

1. TITLE VI NOTICE TO THE PUBLIC

Sunway Charters (Trolleys Inc. dba Sunway Charters) operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964 and U.S. Department of Transportation regulations at 49 CFR Part 21. Our intercity bus service is funded in part by the Federal Transit Administration through the North Carolina Department of Transportation.

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with Sunway Charters.

For more information about Sunway's civil rights program, or to find out how to file a complaint, contact our Title VI Coordinator:

Sunway Compliance Team

Sunway Charters, 2400 Queen City Drive, Charlotte, NC 28208

Phone: (704) 348-1200 | Email: ada@sunwaycharters.com

TTY users: dial 711 (Relay NC)

You may also file a complaint directly with the North Carolina Department of Transportation or the Federal Transit Administration (contact information below).

2. WHAT TITLE VI PROHIBITS

Under Title VI, Sunway Charters will not:

- Deny anyone a service or benefit because of race, color, or national origin.
- Provide a different or lesser service, or provide it in a different way, for those reasons.
- Treat a person with limited English proficiency in a way that denies them meaningful access to our federally funded service.

3. HOW TO FILE A TITLE VI COMPLAINT

Who can file: Anyone who believes they, or a specific group of people, have been discriminated against on the basis of race, color, or national origin. You may also file on someone else's behalf with their permission.

When: Within 180 days of the alleged discrimination.

How: Complete the Sunway Charters Title VI Complaint Form, available at sunwaycharters.com or at any Sunway office. Mail it, email it, or drop it off. You may also send a signed letter. If you can't submit a written complaint, call our Title VI Coordinator, who will help you put it in writing.

What happens next:

1. We send you written acknowledgment within 10 business days.
2. The Title VI Coordinator reviews the complaint. If the complaint is accepted for investigation, we interview you, the employees involved, and any witnesses. We may contact you for more information. If we

don't hear back within 15 business days, the complaint may be administratively closed.

3. We aim to complete the investigation within 60 days.

4. You receive a written determination. It is either a closure letter explaining why no violation was found, or a letter of finding describing the violation and the corrective action we're taking.

5. If you disagree with the outcome, you may file with NCDOT or FTA.

Other places to file

Agency	Contact
North Carolina Department of Transportation	Office of Civil Rights, Title VI Nondiscrimination Program, 1511 Mail Service Center, Raleigh, NC 27699-1511. Phone: (984) 236-1200
Federal Transit Administration	Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. FTA Assistance Line: (888) 446-4511

4. ACCESSIBILITY AND THE ADA

Sunway Charters doesn't discriminate on the basis of disability, in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act (49 CFR Parts 27, 37, and 38).

Accessible vehicles: All intercity route vehicles are lift-equipped. For charter service, tell us at booking if anyone in your group needs a lift-equipped coach, and we'll assign one. If you need one for a scheduled intercity trip and aren't sure it's available, contact us at least 48 hours ahead.

Mobility devices: Our drivers will help you board and will secure wheelchairs and other mobility devices.

Service animals: Service animals are welcome on all Sunway vehicles and in our facilities.

Reasonable modification: Sunway will make reasonable changes to our policies, practices, and procedures so riders with disabilities can use our service. Make your request in advance by calling (704) 348-1200 or emailing ada@sunwaycharters.com. When advance notice isn't possible, you can ask your driver on the day of travel. We may decline a request only if it would create a direct threat to safety, fundamentally change the service, or isn't necessary for you to use the service. If we decline, we'll work with you on an alternative.

ADA complaints: ADA and reasonable modification complaints follow the same process as Title VI complaints above. You may also file with FTA.

5. LANGUAGE ASSISTANCE

Free interpretation and translated materials are available on request. Call (704) 348-1200 or ask any Sunway employee.

¿Necesita esta información en otro idioma? Ofrecemos servicios de interpretación y materiales traducidos sin costo alguno. Llame al (704) 348-1200 o pregunte a cualquier empleado de Sunway.