expand Service Area and Hours

The Transportation to Work Program, like all services operating under the Ride DuPage umbrella, operates 24 hours per day, 7 days per week. Riders can travel outside of DuPage, provided that the trip either originates or terminates in DuPage. Prior to the creation of Ride DuPage, riders were restricted to narrow geographic service areas of their township or village dial-a-ride service. Additionally, there were no dial-a-ride services that operated on the evenings or weekends. The expansion of service areas and service hours opened opportunities for work-related travel regardless of the time of day or location.

Goal #7 - Explore Collaboration/Consolidation of Similar Services

The DuPage County Transportation to Work program operates under the Ride DuPage platform. Prior to Ride DuPage, the Transportation to work program operated as a stand-alone service, with no coordination with other services. Under the existing Ride DuPage program 26 separate services operate from a single call center with a shared-ride model, thus maximizing the opportunities for operational efficiencies.

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**3. What entity is currently or will operate the service? Does your agency enter into agreements with service providers? (Operating Projects Only)**

The service is operated by Pace, through contracts with bus operators and dispatchers, and taxi providers.

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**4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?**

The service operates throughout DuPage County and beyond with the one geographic restriction being that the trip must either originate or terminate in DuPage County. By allowing riders to travel outside of DuPage, it reduces the barrier of geo-political boundaries that do not reflect travel patterns. Additionally, the service provides riders the opportunity to connect to other services by traveling to transfer locations that may be located outside of DuPage.

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**5. How will the target population be given priority on all project activities, if the service is not restricted to the target population?**

The service is restricted to the target population of persons with disabilities traveling to and from work.

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<p><b>6. Describe how the project be marketed to serve the target population and promote public awareness? Include information on how populations with Limited English Proficiency will be apprised of the project and whether marketing materials will be available in other languages.</b></p>	<p>DuPage County partners with 5 agencies for the marketing and outreach of the Transportation to Work Program; the DuPage County Health Department, Ray Graham, Parents Alliance Employment Project, Spectrum Services, and Little Friends. Each of these agencies does extensive work assisting individuals with disabilities seeking employment in their communities. The agencies include information about the Transportation to Work program when working with clients and their families. Additionally, DuPage County Community Services operates an Information and Referral center that provides information about a multitude of services, including transportation options to over 60,000 callers per year. The I&amp;R unit utilizes bi-lingual staff as well as telephonic interpreter services to assist callers with limited English proficiency.</p>
<p><b>7. How will this project utilize or coordinate with public transportation providers and /or other human service agencies? If the project will not include coordination, provide detailed explanation.</b></p>	<p>This project is fully integrated into the Pace systems as it is operated by Pace and dispatched from the same call center that manages their ADA paratransit services in DuPage. Additionally 20 other sponsors including social services agencies, townships, and municipalities have partnered to create the Ride DuPage services, under which the Transportation to Work program operates. Ride DuPage coordinates 25 different services on behalf of the sponsors.</p>
<p><b>8. Describe your organization's experience, knowledge, technical and administrative ability, and financial capacity to successfully and efficiently manage federal grants? Specifically, how will your organization manage this project?</b></p>	<p>DuPage County, and specifically the Department of Community Services has extensive experience managing federal grants. Current federal grant programs being operated by the Department include:</p> <p>Older Americans Act - Case Coordination Program, Long-Term Care Ombudsman Program and Adult Protective Services</p> <p>Department of Energy - Home Weatherization Assistance Program</p> <p>Department of Human Services - Low Income Home Energy Assistance Program, Community Services Block Grant, and Access and Visitation Grant</p> <p>Department of Housing and Urban Development - Community Development Block Grant, HOME Affordable Housing Partnership, Emergency Solutions Grant, Homeless Management Information Systems Grant, Homeless Continuum of Care Planning Grant</p> <p>Department of Treasury - Emergency Rental Assistance Program, Coronavirus Relief Fund</p>
<p><b>Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used. Please provide details on how you derived at your projections (explain how you will extend service boundaries, hours of operation, and increase ridership).</b></p>	<p>The Transportation to Work program already operates 24/7/365 so it is not possible to expand hours. The overall Ride DuPage program continues to work toward increasing partner agencies , opening opportunities for unrestricted travel throughout the county to serve more residents.</p> <p>Ridership on the Transportation to Work was significantly impacted for 2 years during the COVID-19 pandemic. It began to increase ridership in 2022 with gains expected to continue in 2023 and 2024.</p>
<p><b>2021: Individuals with Disabilities</b></p>	<p>18,143</p>

<b>2022: Individuals with Disabilities</b>	21,920
<b>2023: Individuals with Disabilities</b>	22,500
<b>2024: Individuals with Disabilities</b>	23,500
<b>2021: Total</b>	18
<b>2022: Total</b>	21
<b>2023: Total</b>	22
<b>2024: Total</b>	23
<b>Existing operating hours (2022)</b>	2/7/365
<b>Projected expansion hours (2023)</b>	24/7/365
<b>Projected Expansion Hours (2024)</b>	24/7/365
<b>Existing 2022</b>	DuPage County
<b>Projected 2023</b>	DuPage County
<b>Projected 2024</b>	DuPage County
<b>Existing 2022</b>	anywhere outside of DuPage but trip must originate or terminate in DuPage
<b>Projected 2023</b>	anywhere outside of DuPage but trip must originate or terminate in DuPage
<b>Projected 2024</b>	anywhere outside of DuPage but trip must originate or terminate in DuPage
<b>Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.</b>	The Ride DuPage program, under which the DuPage County Transportation to Work program operates, continues to identify opportunities to add sponsoring entities, expanding the opportunity for residents to travel throughout DuPage County. When it began in 2004, Ride DuPage coordinated services for 13 entities. Since then, the program has doubled and now operates 26 different programs.
<b>Federal 50%</b>	293278
<b>Local 50%</b>	293278
<b>Federal 50%</b>	313808
<b>Local 50% Match</b>	313810
<b>Federal 80%</b>	0
<b>Local 20%</b>	0

<b>Federal 80%</b>	0
<b>Local 20% Match</b>	0
<b>Describe the methodology used to develop the above budgets.</b>	Budget projections assume 7% annual growth from current.
<b>File</b>	<a href="https://www.formstack.com/admin/download/file/14458418332">https://www.formstack.com/admin/download/file/14458418332</a>
<b>Please provide an explanation for any certificates that are not completed and uploaded with the application</b>	Board resolution that is included in the packet was approved by the Human Services Committee on 4/4 and will be approved by the full Board on 4/11. Evidence of approval will be sent after 4/11.

