

Form Name: RTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program - GRAY
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Date	Apr 21, 2023
Project Title	MCRide Dial-A-Ride
Applicant's Legal Name	County of McHenry
Contact Person	Jazmin Vega
Address	16111 Nelson Road Woodstock, IL 60098
Telephone #	(815) 334-4981
Email	jsvega@mchenrycountyil.gov
Applicant Fiscal Year	FY 2024 - FY 2025
SAM #	47T96
DUNS #	082044694
Request Type (Check all that apply)	Operating Existing Project
Organization type (Check all that apply)	Local Govt.
Human Services Transportation Plan (HSTP)	Goal #2 - Expand Service Areas and Hours (pg 74) Goal #4 - Coordinate Volunteer Driver Support Programs (pg 76) Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81)
On To 2050 Plan	Facilitate Partnerships for Service Sharing and Consolidation Ensure Equitable Transit Access Improve the effectiveness and accessibility of demand response services Transit providers, local governments, and the private sector should work together to explore new ways to provide targeted, flexible and/or on-demand service in EDAs, low density areas, and for seniors and people with disabilities

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]):

MCRide is an existing program which provides coordinated dial-a-ride service to individuals with at least one disability that limits or prohibits their ability to drive, older adults who are 60 years and over, and members of the general public. Riders are served through a contract between the County of McHenry and Pace Suburban Bus. Pace contracts with First Transit for bus and mobility management/Call Center operations, as well as with taxi companies to supplement the bus fleet.

MCRide is a curb-to-curb, demand response service that operates seven days of the week, currently from 5:00 a.m. to 11:00 p.m. Service is provided to all municipalities and townships within McHenry County and seven point destinations outside of the County (Advocate Good Shepherd Hospital, Advocate Sherman Hospital, Chain O'Lakes State Park, Spring Hill Mall, Barrington Metra Station, The Arboretum in South Barrington, and Randall Oaks Zoo & Golf Course). There are no limitations on trip purpose.

In January 2023, MCRide hours of operation were expanded, with the service operating from 5:00 am to 11:00 pm every day of the week. Ideally, our program would continue to expand its hours of operation to 24 hours of a day according to the demand for such expansion. These improvements to the program are in accordance with both Goal #2, as specified within the Human Services Transportation Plan.

MCDOT has maintained a very successful relationship with several non-profit transportation services, most notably the Senior Care Volunteer Network (SCVN). In addition to sharing staff time and resources, MCDOT currently funds this program with direct support for this transportation program. By operating independently from the MCRide program, the SCVN can provide unique transportation options that best suit their clients individual transit needs. Most recently, MCDOT has partnered with the McHenry County Specialty Court (Drug Court, Mental Health Court, DUI Court) for client transportation services to reduce recidivism and to make the community safer while saving taxpayer resources. As more non-profits and subsequent transportation programs are created and identified by staff, we will continue to help share data, marketing materials, and refer residents to these new services, in hopes of pairing residents with the most appropriate transit option. These symbiotic relationships represent meeting the criteria within Goal #4 & Goal #7.

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

McHenry County Division of Transportation provides in-person support, financial resources and administrative assistance for the program. Pace Suburban Bus operates the service by providing and ensuring the rolling stock, and contracts with a third-party, First Transit, to provide staff to operate the service, and other operational assistance. This collaborative partnership has been in place since the inception of the program in 2010. The partnership between the two entities represents a strong community relationship to provide vital transit offerings to residents that rely on the service to travel freely within their communities.

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

MCRide has full coverage within McHenry County, access to four different adjacent counties, with service connecting to several other transit services, including service up to the Wisconsin state border. There are seven points outside of McHenry County, at popular medical, recreational, and commercial locations were identified and also added to the coverage area as places where users could start or end their rides, further expanding the efficiency of the program.

The MCRide service directly links to numerous Metra stations on two different lines, four Pace fixed routes, and eight other dial-a-ride services in adjacent counties outside of MCRide's coverage area. This level of connectivity is ideal for transit riders that need to travel inter-county in an efficient manner.

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

The MCRide service is not restricted to a certain demographic. However, many policies within the MCRide program encourage transit dependent populations (specifically those over 60 and with a disability) to utilize the MCRide service, including reduced fares and priority reservations.

The base fare for the General Public is \$3.00 for the first five miles, with a per-mile charge of \$0.25 for every mile after the first five. There is a reduced rate for Seniors (60+) and Individuals with Disabilities who have a base fare of \$1.50 for the first five miles, with a per-mile charge of \$0.25 for every mile after the first five. Staff plans to discuss implementing plans for capped fare rates at the upcoming Public Transit Advisory Committee in May, 2023.

For all rides taken on the MCRide service, reservations are required to be made at least two hours in advance, when capacity allows. When reserving rides for Seniors (60+) and Individuals with Disabilities, rides can be reserved up to seven (7) days in advance. Reservations for the General Public can be made two (2) days in advance. This policy prioritizes finding space on MCRide buses for the most transit-dependent demographics within McHenry County.

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.

