

Title VI Complaint Procedure

Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by the City of Beaumont's transit system (herein referred to as "BMT") may file a Title VI complaint by completing and submitting BMT's Title VI Complaint Form. The form can be found at the bottom of this document. The form can be submitted by 1) printing it, filling it out, and mailing it to Beaumont Municipal Transit, 550 Milam Street, Beaumont, 77701, or 2) emailing the completed form to bmunson@beaumonttransit.com, or 3) filing your complaint via telephone by calling (409)835-7895.

BMT will have thirty (30) days to investigate the complaint. If more information is needed in order to investigate the complaint then BMT may contact the complainant by letter with signature conformation, or via telephone. The complainant will then have ten (10) business days from the date of receipt of the letter, or the date of the phone call, in order to provide any additional requested information to the assigned investigator. If the information is not received by the end of the ten (10) business day period from the complainant, then BMT can administratively close the case. The case also may be closed if the complainant no longer wishes to pursue their case.

After the complaint has been investigated, he/she will issue one of two letters to the complainant with signature confirmation; (1) a closure letter, or (2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was no Title VI violation and the case is to be closed. A LOF summarizes the allegations and interviews regarding the alleged incident, and explains whether or not any disciplinary action, additional training of the employee, or other action will occur. If the complainant wishes to appeal the decision, they have ten (10) days from receipt of the letter to do so.

A person may file a complaint directly with the Federal Transit Administration (FTA) at FTA Office of Civil Rights, Attention: Title VI Coordinator, 1200 New Jersey Ave., SE, Washington, D.C. 20590.

Title VI Complaint Form

Americans with Disabilities Act (ADA) Complaint Procedure

Any person who believes that he or she has been discriminated against because of their disability under the ADA by the City of Beaumont's transit system (herein referred to as "BMT") may file an ADA complaint by completing and submitting BMT's ADA Complaint Form. The form can be found at the bottom of this document. This form can be submitted in one of the three ways described above.

The same procedure as outlined above for Title VI Complaints will be followed for ADA Complaints.

ADA Complaint Form

General Complaint/Request Procedure

Any person having a complaint about the transit system which is unrelated to Title VI or the ADA may file a complaint using the General Complaint/Request Form below. These complaints would include such things as buses not operating on schedule, passengers being passed by and not picked up, bus air conditioning/heating system not working, request for a bench or shelter at a particular location, and other miscellaneous items pertaining to the operation of the buses and actions by the operators. The General Complaint/Request Form may be filled out and mailed, emailed, or the complainant may call in the complaint on the telephone as outlined above.

The same procedure as outlined above for Title VI Complaints will be followed for General Complaints and Requests.

General Complaint/Request Form