

CITY OF DEKALB
TITLE VI POLICY
2025 - 2027

Policy Statement

City of DeKalb Statement of Policy on Providing Non-Discriminatory Services per Title VI of the Civil Rights Act of 1964

(Adopted: February 24, 2025)

The City of DeKalb (the "City") is committed to a policy of non-discrimination in the conduct of its business, including its Title VI of the Civil Rights Act of 1964 ("Title VI") responsibilities - the delivery of equitable and accessible services. The City recognizes its responsibilities to the communities in which it operates. It is the City policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, national origin, or any other protected class as amended from time to time, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits or any other program or activity for which the City of DeKalb receives Federal financial assistance. Toward this end, it is the City's objective to:

- A. Ensure that the level and quality of service is provided without regard to race, color, national origin, or any other protected class as amended from time to time;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in service provision decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out the City's commitment to this Program has been delegated to the City of DeKalb Transit Manager. The City of DeKalb Transit Manager is responsible for the day-to-day operations of this Program and will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors, employees, and transit operators share in the responsibility for making the City's Title VI Program a success. The City of DeKalb Transit Manager shall be responsible for maintaining all records relating to this Policy including, but not limited to, this Title VI Policy, copies of all Title VI complaints or lawsuits and related documentation, all records of correspondence to and from Complainants, and Title VI investigations.

Additional information concerning the City's Title VI obligations and the complaint procedure can be obtained by contacting the City's Transit Office by telephone at (815) 748-2370 or (815) 748-2369, via email at transitadministration@cityofDeKalb.com, or via mail City of DeKalb Transit Office, 1216 Market Street DeKalb IL 60115.

Title VI Notice to the Public

Non-Discrimination Rights Under Title VI of the Civil Rights Act of 1964

The City of DeKalb (the "City") operates its programs and services without regard to race, color, national origin, or any other protected class as amended from time to time in accordance with Title VI of the 1964 Civil Rights Act ("Title VI"). Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City. Any such complaint must be in writing and filed with the City within 180 days following the date of the alleged discriminatory occurrence. For information on the City's non-discrimination obligations or how to file a complaint, please contact the City of DeKalb Transit Manager, who is the designated Title VI Officer, by any of the methods listed below.

City of DeKalb Transit Office
1216 Market Street
DeKalb, IL 60115

(815) 748-2370 or (815) 748-2369
815-748-2024 (Fax)
transitadministration@cityofdekalb.com (email)
<https://cityofdekalb.com/> (website)

If this information is needed in another language, please contact the City of DeKalb Transit Manager via the above contact information.

Posting Locations

The Title VI public notice attachment shall be posted in the City of DeKalb Transit Administration Office, 1216 Market Street DeKalb IL 60115, and on all transit vehicles operating in the City of DeKalb Public Transit system. Information relating to the City of DeKalb's non-discrimination obligation can also be obtained from the City of DeKalb's website at <https://cityofdekalb.com/>.

Title VI Complaint Procedures

TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, national origin, or any other protected class as amended from time to time, under the City's programs or related benefits, you may file a complaint with the City of DeKalb Transit Office by telephone at (815) 748-2370 or (815) 748-2369, via email at transitadministration@cityofdekalb.com, or via mail at 1216 Market Street DeKalb, IL 60115. We encourage you to make your complaint in writing.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The City of DeKalb Transit Manager will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

- Identify and review all relevant documents, practices, and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity; or anyone with relevant information.

Upon completion of the investigation, the Transit Manager will complete a final report for the City Manager. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days to complete. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the City Manager at 164 E Lincoln Hwy, DeKalb, IL 60115.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination via the following contact information:

Federal Transit Administration
Office of Civil Rights
200 West Adams Street, Suite 320
Chicago, Illinois 60606
Phone: (312) 353-3770

The City of DeKalb Transit Manager shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City in response to the complaint. Should the City receive a Title VI complaint in the form of a formal charge or lawsuit, the DeKalb City Attorney shall be responsible for the investigation and maintaining a log as described herein.

Title VI Complaint Form

City of DeKalb
Title VI of the Civil Rights Act of 1964
Discrimination Complaint Form

The City of DeKalb (the "City") is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, or any other protected class as amended from time to time, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the City of DeKalb Transit Administrator by telephone (815) 748-2370 or (815) 748-2369, via email at transitadministration@cityofdekalb.com, or via mail at City of DeKalb Transit Manager, 1216 Market Street DeKalb, IL 60115. This completed form must be returned to the City of DeKalb Transit Manager via any of the contact methods indicated above.