MCDOT continually educates on MCRide to individuals, agencies and special-interest organizations. Staff markets to potential program users and to social service agencies that work with targeted populations. Staff presents and tables with organizations and events, including the People in Need Forum, senior centers, transition programs, libraries, veterans groups, etc. Through the Public Transportation Advisory Committee (PTAC), staff educates human service agencies and local units of government, and they market to their own communities. The Public Transportation Advisory Committee is comprised of members from local communities, non-profits, and transit partners from the County that provide valuable input to enhance the public transportation network. MCDOT utilizes social media, mass e-mails/newsletters, and explain the system to new users and garner feedback. Brochures, Rider Guides and service area maps are regularly distributed.

After English, Spanish is the most common language spoken in McHenry County. MCRide brochures are available in Spanish. The County has a Title VI program for Spanish-speaking clients. There are challenges in marketing the program to the Hispanic/Latino community, however, outreach will continue to agencies and organizations serving the Spanish-speaking populations to ensure they receive needed information.

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.

The McHenry County Public Transportation Advisory Committee (PTAC) meets quarterly to advance transit service coordination, improvement, and expansion in the County. MCRide is a primary topic addressed at PTAC meetings. PTAC attendees represent: Senior Care Volunteer Network, Senior Services, Pioneer Center for Human Services, Services for the Blind & Visually Impaired, Center for Independent Living, Continuum of Care to End Homelessness, Bicycle Advocates, Pace, Metra, RTA, McHenry County College, McHenry County Department of Health, McHenry County Planning & Development, McHenry County Council of Mayors, Visit McHenry County, Mental Health Board, townships, and municipalities.

To further support human service agencies' transportation needs, Universal Fare Cards are sold to provide trips on MCRide without the need to transfer cash to clients. To date, over 27,600 fare cards have been sold to local non-profits and government agencies for use on MCRide. Some of the organizations that have purchased fare cards include the McHenry County Crisis Program, 22nd Circuit Court Specialty Courts, Home of the Sparrow, Turning Point, Pioneer Center, Salvation Army, Family Health Partnership, Good Samaritan Ministry, Epilepsy Foundation, McHenry County Probation/Court Services, and Harvard Senior Center. Staff plans to continue to promote the availability of these fare cards.

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?

Each year, the McHenry County Division of Transportation administers a significant amount of federal funds for various transportation projects throughout the department. Some of these funding sources include, but are limited to, Congestion Mitigation and Air Quality Improvement (CMAQ); Federal STP (STP-L, STP-C, STP-Bridge); Unified Work Program (UWP); and/or Highway Safety Improvement Program (HSIP). The department has become well-versed in the administrative, public engagement, financial allocation, and/or the reporting requirements that come along with the Federal, State, and local funds granted to our department's projects.

In addition, MCDOT has successfully administered the Section 5310 program funds for many years, as well as the JARC and New Freedom funds before that.

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.

As MCRide expanded its geographic coverage to the entirety of McHenry County in January 2021, there are no additional municipalities or townships to be included in the service area. MCRide recently expanded operating hours in January 2023, which have provided a transportation options for those working non-traditional working hours, off-peak medical appointments, and/or provide a viable option to prevent potential DUI's and the dangers they present. Staff has tracked ridership during the new hours of operation and has determined an increase in ridership in these new hours of operation. Staff will provide an update to the Public Transit Advisory Committee and the McHenry County Transportation Committee.

Existing 2022

Countywide Service (~46 government agencies)

Projected in 2023

Countywide Service (~46 government agencies)

Projected in 2024

Countywide Service (~46 government agencies)

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).

As stated previously, MCRide is a borderless, County-wide transit program operating during most hours of the day (5:00 AM - 11:00 PM).

In calendar year 2021, MCRide provided 86,455 trips (83,262 on buses and 3,193 on taxis).

In calendar year 2022, MCRide provided 86,239 trips (83,483 on buses and 2,756 on taxis).

In calendar year 2023, we estimate MCRide will provide 97,000 trips (93,000 on buses and 4,000 on taxis).

In calendar year 2024, we estimate MCRide will provide 100,000 trips (95,000 on buses and 5,000 on taxis).

2021: Seniors 65 years of Age and Over (Projects Serving Seniors)	27001
2022: Seniors 65 years of Age and Over (Projects Serving Seniors)	22000 (est.)
2023: Seniors 65 years of Age and Over (Projects Serving Seniors)	25000
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	26000
2021: Individuals with Disabilities	24710
2022: Individuals with Disabilities	30000 (est.)
2023: Individuals with Disabilities	34000
2024: Individuals with Disabilities	35000
2021: General Public	34717
2022: General Public	34239
2023: General Public	38000
2024: General Public	39000
2021: Total	86428
2022: Total	86239
2023: Total	97000
2024: Total	100000
Existing operating hours (2022)	6 AM - 7 PM
Projected expansion hours (2023)	5 AM - 11 PM
Projected Expansion Hours (2024)	12 AM - 11:59 PM
Existing 2022	McHenry County plus 7 point destinations
Projected 2023	McHenry County plus 7 point destinations
Projected 2024	McHenry County plus 7 point destinations
Existing 2022	N/a
Projected 2023	N/a
Projected 2024	N/a

