



Lake County Community Services Department Transit Division

Title VI Complaint Procedures and Title VI Complaint Form

TRANSIT DIVISION | *Community Services Department*
MAILING • P.O. Box 7800 • TAVARES, FL 32778
PHYSICAL • 2440 U.S. HIGHWAY 441/27 • FRUITLAND PARK, FL 34731
• P 352.323.5733 • F 352.323.5755
Board of County Commissioners • www.lakecountyfl.gov

Title VI Complaint Procedure

Lake County Transit Division operates without regard to race, color and national origin. It complies with all laws and regulations of the United States and Florida pertaining to discrimination. Lake County Transit Division is an Equal Opportunity Employer. To obtain additional information about Lake County, Florida nondiscrimination obligations, contact the Lake County Transit Division by mail or in person at:

Physical Address

Lake County Transit Division
2440 US Highway 441/27
Fruitland Park, FL 34731

Mailing Address

Lake County Board of County Commissioners
Community Services Department
Transit Division
P.O. Box 7800
Tavares, FL 32778-7800
By Telephone: 352-323-5733
Via website at: www.ridelakexpress.com

To file a discrimination complaint against Lake County Transit Division's, LakeXpress or Lake County Connection programs, provide the complaint in writing to the Lake County Board of County Commissioners, Community Services Department, Transit Division by mail, in person, by phone or via website as described above. Be certain to provide as much detailed information as possible and include contact information for the person filing the complaint. The complaint should be on the attached form which will help provide the following crucial information.

- Your name, address and telephone number
- The name and address of the agency, institution or department, you believe discriminated against you
- How, why and when you believe you were discriminated against. Include specific details about the alleged acts of discrimination and any other relevant information
- The name of any persons, witnesses, if known.

Lake County Transit Division procedures for investigating and tracking complaints will be posted on its website. Copies are available upon request. All complaints should be filed within 180 days of the date of the alleged discrimination. It may be filed by the person alleging discrimination or by his/her representative.

Title VI complaints should be submitted to Lake County Transit Division at the address below.

Lake County Board of County Commissioners
Community Services Department
Transit Division
Title VI Specialist
P.O. Box 7800
Tavares, FL 32778-7800

Filing a Complaint Directly to the U.S. Department of Transportation

A complainant may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, 5th Floor
Washington, DC 20590

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

Within sixty (60) calendar days from the receipt of the complaint, the County's Title VI Specialist will investigate and provide any follow up information. The Transit Division will also provide appropriate assistance to complainants, including those persons with disabilities, or to those who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, the Title VI Specialist will contact the complainant in writing to

request additional information. Failure to provide the requested information within 14 business days may result in the administrative closure of the complaint. All complaints will be tracked and logged.

Upon completion of the complaint investigation, the Title VI Specialist will prepare a draft written response subject to review by the County Attorney. If appropriate, the Title VI Specialist will provide the complainant a written response and may administratively close the complaint.

The Title VI Specialist will advise the complainant of his or her right to file Title VI complaint externally with the United States Department of Transportation (Federal Transit Administration), Florida Department of Transportation, or the Lake County Attorney's Office through:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, 5th Floor
Washington, DC 20590

Florida Department of Transportation
District 5
Transit Administrator
133 South Semoran Boulevard
Orlando, FL 32807
Telephone: 407-482-7800

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

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



Title VI Complaint Form

**Lake County Community Services Department
Transit Division**

Section I:				
Name:				
Address:				
Telephone (Home/Cell):			Telephone (Work):	
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the Aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other (specify)				
Date of Alleged Discrimination (Month, Day, Year): _____				
Location: _____				

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV:

Have you previously filed a Title VI complaint with this agency?

If so, when: Please provide a date and case number if applicable.

Date: _____

Case Number: _____

Yes

No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply and provide a case/reference number:

Federal Agency: _____

Federal Court: _____

State Agency: _____

State Court: _____

Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI:
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

Date

Please submit this form in person at the address below:

Lake County Community Services Department
 Transit Division
 Title VI Specialist
 2440 US Highway 441/27
 Fruitland Park, FL 34731

Or mail this form to:

Lake County Community Services Department
 Transit Division
 Title VI Specialist
 P.O. Box 7800
 Tavares, FL 32778-7800

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