

TITLE VI PROGRAM

for

TCRC, Inc., *dba* We Care



Approved: May 8, 2024

Expires: May 8, 2027

We Care Title VI Program

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1. Purpose and Introduction

TCRC, Inc. DBA We Care, (hereinafter referred to as We Care), is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of We Care services on the basis of race, color or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116.

We Care is committed to a workplace complaint to Title VI of the Civil Rights Act of 1964.

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) and the US Department of Transportation, We Care has an obligation to ensure that:

- A program is in place for correcting any discrimination, whether intentional or unintentional.
- The benefits of services that are provided within the County are shared equitably throughout the county.
- No one is precluded from participating in We Care’s service planning and development process.
- The level and quality of services are sufficient to provide equal access to all riders in its service area.
- Decisions regarding service changes or facility locations are made without regard to race, color, or national origin.

Definitions:

We Care recognizes that the definitions in chapter 53 of title 49, United States Code, and in 49 CFR part 21 apply to FTA Circular 4702.1 B. We Care uses the following definitions:

Discrimination: refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Limited English Proficiency (LEP): Person refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-Income Person: means a person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines.

Minority Person include the following:

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands

2. ***Notifying Beneficiaries of Their Rights under Title VI***

To make Tazewell and Woodford County residents aware of We Care's commitment to Title VI compliance, and of their right to file a complaint, We Care has presented the following language on its website (www.wecareofmorton.com).

The following is the We Care Title VI Notice:

Title VI Notice to the Public

- We Care operates without regard to race, color, and 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 We Care.
- For more information on We Care's Title VI Program, obligations, or for procedures to file a complaint, please contact:

TCRC. Inc., dba We Care
Human Resource Department
33 S. 4th St.
Pekin, IL 61554
(309) 347-7148
- A complainant may file a complaint directly with the Federal Transit Administration to: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact (309) 347-7148.
- *Si se necesita información en otro idioma, comuníquese con (309) 347-7148.*

We Care Notice to the Public is posted in the following locations:

1. In all buses used in transit service
2. In our central office on the bulletin board
3. On our website (www.wecareofmorton.com)

3. Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, We Care has in place the following complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation by We Care's administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. The Complainant may, but is not required to, use We Care's Combined Complaint Form for ADA and Title VI. We Care investigates complaints received no more than 180 days after the alleged incident.

Written complaints shall be sent to:

**Human Resources
TCRC, Inc., DBA We Care
33 S. 4th St.
Pekin, IL 61554**

2. If you need assistance reducing your complaint to writing, please contact Human Resources at (309) 347-7148.
3. Within thirty (30) calendar days of receipt of the complaint(s), Human Resources will acknowledge receipt of the complaint(s), inform the complainant of proposed action to process the complaint(s), and advise the complainant of other avenues.
4. Within one-hundred twenty (120) calendar days of receipt of the complaint(s), Human Resources will conduct and complete a full investigation of the complaint(s), and, based on the information obtained, and will render a recommendation for action in a report of findings to the Board. A resolution with no actions will be recommended if the complaint is not substantiated.
5. Within thirty days (30) calendar days of the completion of the full investigation (one hundred fifty (150) calendar days since the original receipt of the complaint(s)), Human Resources will notify the complainant in writing of the final decision reached. The notification will advise the complainant of his or her right to submit a request for reconsideration (appeal) within thirty (30) calendar days from the date the notice of disposition is issued. Appeals will be reviewed by a separate party within thirty (30) calendar days from the dated request for reconsideration. A final decision will then be issued.
7. Human Resources will maintain a log of all verbal and non-written complaints received. The log will include the following information:

- Name of complainant
- Name of respondent
- Basis of complaint
- Date complaint received
- Explanation of the actions taken or proposed to resolve the issue raised in the complaint

8. A person may also file a complaint directly with the Federal Transit Administration at:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC, 20590

We Care will conduct a quarterly review of all Title VI complaints received. Corrective actions taken at the time of each resolution will be reviewed in these quarterly sessions.