**FY2022 & FY2023 Application  
Section 5310: Enhanced Mobility of Seniors  
and Individuals with Disabilities**



**TITLE VI PLAN CERTIFICATION FORM**

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.

The program receiving such funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied the benefits of, its activities or services on the basis of race, color, or national origin.

I, the undersigned representing  
**DuPage County**

*(Insert Legal Name of Applicant)*

**Mary A. Keating**

*(Insert Name of Authorized Official)*


do hereby certify to the Regional Transportation Authority,

☒ that the attached Title VI Plan, approved on 5/11/21 is in effect.

Or

☐ that a Title VI Plan will be developed should an award be made pursuant to this application.

☐ that \_\_\_\_\_ will adopt the RTA's Title VI Plan.  
*(Insert Legal Name of Applicant)*

  
\_\_\_\_\_  
Signature of Authorized Official  
**Director of Community Serv**  
\_\_\_\_\_  
Title

**4/7/2023**

\_\_\_\_\_  
Date

Resolution

HHS-R-0266-21

APPROVAL OF THE DUPAGE COUNTY  
TITLE VI PROGRAM NOTICE

WHEREAS, DuPage County receives Federal Transit Administration (FTA) funding as a subrecipient of the Regional Transportation Authority (RTA); and

WHEREAS, Title VI of the Civil Rights Act of 1964, 42 U.S. C. 2000d, provides that "No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance," and

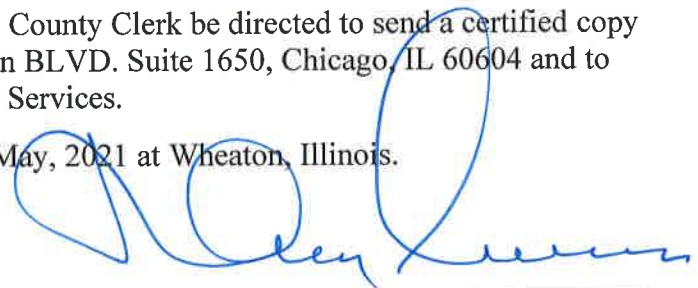
WHEREAS, as a condition of receipt of such funds both the FTA and RTA required that DuPage County have an approved Title VI program;

NOW, THEREFORE, BE IT RESOLVED that the DuPage County Board hereby approves and adopts the "DuPage County Ride DuPage Program Title VI Program Notice" (Program Notice), which is attached to and incorporated by reference with this resolution; and

BE IT FURTHER RESOLVED, that the Chairman of the DuPage County Board is authorized and directed to sign any additional documents required by the FTA or the RTA in connection with said Program Notice and the clerk is hereby authorized and directed to attest to such signature and affix the official seal thereto; and

BE IT FURTHER RESOLVED that the County Clerk be directed to send a certified copy of this Resolution to the RTA at 175 W. Jackson BLVD. Suite 1650, Chicago, IL 60604 and to the DuPage County Department of Community Services.

Enacted and approved this 11th day of May, 2021 at Wheaton, Illinois.



DANIEL J. CRONIN, CHAIRMAN  
DU PAGE COUNTY BOARD

Attest:   
JEAN KACZMAREK, COUNTY CLERK

AYES 17  
NAYS 0  
ABSENT 1





# **Title VI Program July 2020**



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### **Introduction**

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. DuPage County is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its activities or services on the basis of race, color, or national origin.

Pursuant to instructions, given to DuPage County by the Regional Transportation Authority, this Title VI Program of DuPage County has been developed pursuant to FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (the "Circular").

### **General Requirements**

#### **1. Requirement to Provide Title VI Assurances and Title VI plan:**

DuPage County will provide the RTA with our Title VI plan and or assurances annually or when requested. DuPage County has no subrecipients for this funding and does not provide funding for a facility or the maintenance of a facility.

#### **2. Title VI Notice to the Public:**

In accordance with 49 C.F.R. Section 21.9, DuPage County provides public notice of this program by way and in the form of the document attached as **Exhibit A**. This notice is provided on the Ride DuPage website at <http://www.ridedupage.org> and posted at the DuPage County Community Services office on its public bulletin board.

#### **3. How to file a Grievance, Complaint Process and Appeal (Exhibit B)**

**A. Purpose:** To allow a recipient of services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964 services.

##### **B. Grievance Process:**

Direct Service is provided by a paid or auxiliary staff member in the following positions:

- i. Project Administrators: PACE
- ii. Community Services Director: Mary A. Keating, DuPage County  
Department of Community Services

- iii. Administrator of Intake and Referral: Gina Strafford-Ahmed, DuPage County Community Services
- iv. PACE Quality Control/Compliance Manager
- v. PACE ADA Division Manager

The above staff provide patrons an opportunity to voice dissatisfaction with service and a patron may begin a Title VI grievance at any time. Grievance intake is received without judgment and if no satisfaction can be given the patron, they are directed to speak to the PACE ADA Division Manager. If the client remains unsatisfied, they will be referred to the Illinois Department of Human Rights and the Federal Department of Justice.

After a complaint is received, the staff person in charge of the service contacts the patron to discuss the issue within seven days of receipt. If the client is still dissatisfied, the PACE Quality Control/Compliance Manager will call and discuss the issue with the patron.

If satisfaction cannot be reached, the PACE Quality Control/Compliance Manager invites the patron to address the issue with the PACE ADA Division Manager.

