



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.
