

## **TITLE VI/Nondiscrimination Policy and Plan for Sub-Recipients in the Local Agency Program (LAP) | City of Lakeland, Florida**

### ***Policy Statement:***

The City of Lakeland, Florida, a municipal corporation, values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the City of Lakeland believes that the best programs and services result from careful consideration of the needs of all its communities and when those communities are involved in the transportation decision making process. Thus, the City of Lakeland does not tolerate discrimination of any of its programs, services, or activities. Pursuant to title VI of the Civil Rights Act of 1964 and other federal and state authorities, the City of Lakeland will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income, or family status.

### ***Complaint Procedures:***

The City of Lakeland has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family or income status in any of the City of Lakeland's programs, services, or activities may file a complaint with the City of Lakeland's Title VI/Nondiscrimination Coordinator:

Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination  
228 S. Massachusetts Avenue  
Lakeland, Florida 33801-5086  
Email: [Ashley.Stathatos@lakelandgov.net](mailto:Ashley.Stathatos@lakelandgov.net)  
Phone: 863-834-6237; Fax: 863-834-8402

If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 1-800-955-8771– (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability, or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the City of Lakeland's Title VI/Nondiscrimination Coordinator for assistance. (*Refer to "Exhibit 1" City of Lakeland Title VI/Nondiscrimination Plan – Complaint of Discrimination Form*).

The Title City's VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the City of Lakeland be unable to satisfactorily resolve the complaint, the City's Title VI/Nondiscrimination Coordinator will

forward the complaint, along with a record of its disposition to the appropriate District of the Florida Department of Transportation (FDOT).

The City's Title VI/Nondiscrimination Coordinator has "easy access" to the City Manager (or Chief Executive Officer) and is not required to obtain management or other approval to discuss discrimination issues with the City Manager. However, should the complainant be unable or unwilling to complain to the City of Lakeland, the written complaint may be submitted directly to the Florida Department of Transportation (FDOT). FDOT will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

Florida Department of Transportation  
Equal Opportunity Office  
ATTN: Title VI Complaint Processing  
605 Suwannee Street MS 65  
Tallahassee, FL 32399

***ADA/504 Statement:***

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in transportation programs, services, and activities.

The City of Lakeland will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The City of Lakeland will make every effort to ensure that its advisory committees, public involvement activities, and all other programs, services and activities include representation by the disabled community and disability service groups.

The City of Lakeland encourages the public to report any facility, program, service, or activity that appears inaccessible to those who are disabled. Furthermore, the City will provide reasonable accommodation (free of charge) to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization, or resources, the City asks that requests be made at least seven (7) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the following City of Lakeland's ADA Coordinator or Employment Counsel (for City Employees):

**For the General Public:**

Kristin Meador, MA, ADAC  
ADA Specialist  
228 S. Massachusetts Avenue

Lakeland, FL 33801-5086

Email: [Kristin.Meador@lakelandgov.net](mailto:Kristin.Meador@lakelandgov.net)

Phone: 863-834-8444

Fax: 863-834-8040

If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 800-955-8771 (TDD- Telecommunications Device for the Deaf) or the Florida Relay Service Number 800-955-8770 (VOICE), for assistance.

**For City of Lakeland Employees:**

Amanda Kaiser, HRIS

Human Resources Department

228 S. Massachusetts Avenue, Lakeland, FL 33801-5086

Email: [Amanda.Kaiser@lakelandgov.net](mailto:Amanda.Kaiser@lakelandgov.net)

Phone: 863-834-8768

Fax: 863-834-6004

If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 800-955-8771 (TDD- Telecommunications Device for the Deaf) or the Florida Relay Service Number 800-955-8770 (VOICE), for assistance.

***Limited English Proficiency (LEP) Guidance:***

Title VI of the Civil Rights Act of 1964 requires federal aid recipients to take responsible steps to ensure meaningful access to programs, services, and activities by those who do not speak English proficiently. Please refer to the City of Lakeland's Limited English Proficiency Plan located on the City of Lakeland website: [www.lakelandgov.net](http://www.lakelandgov.net).

