

TITLE VI

“No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance.”



Montebello Bus Lines (MBL) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service 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 MBL furnishes, on the basis of race, color or national origin.

In addition, the frequency of service, age and quality of MBL vehicles assigned to routes; quality of MBL bus stops; and location of routes will not be determined on the basis of race, color or national origin.

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within one-hundred and eighty (180) days of the date of 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 at (323) 558-1625. The Complaint Form is also available for pick-up at the Department of Transportation, 400 S. Taylor Ave., Montebello. The complaint form should include the following information:

1. Complainants name, address, and contact information (i.e. telephone number, email address, etc.)
2. Description of how, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The completed form must be returned to:

Montebello Bus Line
Attn: Transit Admin Manager
400 S. Taylor Avenue
Montebello, CA 90640
(323) 558-1625

In addition to the Title VI complaint process at MBL, a complainant may file a Title VI complaint 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 e 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.

Who can file a complaint?

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. A complaint must be filed with in one-hundred and eighty 180 days after the date of the alleged discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by MBL will be recorded.

What happens to my complaint to MBL?

MBL staff will forward the Title VI complaint to the Director of Transportation and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complainant, MBL will contact the complainant within fifteen (15) working days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complainant.

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

The complainant also will be advised of his/her rights to appeal the response to Federal and State authorities as appropriate. MBL will make 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.

How will I be notified of the outcome?

MBL will send a final response to the complainant and advise the complainant of his or her right to file a complaint.

TITLE VI

City of Montebello
Department of Transportation
400 S. Taylor Ave.
Montebello, CA 90640
323-558-1625
RideMBL.com

For
Hearing Impaired
TDD Line
711

