



**POSTED ON ALL GOCARY FIXED ROUTE AND PARATRANSIT VEHICLES and  
DISTRIBUTED TO ALL PASSENGERS**

**Title VI Notice to Public**

The Town of Cary/GoCary 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/GoCary System programs has a right to file a formal complaint. Any such complaint must be in writing and submitted to the Town of Cary's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

Title VI Coordinator  
Town of Cary  
Transportation & Facilities Department  
P.O. Box 8005  
Cary, NC 27513  
(919) 653-7141

**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) 653-7141 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 GoCary information line at (919) 481-2020 (ext. 3).



# Title VI / ADA Complaint Form

Section I					
Name					
Street Address					
City		State		Zip Code	
Telephone (Home)			Telephone (Work)		
Email Address					
Section II					
Are you filing this complaint on your own behalf?			Yes*	<input type="checkbox"/>	No <input type="checkbox"/>
* If you answered "yes" to this question, please proceed to Section III.					
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	<input type="checkbox"/>	No <input type="checkbox"/>
Section III					
Please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. You may attach additional sheets as necessary.					
Section IV					
Is this complaint related to the Americans with Disabilities Act (ADA)?			Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Have you filed this complaint with any other Federal, State or Local Agency? Please check all that apply.					
Department of Transportation	<input type="checkbox"/>				
Federal Transit Administration	<input type="checkbox"/>				
U.S. Department of Justice	<input type="checkbox"/>				
Equal Employment Opportunity Commission	<input type="checkbox"/>				
Other (please provide Agency Names)	<input type="checkbox"/>				
If you have filed this complaint with any other agency, please complete the following:					
Agency Name	Contact Person	Phone Number	Email Address		

For questions, or for a full copy of the Town's Door to Door plan, Title VI policy and/or complaint procedures, please call 919-653-7141 or email [brittany.goode@townofcary.org](mailto:brittany.goode@townofcary.org).

**In person:** Cary Town Hall, 2nd Floor, Transportation & Facilities Department

**By email:** [brittany.goode@townofcary.org](mailto:brittany.goode@townofcary.org)

**By mail:** Town of Cary, Attn: GoCary Transportation Program Coordinator, P.O. Box 8005, Cary, NC 27512