List of Partners	All cities and townships in McHenry County.
Interagency Agreement	No, only an IGA with Pace for service
County(s)	McHenry and parts of Lake and Kane
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.	If PTAC recommends capped fares on MCRide and the County Board approves the modification, this policy change will take effect on 1/1/2024. MCRide has a distance-based fare structure and longer trips can be unaffordable for some riders. The goal would be to reduce the rider cost for longer trips.
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.	Staff have been instructed to direct riders over the age of 60 that cannot afford the MCRide service and/or need transportation outside of the program's hours of operation to the Senior Care Volunteer Network (SCVN). SCVN offers free transportation to Seniors (60+) in personal vehicles driven by other Seniors, all of which are volunteers. MCDOT provides annual financial resources to this program, as the department sees great value in offering different transportation options to residents. Staff monitors the number of residents that are referred to this service and request that SCVN monitor the number of riders that are referred to MCRide by their organization.
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.	Three townships continue to provide a bus service independent of MCRide - Richmond/Burton, McHenry and Algonquin. The County Board has set a goal of consolidating/eliminating these three township programs and recommending riders utilize MCRide.
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.	Staff will continue to monitor the customer satisfaction with the current reservation system, which entails calling into the Pace-contracted Call Center to register and subsequently reserve a ride(s).
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.	Staff has working relationships with several non-profit, local governmental agencies, and governmental agencies that operate transportation services for residents and/or their clientele. The recent RTA Human Services Transportation Plan (HSTP) helped to identify and inventory these programs. Staff keeps an up-to-date GIS file identifying these programs and their coverage areas in order to provide information to residents and determine if program consolidations can yield further efficiency.
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.	This is being explored in the County's ongoing 2050 LRTP.
Federal 50%	750000

Local 50%	750000
Federal 50%	750000
Local 50% Match	750000
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0
Describe the methodology used to develop the above budgets.	An average of historical Section 5310 requests was used to develop the budget - \$59,000 per month = \$708,000 per year + small increase in ridership
File	https://www.formstack.com/admin/download/file/14518441575

RESOLUTION

Resolution Authorizing Applications for and Execution of a FFY2022 and FFY2023 Section 5310 Grant Agreement for the MCRide Dial-a-Ride Program (82)

WHEREAS, the Regional Transportation Authority (the "RTA") is authorized to make grants as the designated recipient of the FFY2022 & FFY2023 Section 5310 program for Northeast Illinois; and

WHEREAS, the RTA has the power to expend funds for use in connection with the FFY2022 & FFY2023 Section 5310 project; and

WHEREAS, the RTA has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers; and

WHEREAS, approval of said funds will impose certain financial and reporting obligations upon the recipient; and

WHEREAS, the MCRide Dial-a-Ride Transit Program provided through a contractual arrangement with Pace has been funded since 2012 with federal operating assistance grants from the RTA; and

WHEREAS, the required local match from the County has been budgeted for in County Fiscal Year 2023 and has been programmed in the 2023-2027 Transportation Program.

NOW, THEREFORE BE IT RESOLVED, by this County Board of McHenry County, Illinois, that it hereby authorizes:

Section 1. That the Chairman of the County Board and his successor is authorized to execute and file applications on behalf of McHenry County with the Regional Transportation Authority for a FFY2022 and FFY2023 Section 5310 grant for the MCRide Program totaling \$1,500,000.00.

Section 2. That the Chairman of the County Board and his successor is authorized to furnish such additional information, assurances, certifications and amendments as the Regional Transportation Authority may require in connection with this FFY2022 and FFY2023 Section 5310 grant agreement application.

Section 3. That the Chairman of the County Board and his successor certify that the County of McHenry will provide the required local match from the MCDOT RTA Sales Tax Project Fund, Fund-Dept.-Div.-Main Acct. 260-82-8210-423200 (Transit Services).

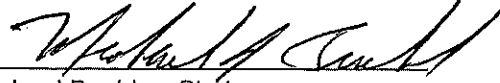
Section 4. That the Chairman of the County Board and his successor is authorized and directed on behalf of the County of McHenry to execute and deliver grant agreements and all subsequent amendments thereto between the County of McHenry and the Regional Transportation Authority for FFY2022 and FFY2023 Section 5310 grant, and the County Clerk of the County of McHenry is authorized and directed on behalf of the County of McHenry to attest said agreements and all subsequent amendments thereto.

Section 5. That the Chairman of the County Board and his successor is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the County of McHenry.

BE IT FURTHER RESOLVED, that the County Clerk is hereby authorized to distribute a certified copy of this Resolution to the County Administrator and the Chief Financial Officer, as well as an electronic copy to the Director of Transportation/County Engineer.

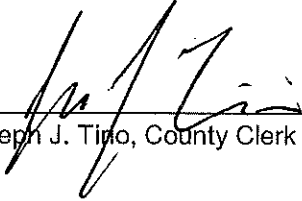
DOT-2023-031

DATED at Woodstock, Illinois, this 18th day of April, A.D., 2023.



