

Jefferson Lines posts Title VI/ADA notices on our agency's website, in public areas of our company operated bus stations.

Jefferson Lines operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

Jefferson Lines operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on the Jefferson Line's Title VI program, and the procedures to file a complaint, contact Bonnie Buchanan at 612-359-3400 or [bonnieb@jeffersonlines.com](mailto:bonnieb@jeffersonlines.com). For more information visit [jeffersonlines.com](http://jeffersonlines.com).

If you believe you have been discriminated against on the basis of race, color, or national origin by Jefferson Lines, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: Bonnie Buchanan.

**How to file a Title VI/ADA complaint with Jefferson Lines:**

1. You may complete the complaint form on our website and submit according to form instructions. To obtain a paper copy of the Complaint form contact Bonnie Buchanan, Jefferson Lines, 2100 East 26<sup>th</sup> Street, Minneapolis, MN 55404
2. In addition to the complaint process at Jefferson Lines, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 800-451 5333.