

Title VI Plan

Sparc

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Adopted on: 8/19/2026

Adopted by: Sparc Board of Directors

Revised on: 8/19/2026

This plan is hereby adopted and signed by:

Executive Name/Title: _____

Executive Signature: _____

Executive Summary

Sparc provides community services to the residents of Sangamon County, Illinois. Sparc receives vehicles funded through the 5310-grant program. Sparc is the grantee for the 5310 program. Sparc receives 5310-program vehicles to administer transit services and meet transit needs for its program participants in the 5310-program service area which is [List Counties] Counties.

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA

Sparc operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Sparc.

For more information on the Sparc's civil rights program, and the procedures to file a complaint, contact Anne Clemons (217) 793-2100, email transportation@spfldsparc.org; or visit our administrative office at 232 N Bruns Ln, Springfield, IL 62702. For more information, visit www.spfldsparc.org.

Complaints may be filed directly with the Illinois Department of Transportation (**IDOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: Sparc Work Center lobby at 2929 Stanton Ave, Springfield, IL.

This notice is posted online at www.spfldsparc.org

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Sparc including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted Sparc will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Sparc or submitted to the State or Federal authority for guidance.
- (7) Sparc will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at DOT.Complaint@illinois.gov.
- (8) Sparc has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

- (10) A copy of either the closure letter or LOF must be also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Sparc decision may file a complaint with the Illinois Department of Transportation (**IDOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **IDOT**: ATTN ADA/Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: www.spfldsparc.org.

Discrimination ADA / Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ 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.	☐ Yes	☐ No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
☐ Race ☐ Color ☐ National Origin ☐ 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?	☐ Yes	☐ 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:

Sparc
232 N Bruns Ln, Springfield, IL 62702

transportation@spfldsparc.org

A copy of this form can be found online at www.spfldsparc.org

Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☐ Sparc has not had Title VI Discrimination complaints, investigations, or lawsuits in **2024**

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Sparc is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, Sparc made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to IDOT CRO.

- ☐ Expanded the distribution of agency brochures
- ☐ Advertised public announcements through newspapers, fliers, or radio
- ☐ Posted the Nondiscrimination Public Notices to the following locations:
 - ☐ Within transportation vehicles
 - ☐ Pick up and drop off stations
 - ☐ Lobby of agency
- ☐ Partnered with other local agencies to advertise services provided
- ☐ Hosted public information meetings and or hearings (Please insert the dates these meetings occurred below)
- ☐ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (Please provide a web link here)
- ☐ Hosted an information booth at a community event (Please insert the date of the event below)
- ☐ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☐ List other _____

Sparc will make the following community outreach efforts for the upcoming year:

- ☐ Expand the distribution of agency brochures
- ☐ Advertise public announcements through newspapers, fliers, or radio
- ☐ Post the Nondiscrimination Public Notices to the following locations:
 - ☐ Within transportation vehicles
 - ☐ Pick up and drop off stations
 - ☐ Lobby of agency
- ☐ Partner with other local agencies to advertise services provided.
- ☐ Host public information meetings and or hearings.
- ☐ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☐ Host an information booth at a community event
- ☐ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- ☐ List other _____

***PLEASE ATTACH SAMPLE DOCUMENTS OF PUBLIC PARTICIPATION METHODS
HERE.**

Limited English Proficiency Plan

***A Limited English Proficiency Plan (LEP) or Language Access Plan is a document which explicitly describes the proactive strategies, procedures, and desired outcomes to ensure meaningful access to benefits, services, information, and other important portions of programs and**

activities for individuals who are limited-English proficient (LEP). If you have any questions or concerns, please contact the IDOT Civil Rights Office at (217) 782-2762 and ask to speak with the FTA Title VI Program Specialist.

Sparc has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Sparc services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Sparc's extent of obligation to provide LEP services, the Sparc undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the Sparc service area who may be served or likely to encounter by Sparc program, activities, or services;

*** Demographic data can be found ON spreadsheet**

[SEND EXCEL FILE]

[ANY LANGUAGE WITH 1,000 OR MORE PEOPLE OR 5% MUST HAVE TRANSLATED DOCUMENTS]

***INSERT A LIMITED ENGLISH PROFICIENCY LANGUAGE SERVICE AREA
DEMOGRAPHIC CHART HERE**

- 2) The frequency with which LEP individuals come in contact with an Sparc services;

Sparc's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2024** . Sparc averages **NUMBER OF LEP CONTACTS** contacts per **DAY/WEEK/MONTH/YEAR**.

- 3) The nature and importance of the program, activities or services provided by the Sparc to the LEP population.
- 4) The resources available to Sparc and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Sparc provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

IF NO LANGUAGES MEET THE THRESHOLD OF 1,000 PEOPLE OR 5% YOU CAN DELETE THE NEXT SECTION. IF ONE OR MORE LANGUAGES MEETS THE THRESHOLD ABOVE THEN YOU MUST TRANSLATE DOCUMENTS IN THOSE LANGUAGES AND INCLUDE THE FOLLOWING HIGHLIGHTED SECTION.

Safe Harbor Provision for written translations

Sparc complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

*** Please use the "List other" option to indicate activities your agency conducts if they are not included as options.**

1 Sparc provides language assistance services through the below methods:

***CHECK ALL THAT APPLY AND REMOVE THOSE THAT ARE NOT APPLICABLE:**

- ☐ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☐ Instructions are provided to customer service staff and other Sparc staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☐ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☐ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- ☐ Use of "I Speak" cards.
- ☐ Bilingual or multilingual versions of:
 - ☐ "How to ride" brochures
 - ☐ System maps and timetables
 - ☐ Safety and security announcements
 - ☐ Service change announcements

☐ List other _____

2) Sparc has a process to ensure the competency of interpreters and translation service through the following methods:

Sparc will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. Sparc will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. Sparc will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. Sparc will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) Sparc provides notice to LEP persons about the availability of language assistance through the following methods:

***CHECK ALL THAT APPLY AND REMOVE THOSE THAT ARE NOT APPLICABLE:**

- ☐ Posting signs in intake areas and other points of entry
- ☐ Statements in outreach documents that language services are available from the agency.
- ☐ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- ☐ Announcements at community meetings
- ☐ Information tables at local events
- ☐ Signs and handouts available in vehicles and at stations
- ☐ Announcements in vehicles and at stations
- ☐ Agency websites
- ☐ Customer service lines
- ☐ List other _____

4) Sparc monitors, evaluates and updates the LEP plan through the following process:

Sparc will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. Sparc will make changes to the language assistance plan based on feedback received. Sparc may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, Sparc may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. Sparc will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) Sparc trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work

effectively with in-person and telephone interpreters. Sparc will implement processes for training of staff through the following procedures:

Sparc will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. Sparc will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. Sparc will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. Sparc will implement LEP training to be provided for agency staff. Sparc staff training for LEP to include:

- A summary of the Sparc responsibilities under the DOT LEP Guidance;
- A summary of the Sparc language assistance plan;
- A summary of the number and proportion of LEP persons in the Sparc service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the Sparc cultural sensitivity policies and practices.

***PROVIDE SAMPLE DOCUMENTS YOUR AGENCY PROVIDES FOR LEP INDIVIDUALS**

Non-elected Committees Membership

☐ Sparc does **not** select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Sparc, as a grantee of federal funded vehicle assets from 5310 grant program, does not have sub-recipients to which they would monitor Title VI compliance.

Board Approval for the Title VI Plan

Date of Board Approval: