



Title VI Notice of Rights

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.

In addition, the frequency of service, age and quality of vehicles assigned to routes, quality of bus stops, and location of routes will not be determined 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 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 pickup at the Department of Transportation, 400 S. Taylor Avenue, Montebello. The complaint should include the following information:

1. Complainant's name, address, and how to contact you (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.

The completed form must be returned to:

Montebello Bus Lines
Attention: Transit Operations 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 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.