



## **LEBANON TRANSIT**

### **TITLE VI "STATEMENT OF POLICY"**

Lebanon Transit was created by the Lebanon County Board of Commissioners by Resolution under the provisions provided by the Pennsylvania Municipal Authorities Act of 1945 to provide the residents of Lebanon County with bus and other public transportation services. Lebanon Transit is governed by its Board of Directors. Pursuant to the County Resolution and the Pennsylvania Municipal Authorities Act of 1945, Lebanon Transit's Board of Directors determines the level and nature of services to be provided by units of local government, and by direct service operation by Lebanon Transit staff.

Lebanon Transit is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. Lebanon Transit recognizes its responsibilities to the communities in which it operates and to the society it serves. It is Lebanon Transit's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Toward this end, it is Lebanon Transit's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out Lebanon Transit's commitment to this program has been delegated to the Executive Director by the Board of Directors. Staff is responsible for the day-to-day operations of this Program and the Compliance Officer who will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors and staff share in the responsibility for making Lebanon Transit's Title VI Program a success.

Notices concerning Lebanon Transit's Title VI can be located on:

- All Fixed Route and Shared Ride vehicles;
- 7<sup>th</sup> and Willow Sts, Transfer Station, Lebanon, PA;
- Lebanon Transit Main Office, 200 Willow Street, Lebanon, PA;
- Indiantown Gap Park n' Ride;
- Shared Ride Division, 145 Schneider Drive, Lebanon, PA;
- Lebanon Transit website, [www.lebanontransit.org](http://www.lebanontransit.org);
- All Fixed Route schedules and Shared Ride Brochures.

Additional information concerning Lebanon Transit's Title VI obligations and the Complaint Procedure can be obtained by calling 717.274.3664.

### **LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES**

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that Federal Transit Administration (FTA) recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Lebanon Transit employs a bi-lingual receptionist to assist in communicating with individuals who do not speak English as well as translating brochures, etc. For individuals who are hearing impaired, Lebanon Transit encourages customers to use the PARElay service. This service can be accessed by call 711. The translation and interpretation services are free of charge.

### **TITLE VI COMPLAINT PROCEDURES**

Lebanon Transit is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities –the delivery of equitable and accessible transportation services. Lebanon Transit recognizes its responsibilities to the communities in which it operates and to the society it serves. It is Lebanon Transit's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

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 Lebanon Transit's Program of transit service delivery or related benefits, you may file a complaint with the Lebanon Transit Compliance Officer, Ms. Angela Luciotti at 200 Willow Street, Lebanon, PA 17046. We encourage you to make your complaint in writing.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Lebanon Transit Compliance Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

Identify and review all relevant documents, practices and procedures;

Identify and interview persons with knowledge of the 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.

After completion of the investigation, the Lebanon Transit Compliance Officer will complete a final report for the Executive Director with a copy to the Lebanon Transit Solicitor. 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/she may appeal directly to the Theresa L. Giurintano, Lebanon Transit Executive Director, and 200 Willow Street, Lebanon, PA 17046.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor- TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

The Compliance Officer shall maintain a log of Title VI complaints received. This log will include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by Lebanon Transit in response to the complaint. Should Lebanon Transit receive a Title VI complaint in the form of a formal charge or lawsuit, the Lebanon Transit Solicitor shall be responsible for the investigation and maintaining a log as described herein.

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Lebanon Transit  
200 Willow Street  
Lebanon, PA 17046  
717.274.3664