4. Combined Complaint Form for ADA and Title VI

**Combined Complaint Form for ADA and Title VI
TCRC, Inc., DBA We Care**

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
Title VI:	ADA:	
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
		<input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court: _____ Local Agency: _____

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

ADA/Title VI Coordinator – Human Resources
TCRC, Inc., DBA We Care
33 S. 4th St.
Pekin, IL 61554
(309) 347-7148

5. *Record of Title VI Investigations Complaints and Lawsuits*

All FTA recipients are required to prepare and maintain a list of any complaints alleging discrimination on the basis of race, color, or national origin. We Care has not had any Title VI investigations, complaints, or lawsuits since the last Program, or at any time in recent memory. We Care will document any future Title VI investigations, complaints, or lawsuits in this section.

6. *We Care's Public Participation Plan*

We Care's Public Involvement Philosophy

We Care welcomes and values public involvement. IDOT and its recipients believe that well-designed, proactive public involvement improves its planning and policy efforts and ultimately leads to better decisions, better projects, and maximized, long-term public benefits. Creating long-term, sustainable systems requires our agency to embrace outside skills and knowledge, including input from the public. Advantages of enhanced public involvement include:

- Increased public collaboration. Citizen collaboration on projects benefits our agency's processes and outcomes, promoting public participation and respectful, productive dialogue.
- Decisions that better reflect diverse interests. Consulting with all identifiable interests helps We Care better understand and reflect the full range of community values and livability standards.
- Efficient transportation decision implementation. Early public involvement fosters better decision making and reduces costly project plan revisions and change orders.
- Enhanced agency credibility. Increased public involvement results in more meaningful and better interactions between agency personnel and customers. This interaction aids everyone. The agency better understands public concerns, and customers gain an appreciation of the agency and its responsibilities.
- We Care proactively involves the public in addressing transportation issues. The agency communicates its mission and goals to the widest audience possible and considers feedback received from transportation stakeholders and the public.

To promote inclusive public participation, We Care will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement

- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

In addition to these general strategies, We Care has also employed these specific strategies:

Woodford County:

The Woodford County Board meets monthly, with all meetings open to the public. Time is provided for the public to comment on any issue at each meeting. The Woodford County Coordinator maintains a list of persons and organizations that wish to receive information from the County. Information sent to those on the list include Board meeting agendas and minutes, appointments, resolutions/ordinances, monthly financial statements, monthly claims, budget documents, and quarterly reports along with any new business information. Persons and organizations can be added to the list at their request for no charge.

Woodford County seeks to understand public comments/concerns by meeting to investigate ways to reduce or eliminate any negative impacts.

Persons and organizations are afforded an opportunity to provide input in several way:

- By e-mail
- By telephone
- In writing
- In person by coming into the Board Office at 115 N. Main Room 103, Eureka
- In person at Committee meetings
- In person at public meetings conducted by the Woodford County Board.

Meetings are held in the Board Room at 107 East Court Street, Eureka on the third Tuesday of each month at 6:30 P.M.

Woodford County's public input process emphasizes two-way communications. The intention is not just to receive comments, but to be transparent in all government matters. In many cases several messages or a conversation takes place.

Tazewell County:

The Tazewell County Board meets monthly, with all meetings open to the public. A time is allotted for the public to comment on any issue at each meeting. The Tazewell County Board Secretary maintains a list of persons and organizations that wish to receive information from the County. Information sent to those on the list include Board meeting agendas and minutes,

appointments, resolutions/ordinances, monthly financial statements, monthly claims, budget documents, and quarterly reports along with any new business information. Persons and organizations can be added to the list at their request for no charge.

Tazewell County seeks to understand public comments/concerns by meeting to investigate ways to reduce or eliminate any negative impacts.

Persons and organizations are afforded an opportunity to provide input in several ways:

- By e-mail
- By telephone
- In writing
- In person by coming into the Board Office at 11 S. 4th St., Pekin, IL (by appt.)
- In person at Committee meetings
- In person at public meetings conducted by the Tazewell County Board.

Meetings are held in the Justice Center at 101 S. Capitol on the last Wednesday of each month at 6:00 P.M.

Tazewell County's public input process emphasizes two-way communication. The intention is not just to receive comments, but to be transparent in all government matters. In many cases several messages or a conversation takes place.