Patrons can voice a grievance without discrimination or reprisal. If a staff person reacts inappropriately to a complaint, the PACE Quality Control/Compliance Manager will address the issue through some form of disciplinary action ranging from a management note to written warning up to and including termination based on the incident. Customer Service training is ongoing, and the DuPage County and PACE core value of respect is taken very seriously. If a staff person acts inappropriately, they may be dismissed.

### **C. Complaint Process**

- i. Once a complaint is lodged, we are duty-bound to investigate it with staff and persons involved within 10 working days. If the complaint is a result of an "incident", an Incident Report is to be completed and signed by the staff member involved. A copy of the Incident Report is given to the PACE Staff Project Administrator and the PACE Quality Control/Compliance Manager. A complaint must be received within 180 days of the incident.
- ii. The patron must first discuss his or her grievance with the staff person to resolve the problem. If after the discussion with the persons involved that no resolution can be reached, the PACE Quality Control/Compliance Manager contacts the patron to discuss the issue.
- iii. The PACE Quality Control/Compliance Manager will investigate all sides of the grievance the patron will be notified in writing of a decision and the supporting reasons within 10 working days of notification of the grievance.

### **D. Appeal Process**

- i. If the patron is not satisfied with PACE resolution to the complaint, they will be referred to their respective sponsor. The patron can appeal in writing to the

Administrator of Intake and Referral within five (5) working days of receipt of notification from the PACE Quality Control/Compliance Manager of his/her decision. The Administrator of Intake and Referral will investigate all sides of the grievance and will notify the patron in writing of his or her decision and supporting reasons within ten (10) working days from the appeal request.

ii. If a patron feels uncomfortable discussing the grievance with the Administrator of Intake and Referral, they may immediately bring the grievance to the attention of the DuPage County Director of Community Services. DuPage County will decide within 10 working days of the receipt of the appeal. Note due to the nature of the program such an appeal may need to be forwarded to PACE for disposition. PACE is responsible for the Ride DuPage call center and the transportation itself.

**E. Listing of all Title VI Investigations, Complaints, or Lawsuits: None**

**4. Public Involvement:**

A. PACE Citizens Advisory Board has been established to fulfill its commitment to maintaining relationships with the riding public and the communities it serves, Pace has established a Citizens Advisory Board (CAB), which convenes quarterly to advise staff and the Pace Board on the effects Pace policies have upon the communities. The CAB is comprised of individuals from throughout the six-county metropolitan region.

CAB meetings are open to the public and notice of the meeting dates, agendas and minutes are posted online: <https://www.pacebus.com/citizens-advisory-board>

CAB meetings are held from 10:00 a.m. to 12:00 p.m. at PACE Headquarters, Conference Room 132, 550 W. Algonquin Road, Arlington Heights, Illinois, 60005. The building is accessible to persons with disabilities and transportation is available via Ride DuPage or PACE to the meetings if necessary.

CAB members represent a number of constituencies and areas of expertise, have distinguished track records of public service in numerous capacities and are deeply committed to excellence in public transit.

The Citizens Advisory Board regularly reports to the Pace Board to "advise the [Pace] Suburban Bus Board of the impact of its policies and programs on the communities [Pace] serves". In addition, CAB members make suggestions directly to Board members and Pace staff regarding improvements to the current system.

Members of the CAB are appointed by the Pace Board of Directors and serve two-year terms. The Citizens Advisory Board is another example of how Pace and the communities it serves form beneficial partnerships to solidify Pace's status as the premiere suburban public transportation service.

B. PACE Suburban ADA Advisory Committee purpose is to advise PACE staff on issues affecting people with disabilities. The committee has 15 members that meet bi-monthly at PACE Headquarters, 550 W. Algonquin Road, Arlington Heights, IL 60005. They are open to the public and held from 1:00 pm to 3:00 pm. Agendas and meeting dates are posted online: <https://www.pacebus.com/ada-advisory-committees>

Group	Caucasian	Latino	African American	Asian American	Other
<b>Suburban ADA Advisory Committee</b>	92%	0%	8%	0%	0%
<b>Citizens Advisory Board</b>	66%	0%	22%	11%	0%

C. DuPage County offers public input on the annual budget process via consumer feedback surveys posted on the County's webpage: [www.dupageco.org](http://www.dupageco.org). DuPage County also allows for public comment at all County Board meetings and committee meetings for those wanting to provide input.

DuPage County Ride DuPage Program does not have a specific public participation plan due to the fact it is a Sponsor based program. Ride DuPage is a transportation service that operates 7 days per week, 24-hours a day. Organizations such as municipalities, townships, social service organizations, and employers can participate by subsidizing transportation for their clients or constituents.

Eleven sponsoring agencies determine the eligibility for their riders. For example, a municipality may wish to establish eligibility based on age or disability, while a social service organization may establish eligibility based on income.

Each Sponsor is responsible to engage their riders. DuPage County's eligibility is for low income, disabled and or senior citizens 60+ to use the service. It is extremely limited in scope due to the high cost of the PACE call center as well as the taxi and bus fees. Information on Ride DuPage can also be found at [www.ridedupage.org](http://www.ridedupage.org).

##### **5. LEP (Limited English Proficient) Program.**

DuPage County's Provision of Services to Persons who are Limited-English Speaking. The LEP Policy was implemented in October 2005.

## **LEP Policy**

It is the policy of DuPage County Community Services to ensure that all services and programs offered by DuPage Community Services are accessible to individuals who are limited-English-proficient. Title VI of the Civil rights Act of 1964 requires that all persons who are non-English or limited-English-speaking have the same access to services as all other persons. It is the obligation of the County to offer qualified interpreters in other languages to all clients who are non-English-speaking or limited-English-speaking. The County's obligation to provide such language interpreters is not dependent on the clients request for same.

## **Definitions**

Person who is limited-English-proficient – A person whose primary language or dialect is a language other than English, and who has difficulty speaking and/or comprehending the English language.

Qualified translator – A person fluent in English and in the necessary language of the client who can accurately speak, read, and readily interpret the necessary second language for clients who are limited-English-proficient. Interpreters shall have the ability to translate and describe completely the client's needs in both languages.

