

Jefferson Transit Civil Rights Complaint Policy

Jefferson Transit prohibits discrimination and ensures equal opportunity for persons with disabilities in transportation in accordance with the Americans with Disabilities Act (**ADA**); operates services without regard to race, color, and national origin in accordance with **Title VI** of the Civil Rights Act; and follows Executive Order 13166 in identifying and engaging Limited English Proficiency (**LEP**) populations to ensure their involvement and knowledge of transportation planning and projects in and around their communities.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Jefferson Transit. To file a complaint, send a summary of your allegations and any supporting documentation to 21 Westbank Expressway, Gretna, LA 70053. Include sufficient details for the General Manager and Transit Director to understand why you believe the transit provider has violated your rights, with specifics such as dates and times of incidents.

For more information, visit www.jeffersontransit.org or contact Jefferson Transit locally at 504-364-3450.

For Louisiana Relay Service dial 7-1-1 or call one of the toll free numbers below:

TTY: 800-846-5277

Voice 800-947-5277

Speech-to-Speech: 888-272-5530

Spanish-to-Spanish: 800-737-1813

ADA

Title II of the Americans with Disabilities Act of 1990 prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. In accordance with these requirements JEFFERSON TRANSIT will not discriminate against qualified individuals with disabilities on the basis of disability in JEFFERSON TRANSIT's services, programs or activities.

Title VI

JEFFERSON TRANSIT operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

LEP

The JEFFERSON TRANSIT follows Executive Order 13166 in identifying and engaging Limited English Proficiency (LEP) populations to ensure their involvement and knowledge of transportation planning and projects in and around their communities. An LEP person is defined as one who does not speak English as his or her primary language and has a limited ability to read, write, or understand English.

A complainant may file a complaint directly with the Federal Transit Administration through the Office of Civil Rights by calling 888-446-4511 or visiting www.transit.dot.gov.