



Title VI Compliance Statement

Community Action Partnership of Central Illinois is in compliance with Section 601 of Title VI of the Civil Rights Act of 1964. Any person who is, or seeks to be, a patron of any public vehicle operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.

Any person who believes that he or she has been discriminated against should contact CAPCIL's [Director of Human Resources](#) at 217.732.2159 Ext. 262, or the Federal Transit Administration (FTA) at: Federal Transit Administration, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124, Telephone: (215) 656-7100, Fax: (215) 656-7260

NON-DISCRIMINATION COMPLAINT PROCESS

Any recipient who believes that he or she, individually or as a member of a group, has been discriminated against on the basis of race, color, or national origin regarding participation in or receipt of CAPCIL services may file a [Complaint Form](#) with the [Director of Human Resources](#), CAPCIL, 1800 5th Street, Lincoln, IL.

A signed and dated [Complaint Form](#) may also be filed with the Federal Transit Administration, Region III Office, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124, in addition to filing a complaint with CAPCIL, instead of filing a complaint with CAPCIL, or to appeal the resolution of a complaint provided by CAPCIL. FTA may investigate complaints alleging intentional discrimination or disparate impact discrimination, whereby a policy or practice disproportionately excludes or adversely affects minority beneficiaries or other protected individuals without substantial legitimate justification.

All complaints must be filed on a Complaint Form within 180 calendar days of the alleged act of discrimination. Information such as bus number, time of day, names, and job titles of all CAPCIL employees involved should be provided, if available, to assist in the investigation of the complaint.



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Complaint process:

Acceptance or rejection of a complaint: Upon receipt, the Director of Human Resources will review the complaint and determine whether it will be accepted for further investigation or rejected. In order for a complaint to be accepted, it must be filed with (received by) CAPCIL's Director of Human Resources within 180 calendar days of the alleged act of discrimination, must allege discrimination on the basis of race, color or national origin, and must involve a service provided by CAPCIL, either directly or through a subcontractor. The Director of Human Resources will provide a written acknowledgment to the complainant that the complaint has been received and whether it has been accepted or rejected in accordance with the above.

Investigation of a complaint: The Director of Human Resources shall investigate accepted complaints and prepare a written report within 90 calendar days of the acceptance of the complaint, to include a description of the alleged act of discrimination, identification of persons interviewed, findings, and recommendations. The Executive Director, and where appropriate, CAPCIL's legal counsel, shall review the report and determine whether or not CAPCIL has complied with Title VI requirements, and if not, what remedial action will be taken.

Dismissal of a complaint: A complaint may be dismissed without further action if the complainant requests in writing that the complaint be withdrawn, if the complainant fails to respond to repeated requests for additional information needed to process and investigate the complaint, or if the complainant cannot be located after reasonable attempts to do so.

Individuals wishing to obtain additional information about CAPCIL relative to Title VI should contact CAPCIL's **Director of Human Resources** by calling 217.732.2159, e-mailing eburbage@capcil.org, or writing to 1800 5th Street, Lincoln, IL. 62656