Michael Buehler, Chairman
McHenry County Board

ATTEST:

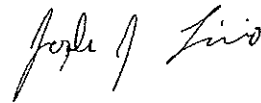


Joseph J. Tino, County Clerk

STATE OF ILLINOIS)
) SS
COUNTY OF MCHENRY)

I, Joseph J Tirio, County Clerk within and for said County and State aforesaid, do hereby, certify the attached to be a true and complete copy of the RESOLUTION AUTHORIZING APPLICATIONS FOR AND EXECUTION OF A FFY2022 AND FFY2023 SECTION 5310 GRANT AGREEMENT FOR THE MCRIDE DIAL-A-RIDE PROGRAM (R-202304-82-118).

WHEREOF I have hereunto subscribed my hand and affixed the official seal of said County, at my office in Woodstock, Illinois this 18TH day of April 2023.



McHenry County Clerk

CERTIFICATIONS AND BOARD RESOLUTION

**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

Date

Title

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



LOCAL SHARE CERTIFICATION FORM

I, the undersigned representing

_____ *(Insert Legal Name of Applicant)*

_____ *(Insert Name of Authorized Official)*

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

(be specific) _____; 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

Date

Title

**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

_____ *(Insert Legal Name of Applicant)*

_____ *(Insert Name of Authorized Official)*

do hereby certify to the Regional Transportation Authority,

that the attached Title VI Plan, approved on _____ is in effect.

Or

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

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

Signature of Authorized Official

Date

Title

MCRIDE TITLE VI PROGRAM

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.

The MCRide Dial-A-Ride program, receiving such federal funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied benefits of, its transportation services on the basis of race, color or national origin. The Regional Transportation Authority (RTA) requires that the McHenry County Division of Transportation (MCDOT), administrator of the MCRide program and sub-recipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

MCDOT promotes responsible public policy, ethical and high quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation system. MCDOT serves as the administrator of the MCRide program and is not involved in the day-to-day operations, which are provided or contracted by Pace Suburban Bus.

1. Title VI Program Notice to the Public

- A. The notice as required by law:
 - “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 subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 USC 2000d)
- B. This notice is posted:
 - a. On the McHenry County MCRide Website: www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcride-dial-a-ride
 - b. In the MCRide Rider’s Guide
 - c. In the MCRide Brochure
 - d. At the McHenry County Division of Transportation office (See Exhibit A)

2. How to File a Title VI Grievance; Complaint Process and Appeal

- A. Purpose: To allow a recipient of federally funded services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964.
- B. Complaint Process
 - a. Recipients with a grievance may voice their dissatisfaction at any time without fear of discrimination or reprisal. Complaint intake is received without judgment and all submittals are promptly investigated.
 - b. Recipients may begin the Title VI complaint process at any time by directly contacting a direct service or paid auxiliary staff member.
 - i. Pace Customer Relations
 - (a) Phone: 800-606-1282 or 847-364-7223 (all comments, complaints or incidents are recorded)

MCRIDE TITLE VI PROGRAM

- (b) Información en Español: 847-228-3575
 - (c) Email: Passenger.Services@PaceBus.com
 - (d) Online: www.pacebus.com/sub/general/request_information.asp
 - (e) Regular mail: Pace Suburban Bus Service- Customer Relations, 550 W. Algonquin Road, Arlington Heights, IL 60005
 - (f) Pace Title VI Complaint Line: English 847-354-7956, Español 847-354-7957
 - ii. McHenry County Division of Transportation: direct inquiries to 1) Transportation Planner, 2) Principal Transportation Planner or 3) Assistant County Engineer
 - (a) Phone: 815-334-4960
 - (b) Email: mcride@mchenrycountyil.gov
 - (c) Online: www.mchenrycountyil.gov/home/showdocument?id=41018
 - (d) Regular mail: McHenry County Division of Transportation, 16111 Nelson Road, Woodstock, IL 60098
 - (e) En Español: www.surveymonkey.com/s/MCRideCastellano
 - iii. Federal Transit Administration
 - (a) Regular mail: 1200 New Jersey Avenue, SE, Washington, DC 20590
 - (b) Phone: 888-446-4511
 - iv. Recipients may express their grievances or concerns at the quarterly McHenry County Public Transportation Advisory Committee (PTAC), monthly McHenry County Board, or monthly McHenry County Board-Transportation Committee meetings. Recipients can find a list of upcoming meetings on the McHenry County meeting portal: <http://mchenrycountyil.iqm2.com/Citizens/default.aspx>
- c. When possible, complaints should be submitted in writing.
MCRide Title VI Complaint Form – See Exhibit B
 - d. A complaint can be withdrawn at any time.
- C. Complaint Review Procedure
- a. All complaints are followed-up on and documented.
 - b. Complaints are forwarded by the person who has received the complaints to the staff member or agency most able to address the recipient’s concerns.
 - c. Based on the information presented in the complaint, the staff member may need to determine if an “incident report” was completed/signed. If so, this shall be used to aid the investigation.
 - d. The staff person contacts the recipient to discuss the issues and gather additional information.
 - i. If the recipient feels uncomfortable discussing their grievance with the assigned staff member they are invited to speak with a different staff member about their concerns.
 - ii. If the recipient is dissatisfied with the result of the conversation, they are invited to speak with a different staff member about their concerns.