Language or communication barrier – With respect to spoken language, barriers that are experienced by limited-English-speaking or non-English-speaking individuals who speak the same primary language.

## **Procedures**

Staff will determine with the client if interpretation is needed by any of the below examples:

1. Client or client's family/friend requests an interpreter.
2. Staff's inability to effectively communicate in client's language.

Staff may use Tele-Interpreters or Optimal Phone Interpreters to determine the language a client speaks, or the client may use the sign located in the Community Services waiting area to indicate the language interpretation needed to effectively communicate. Staff will then review the internal interpreter/translator list and determine if someone can assist. If no one is available or no one meets the language criteria Tele-Interpreters will be used. If Tele-Interpreters is used staff will inform their immediate supervisor so they are aware when the billing arrives.

When a language or communication barrier exists, the County will arrange for a qualified translator to be present in all situations where effective communication is necessary. These situations shall include, but not be limited to, the following:

Intake process

Application process



Obtaining informed consent

Explaining procedures, policies, document request forms, etc.

Relatives or friends of the limited-English-speaking client shall not be used as interpreters unless, after clearly communicating to the client the availability and benefits of using a qualified interpreter, the client specifically rejects the services of the qualified interpreter and requests the services of a relative or significant other. If this occurs it must be mentioned in the client's case notes.

Interpreters will be made available at no cost to the client. To the extent possible qualified interpreters shall be available on the premises or accessible by telephone during business hours, 8:00 am to 4:30 pm.

DuPage County Community Services shall post multilingual notices regarding services for person who are limited-English-speaking in the client waiting area.

Below is a breakdown of languages in DuPage County.

Top Twenty Languages (other than English) spoken in DuPage County							
	2016			2017			
	2016 Total	2016 Very Well	2016 Less Than Very Well	2017 Total	2017 Very Well	2017 Less Than Very Well	
Total Population 5 years and over:	874,837			875,837			
Speak only English	645,603			627,382			
1 Spanish:	91,913	61,336	30,577	96,471	63,442	33,029	
2 Polish:	17,966	10,006	7,960	16,676	10,204	6,472	
3 Gujarati:	12,123	6,133	5,990	11,168	8,418	2,750	
4 Chinese (incl. Mandarin, Cantonese):	11,989	6,951	5,038	10,701	6,132	4,569	
5 Urdu:	11,395	9,035	2,360	15,774	12,978	2,796	
6 Tagalog (incl. Filipino):	10,173	7,368	1,805	9,154	7,334	1,820	
7 Hindi:	6,648	4,822	1,826	6,875	5,892	983	
8 Italian:	5,839	4,067	1,772	6,315	4,633	1,682	
9 Arabic:	5,755	4,223	1,532	7,319	5,354	1,965	
10 Greek:	4,418	3,306	1,112	4,841	3,925	916	
11 Vietnamese:	3,980	1,951	2,029	5,367	3,316	2,051	
12 Malayalam, Kannada, or other Dravidian languages:	3,695	2,833	862	2,807	2,124	683	
13 German:	3,657	3,264	393	3,230	2,827	403	
14 Ukrainian or other Slavic languages:	3,651	2,049	1,602	6,129	4,015	2,114	
15 Tamil:	3,307	2,767	540	1,746	1,480	266	
16 Telugu:	3,223	2,526	697	4,843	3,681	1,162	
17 Nepali, Marathi, or other Indic languages:	3,163	2,150	1,004	2,825	2,562	263	
18 Korean:	2,846	1,451	1,395	3,015	1,208	1,807	
19 French (incl. Cajun):	1,894	1,672	222	1,533	1,184	349	
20 Thai, Lao, or other Tai-Kadai languages:	1,748	1,748	966	1,068	633	435	

# DUPAGE COUNTY TITLE VI PROGRAM NOTICE

DuPage County hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which DuPage County receives Federal financial assistance.

Interested parties may obtain a copy of the DuPage County's Title VI Program on the DuPage County website or by requesting a copy of the program directly from DuPage County Department of Community Services. To request copies of the program in an alternative format in accordance with ADA and LEP regulations contact Gina Strafford-Ahmed, Administrator, DuPage County Department of Community Services, (630) 407-6500. DuPage County offers a variety of resources and services in other languages free of charge. Services include but are not limited to the following: oral interpreters, written language services and translations of vital documents.

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a formal complaint with DuPage County or PACE as shown below.

Please direct all questions concerning the above to:

Gina Strafford-Ahmed  
DuPage County Dept. of Community Services  
421 N. County Farm Road  
Wheaton, Illinois 60187

Please contact the following to initiate a formal complaint:

Mary A. Keating  
DuPage County Dept. of Community Services  
421 N. County Farm Road  
Wheaton, Illinois 60187



## DuPage County Title VI Complaint Form

Description: Title VI of the 1964 Civil Rights Act requires 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 off, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information to assist us in processing your complaint and send it to:

Mary A. Keating  
Director  
DuPage County Department of Community Services  
421 N. County Farm Road  
Wheaton, IL 60187  
[csprograms@dupageco.org](mailto:csprograms@dupageco.org)

Please print clearly or type:

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone/Cellular Number: \_\_\_\_\_

Email: \_\_\_\_\_

Do you prefer to be contacted via this email address? ☐ Yes ☐ No

Are you filing this complainant on your own behalf? ☐ Yes ☐ No

Name of person allegedly discriminated against: \_\_\_\_\_

Address of person alleged discriminated against: \_\_\_\_\_

City, State, Zip Code of person allegedly discriminated against: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

What is your relationship to the person for whom you are filing the complaint?

If you are not the complainant, please confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party:

☐

Yes, I have permission

☐

No, I do not have permission

Please check off why you believe discrimination occurred (check all that apply):

☐

Race

☐

National Origin

☐

Income

☐

Color

☐

Other (explain):

What was the date of the alleged discrimination: \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw them:

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Please list all known witnesses' names and contact information:

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What type of corrective action would you like to see taken?