Your Name: _____

Street Address: _____

Phone: _____ Alternate Phone: _____

Person discriminated against (if someone other than complainant):

Name(s): _____

Street Address, City, State & Zip Code: _____

Which of the following best describes the reason for the alleged discrimination that took place?

- ☐ Race
- ☐ Color
- ☐ National Origin (Limited English Proficiency)
- ☐ Other Protected Class (please list): _____

Date of Incident: _____

Please describe the alleged discrimination incident (attach additional pages if needed):

Date Received: _____ Received By: _____

Transit-Related Title VI Investigations

"All FTA recipients are required to prepare and maintain a list of complaints alleging discrimination on the bases of race, color, or national origin. The City of DeKalb has not received any complaints in the timeframe preceding this program"

	Complaint Date	Summary	Status	Action(s) Taken
Complaints:				
1.				
Investigations:				
1.				
Lawsuits:				
1.				

Public Participation

Community outreach is a requirement of Title VI recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected populations, the public involvement process, and the resources of the recipient. As stated above, the Title VI Policy will be located on City of DeKalb's Transit website page and will be available for review at the City of DeKalb's Transit Office. Additionally, all City of DeKalb's city council meetings are open to the public and follow the Illinois Open Meetings Act.

Expanded Public Participation Plan

The City of DeKalb places special emphasis on connecting with and informing the public in the local decision-making process. All meetings of the City Council and associated committees, the decision-making authorities for the City, follow the provisions of the Illinois Open Meetings Act, are open to the public, and provide dedicated time for public comment.

In the occurrence of a special meeting or event held in the course of conducting public outreach, the City of DeKalb will make every effort to receive and consider the viewpoints and minority, low-income, and Limited English Proficient (LEP) populations when appropriate. At a minimum, the following list of effective practices will be considered during the development of a specific public outreach program or event.

- Scheduling meetings at times and locations that are convenient and accessible for the affected communities;
- Employing different meeting sizes and formats;
- Coordinating with community- and faith-based organizations, education institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected communities;
- Considering radio, television, or newspapers ads on stations and in publications that serve LEP populations; and
- Providing opportunities for public participation through means other than written communications, such as personal interviews or the use of audio or video recording devices to capture oral comments.

Summary of Outreach Activities

The City of DeKalb Transit is committed to promoting broad public participation and ensuring that the viewpoints of low-income, minority, and Limited English Proficiency ("LEP") populations are sought out and considered in throughout the regional planning process. Below is a summary of City of DeKalb Transit's public outreach activities and tools that the City of DeKalb's Title VI Program employs to encourage broad public involvement and meaningful access to minority and low-income individuals.

Mobility Outreach

RAMP Center for Independent Living provides Travel Training and Transportation Skills Training for users of the City of DeKalb Public Transit System on an as needed basis. In addition, RAMP representatives attend community resource fairs and events to educate regional customers on their transportation options and provide brochures, maps, and informational handouts.

In partnership with Northern Illinois University, Transit staff assisted with the implementation of a navigation app, NaviLens, designed to help the visually impaired utilize bus services more independently. NaviLens helps make cities smarter and more inclusive. The capabilities of this code allow users to interact more easily and access their environment. NaviLens tags are used across the world to help people with sight loss navigate and find their way around cities independently. With the ability to announce information in 34 languages, NaviLens has the added benefit of helping break language barriers through app announcements in the language of the user's smartphone.

The City of DeKalb is committed to assisting anyone who has limited or no English-speaking abilities to ask questions, to book rides on the Paratransit service, or to utilize the fixed route services. The use of the Language Line will assist people to lower or remove the potential language barriers and allow them to use the City of DeKalb's systems with greater ease. Language Line is a language services provider offering expert language assistance 24/7/365 to achieve total understanding with all those we serve.

City of DeKalb Transit Staff also provide community Travel Training sessions on how to use public transit, including how to use fixed route and paratransit transportation options as well as how to plan trips.

Travel Information Center/Customer Service Center

Through the creation of a Bus Operations Center (BOC), Transit staff have worked with DeKalb's Transit Service Provider to address a growing demand from transit ridership to have a point of contact to help with service questions. The primary functions of BOC monitors are to respond to customer service phone calls and emails, assist with over-the-phone trip planning, track route performance and support the existing road supervisory team.

Public Meetings and Hearings

All Transit related program and service updates are presented to DeKalb City Council, the decision-making authorities for the City, for approval. All meetings of the City Council and associated committees, follow the provisions of the Illinois Open Meetings Act, are open to the public, and provide dedicated time for public comment.