7. Four Factor Analysis and LEP Data

The purpose of the LEP Language Assistance Plan (hereinafter "plan" or "LAP") is to meet Federal Transit Administration's (FTA's) requirements to comply with obligations of Executive Order 13166 and Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin, including limited English proficiency. As a subrecipient of FTA funds, We Care has pledged to take reasonable steps to provide meaningful access to its citizens for person who do not speak English as their primary language and who limited ability to read, speak, write or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

FOUR-FACTOR ANALYSIS

The Four Factor Analysis is a local assessment that considers:

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

Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by We Care

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

To do this, the agency evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for the state were the ACS 2018-2022 five-year estimates.

1. Service Area Overview

We Care service area encompasses Tazewell and Woodford Counties, Illinois. Home to 160,446 people spread over 1,174 square miles, the service area's population speaks twelve (12) different

language groups. However, the overall numbers of residents who speak English ‘less than very well’ are very low. Of the total service area population of 160,446, just 990, or 0.62% of residents, report speaking English less than very well. A breakdown of the language groups, and those speaking English less than very well, are shown below.

	Tazewell County, Illinois	Woodford County, Illinois	Total in Service Area	in Service Area
Label	Estimate			
Total:	124,273	36,173	160,446	
Speak only English	120,919	35,623	156,542	97.57%
Speak Spanish, and English less than "very well"	389	42	431	0.27%
Speak French, Haitian, or Cajun, and English less than "very well"	0	1	1	0.00%
Speak German or other West Germanic, and English less than "very well"	10	37	47	0.03%
Speak Russian, Polish, or other Slavic, and English less than "very well"	13	7	20	0.01%
Speak Other Indo-European, and English less than "very well"	54	2	56	0.03%
Speak Korean, and English less than "very well"	82	28	110	0.07%
Speak Chinese (incl. Mandarin, Cantonese, and English less than "very well"	104	0	104	0.06%
Speak Vietnamese, and English less than "very well"	122	0	122	0.08%
Speak Tagalog (incl. Filipino), and English less than "very well"	49	0	49	0.03%
Pacific Island languages, and English less than "very well"	28	0	28	0.02%
Speak Arabic, and English less than "very well"	0	0	0	0.00%
Speak Other and unspecified languages, and English less than "very well"	22	0	22	0.01%

<https://data.census.gov/cedsci/> Table C16001, 2018-2022 Five-year estimates

The Safe Harbor Provision

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice’s Safe Harbor Provision. This provision outlines circumstances that can provide a “safe harbor” for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if

a recipient provides written translation of vital documents for each LEP group that constitutes the lesser of 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient's written translation obligations.

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

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

Designation of Vital Documents

Based on the limited population of non-English speakers who also speak English less than very well, no languages meet the Safe Harbor Threshold in our service area. That is, no language group has at least 1,000 members, nor represents 5% of the population. The agency is therefore not designating any vital documents at this time. However, any unmet language needs will still be met as described in the Language Access Plan, below.

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

We Care recognizes the importance of taking measures to gauge LEP needs, but to date, has only measured the frequency of LEP contacts informally. After speaking with public-facing employees (drivers, dispatch, administration), no one recalls any specific instances in which a rider struggled with English. This comports with Census data showing a very small LEP population in the service area.

Moving forward, We Care plans to collect data on the frequency in which LEP persons come into contact with the agency's various departments and programs. The Title VI Coordinator will create

an annual survey to be sent to each department. (“Departments” includes drivers, dispatch, central office, etc.). Departments will collect data on their contacts with people who need language assistance, and the Title VI Coordinator will review and analyze this data each year. Departments will also be asked to log their use of any translation or interpretation services. Thus, by the time this Program is due for an update, We Care will have concrete data on language access needs to help direct future efforts and planning.

Factor Three: The Importance of the Agency’s Service to People’s Lives

We Care services affect many community members in some way. Our transit services are used daily by people who do not have access to their own transportation. Our services allow riders access to grocery stores, medical appointments, work, social service agencies, social activities, and a variety of other essential destinations. Some LEP persons are immigrants with no legal way to access a driver’s license at this time. For some people, We Care services are the only connection residents have to the community.

Factor Four: Resources and Costs for LEP Outreach

Given that We Care has a very limited number of LEP citizens in its service area, we can meet the needs of its LEP population through relatively simple means. First, We Care staff members who speak Spanish or any other foreign languages can be consulted or utilized for translation or interpretation in informal or emergency situations. In the event assistance in a rare language is needed, We Care can reach out to local colleges or universities to find staff who are proficient and may be willing to assist. Other free resources include the use of Google Translate or other technology-based translation services. Our agency can utilize Google Translate to interpret simple comments or messages left on our voicemail or sent via email, or in real time if necessary to communicate without advance warning an interpreter is needed.

