



LEBANON TRANSIT
TITLE VI
COMPLAINT PROCEDURES (ENGLISH)

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 Lebanon Transit Title VI 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, Civil Right Compliance Officer or the Executive Director at 717.274.3664 during normal business hours.

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.

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 the Lebanon Transit Solicitor. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately and a report will be forwarded to complainant. 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, Attention: Title VI Coordinator, East Building, and 5th Floor- 1200 New Jersey Ave., SE Washington DC 20590.

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 Lebanon Transit Solicitor shall be responsible for the investigation described herein.



Lebanon Transit
200 Willow Street
Lebanon, PA 17046
717.274.3664