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Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court? ☐ Yes (check all that apply below) ☐ No

- ☐ Federal Agency: Name of agency \_\_\_\_\_
- ☐ Federal Court: Provide location \_\_\_\_\_
- ☐ State Court \_\_\_\_\_
- ☐ State Agency: Name of agency \_\_\_\_\_
- ☐ County Court: Specify Court and County \_\_\_\_\_
- ☐ Local Agency: Name of agency \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Please attach any documents you have which support the allegation, then sign and date this form and send to the person listed on the first page of this form:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

Resolution

HHS-R-0266-21

APPROVAL OF THE DUPAGE COUNTY  
TITLE VI PROGRAM NOTICE

WHEREAS, DuPage County receives Federal Transit Administration (FTA) funding as a subrecipient of the Regional Transportation Authority (RTA); and

WHEREAS, Title VI of the Civil Rights Act of 1964, 42 U.S. C. 2000d, provides that "No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance," and

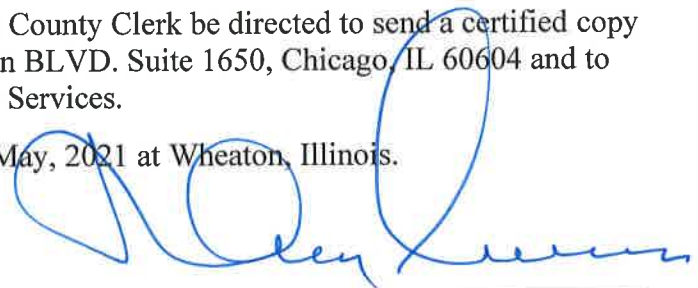
WHEREAS, as a condition of receipt of such funds both the FTA and RTA required that DuPage County have an approved Title VI program;

NOW, THEREFORE, BE IT RESOLVED that the DuPage County Board hereby approves and adopts the "DuPage County Ride DuPage Program Title VI Program Notice" (Program Notice), which is attached to and incorporated by reference with this resolution; and

BE IT FURTHER RESOLVED, that the Chairman of the DuPage County Board is authorized and directed to sign any additional documents required by the FTA or the RTA in connection with said Program Notice and the clerk is hereby authorized and directed to attest to such signature and affix the official seal thereto; and

BE IT FURTHER RESOLVED that the County Clerk be directed to send a certified copy of this Resolution to the RTA at 175 W. Jackson BLVD. Suite 1650, Chicago, IL 60604 and to the DuPage County Department of Community Services.

Enacted and approved this 11th day of May, 2021 at Wheaton, Illinois.



DANIEL J. CRONIN, CHAIRMAN  
DU PAGE COUNTY BOARD

Attest:   
JEAN KACZMAREK, COUNTY CLERK

AYES 17  
NAYS 0  
ABSENT 1





# **Title VI Program July 2020**

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### **Introduction**

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. DuPage County is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its activities or services on the basis of race, color, or national origin.

Pursuant to instructions, given to DuPage County by the Regional Transportation Authority, this Title VI Program of DuPage County has been developed pursuant to FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (the "Circular").

### **General Requirements**

#### **1. Requirement to Provide Title VI Assurances and Title VI plan:**

DuPage County will provide the RTA with our Title VI plan and or assurances annually or when requested. DuPage County has no subrecipients for this funding and does not provide funding for a facility or the maintenance of a facility.

#### **2. Title VI Notice to the Public:**

In accordance with 49 C.F.R. Section 21.9, DuPage County provides public notice of this program by way and in the form of the document attached as **Exhibit A**. This notice is provided on the Ride DuPage website at <http://www.ridedupage.org> and posted at the DuPage County Community Services office on its public bulletin board.

#### **3. How to file a Grievance, Complaint Process and Appeal (Exhibit B)**

**A. Purpose:** To allow a recipient of services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964 services.

##### **B. Grievance Process:**

Direct Service is provided by a paid or auxiliary staff member in the following positions:

- i. Project Administrators: PACE
- ii. Community Services Director: Mary A. Keating, DuPage County  
Department of Community Services

- iii. Administrator of Intake and Referral: Gina Strafford-Ahmed, DuPage County Community Services
- iv. PACE Quality Control/Compliance Manager
- v. PACE ADA Division Manager

The above staff provide patrons an opportunity to voice dissatisfaction with service and a patron may begin a Title VI grievance at any time. Grievance intake is received without judgment and if no satisfaction can be given the patron, they are directed to speak to the PACE ADA Division Manager. If the client remains unsatisfied, they will be referred to the Illinois Department of Human Rights and the Federal Department of Justice.

After a complaint is received, the staff person in charge of the service contacts the patron to discuss the issue within seven days of receipt. If the client is still dissatisfied, the PACE Quality Control/Compliance Manager will call and discuss the issue with the patron.

If satisfaction cannot be reached, the PACE Quality Control/Compliance Manager invites the patron to address the issue with the PACE ADA Division Manager.

Patrons can voice a grievance without discrimination or reprisal. If a staff person reacts inappropriately to a complaint, the PACE Quality Control/Compliance Manager will address the issue through some form of disciplinary action ranging from a management note to written warning up to and including termination based on the incident. Customer Service training is ongoing, and the DuPage County and PACE core value of respect is taken very seriously. If a staff person acts inappropriately, they may be dismissed.

### **C. Complaint Process**

- i. Once a complaint is lodged, we are duty-bound to investigate it with staff and persons involved within 10 working days. If the complaint is a result of an "incident", an Incident Report is to be completed and signed by the staff member involved. A copy of the Incident Report is given to the PACE Staff Project Administrator and the PACE Quality Control/Compliance Manager. A complaint must be received within 180 days of the incident.
- ii. The patron must first discuss his or her grievance with the staff person to resolve the problem. If after the discussion with the persons involved that no resolution can be reached, the PACE Quality Control/Compliance Manager contacts the patron to discuss the issue.
- iii. The PACE Quality Control/Compliance Manager will investigate all sides of the grievance the patron will be notified in writing of a decision and the supporting reasons within 10 working days of notification of the grievance.