**Attention City Staff:** The following statement shall appear on all publicly noticed City of Lakeland meeting notices and advertisements (i.e. City Commission meeting notices, bid notices, boards and committee notices, etc.):

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding, or those requiring language assistance (*free of charge*) should contact the City of Lakeland ADA Specialist, no later than forty-eight (48) hours prior to the proceeding, at 863-834-8444, Email: [ADASpecialist@lakelandgov.net](mailto:ADASpecialist@lakelandgov.net). If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 1-800-955-8771 (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

***Public Involvement:***

To plan for efficient, effective, safe, equitable and reliable transportation systems, the City of Lakeland must have the input of its public. The City spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The City holds several transportation meetings, workshops and other events designed to gather public

input on project planning and construction. Further, the City attends and participates in other community events to promote its services to the public. Finally, the City is constantly seeking ways of measuring the effectiveness of its public involvement. Persons wishing to request special presentations by the City of Lakeland, volunteer in any of its activities or offer suggestions for improvement of City public involvement may contact:

Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination Coordinator  
228 S. Massachusetts Ave.  
Lakeland, Florida 33801-5086  
Email: [Ashley.Stathatos@lakelandgov.net](mailto:Ashley.Stathatos@lakelandgov.net)  
Phone: 863-834-6237; Fax: 863-834-8402

If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 800-955-8771 (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 800-955-8770 (VOICE), for assistance.

***Data Collection:***

Federal Highway Administration regulations require federal-aid recipients to collect racial, ethnic, and other similar demographic data on beneficiaries of or those affected by transportation programs, services, and activities. The City of Lakeland accomplishes this using census data, American Community Survey reports, Environmental Screening Tools (EST), drive and ridership surveys, its Community Development Department, and other methods. From time to time, the City may find it necessary to request voluntary identification of certain racial, ethnic, or other data from those who participate in its public involvement events. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary and anonymous. Moreover, the City will not release or otherwise use this data in any manner inconsistent with the federal regulations.

***Assurances:***

Every three (3) years, or commensurate with a change in City of Lakeland executive leadership, the City must certify to FHWA and FDOT that its programs, services, and activities are being conducted in a nondiscriminatory manner. These certifications are termed “assurances” and serve two important purposes. First, they document the City’s commitment to nondiscrimination and equitable service to its community. Second, they serve as a legally enforceable agreement by which the City of Lakeland may be held liable for breach. The public may view the annual assurance on the

City of Lakeland’s website or by visiting the City of Lakeland Public Works Department Director’s Office, 228 S. Massachusetts Avenue, Lakeland, Florida, 33801-5086.

**CITY OF LAKELAND, FLORIDA**

By: \_\_\_\_\_  
Shawn Sherrouse, City Manager

\_\_\_\_\_ Date

**Signed Copy on File**  
**Updated May 12, 2025**

Distribution: All City of Lakeland Department Directors and Assistant Department Directors  
City Attorneys  
City Clerk  
Communications Department  
Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination Coordinator  
Amanda Kaiser, Human Resource Specialist  
Kristin Meador, ADA Specialist for the City of Lakeland

**“Exhibit 1”**

***Title VI – Nondiscrimination Plan***

**Complaint of Discrimination**

Complainant Name:

Complainant Address:

Complainant Phone Number:

Complaint Representative Name, Address, Phone Number, and Relationship (e.g. friend, attorney, parent):

Name and Address of Agency, Institution, or Department with Whom You Allege Discrimination Against You:

Name(s) of Individual(2) with Whom You Allege Discrimination Against You (if known):

Discrimination Because of:

- Race
- Sex
- Income Status
- Color
- Age
- Retaliation
- National Origin
- Disability
- Other

Date of Alleged Discrimination:

Please list the name(s) and phone number(s) of any person, if known, that the City of Lakeland could contact for additional information or support or clarify your allegation(s):

Please Explain, as clearly as possible, how, why, when, and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached to this complaint, if needed.

Complainant(s) or Complainant’s Representative’s Signature:

Date of Signature: