

## **Title VI: Attachment D**

### **Non-discrimination Policy**

The Jackson Transit Authority (JTA) provides public transportation services to citizens and visitors in the City of Jackson Tennessee by offering fixed route and paratransit bus service.

The JTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of race, color, or national origin as afforded under Title VI of the Civil Rights Act of 1964.

Any person who believes they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint within 180 calendar days of the last alleged incident. Any transportation-related Title VI complaints received will be reported to TDOT's Civil Rights Division within three business days. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding Title VI of The Civil Rights Act or ADA compliance.

#### **ADA/Civil Rights Coordinator**

**Michele T. Jackson**

phone: (731) 423-0200x102

email: [mjackson@ridejta.com](mailto:mjackson@ridejta.com)

#### **Main Office**

38 Eutaw Street

Jackson, TN 38301

**phone:** (731) 423-0200

#### **Customer Care**

**phone:** (731) 423-0200x0

**fax:** (731) 424-9323

email us your comments and suggestions