MCRIDE TITLE VI PROGRAM

- e. Recipients shall receive responses to their complaints, in writing, within ten (10) working days. Responses will contain the decision, supporting reasons for the decision, and any appropriate staff signatures with dates. Responses will also contain reference to the appeal procedure.
 - f. All complaints, with associated responses, will be presented at the quarterly PTAC meetings.
- D. Appeal Procedure
- a. If the complaint is not resolved to the satisfaction of the recipient, the recipient may appeal the decision.
 - b. Appeals must be submitted in writing to the McHenry County Division of Transportation within five (5) working days of the recipient having received the original response.
 - c. A staff member, different from the person who reviewed the initial complaint, will investigate all sides of the appeal and complaint.
 - d. The recipient will be notified of the appeal decision and supporting reasons via phone call and in writing within ten (10) working days from the date the written appeal is received.
 - e. MCRide Title VI Appeal Form – See Exhibit C

3. Listing of all Title VI Investigations, Complaints, or Lawsuits

- A. In order to comply with 49 CFR Section 21.9(b), a list of any active investigations, lawsuits, or complaints that allege discrimination on the basis of race, color, or national origin will be prepared and maintained. This list shall include the date of the investigation, lawsuit, or when the complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by McHenry County and Pace Suburban Bus Service in response to a federally funded MCRide service investigation, lawsuit, or complaint.
- B. MCRide has had no investigations, complaints, or lawsuits in regards to Title VI.

4. Public Participation Plan

- A. In order to comply with 49 CFR Section 21.9(d), McHenry County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.
- B. MCDOT is committed to regularly engaging with the public through various outreach opportunities. Below is a summary of the MCDOT's public outreach activities.
 - a. Public Meetings and Hearings: Information and notification about federally funded MCRide services is provided to the public through the following avenues:
 - i. McHenry County hosts Public Transportation Advisory Committee (PTAC) meetings every quarter. Additionally, there is typically one Transportation Committee of the County Board and one County Board meeting are held each month. Notice of upcoming meetings is advertised on the County website, in local newspapers, and posted in the Administration Building. PTAC meetings are also publicized through an email/marketing system through which interested

MCRIDE TITLE VI PROGRAM

- parties can sign up to receive news alerts. Recipients are encouraged to attend these meetings and provide comments during the public comment periods.
- ii. MCDOT staff responds to requests for in-person informational presentations from government, community-based and non-profit organizations throughout the County. Staff also attends forums and public meetings for other agencies and jurisdictions to provide opportunities for recipients to raise issues and ask questions.
- b. Website
- i. MCDOT maintains a website that provides information to the public regarding MCRide, including: how dial-a-ride works, how to reserve a trip, service area, eligibility, fare structure, customer service, and rights under Title VI. The website includes an online form, phone number, and email address of MCDOT staff if questions arise and more information is needed.
 - ii. MCRide is referenced on the Pace Suburban Bus Dial-a-Ride Directory website (http://www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp).
 - iii. MCRide information is posted on partner (municipal and township) websites.
- c. Informational Handouts: Members of the public and service recipients are given access to a MCRide Brochure and Rider's Guide that outline the MCRide program and services, including the Title VI program. These are widely disseminated in hard copy and electronically.

5. Language Assistance Plan for Limited English Proficient (LEP) Persons

- A. Purpose: To ensure meaningful access to benefits, services and information to individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English.
- B. Available assistance for LEP persons using MCRide
- a. MCRide Brochure and Title VI Complaint Form are translated into Spanish, and available online and in hard copy.
 - b. Interpreters are available at the Pace Call Center, which provides reservation and dispatch services for MCRide.
 - c. Pace Suburban Bus has additional language assistance services available through their Customer Relations department.
 - d. FTA Information available at: www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/title-vi-guidance
- C. The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program
- a. Based on the U.S. Census Bureau Quick Facts (population estimates July 1, 2016), 81.5% of the County's population identifies as White/Non-Hispanic and 12.9% as Hispanic or Latino.

MCRIDE TITLE VI PROGRAM

- b. Based on the U.S. Census Bureau Quick Facts (population estimates July 1, 2016), 14.3% (of persons 5 years and above) reported speaking a language other than English at home.
- c. A detailed breakdown of Language Spoken at Home from the 2016 American Community Survey 1-Year Estimates is shown in the table below.

