



LEBANON TRANSIT

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 and 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.

The Complaint Form can be found on the Lebanon Transit website www.lebanontransit.org.

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 Ms. Angela Luciotti, Compliance Officer or the Executive Director during normal business hours. An individual who believes they have been discriminated against by the Compliance Officer or Executive Director have the right to file a complaint with the Lebanon Transit Board Chair. All complaints shall be confidential and investigated promptly. Reasonable measures will be undertaken to preserve information that is confidential. The Title VI Compliance Officer will complete a final report for the Executive Director with a copy to General Counsel. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. Complainant has one-hundred and eighty (180) days to file a complaint from the date of the alleged discrimination. The investigation process and final report should take no longer than forty-five (45) business days.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, located at 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124, Phone number 215.656.7100.

The Compliance Officer shall maintain a log of Title VI complaints received. The log will include the date the complaint was filed; a summary of 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 General Counsel shall be responsible for the investigation described herein.

Lebanon Transit shall forward Title VI complaints as well as the status of each complaint to the Federal Transit Administration Office located at 1760 Market Street, Philadelphia, PA 19103.

