



1137 E. 5000 North Road
Bourbonnais IL 60914
(815) 937 - 4287 (4BUS)

River Valley Metro Policy Statement of the Civil Rights Act of 1964

River Valley Metro Mass Transit District is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the Directing Manager of River Valley Metro Mass Transit District.

How to File a Title VI Complaint

You may file a signed, written complaint within 180 days of the alleged discrimination. The complaint should include the following information:

- Your name, address and contact information (telephone number, email address, etc.)
- Specifics of the discrimination (how, why, when and where). Include the location and name & contact information of any witnesses of the incident. If alleged incident occurred on a bus, must provide date, time of day and bus number or route.
- Complaint letter must be signed.

Mail complaint letter to :

River Valley Metro Mass Transit District
Attn: Managing Director
1137 E. 5000 North Road
Bourbonnais IL 60914