City of DeKalb Website

The City of DeKalb maintains a website that provides information for various services directly to the public. The public can also find contact information to call or send email messages to transit staff

System Maps

Individual route maps are available on the City of DeKalb's website and can be printed upon request.

Americans with Disabilities Act ("ADA") Paratransit

The City of DeKalb administers the regional ADA Paratransit Certification Program. Applicants submit an application in order to determine eligibility for ADA Paratransit service. Contact information for this program can be found on the city's website.

Reduced Fare Program

People aged 65 or older and other qualified individuals with disabilities are eligible for reduced fares on the fixed-route service. The City administers the Reduced Fare program, and translators for this service are available upon request.

See "Exhibit B – Outreach Activities" for a summary of community engagements undertaken by the City of DeKalb Transit over the last three years.

Language Assistance Program

LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that certain federal grant recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To that end, the City provides translation and interpretation services free of charge upon request by calling (815) 748-2370 or (815) 748-2369 or by contacting the City of DeKalb Transit Manager via email at transitadministration@cityofDeKalb.com, or via mail at 1216 Market Street DeKalb IL 60115.

Expanded Language Assistance Program Example

This Language Assistance Program has been prepared to address the City of DeKalb's responsibilities as recipients of federal financial assistance as they relate to the needs of individuals with limited English language skills. The City, in coordination with contracted service providers, have jointly developed this plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access county services.

As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

Four Factor Analysis

In order to determine the City's extent of obligation to provide LEP services, a U.S. Department of Transportation four factor LEP analysis was conducted which considers the following:

1. The number or proportion of LEP persons eligible who may be served or likely to encounter a City program, activity, or service;
2. the frequency with which LEP individuals come in contact with City services;
3. the nature and importance of the program, activity or service provided by City to the LEP population; and
4. the resources available and overall costs to provide LEP assistance.

A brief description of these considerations is provided in the following section.

1. Service Area Demography

Based on data from the U.S. Census Bureau's 2023 American Community Survey(ACS) 5-year estimates, of the estimated 61,866 DeKalb UZA residents ages 5 and over, 1,805 (2.92%) residents report as LEP, or as speaking English less than "very well". The largest non-English speaking

language group in the DeKalb Urbanized Area (UZA) is Spanish, constituting 5,437 (8.79%) residents. **Table X** identifies common language groups within the DeKalb UZA and their LEP composition.

Table X: City of DeKalb LEP Demographics

	Population	Percentage of Region	Population listed as Speaking English < "very well"	Percentage of < "very well"
DeKalb, IL Urban Area (2020) Total Population	61,866	100%		N/A
	Speak language other than English		Speak another language, but English less than "very well"	
Spanish:	5,437	8.79%	1,805	2.92%
French, Haitian, or Cajun:	124	0.20%	1	0.00%
German or other West Germanic languages:	96	0.16%	18	0.03%
Russian, Polish, or other Slavic languages:	484	0.78%	205	0.33%
Other Indo-European languages:	798	1.29%	254	0.41%
Korean:	3	0.00%	3	0.00%
Chinese (incl. Mandarin, Cantonese):	163	0.26%	93	0.15%
Vietnamese:	146	0.24%	81	0.13%
Tagalog (incl. Filipino):	283	0.46%	56	0.09%
Other Asian and Pacific Island languages:	324	0.52%	101	0.16%
Arabic:	872	1.41%	251	0.41%
Other and unspecified languages:	247	0.40%	51	0.08%

Source: U.S. Census Bureau, 2023: American Community Survey 5-Year Estimates, Table C16001 Language Spoken at Home for the Population 5 Years and Over. Universe: Population 5 years and older

2. Frequency of Contact

The City of DeKalb assesses the frequency of contact with LEP residents through direct requests for language assistance and from direct experiences reported at the discretion of the City's service providers. Between Jan. 1, 2021 and December, 2024, the City's service provider has received 41 requests for language assistance. Transdev Inc., the contracted public transportation service provider for the City, frequently surveys frontline staff to track the frequency of interactions with LEP residents. Generally, Transdev staff respond to interacting with LEP residents between 0 and 3 times per month. The most common language request for assistance is Spanish.

3. Program Importance

Many of the federally funded programs and services provided by the City are vital to the basic well-being of City of DeKalb residents. Similar to assistance provided to seniors, persons with a disability, or low-income individuals, LEP residents are entitled to reasonable accommodations for access.