### **D. Appeal Process**

- i. If the patron is not satisfied with PACE resolution to the complaint, they will be referred to their respective sponsor. The patron can appeal in writing to the

Administrator of Intake and Referral within five (5) working days of receipt of notification from the PACE Quality Control/Compliance Manager of his/her decision. The Administrator of Intake and Referral will investigate all sides of the grievance and will notify the patron in writing of his or her decision and supporting reasons within ten (10) working days from the appeal request.

ii. If a patron feels uncomfortable discussing the grievance with the Administrator of Intake and Referral, they may immediately bring the grievance to the attention of the DuPage County Director of Community Services. DuPage County will decide within 10 working days of the receipt of the appeal. Note due to the nature of the program such an appeal may need to be forwarded to PACE for disposition. PACE is responsible for the Ride DuPage call center and the transportation itself.

**E. Listing of all Title VI Investigations, Complaints, or Lawsuits: None**

**4. Public Involvement:**

A. PACE Citizens Advisory Board has been established to fulfill its commitment to maintaining relationships with the riding public and the communities it serves, Pace has established a Citizens Advisory Board (CAB), which convenes quarterly to advise staff and the Pace Board on the effects Pace policies have upon the communities. The CAB is comprised of individuals from throughout the six-county metropolitan region.

CAB meetings are open to the public and notice of the meeting dates, agendas and minutes are posted online: <https://www.pacebus.com/citizens-advisory-board>

CAB meetings are held from 10:00 a.m. to 12:00 p.m. at PACE Headquarters, Conference Room 132, 550 W. Algonquin Road, Arlington Heights, Illinois, 60005. The building is accessible to persons with disabilities and transportation is available via Ride DuPage or PACE to the meetings if necessary.

CAB members represent a number of constituencies and areas of expertise, have distinguished track records of public service in numerous capacities and are deeply committed to excellence in public transit.

The Citizens Advisory Board regularly reports to the Pace Board to "advise the [Pace] Suburban Bus Board of the impact of its policies and programs on the communities [Pace] serves". In addition, CAB members make suggestions directly to Board members and Pace staff regarding improvements to the current system.

Members of the CAB are appointed by the Pace Board of Directors and serve two-year terms. The Citizens Advisory Board is another example of how Pace and the communities it serves form beneficial partnerships to solidify Pace's status as the premiere suburban public transportation service.

B. PACE Suburban ADA Advisory Committee purpose is to advise PACE staff on issues affecting people with disabilities. The committee has 15 members that meet bi-monthly at PACE Headquarters, 550 W. Algonquin Road, Arlington Heights, IL 60005. They are open to the public and held from 1:00 pm to 3:00 pm. Agendas and meeting dates are posted online: <https://www.pacebus.com/ada-advisory-committees>

Group	Caucasian	Latino	African American	Asian American	Other
<b>Suburban ADA Advisory Committee</b>	92%	0%	8%	0%	0%
<b>Citizens Advisory Board</b>	66%	0%	22%	11%	0%

C. DuPage County offers public input on the annual budget process via consumer feedback surveys posted on the County's webpage: [www.dupageco.org](http://www.dupageco.org). DuPage County also allows for public comment at all County Board meetings and committee meetings for those wanting to provide input.

DuPage County Ride DuPage Program does not have a specific public participation plan due to the fact it is a Sponsor based program. Ride DuPage is a transportation service that operates 7 days per week, 24-hours a day. Organizations such as municipalities, townships, social service organizations, and employers can participate by subsidizing transportation for their clients or constituents.

Eleven sponsoring agencies determine the eligibility for their riders. For example, a municipality may wish to establish eligibility based on age or disability, while a social service organization may establish eligibility based on income.

Each Sponsor is responsible to engage their riders. DuPage County's eligibility is for low income, disabled and or senior citizens 60+ to use the service. It is extremely limited in scope due to the high cost of the PACE call center as well as the taxi and bus fees.

Information on Ride DuPage can also be found at [www.ridedupage.org](http://www.ridedupage.org).

##### **5. LEP (Limited English Proficient) Program.**

DuPage County's Provision of Services to Persons who are Limited-English Speaking. The LEP Policy was implemented in October 2005.



## **LEP Policy**

It is the policy of DuPage County Community Services to ensure that all services and programs offered by DuPage Community Services are accessible to individuals who are limited-English-proficient. Title VI of the Civil rights Act of 1964 requires that all persons who are non-English or limited-English-speaking have the same access to services as all other persons. It is the obligation of the County to offer qualified interpreters in other languages to all clients who are non-English-speaking or limited-English-speaking. The County's obligation to provide such language interpreters is not dependent on the clients request for same.

## **Definitions**

Person who is limited-English-proficient – A person whose primary language or dialect is a language other than English, and who has difficulty speaking and/or comprehending the English language.

Qualified translator – A person fluent in English and in the necessary language of the client who can accurately speak, read, and readily interpret the necessary second language for clients who are limited-English-proficient. Interpreters shall have the ability to translate and describe completely the client's needs in both languages.

Language or communication barrier – With respect to spoken language, barriers that are experienced by limited-English-speaking or non-English-speaking individuals who speak the same primary language.

## **Procedures**

Staff will determine with the client if interpretation is needed by any of the below examples:

1. Client or client's family/friend requests an interpreter.
2. Staff's inability to effectively communicate in client's language.

Staff may use Tele-Interpreters or Optimal Phone Interpreters to determine the language a client speaks, or the client may use the sign located in the Community Services waiting area to indicate the language interpretation needed to effectively communicate. Staff will then review the internal interpreter/translator list and determine if someone can assist. If no one is available or no one meets the language criteria Tele-Interpreters will be used. If Tele-Interpreters is used staff will inform their immediate supervisor so they are aware when the billing arrives.

When a language or communication barrier exists, the County will arrange for a qualified translator to be present in all situations where effective communication is necessary. These situations shall include, but not be limited to, the following:

Intake process

Application process

Obtaining informed consent

Explaining procedures, policies, document request forms, etc.

