

POSTED ON ALL C-TRAN FIXED ROUTE AND PARATRANSIT VEHICLES and DISTRIBUTED TO ALL PASSENGERS:

Title VI Notice to Public

The Town of Cary's C-Tran System hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Town of Cary's C-Tran System programs has a right to file a formal complaint with the Town of Cary's C-Tran System. Any such complaint must be in writing and submitted to the Town of Cary's Title VI Compliance Officer within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

Title VI Compliance Officer
Town of Cary
Planning Department
Transit Services Administrator
316 N. Academy Street
Cary, NC 27513
(919) 462-2080

If you need an interpreter or If your hearing or speech is impaired:

We provide free interpreter services to help you conduct your transit business. These interpreter services are available whether you talk to us by phone or in the transit office. Call us at (919) 481-2020, extension 3 and state the language you speak. The customer service representative will put you on hold and an interpreter will be contacted to help with your call. If your business cannot be completed by phone, we will make an appointment for you at the transit office and arrange for an interpreter via telephone or in person at the time of your visit.

If your hearing or speak is impaired and you use TTY (teletypewriter services), then you may call 711 or (800) 735-2962 and request connection to the C-Tran information line, (919) 481-2020.

Town of Cary

Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Town of Cary, please fill out the form below and send it to: Town of Cary, Attn: Title VI Coordinator, 316 N. Academy Street, Cary, NC 27513. For questions or a full copy of Town's Title VI policy and complaint procedures call 919-462-2080 or email ray.boylston@townofcary.org.

1. Name (Complainant):
2. Phone:
3. Home address (street no., Town, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:
5. Location and position of person(s) if known:
6. Date of incident:
7. Discrimination because of:

- Race National origin
- Color
- Sex
- Disability

8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issues be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):

Name: Address: Phone number:

13. 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

Local agency

Federal court

State agency

State court

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court: Contact Name: Address: Phone #:

Include additional pages if necessary.

Signature (Complainant): _____ Date of filing: _____