4. Resources Available

An assessment of available resources to provide LEP assistance, including as needed interpretation and translation services, concluded that it is feasible for the City to provide these services free of charge upon request.

Language Assistance Plan

Based on the results of the Four-Factor Analysis performed in the previous section, the City has developed the following criteria for assisting LEP residents.

Identification of LEP Assistance Needed

The following tools are intended to identify language assistance needs when preparing programs, services, and events, and to identify the language needed for assistance.

- Examine records requests for language assistance from previous meetings and events to anticipate the need for assistance at upcoming meetings;
- Have Language Identification Flashcards available on all public transit vehicles and at transit-related facilities; and
- Continue tracking of staff and/or contractor LEP assistance interactions to determine if modifications to the LAP are needed.

Language Assistance Measures

Based on the generally low population and interaction frequency of LEP residents, the City will implement the following measures as minimum criteria to guide future interactions.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information regarding City programs and services;
- Provide interpretation and translation services free-of-charge at meetings with prior notification;
- Provide translated versions of vital documents, determined at the discretion of the department or program, upon request; and
- Provide "Spanish a plus" on job postings and flyers for positions with a high incidence of LEP interactions.
- Transdev makes efforts to employ Spanish speaking dispatch staff who also read and write Spanish.
- The City of DeKalb subscribes to an internationally known company "Language Line Solutions" which specializes in translation services both oral and written. Language Line Solutions interpreters are available in more than 240 languages and American Sign Language 24 hours a day, 7 days a week.

Staff Training

During employee orientation and subsequent employee trainings, information relative to the provisions of Title VI, inclusive of this plan, and the City's expectations of employees to perform their duties accordingly will be reviewed and discussed. Training topics include:

- Understanding the Title VI policy and other LEP responsibilities;
- What language assistance services are offered;
- Use of Language Identification Flashcards and translation services;
- Documentation of language assistance requests; and
- How to handle a Title VI and/or LEP complaint.

Outreach Techniques

When staff prepares a document or schedules a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

Monitoring and Updating the Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the City of DeKalb will follow the required three-year update cycle of the Title VI Program or if a significant increase in LEP assistance requests occur. LAP updates will examine the following:

- The number of documented LEP person interactions encountered annually;
- How the needs of LEP persons have been addressed;
- Determination of the current LEP population in the City;
- 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 City financial resources are sufficient to fund the language assistance resources needed;
- Determine if the City has fully complied with the provisions of this LAP; and
- Examine whether complaints have been received concerning the City's failure to meet the needs of LEP residents.

Dissemination of the LAP

A link to the Title VI Program, inclusive of this Language Assistance Plan, is to be included on the City of DeKalb website at www.cityofDeKalb.com/1283/DeKalb-Public-Transit and on City of DeKalb contractor websites when appropriate. Alternatively, any person or agency may request a paper copy of the plan via telephone, fax, mail, or in person at no cost. Translated versions of this plan will be made available upon request.

Questions or comments regarding this LAP may be submitted to City of DeKalb Transit office at:

1216 Market Street
DeKalb IL 60115
(815) 748-2370 or (815) 748-2369
transitadministration@cityofdekalb.com

Table of Membership of transit-related non-elected committees and councils

Organization	Committee Name	Meeting Time	Meeting Day	Location
DeKalb-Sycamore Area Transportation Study	Transportation Advisory Committee	11:00 AM	1st Wednesday / Mo.	1826 Barber Greene Rd, DeKalb, IL 60115

DeKalb-Sycamore Area Transportation Study (DSATS) MPO is the policy organization responsible for carrying out the metropolitan transportation planning process within the DeKalb Urbanized Area. The MPO's Transportation Advisory Committee is responsible for transit-related activities within the MPO. The City of DeKalb does not control the appointment of its committee members and, consequently, cannot affect the participation of minorities on the committee.

This committee consists of one member from the major entities within the DeKalb Urbanized Area as follows: City of DeKalb (Fiscal Agent for Transit Operations), City of Sycamore, DeKalb County Government, Northern Illinois University, State of Illinois, through the Illinois Department of Transportation and Town of Cortland. Each representative is appointed by their respective outside entities.

	Caucasian	Hispanic or Latino	Black or African American	American Indian and Alaska Native	Asian	Some other race
DeKalb, IL Urban Area	84.71%	15.29%	11.39%	0.08%	2.77%	0.11%
DSATS Transportation Advisory Committee	100%					

Source: U.S. Census Bureau, 2023: American Community Survey 5-Year Estimates, Table B03002 Hispanic or Latino Origin by Race

Service Standards

Background

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for the following indicators. Individual public transportation providers will set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry.

