

Springfield Mass Transit District Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race., color, or national origin by Springfield Mass Transit District (SMTD) may file a complaint by completing and submitting SMTD's Title VI Complaint form. SMTD investigates complaints received no more than 180 days after the alleged incident. A complaint form may be obtained on SMTD's website, www.smttd.org, or in person at 928 S. 9th Street, Springfield, IL 62703 Monday through Friday between 8:30A.M. and 4:30P.M.

Upon receipt of a written Title VI complaint, it will be stamped with the date received. This date will be used to calculate the 15 weekdays to respond to the Complainant. The Complaint will then be directed to the Managing Director, who will have the complaint logged and refer it to the proper Department Superintendent.

The Superintendent will investigate the allegations of the complaint. When the investigation is complete, the Superintendent will report back to the Managing Director as to what was discovered and what was done to resolve the complaint.

Once the Managing Director is notified of any findings and any action taken, a response will be mailed with a copy of the appeals procedure, to the complainant by Certified Mail – Return Receipt Requested within 15 workdays of the date complaint was received.

The Complainant then has 15 weekdays, from the date the response from the Managing Director was delivered, to appeal the decision, if desired. The Appeal Procedure is outlined below.

- Requests for appeals must be directed, in writing, to: Chairperson, SMTD Board of Trustees, c/o Sangamon Mass Transit District, 928 S. 9th Street, Springfield, IL 62703.
- The Chairperson will act on the appeal at the next regularly scheduled Board meeting. The Complainant will be notified of the date and time.
- The Complainant will receive written confirmation of the Board's response by Certified Mail – Return Receipt Requested within 5 days of the Board's decision.

An individual may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington D.C. 20590.

For more information or to receive this information in another language, please contact SMTD at 217/522-6087.