We Care recognizes there will be times when professional interpretation or translation services are needed. In those cases where a rider needs to communicate with us in another language, we can employ the use of a Language Line. This is a pay-as-needed service under which the agency is billed per minute for service. This makes the service affordable.

Finally, We Care will pay for document translation services when needed, which generally costs about \$25-\$35 per page. These resources give our agency the ability to perform outreach with the LEP population at a reasonable cost.

Conclusion

Based on the above four factors, We Care will continue to monitor the LEP population and continue to rely on local community organizations for aid in language interpreting, while outlining additional steps to give meaningful access to persons of limited English proficiency. These steps are outlined in the next pages as part of the county's Limited English Proficiency Plan.

8. Language Assistance Plan

As a recipient of federal US DOT funding, the We Care is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

We Care's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Results: LEP Populations Served

Item #1 – Four Factor Analysis Results: LEP Populations Served

We Care service area encompasses Tazewell and Woodford Counties, Illinois. Home to 160,446 people spread over 1,174 square miles, the service area's population speaks twelve (12) different language groups. However, the overall numbers of residents who speak English 'less than very well' are very low. Of the total service area population of 160,446, just 990, or 0.62% of residents, report speaking English less than very well. The largest language group was Spanish, with just 431 people who speak English less than very well. A breakdown of the language groups, and those speaking English less than very well, are in the chart above.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The We Care has identified, developed, and uses the following:

- * Examine requests for language assistance from past meetings or events to anticipate future language service needs.
- * At any future outreach meetings, an employee member will be at the door to greet any people entering the meeting and should also be tasked with identifying any persons of limited English proficiency.

- * Maintain a tabulation of persons requiring language assistance, including those that provide their own interpreting service.
- * Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards are distributed by the Director as needed.
- * We Care will continue to develop partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- * Any other need for translated documents or interpretation services will be provided on an as-needed basis. That is, anyone requesting specific information in a non-English language will be provided it upon request. The agency will use its internal resources to meet this need, when available. Otherwise, the agency will reach out to the network of resources it has developed, or hire a translator or interpreter as needed.
- * In limited instances where telephone interpretation services or bilingual staff are insufficient, We Care will provide LEP individuals with the following community organizations for language services:

Western Community Center
600 N. Western Ave
Bloomington, IL 61701
(309) 829-4807

Language Line: 866-874-3972

Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service
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In order to ensure that LEP individuals are aware of We Care’s language assistance measures, We Care provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.
- The agency’s website includes language stating, “If you need assistance or information in another language, please contact (309) 347-7148.” This message is provided in Spanish as well.

Item #4 – Description of how the Language Assistance Plan is Monitored and Updated
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We Care will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction

with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the We Care service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether We Care's financial resources are sufficient to fund language assistance resources needed.
- Determine whether We Care has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning We Care's failure to meet the needs of LEP individuals


Item #5 – Description of how Employees are Trained to Provide Language Assistance to LEP Persons
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The following training will be provided to We Care staff:


- Information on the We Care Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of Google Translate for situations in which informal language assistance is needed without prior notice.
- How to handle a potential Title VI / LEP complaint.

A copy of the I Speak Card follows.

English: Point to your language. An Interpreter will be called. The interpreter will be provided at no cost to you.

Albanian Shqip 
 Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.

Arabic عربي 
 اشر إلى لغتك. وسنقوم بالاتصال بمترجم فوراً. كما سيتم توفير المترجم اللغوي مجاناً.

Bengali বাংলা 
 আপনার ভাষায় হাতে নির্দেশ করুন। একজন সেক্সটীয়ে ডাকা হবে। সেক্সটী ব্যর্থনি নিয়মকানুন পালন।

China 請自認您的語言，以便我們能接洽您的通話。以便我們提供免費的口譯服務。
 請自認您的語言，以便我們能接洽您的通話。以便我們提供免費的口譯服務。


Cantonese 廣東話 廣東話 
 廣東話 廣東話

Chaochow 潮州話 潮州話 
 潮州話 潮州話


Fukienese 福建話 福建話 
 福建話 福建話

Mandarin 國語 國語 
 國語 國語


Shanghai 上海話 上海話 
 上海話 上海話


Taiwanese 台灣話 台灣話 
 台灣話 台灣話


Toishanese 台山話 台山話 
 台山話 台山話


Farsi فارسی 
 زبان مورد نظر خود را مشخص کنید. یک مترجم بران شما درخواست خواهد شد. مترجم بصورت رایگان بر اختیار شما قرار می گیرد.