- *Vehicle load for each mode:* Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Transit providers can specify vehicle loads for peak vs. off-peak times, and for different modes of transit.
- *Vehicle headways for each mode:* The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
- *On-time performance for each mode:* A measure of runs completed as scheduled.
- *Service availability for each mode:* A general measure of the distribution of routes within an agency's service area.

Standards

Vehicle Load Standards

1. City of DeKalb Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 5 passengers for a minivan, 22 passengers for a 15' Mini-Buses, 25 passengers for 20' Medium Buses, and 47 passengers for a 35' Low Floor Bus.

2. Tabular format

Vehicle Type	Average Passenger Capacities			
	<u>Seated</u>	<u>Standing</u>	<u>Total</u>	<u>Maximum Load Factor</u>
Minivan	5	0	5	1.0
15' Mini-Bus	22	0	22	1.0
20' Medium-Bus	25	0	28	1.0
35' Low Floor Bus	35	12	47	1.3

Vehicle Headway Standards

1. City of DeKalb Vehicle Headway Standards

The City of DeKalb service operates at the Northern Illinois University routes every 10 minutes or better from early morning to late in the evening, five days a week. On weekdays, 30 minute or better service should begin no later than 7:00 a.m. and continue until Midnight. On weekends, 30 minute or better service should begin by 7:00 a.m. and continue until Midnight.

Scheduling involves consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *DSATS Transportation Development Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

2. City of DeKalb Headway and Periods of Operation

POLICY HEADWAYS AND PERIODS OF OPERATION

WEEKDAY	Peak	Base	Evening	Night	Overnight
Northern Illinois University Routes	10	30	30	30	--
DeKalb City Route	30	60	30	60	--
Sycamore City Routes	60	60	60	60	--
Cortland City Routes	60	60	60	60	--
Overnight / Safety Line Route	--	--	--	--	60
Industrial Routes	60	60	60	60	60
Commuter Route	60	60	60	60	--

** Peak: 7-9 am Base 9am - 4pm: Evening: 4pm-7 pm: Night: 7pm- Midnight Overnight: Midnight -7am:*

"--" means no service is provided during that time frame.

SATURDAY	Peak	Base	Evening	Night	Overnight
Northern Illinois University Routes	30	30	30	30	--
DeKalb City Route	30	60	30	60	--
Sycamore City Routes	60	60	60	60	--
Cortland City Routes	60	60	60	60	--
Overnight / Safety Line Route	--	--	--	--	60
Industrial Routes	60	60	60	60	60
Commuter Route	60	60	60	60	--

** Peak: 7-9 am Base 9am - 4pm: Evening: 4pm-7 pm: Night: 7pm- Midnight Overnight: Midnight -7am:*

"--" means no service is provided during that time frame.

SUNDAY	Peak	Base	Evening	Night	Overnight
Northern Illinois University Routes	60	60	60	60	--
DeKalb City Route	30	60	30	60	--
Sycamore City Routes	60	60	60	60	--
Cortland City Routes	60	60	60	60	--
Overnight / Safety Line Route	--	--	--	--	60
Industrial Routes	60	60	60	60	60
Commuter Route	60	60	60	60	--

** Peak: 7-9 am Base 9am - 4pm: Evening: 4pm-7 pm: Night: 7pm- Midnight Overnight: Midnight - 7am:*

"--" means no service is provided during that time frame.

City of DeKalb On-Time Performance Standards

- On-Time Performance:
 - Ninety-five (95) percent of the City of DeKalb's Paratransit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule times.
 - Ninety-five (95) percent of the City of DeKalb's transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established scheduled /published timetables.
- Bus stop locations:
 - A vehicle is considered on time if it departs a scheduled timepoint no more than 1 minute early and no more than 5 minutes late. The City of DeKalb's on-time performance objective is 95% or greater. The City of DeKalb continuously monitors on- time performance and system results are reported as part of annual and periodic performance reports covering all aspects of operations.

City of DeKalb Service Stops Availability

Standards

- The City of DeKalb will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.
- AND/OR*
- Local bus stops will be no more than 3 blocks apart.

Service Policies

Background

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for the following procedures. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

- Vehicle Assignment
- Transit Amenities

The samples below are provided for the purposes of guidance only.

