



Lake County Transit Services Office

Title VI Complaint Procedures

Title VI Complaint Procedure

Lake County Transit Services Office operates regardless of race, color and national origin. Complies with all laws and regulations of the United States and Florida related to discrimination. The Lake County Transit Services Office is an Equal Opportunity Employer. For additional information about Lake County, Florida's non-discrimination obligations, contact the Lake County Office of Transit Services by mail or in person at:

Physical Location

Lake County Transit Services Office
2440 Us Highway 441/27
Fruitland Park, FL 34731

Postal address

Lake County Board of Commissioners
Office of Transit Services
Box P.O. 7800
Tavares, FL 32778-7800
By phone: 352-323-5733

Through the website at: www.ridelakexpress.com

Anyone who believes that he or any specific class of persons has been discriminated against or retaliated against prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes under the Lake County Office of Transit Services transit services program for the delivery of transit services or related services or programs is recommended to file a report with the Lake County Office of Transit Services Office Title VI Specialist as follows:

Lake County Transit Services Office

2440 U.S. Highway 441/27

Fruitland Park, FL 34731

Attn: Transit Program Specialist/Title VI Specialist Amy Bradford

Email address: abradford@lakecountyfl.gov

(352) 323-5733

Oral complaints received by the County will be resolved informally by the County Title VI Specialist. If the complaint(s) raised are not resolved satisfactorily by informal means, or if at any time the complainant requests to file a formal written complaint, the County Title VI Specialist shall forward the complainant to the Florida Department of Transportation 's Title VI Coordinator (FDOT) for processing in accordance with approved state procedures.

Any person who creates himself, herself or any specific class of persons who is discriminated against on the basis of race, color, or national origin, may, on his or her own or by a representative, file a written complaint with the FTA. A complaint must be filed no later than 180 days after the date of the alleged discrimination.

The County Title VI Specialist will advise the FDOT District Five Title VI Coordinator within five (5) calendar days of receipt of a written or oral complaint. The following information will be included in each notification:

- a) Name, address, and telephone number of the claimant.
- b) Name and address of the respondent.
- c) Basis of complaint.
- d) Date of the alleged discriminatory act or acts.
- e) Date the County received the complaint.
- f) A statement of the complaint.
- g) Other bodies in which the complaint has been filed.
- h) An explanation of the actions taken or proposed by the County to resolve the complaint(s) raised in the complaint.

1. Within ten (10) business days, the County Title VI Specialist shall acknowledge receipt of the complaint(s), inform the complainant of the Title VI process, any action taken and/or propose to resolve the claim(s), and inform the complainant of other available avenues of redress, such as the FDOT Equal Opportunity Office (EEO).

Within sixty (60) calendar days of receipt of the complaint, the County Title VI Specialist will investigate and provide any follow-up information. The Title VI Specialist will also provide adequate assistance to claimants, including persons with disabilities, or to those who have limited ability to communicate in English. In cases where additional information is needed for the evaluation or investigation of the complaint, the Title VI Specialist

will contact the complainant in writing to request additional information. Failure to provide requested information within 14 business days may result in the administrative closure of the claim. All complaints will be tracked and recorded.

2. Upon completion of the investigation of the complaint, the Title VI Specialist shall prepare a draft written response subject to review by the County Prosecutor. If applicable, the Title VI Specialist will provide the complainant with a written response and may administratively close the complaint. The Title VI Specialist shall inform the complainant of his or her right to file a Title VI complaint externally with the FTA, FDOT or Lake County Attorney's Office as follows:

Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
1200 New Jersey Avenue SE, 5th floor
Washington, DC 20590

Florida Department of Transportation, District 5
Title VI Coordinator
420 West Landstreet Road
Orlando, FL 32824
321-319-8100

Lake County Board of Commissioners
County Attorney's Office
315 West Main Street
Tavares, FL 32778
352-343-9787

The Lake County Title VI Specialist will also provide the FDOT District Title VI Coordinator with a copy of the findings of the report and the final decision.

3. The County Title VI Specialist will keep a record of all oral complaints received. The registration shall include the following information:

- a) Name, address, and telephone number of the claimant.
- b) Names and address of the respondent.
- c) Basis of complaint.

- d) Date of the alleged discriminatory act or acts.
- e) Date the complaint was received by the County
- f) A statement of the complaint.
- g) Other bodies in which the complaint has been filed.
- h) An explanation of actions taken or proposed by the Lake County Transit Services Office to resolve the complaint(s) raised in the complaint.

If information is needed in another language, please contact 352-323-5733