French Français 
 Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.


Greek Ελληνικά 
 Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.


Haitian Creole Kreyòl 
 Lonje dwèt ou sou lang ou pale e epi n ap rele yon entèpret pou ou. Nou ba ou sèvis entèpret la gratis.


Hebrew עברית 
 הצביע על השפה בה אתם רוצים לדבר. נשקע שירות תרגום חינם.


Hindi हिन्दी 
 अपनी भाषा की दिशा में इशारे करेंगे, हमारे लिए व्यापक दुकानों भाषाओं/भाषाओं में हिंदी अनुवाद सेवाओं की सुविधा है।


Italian Italiano 
 Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.


Korean 한국어 
 귀하의에 사용하는 언어를 지칭하시면 해당 언어 중역 서비스를 무료로 제공해 드립니다.

Nepali नेपाली 
 आफ्नो भाषामा संकेत गर्नुहोस्। एक व्यापक सेवाहरू उपलब्ध हुने छन्।


Pashto پښتو 
 ځانې ژبې ته اشاره وکړئ. پر ژباړې واکمن به وړاندې شو. ستاسو له پاره د ژباړې واکمنې انتظام به وړاندې کوږي.

Polish Polski 
 Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.


Portuguese Português 
 Indique o seu idioma. Um intérprete será-lhe solicitado. A interpretação é fornecida sem qualquer custo para si.


Punjabi ਪੰਜਾਬੀ 
 ਆਪਣੀ ਭਾਸ਼ਾ ਦੇ ਟਿੱਕਣ ਵਾਲੇ। ਸਿਰ ਮੁੜਾਅਨ ਇੱਕ ਟੁਕੜੀਆਂ ਫੁਲਾਇਆ ਨਾਵੀਆ। ਫੁਲਾਇ ਆਪਣੀ ਟੁਕੜੀਆਂ ਦੀ ਫੁਲਾਇ ਫੁਲਾਇਆ ਚੀਤ ਨਾਵੀ।


Russian Русский 
 Укажите язык, на котором вы говорите. Вам вызовет переводчика. Услуги переводчика предоставляются бесплатно.


Somali Af-Soomali 
 Earta ka: fiiqaradaada..... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.


Spanish Español 
 Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Tagalog Tagalog 
 Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Thai ไทย 
 โปรดชี้ภาษาที่ท่านใช้พูด และเราจะนำผู้แปลมาช่วยคุณ

Ukranian Українська 
 Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.

Urdu اُردو 
 اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بھیجے گا۔ جو آپ کے لیے کیا جائے گا۔

Vietnamese Tiếng Việt 
 Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

9. Minority Representation on Planning and Advisory Bodies

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, *the membership of which is selected by the recipient*, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
TCRC, Inc.	12 - 100%					

Note: insert the number of people and % of total board membership

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, We Care will make every effort to encourage minority participation on the boards. When Board positions are open, TCRC will publicly advertise if there is no one on the waiting list. Since Tazewell County has a population that is 97% white, we try and solicit board members from Peoria County. We have started a relationship with United Way of Peoria’s Young Professionals group to engage prospective board members and have also had discussions with Bradley University’s office of diversity and inclusion to be a part of their distribution list for young professional community leaders to become volunteers and board members.

10. Fixed Route Transit Providers Service Standards and Policies

We Care:

is a fixed route transit provider

is **not** a fixed route transit provider

11. Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names:

12. Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility?

No, the agency has not built a facility.

Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)


13. Evidence of Board Adoption - Attached

**TCRC, INC.
STANDARD POLICY**

SUBJECT: Policy on Title VI

APPROVED BY: Board of Directors **DATE:** May 8, 2024

EFFECTIVE DATE: May 8, 2024 **REVISED:**

PRESIDENT/CEO: 

REVIEW DATE:

Policy:

TCRC, Inc. DBA We Care, (hereinafter referred to as We Care), is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of We Care services on the basis of race, color or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116.