



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 Administrator, as follows:

**Mikeshia Harvill, Title VI Administrator
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, 5th 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 Administrator 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.