Relatives or friends of the limited-English-speaking client shall not be used as interpreters unless, after clearly communicating to the client the availability and benefits of using a qualified interpreter, the client specifically rejects the services of the qualified interpreter and requests the services of a relative or significant other. If this occurs it must be mentioned in the client's case notes.

Interpreters will be made available at no cost to the client. To the extent possible qualified interpreters shall be available on the premises or accessible by telephone during business hours, 8:00 am to 4:30 pm.

DuPage County Community Services shall post multilingual notices regarding services for person who are limited-English-speaking in the client waiting area.

Below is a breakdown of languages in DuPage County.

Top Twenty Languages (other than English) spoken in DuPage County							
	2016			2017			
	2016 Total	2016 Very Well	2016 Less Than Very Well	2017 Total	2017 Very Well	2017 Less Than Very Well	
Total Population 5 years and over:	874,837			875,837			
Speak only English	645,603			627,382			
1 Spanish:	91,913	61,336	30,577	96,471	63,442	33,029	
2 Polish:	17,966	10,006	7,960	16,676	10,204	6,472	
3 Gujarati:	12,123	6,133	5,990	11,168	8,418	2,750	
4 Chinese (incl. Mandarin, Cantonese):	11,989	6,951	5,038	10,701	6,132	4,569	
5 Urdu:	11,395	9,035	2,360	15,774	12,978	2,796	
6 Tagalog (incl. Filipino):	10,173	7,368	1,805	9,154	7,334	1,820	
7 Hindi:	6,648	4,822	1,826	6,875	5,892	983	
8 Italian:	5,839	4,067	1,772	6,315	4,633	1,682	
9 Arabic:	5,755	4,223	1,532	7,319	5,354	1,965	
10 Greek:	4,418	3,306	1,112	4,841	3,925	916	
11 Vietnamese:	3,980	1,951	2,029	5,367	3,316	2,051	
12 Malayalam, Kannada, or other Dravidian languages:	3,695	2,833	862	2,807	2,124	683	
13 German:	3,657	3,264	393	3,230	2,827	403	
14 Ukrainian or other Slavic languages:	3,651	2,049	1,602	6,129	4,015	2,114	
15 Tamil:	3,307	2,767	540	1,746	1,480	266	
16 Telugu:	3,223	2,526	697	4,843	3,681	1,162	
17 Nepali, Marathi, or other Indic languages:	3,163	2,150	1,004	2,825	2,562	263	
18 Korean:	2,846	1,451	1,395	3,015	1,208	1,807	
19 French (incl. Cajun):	1,894	1,672	222	1,533	1,184	349	
20 Thai, Lao, or other Tai-Kadai languages:	1,748	1,748	966	1,068	633	435	

# DUPAGE COUNTY TITLE VI PROGRAM NOTICE

DuPage County hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which DuPage County receives Federal financial assistance.

Interested parties may obtain a copy of the DuPage County's Title VI Program on the DuPage County website or by requesting a copy of the program directly from DuPage County Department of Community Services. To request copies of the program in an alternative format in accordance with ADA and LEP regulations contact Gina Strafford-Ahmed, Administrator, DuPage County Department of Community Services, (630) 407-6500. DuPage County offers a variety of resources and services in other languages free of charge. Services include but are not limited to the following: oral interpreters, written language services and translations of vital documents.

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a formal complaint with DuPage County or PACE as shown below.

Please direct all questions concerning the above to:

Gina Strafford-Ahmed  
DuPage County Dept. of Community Services  
421 N. County Farm Road  
Wheaton, Illinois 60187

Please contact the following to initiate a formal complaint:

Mary A. Keating  
DuPage County Dept. of Community Services  
421 N. County Farm Road  
Wheaton, Illinois 60187



## DuPage County Title VI Complaint Form

Description: Title VI of the 1964 Civil Rights Act requires 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 off, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information to assist us in processing your complaint and send it to:

Mary A. Keating  
Director  
DuPage County Department of Community Services  
421 N. County Farm Road  
Wheaton, IL 60187  
[csprograms@dupageco.org](mailto:csprograms@dupageco.org)

Please print clearly or type:

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone/Cellular Number: \_\_\_\_\_

Email: \_\_\_\_\_

Do you prefer to be contacted via this email address? ☐ Yes ☐ No

Are you filing this complainant on your own behalf? ☐ Yes ☐ No

Name of person allegedly discriminated against: \_\_\_\_\_

Address of person alleged discriminated against: \_\_\_\_\_

City, State, Zip Code of person allegedly discriminated against: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

What is your relationship to the person for whom you are filing the complaint?

---

If you are not the complainant, please confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party:

☐

Yes, I have permission

☐

No, I do not have permission

Please check off why you believe discrimination occurred (check all that apply):

☐

Race

☐

National Origin

☐

Income

☐

Color

☐

Other (explain):

What was the date of the alleged discrimination: \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw them:

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Please list all known witnesses' names and contact information:

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What type of corrective action would you like to see taken?

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Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court? ☐ Yes (check all that apply below) ☐ No

- ☐ Federal Agency: Name of agency \_\_\_\_\_
- ☐ Federal Court: Provide location \_\_\_\_\_
- ☐ State Court \_\_\_\_\_
- ☐ State Agency: Name of agency \_\_\_\_\_
- ☐ County Court: Specify Court and County \_\_\_\_\_
- ☐ Local Agency: Name of agency \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Please attach any documents you have which support the allegation, then sign and date this form and send to the person listed on the first page of this form:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date



# DuPage County

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**File #:** HS-R-0043-23 **Version:** 1

**Type:** HS Resolution **Status:** Approved at Committee

**File created:** 3/28/2023 **In control:** [Human Services](#)

**On agenda:** 4/4/2023 **Final action:**

**Title:** Authorization to Apply for FFY 2022 and FFY 2023 Section 5310 Grant Funds from the Regional Transportation Authority.

