



TITLE VI COMPLAINT PROCEDURES

In order to comply with 49 CFR Section 21.9(b), Citrus Connection developed the Standard Operating Procedure (S.O.P.) #D-3, that describes the procedures for filing, investigating, and tracking Title VI complaints filed against The District. The procedures for filing a complaint are available to members of the public upon request.

Members of the public may request additional information relating to Nondiscrimination obligation from:

The Lakeland Area Mass Transit District Title VI Coordinator:

Marcia Roberson
Director of Regional Mobility Call Center
Lakeland Area Mass Transit District
1212 George Jenkins Blvd., Lakeland, FL 33815
Phone numbers: (863)733-4222
Fax number: (863)327-1364
mroberson@ridecitrus.com

RIGHT TO FILE A COMPLAINT

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Citrus Connection program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Title VI Coordinator or with the Federal Transit Administration (FTA). A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

FILING A COMPLAINT WITH LAKELAND AREA MASS TRANSIT DISTRICT

Lakeland Area Mass Transit District encourages you to make your complaint in writing (see the attached Title VI Compliant Form), including the following information:

- Your name, address and how to contact you (phone number, email address, and mailing address)
- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on a bus or other Citrus Connection vehicle, please give the date, time of day, and bus/vehicle number if available.
- Your signature

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Citrus Connection Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.

Any complaint must be filed with the Citrus Connection Title VI Coordinator within 180 days of the date of the alleged Title VI violation.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Title VI Coordinator will review every complaint, and when necessary, begin the investigation process. At a minimum the investigator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Title VI Coordinator will complete a final report for the Executive Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to

appeal the decision, he or she may do so by contacting the Federal Transit Administration.

Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, with the Federal Transit Administration at the above listed address and contact information.