



**Birmingham-Jefferson County Transportation Authority**

**Title VI of the Civil Rights Act**

In connection with the provision of transit services, any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may by him/her self or by a representative file a written complaint with the BJCTA. In cases where a complaint of alleged discrimination does not fall within the jurisdiction of the U.S. Department of Transportation (e.g., complaints regarding employment), the complaint will be referred to the appropriate federal agency.

**Complaint Submission**

Within 180 days of the alleged discrimination, complainant may submit written complaints to BJCTA's Title VI Officer, as follows:

**Phyllis Goode, Title VI Officer  
Birmingham-Jefferson County Transit Authority  
P.O. Box 10212  
Birmingham, AL 35202**

The public also has the right to file either locally or with FTA HQs or with both. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights

**Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave, SE  
Washington, DC 20590**

Complaints must state, as fully as possible, the facts and circumstances surrounding the alleged discrimination. In cases where the complainant is unable or incapable of providing a written statement but wishes BJCTA to investigate alleged discrimination, the Title VI Officer will arrange for an interview to enable a verbal complaint of discrimination. If necessary, the interviewer will assist the person in converting verbal complaints to writing. All complaints, however, must be signed by the complainant or his/her representative before action can be taken.