LANGUAGE SPOKEN AT HOME: 2016 American Community Survey 1-Year Estimates

SUBJECT	McHenry County, Illinois			
	TOTAL		PERCENT	
	ESTIMATE	MARGIN OF ERROR	ESTIMATE	MARGIN OF ERROR
Population 5 years and over	290,290	± 492	X	X
English only	248,356	± 4,053	85.6%	± 1.4
Language other than English	41,934	± 4,112	14.4%	± 1.4
Speak English less than "very well"	13,999	± 2,970	33.4 %	± 6.1
Spanish	27,336	± 2,969	9.4%	± 1.0
Speak English less than "very well"	9,934	± 2,583	36.3%	± 8.0
Other Indo-European languages	10,413	± 2,624	3.6%	± 0.9
Speak English less than "very well"	2,970	± 1,314	28.5%	± 10.5
Asian and Pacific Island languages	3,387	± 1,236	1.2%	± 0.4
Speak English less than "very well"	995	± 654	29.4%	± 16.5
Other languages	798	± 569	0.3%	± 0.2
Speak English less than "very well"	100	± 128	12.5%	± 14.9

*Source: American Community Survey, 2016 estimates for McHenry County

- d. During past outreach for transit services, McHenry County notes that it was rare for an individual to have no English skills. On the occasions when this did arise, family members or friends were often able to provide some level of spontaneous interpretation services.
- e. McHenry County also notes that the margin of error for the American Community Survey estimates is fairly high for those who do not speak English "very well."
- f. The Means of Transportation to Work by Languages Spoken at Home and Ability to Speak English, from the 2016 American Community Survey-1 Year Estimates for McHenry County, is shown below.

MEANS OF TRANSPORTATION TO WORK BY LANGUAGES SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH: 2016 American Community Survey 1-Year Estimates

	McHenry County, Illinois	
	Estimate	Margin of Error
Total (Workers 16 Years and Over)	159,605	± 3,583
Public transportation (excluding taxicab)	3,427	± 772
Speak language other than English	5.1%	±4.5
Speak English "very well"	5.1%	±4.5
Speak English less than "very well"	0.0%	± 4.1

*Source: 2016 American Community Survey 1-Year Estimates

MCRIDE TITLE VI PROGRAM

- i. Amongst working age (over 16) transit users that speak a language other than English, all reported speaking English “very well.”
- ii. This evidence suggests there may be a language barrier to accessing transit services.
- g. As stated before, the MCDOT is not actively engaged in the day-to-day operations of the MCRide service and therefore does not frequently interact with LEP individuals outside the instances stated in the Public Participation Plan (Section 4).

6. Membership of Non-Elected Committee

A. Racial Breakdown of Transit-Related, Non-Elected Planning Boards, Advisory Councils, or Committees, or Similar Decision-Making Bodies

Body	White (alone) Not Hispanic	Hispanic or Latino	Black or African American (alone)	American Indian and Alaskan Native (alone)	Asian (alone)	Native Hawaiian/ Pacific Islander (alone)	Two or more races
McHenry County*	81.5%	12.9%	1.6%	0.5%	2.9%	0.1%	1.5%
Public Transportation Advisory Committee	96.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%

*Source: U.S. Census Bureau Quick Facts: Population estimates July 1, 2016 (V2016)

- B. McHenry County Public Transportation Advisory Committee (PTAC)
- a. The MCDOT does not control the appointment of the members of PTAC, and therefore cannot affect the racial breakdown of the Committee.
 - b. PTAC agencies are appointed by the McHenry County Transportation Committee Chair with consent of the Transportation Committee of the County Board, who are elected officials serving the residents of McHenry County. Representatives are selected by their respective agencies.
 - c. The PTAC by-laws state that members shall be representatives of various groups that have technical expertise and interest in public transportation, bicycle, and pedestrian issues.

MCRIDE TITLE VI PROGRAM

Exhibit A: Title VI Public Notification

PUBLIC NOTIFICATION OF RIGHTS UNDER TITLE VI

MCRIDE DIAL-A-RIDE

- *“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 subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 USC 2000d)*

A ninguna persona en los Estados Unidos, por su raza, color de piel o nacionalidad, se le podrá excluir de la participación, negar los beneficios o ser objeto de discriminación en un programa o actividad que recibe asistencia financiera federal. (42 USC 2000d)

- MCRide operates without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MCRide.

MCRide funciona sin tomar en cuenta la raza, color o el origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con MCRide.

- For more information on the procedure to file a complaint, contact our office at (815) 334-4960, mcrider@mchenrycountyil.gov, or visit www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcrider-dial-a-ride



Exhibit B: Title VI Complaint Form

Title VI Complaint 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.” (42USC2000d) If you feel you have been discriminated against in transit services associated with MCRide, please provide the following information in order to assist us in processing your complaint and send it to:

Pace Suburban Bus
Attn: Title VI Liaison
550 West Algonquin Road
Arlington Heights, Illinois 60005
847-228-2306

OR

McHenry County Division of Transportation
Attn: Transportation Planner
16111 Nelson Road
Woodstock, IL 60098
815-334-4960

Please print clearly or type:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Email Address: _____

Person allegedly discriminated against: _____

Address of person allegedly discriminated against: _____

City, State, Zip code of person allegedly discriminated against: _____

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

____ **Race or color**

____ **National origin**

____ **Income**

____ **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:

Please list any and all known witnesses' names and contact information:

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

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.

Your Signature

Print Your Name

Date

Title VI Complaint Response – For Investigating Staff Use Only

Please use this space to document the response to the above complaint. Send the response to the service recipient within ten (10) working days.

Please describe the response and any corrective actions taken.

