

TITLE VI PROGRAM

MONTEBELLO BUS LINES

COMPLAINT PROCESS

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with MBL. MBL employs a zero tolerance policy relative to alleged acts of discrimination and posts the process for filing a complaint on the Department of Transportation website. The Title VI Complaint Form (Appendix B) may be printed from the www.rideMBL.com website or may also be requested from MBL Customer Service who can be reached at (323) 558-1625. The Title VI Complaint Form is also available for pickup at the Department of Transportation, 400 S. Taylor Avenue, Montebello. The completed form must be returned to Montebello Bus Lines, Transit Operations Manager, 400 South Taylor Avenue, Montebello, CA 90640.

Complaints should be filed within one hundred and eighty (180) days of the date of the alleged discrimination and should include the following information:

1. Complainant's name, address, and contact information (i.e., telephone number, email address, etc.)
2. Description of how, when, where, and why complainant believes the discrimination occurred. In addition, the location, names, and contact information of any witnesses should also be included.

In addition to the MBL Title VI Complaint Process, a complainant may file a Title VI complaint directly with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839

Complainants may also file a Title VI complaint with an external entity such as the Department of Justice, other Federal or State agency, or a Federal or State court. However, should a complaint be filed with MBL and an external entity simultaneously, the external complaint will supersede the MBL complaint and MBL's complaint procedures will be suspended pending the external entity's findings.

All complaints alleging discrimination based on race, color or national origin relative to a service or benefit provided by MBL will be recorded. MBL staff will forward the Title VI complaint to

the Director of Transportation and will provide appropriate assistance to complainant(s), including those persons with disabilities, or who are limited in their ability to communicate in English. MBL will make every effort to resolve such complaints in a quick and expeditious manner.

In instances where additional information is needed for assessment or investigation of the complaint, MBL will contact the complainant within 15 working days. Failure of the complainant(s) to provide the requested information within the specified timeframe may result in the administrative closure of the complaint.

MBL will investigate the complaint and prepare a response subject to review by MBL's Director of Transportation. If appropriate, MBL may administratively close the complaint and advise the complainant(s) of his / her right to file a complaint externally.

The complainant(s) will also be advised of his / her right to appeal the response to Federal and State authorities as appropriate. MBL will employ every effort to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with MBL and an external entity simultaneously as noted previously.

MBL will send a final written response to the complainant(s) and advise the complainant(s) of his or her right to file a complaint externally. MBL will make every effort to respond to Title VI complaints within sixty (60) working days of its receipt of such complaints.



TITLE VI COMPLAINT FORM

Montebello Bus Lines is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that Montebello Bus Lines furnishes, on the basis of race, color, or national origin.

If you believe you have been discriminated against, you may file a signed written complaint within 180 days from the date of the alleged discrimination. The Title VI Complaint Form may be printed from the City of Montebello website www.rideMBL.com or may also be requested from MBL Customer Service who can be reached at (323) 558-1625. The Title VI Complaint Form is also available for pickup at the Department of Transportation, 400 S. Taylor Avenue, Montebello. The completed form must be returned to Montebello Bus Lines, Transit Operations Manager, 400 South Taylor Avenue, Montebello, CA 90640.

Your Name: _____

Street Address, City, State, Zip Code: _____

Telephone Number: _____

Name of person discriminated against (if someone other than complainant): _____

Street Address, City, State, Zip Code: _____

Date of Incident: _____

Please describe the alleged discrimination incident. Provide the names and title of all Montebello Bus Lines employees involved if available. Explain what happened and whom you believe was responsible. If necessary use back of this form.