[History \(1\)](#)[Text](#)

## AUTHORIZATION TO APPLY FOR FFY 2022 AND FFY 2023 SECTION 5310 GRANT FUNDS FROM THE REGIONAL TRANSPORTATION AUTHORITY

WHEREAS, the Regional Transportation Authority (the "Authority"), is authorized make grants as the designated recipient of the FFY 2022 and FFY 2023 Section 5310 program for Northeastern Illinois; and

WHEREAS, the Authority has the power to expend funds for use in connection with FFY 2022 and FFY 2023 Section 5310 projects; and

WHEREAS, Section 5310 funds may be used for the continued operation of the DuPage County Transportation to Work Program; and

WHEREAS a grant of SIX HUNDRED SEVEN THOUSAND EIGHTY SIX DOLLARS (\$607,086.00) would cover approximately 2 years of Transportation to Work expenses; and

WHEREAS, the grant would require County matching funds in the amount not to exceed 50%.

NOW, THEREFORE, BE IT RESOLVED that the Director of Community Services be authorized to apply for and execute this grant on behalf of DuPage County; and

BE IT FURTHER RESOLVED that County Clerk transmits copies of this resolution to the County Auditor, Treasurer, Finance Department, Department of Community Services, the DuPage County Board, and Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Application, Regional Transportation Authority (RTA), 175 West Jackson Boulevard, Suite 1650, Chicago, Illinois 60604.

Enacted and approved this 11<sup>th</sup> of April, 2023 at Wheaton, Illinois.



---

DEBORAH A. CONROY, CHAIR  
DU PAGE COUNTY BOARD

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK



**FY2022 & FY2023 Application  
Section 5310: Enhanced Mobility of Seniors  
and Individuals with Disabilities**



**CERTIFYING AUTHORITY**

I am duly authorized to make the following certification on behalf of the Applicant Organization and based on my position, knowledge and experience with the Applicant Organization:

- 1) the information contained in the Application, including attachments, is true and correct;
- 2) the Applicant has the requisite fiscal, managerial, and legal capabilities to carry out the operations and maintenance of the Project in accordance with 49 U.S.C. Section 5310; and
- 3) the Applicant shall adhere to the federal, state and local requirements related to the Project.

**Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.**

  
\_\_\_\_\_  
Signature of Authorized Official

4/7/2023

\_\_\_\_\_  
Date

Director of Community  
\_\_\_\_\_  
Title

**FY2022 & FY2023 Application  
Section 5310: Enhanced Mobility of Seniors  
and Individuals with Disabilities**



**LOCAL SHARE CERTIFICATION FORM**

I, the undersigned representing

**DuPage County**

*(Insert Legal Name of Applicant)*

**Mary A. Keating**

*(Insert Name of Authorized Official)*

do hereby certify to the Regional Transportation Authority, that the required \$ 607,086.00  
in local match funds are available and that the source of the funds are from

(be specific) County General Revenue Funds; and comply with local share requirements in FTA  
Circular 9030.1E, which are:

- a. Cash from non-governmental sources other than revenues from providing public transportation services;
- b. Non-farebox revenues from the operation of public transportation service, such as the sale of advertising and concession revenues. A voluntary or mandatory fee that a college, university, or similar institution imposes on all its students for free or discounted transit service is not farebox revenue;
- c. Amounts received under a service agreement with a State or local social service agency or private social service organization;
- d. Undistributed cash surpluses, replacement or depreciation cash funds, reserves available in cash, or new capital;
- e. Amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation); and
- f. In-kind contribution such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

**Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.**

  
\_\_\_\_\_  
Signature of Authorized Official  
**Director of Community Servi**  
\_\_\_\_\_  
Title

4/7/2023  
\_\_\_\_\_  
Date

**FY2022 & FY2023 Application  
Section 5310: Enhanced Mobility of Seniors  
and Individuals with Disabilities**

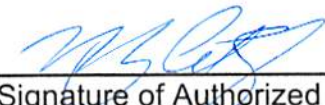


**Single Agency Audit Certification Form**

In accordance with CFR, Title 2-Subtitle A, Chapter II, Part 200, Subpart F, *Audit Requirements*, a Grantee that expends \$750,000 or more of federal funds from all sources during its fiscal year is required to have a single audit performed in accordance with CFR, Title 2, Part 200.

**Please check the appropriate box:**

- ☐ I certify our agency did not expend \$750,000 or more in federal awards during our most recent fiscal year ending on \_\_\_\_\_(mm/dd/yy).
- ☒ I certify our agency expended or will expend \$750,000 or more in federal awards during our most recent fiscal year ending on 11/30/23 (mm/dd/yy) and has fulfilled or will fulfil the audit requirement under CFR, Title 2, Part 200.
- ☐ In the event the my agency does receive \$750,000 or more in total from all federal sources during the current fiscal year, my agency will comply with the Single Audit Act and submit to the RTA a copy of its most recent audit conducted in compliance with the Act.

  
\_\_\_\_\_  
Signature of Authorized Official  
**Director of Community Serv**  
\_\_\_\_\_  
Title

4/7/2023

\_\_\_\_\_  
Date

**FY2022 & FY2023 Application  
Section 5310: Enhanced Mobility of Seniors  
and Individuals with Disabilities**



**Equal Employment Opportunity (EEO) Certification Form**

I, the undersigned representing  
**DuPage County**


*(Insert Legal Name of Applicant)*

**Mary A. Keating**

*(Insert Name of Authorized Official)*

do hereby certify to the Regional Transportation Authority,

- ☒ This organization will not have 50 or more transit-related employees even if awarded this project.
- ☐ This organization has 50 or more transit-related employees and attached is our EEO Program.
- ☐ This organization will develop and submit an EEO Program should we be awarded a 5310 project and have more than 50 transit-related employees.

  
\_\_\_\_\_  
Signature of Authorized Official

**Director of Community Serv**  
\_\_\_\_\_  
Title

**4/7/2023**

\_\_\_\_\_  
Date

*Agencies that have 50 or more transit-related employees are required to prepare and maintain an EEO Program. Transit-related employees are defined as all part-time employees and employees with collateral duties that support the transit program. For example, anyone who processes payments for a 5310-funded project would be considered a transit-related employee.*