Printed Name & Title of Investigating Staff Member

Date

Signature

Exhibit C: Title VI Appeal Form

Title VI Appeal Form

This form is to be used to file an appeal to a complaint response that is in relation to Title VI of the Civil Rights Act of 1964 which states, "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." (42USC2000d)

Please send the completed Appeal Form to:

Pace Suburban Bus
Attn: Title VI Liaison
550 West Algonquin Road
Arlington Heights, Illinois 60005
847-228-2306

OR

McHenry County Division of Transportation
Attn: Transportation Planner
16111 Nelson Road
Woodstock, IL 60098
815-334-4960

1. Please provide a brief explanation of the concern or problem. A copy of the original complaint should also be attached.

Printed Name of Rider

Phone Number

Rider Signature

Date

Rider Address

2. Response from Investigating Staff Member – Send this response to the service recipient within ten (10) working days.

Printed Name & Title of Investigating Staff Member

Date

Signature

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



Equal Employment Opportunity (EEO) Certification Form

I, the undersigned representing

(Insert Legal Name of Applicant)

(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

Date

Title

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.

**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 _____(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

Date

Title

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



Traditional Project Certification Eligibility Units of Local Government

(New Applicants Only)

Public agencies must certify that no non-profit agencies are readily available in order to be eligible for traditional 5310 project funding.

- As a unit of local government, (insert name of unit of local government) certifies that no non-profit agency is readily available in the area. The RTA will contact you to assist with the certification process.

- As a unit of local government, (insert name of unit of local government) does not wish to become a certified agency.

Signature of Authorized Official

Date

Title

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



Private Non-Profit Organization Certification Eligibility

Private Non-Profit Organization

- As a private non-profit organization, (insert name of private non-profit organization) have attached to this application is our IRS 501(c)(3) letter establishing our eligibility for Section 5310 funding.

Signature of Authorized Official

Date

Title

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



Governing Board Resolution

This or a similar resolution is required of all applicants.

Resolution No.

Project Title

Resolution authorizing applications for and execution of a FY2022 and FY2023 Section 5310 grant agreement under the Regional Transportation Authority's general authority to make such Grants.

Whereas, the Regional Transportation Authority (the "Authority"), is authorized make such grants as the designated recipient of the FY2022 and FY2023 Section 5310 program for Northeastern Illinois; and

Whereas, the Authority has the power to expend funds for use in connection with FY2022 and FY2023 Section 5310 projects, and

Whereas, the Authority has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers, and

Whereas, approval for said funds will impose certain financial and reporting obligations upon the recipient.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD OF THE [Insert Name of Applicant]:

Section 1. That the [Insert Authorized Official], {Authorized Official Title} and his/her successor is authorized to execute and file applications on behalf of [Insert Name of Applicant] with the Regional Transportation Authority for a FY2022 and FY2023 Section 5310 grant for [Insert Project Title].

Section 2. That the [Insert Authorized Official], {Authorized Official Title} and his/her successor is authorized to furnish such additional information, assurances, certifications and amendments as the Regional Transportation Authority may require in connection with this FFY2022 and FY2023 Section 5310 grant agreement application.

Section 3. That the [Insert Authorized Official], {Authorized Official Title} and his/her successor certify that {Insert Name of Applicant} will provide the required local match from {Insert Source of Funds for Local Match} funds.

Section 4. That the [Insert Authorized Official], {Authorized Official Title} and his/her successor is authorized and directed on behalf of the [Insert Name of Applicant] to execute and deliver grant agreements and all subsequent amendments thereto between the [Insert Name of Applicant] and the Regional Transportation Authority for FY2022 and FY2023 Section 5310 grant, and the Secretary of the (Name of Applicant) is authorized and directed on behalf of the [Insert Name of Applicant] to attest said agreements and all subsequent amendments thereto.

Section 5. That the [Insert Authorized Official], {Authorized Official Title} and his/her is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the [Insert Name of Applicant].

PRESENTED and ADOPTED the _____ day of _____, 20_____

Signature of Authorized Official

Signature of Attest

Title

Title

RESOLUTION

Resolution Authorizing Applications for and Execution of a FFY2022 and FFY2023 Section 5310 Grant Agreement for the MCRide Dial-a-Ride Program (82)

WHEREAS, the Regional Transportation Authority (the "RTA") is authorized to make grants as the designated recipient of the FFY2022 & FFY2023 Section 5310 program for Northeast Illinois; and

WHEREAS, the RTA has the power to expend funds for use in connection with the FFY2022 & FFY2023 Section 5310 project; and

WHEREAS, the RTA has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers; and

WHEREAS, approval of said funds will impose certain financial and reporting obligations upon the recipient; and

WHEREAS, the MCRide Dial-a-Ride Transit Program provided through a contractual arrangement with Pace has been funded since 2012 with federal operating assistance grants from the RTA; and

WHEREAS, the required local match from the County has been budgeted for in County Fiscal Year 2023 and has been programmed in the 2023-2027 Transportation Program.

NOW, THEREFORE BE IT RESOLVED, by this County Board of McHenry County, Illinois, that it hereby authorizes:

Section 1. That the Chairman of the County Board and his successor is authorized to execute and file applications on behalf of McHenry County with the Regional Transportation Authority for a FFY2022 and FFY2023 Section 5310 grant for the MCRide Program totaling \$1,500,000.00.