Policies

City of DeKalb Vehicle Assignment Policy

The City of DeKalb's vehicles will be assigned to the Pleasant Street depot such that the average age of the fleet serving each depot does not exceed "15" years. 35' Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with HVAC and AVL/GPS systems for public tracking of the routes. Stop and location announcements are made by the drivers

20 foot Medium Buses are assigned to routes that have a lower ridership and that may enter into areas that a regular 35' transit bus may not be able to access.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 20-foot medium-buses rather than the 35-foot buses.

Some routes requiring tight turns on narrow streets are operated with medium than 35-foot buses.

City of DeKalb Transit Amenities Policy

Installation of transit amenities such as bus shelters and bus benches along bus routes are based on the number of passenger boardings at stops and stations along those routes.

Monitoring Subrecipient Compliance

SUBCONTRACTORS AND VENDORS

The City of DeKalb does not have any subrecipients. All subcontractors and vendors who receive payments from City of DeKalb where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts with such subcontractors and vendors shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

Equity Analysis for new Facilities

N/A

Adopting Board Action/Resolution

Policy and Program will be adopted by the DeKalb City Council. A copy of the signed action or meeting minutes when adopted in the Program Plan will appear as Exhibit A.

Exhibit A
City Council Resolution

**AUTHORIZING UPDATES TO THE CITY OF DEKALB FEDERAL TRANSIT
ADMINISTRATION TITLE VI PROGRAM.**

WHEREAS, the City of DeKalb (the "City") is the designated recipient of Federal Transit Administration ("FTA") 5307 Urbanized Area Grant funds; and

WHEREAS, pursuant to FTA regulations, the City shall operate its transit program in compliance with Title VI of the 1964 Civil Rights Act; and

WHEREAS, the City's Transit Manager recommends approving the FTA's proposed revisions to the City's Title VI policy attached and incorporated as Exhibit A (the "Title VI Policy"); and

WHEREAS, the City's corporate authorities find that approving the Title VI Policy is in the City's best interests for the protection of the public health, safety, and welfare; and

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF DEKALB,
ILLINOIS:**

SECTION 1: The recitals to this resolution are true, correct, adopted and incorporated as Section One to this resolution.

SECTION 2: The City's corporate authorities approve the Title VI Policy and further authorize and direct: (1) the Transit Manager to be designated as the officer in charge of reviewing and ruling on any charges of discrimination based on Title VI regulations as they relate to the provision of public transit; (2) the City Manager to receive appeals of the Transit Manager's decision directly to the DeKalb City Manager, 164 E. Lincoln Highway, DeKalb, IL 60115; and (3) the Transit Manager and the City Manager to perform such acts as may be necessary to effectuate the Title VI Policy and related compliance with applicable federal regulations.

SECTION 3: This resolution shall be in full force and effect from and after its passage and approval as provided by law.

PASSED BY THE CITY COUNCIL of the City of DeKalb, Illinois at a Regular meeting thereof held on the 24th day of February 2025 and approved by me as Mayor on the same day. Passed by a 6-0-2 roll call vote. Aye: Zasada, Larson, Smith, Perkins, Verbic, Walker. Nay: None. Absent: Powell, Barnes.




COHEN BARNES, Mayor

ATTEST:

Ruth A. Scott, Executive Assistant

Exhibit B
Summary of Outreach Activities

Summary of Outreach Activities: 2022 – 2024

The City of DeKalb places special emphasis on connecting with and informing the public in the local decision-making process. The City of DeKalb invites public participation. Following is a summary of outreach activities and public comment opportunities since the submission of the City of DeKalb's Title VI Program in 2022:

Community Presentations/Booths/Classes

	2022		2023		2024	
	RAMP	CoD Staff	RAMP	CoD Staff	RAMP	CoD Staff
Jan			3	1	2	1
Feb	3		9		2	
Mar	1		8		2	
Apr	5		3		9	1
May	4	2	2	1	10	
Jun	5		3			
July	4				2	1
Aug	6		1			
Sept	3	1	2		1	
Oct	5		3		5	
Nov	6		1		10	
Dec	2	1	2		1	

City of DeKalb City Council Meetings: Monthly - 2nd and 4th Monday

	2022		2023		2024	
	2nd Monday	4th Monday	2nd Monday	4th Monday	2nd Monday	4th Monday
Jan						
Feb						
Mar						
Apr						
May						
Jun						
July						
Aug						
Sept						
Oct						
Nov						
Dec						

*  notates **Transit Specific Items** discussed during Council Meeting

DSATS Meetings: Monthly – 1st and 2nd Wednesday