Section 2. That the Chairman of the County Board and his successor is authorized to furnish such additional information, assurances, certifications and amendments as the Regional Transportation Authority may require in connection with this FFY2022 and FFY2023 Section 5310 grant agreement application.

Section 3. That the Chairman of the County Board and his successor certify that the County of McHenry will provide the required local match from the MCDOT RTA Sales Tax Project Fund, Fund-Dept.-Div.-Main Acct. 260-82-8210-423200 (Transit Services).

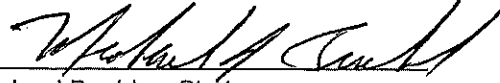
Section 4. That the Chairman of the County Board and his successor is authorized and directed on behalf of the County of McHenry to execute and deliver grant agreements and all subsequent amendments thereto between the County of McHenry and the Regional Transportation Authority for FFY2022 and FFY2023 Section 5310 grant, and the County Clerk of the County of McHenry is authorized and directed on behalf of the County of McHenry to attest said agreements and all subsequent amendments thereto.

Section 5. That the Chairman of the County Board and his successor is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the County of McHenry.

BE IT FURTHER RESOLVED, that the County Clerk is hereby authorized to distribute a certified copy of this Resolution to the County Administrator and the Chief Financial Officer, as well as an electronic copy to the Director of Transportation/County Engineer.

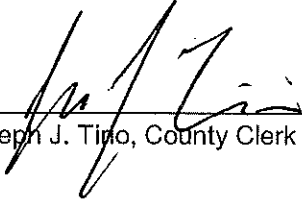
DOT-2023-031

DATED at Woodstock, Illinois, this 18th day of April, A.D., 2023.



Michael Buehler, Chairman
McHenry County Board

ATTEST:

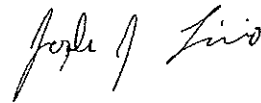


Joseph J. Tino, County Clerk

STATE OF ILLINOIS)
) SS
COUNTY OF MCHENRY)

I, Joseph J Tirio, County Clerk within and for said County and State aforesaid, do hereby, certify the attached to be a true and complete copy of the RESOLUTION AUTHORIZING APPLICATIONS FOR AND EXECUTION OF A FFY2022 AND FFY2023 SECTION 5310 GRANT AGREEMENT FOR THE MCRIDE DIAL-A-RIDE PROGRAM (R-202304-82-118).

WHEREOF I have hereunto subscribed my hand and affixed the official seal of said County, at my office in Woodstock, Illinois this 18TH day of April 2023.



McHenry County Clerk

RESOLUTION

SUBJECT: Resolution Authorizing Applications for and Execution of a FFY2022 and FFY2023 Section 5310 Grant Agreement for the MCRide Dial-a-Ride Program

Board / Committee Action Requested:

To authorize the Chairman of the County Board to submit an application to the Regional Transportation Authority for \$1,500,000.00 in Federal Section 5310 funding for the MCRide Dial-a-Ride Transit Program.

Background and Discussion:

This application is to continue providing Federal funding to reimburse the County for eligible operating costs. The application requests \$1,500,000.00 in operational grant monies to help fund MCRide for the next two years (\$750,000 in County FY24 and \$750,000 in County FY25).

MCRide is a demand response transit service provided through a contractual arrangement between the County and Pace. In January 2021 the MCRide was expanded to a countywide service, the first of its kind in the Chicagoland region. In addition to true borderless countywide service, seven point destinations outside of the County were added to the service to provide riders with additional options for inter-County travel. The hours of operation were also expanded in 2023, with the service operating from 5:00 am to 11:00 pm every day of the week.

Pace subsidizes the MCRide program at 50% of the Operating Deficit. The County was awarded \$600,000 in federal Section 5310 Federal grants in 2014, \$496,291 in 2016, \$840,000 in 2017, \$1,200,000 in 2018 and \$1,400,000 in 2021.

Section 5310 programs help meet the transportation needs of seniors 60 years and older and individuals with disabilities. This application is for \$1,500,000 for Federal fiscal years 2022 (\$750,000) and 2023 (\$750,000). This amount is equal to 50% of the estimated operational cost of services on MCRide for individuals with disabilities and for individuals 60 and older.

Historically, 25% of the trips provided on MCRide are taken by individuals over the age of 60; 35% of the trips are taken by individuals under the age of 60 with a disability; and 40% of the trips are taken by individuals considered to be general public. Nearly 60% of the program's ridership can therefore seek reimbursement from this federal Section 5310 grant.

Impact on Human Resources: N/A

Impact on Budget (Revenue; Expenses, Fringe Benefits):

Local share of operating costs for MCRide are budgeted annually and programmed in the 2023-2027 Transportation Program. This grant, if awarded, would reimburse the County after payments are made to Pace.

Impact on Capital Expenditures: N/A

Impact on Physical Space: N/A

Impact on Other County Departments or Outside Agencies: N/A

Conformity to Board Ordinances, Policies and Strategic Plan:

Conforms to County policies and the strategic plan.