



**CITY OF LAKELAND FACT SHEET  
TITLE VI-EEO/NONDISCRIMINATION STATEMENT  
TITLE VI/NONDISCRIMINATION COORDINATOR CONTACT INFORMATION  
AMERICANS WITH DISABILITIES ACT (ADA)/504 STATEMENT  
ADA SPECIALIST CONTACT INFORMATION  
DISADVANTAGED BUSINESS ENTERPRISES (DBE)  
LIMITED ENGLISH PROFICIENCY (LEP)**

**The City of Lakeland, Florida, a municipal corporation**, is the sub-recipient of federal funding through the Florida Department of Transportation (FDOT). Pursuant to Section 9 of US DOT Order 1050.2A, the City has assured FDOT that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990, the Florida Civil Rights Act of 1992, and other nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any City program, service, or activity.

**Title VI/EEO-Nondiscrimination Policy and Plan**

---

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 of its' communities and when those communities are involved in the transportation decision making process. Thus, the City of Lakeland does not tolerate discrimination in 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.

Title VI/EEO-Nondiscrimination Complaint Procedures and Title VI/Nondiscrimination Coordinator: 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:**

**Mr. Shawn Sherrouse, Deputy City Manager and Title VI/Nondiscrimination Coordinator**  
228 S. Massachusetts Ave.  
Lakeland, Florida 33801-5086  
Email: [Shawn.Sherrouse@lakelandgov.net](mailto:Shawn.Sherrouse@lakelandgov.net)  
Phone: (863) 834-6006; 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, utilizing the "[Title VI Nondiscrimination Program Complaint of Discrimination Form](#)". The complaint should 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.

The City's Title VI/EEO-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/EEO-Nondiscrimination Coordinator will forward the complaint, along with a record of its' disposition, to the appropriate District of the Florida Department of Transportation (FDOT).

**City of Lakeland Employees Contact:**

**Geli Eldemire, Esquire, SPHR, SHRM-SCP  
Employment Counsel – HR Policy and Labor Relations**

228 S. Massachusetts Avenue Lakeland, FL 33801-5086

Email: [geli.eldemire@lakelandgov.net](mailto:geli.eldemire@lakelandgov.net)

Phone: (863) 834-5066; Fax: (863) 834-6004

**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.**

**Americans with Disabilities Act (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 persons with disabilities and ensure that their needs are equitably represented in its' programs, services and activities.

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



Reasonable Accommodation: The City of Lakeland encourages the public to make the City aware of any City facility, program, service, or activity that appears inaccessible to those who have disabilities. Furthermore, the City will provide reasonable accommodation to qualified persons with disabilities (free of charge) who wish to participate in City administered public events or, who require special assistance to access City facilities, programs, services or activities. Because providing a reasonable accommodation may require outside assistance, organizations, or resources, the City asks that requests be made at least five (5) business days prior to the need for an accommodation, but requires no less than two (2) business days' notice prior to the need for accommodation.

Questions, concerns or comments about Accessibility can be brought to the City of **Lakeland's ADA Specialist's** attention by using the "[Citizen's Action Center](#)" section of the City website. The submission should contain the identity of the person involved and a description of the Accessibility concern. If assistance is needed to complete the submission, or an alternative format is needed, please contact the City of **Lakeland's ADA Specialist** directly for assistance: Email: [Jenny.Sykes@lakelandgov.net](mailto:Jenny.Sykes@lakelandgov.net) or Phone: (863) 834-8444.

An ADA Grievance alleging violations of the Americans with Disabilities Act can be filed by utilizing the "[City of Lakeland ADA Grievance Form](#)". If assistance is needed to submit an ADA Grievance, please contact the City of Lakeland's ADA Specialist directly for assistance. The City's ADA Specialist, or designee, will respond to a complaint or grievance within fifteen (15) business days and will take reasonable steps to resolve the matter. Should the City of Lakeland be unable to satisfactorily resolve the complaint or grievance, the City's ADA Specialist, or designee, will forward the complaint or grievance, along with a record of its' disposition, to the appropriate District of the Florida Department of Transportation (FDOT).

**ADA Specialist:**

**Jenny Sykes, M.S., ADA.C**

228 S. Massachusetts Ave.

Lakeland, FL 33801-5086

Email: [Jenny.Sykes@lakelandgov.net](mailto:Jenny.Sykes@lakelandgov.net)

Phone: (863) 834-8444

Fax: (863) 834-8040

**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.**

**For City of Lakeland Employees:**

**Geli Eldemire, Esquire, SPHR, SHRM-SCP**

**Employment Counsel – HR Policy and Labor Relations**

228 S. Massachusetts Avenue Lakeland, FL 33801-5086

Email: [geli.eldemire@lakelandgov.net](mailto:geli.eldemire@lakelandgov.net)

Phone: (863) 834-5066 Fax: (863) 834-6004

**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.**

## **Disadvantaged Business Enterprises Statement**

---

It is the policy of the **City of Lakeland, Florida**, that disadvantaged businesses, as defined by 49 Code of Federal Regulations, Part 26, shall have an opportunity to participate in the performance of FDOT contracts in a nondiscriminatory environment. The objectives of the Disadvantaged Business Enterprise Program are to ensure non-discrimination in the award and administration of contracts, ensure firms fully meet eligibility standards, help remove barriers to participation, create a level playing field, assist in development of a firm so it can compete successfully outside of the program, provide flexibility, and ensure narrow tailoring of the program.

The **City of Lakeland, Florida**, and its consultants shall take all necessary and reasonable steps to ensure that disadvantaged businesses have an opportunity to compete for and perform the contract work of the City of Lakeland, Florida in a non-discriminatory environment.

The **City of Lakeland, Florida** shall require its consultants to not discriminate on the basis of race, color, national origin, disability or sex in the award and performance of its contracts. This policy covers, in part, the applicable federal regulations and applicable statutory references contained therein for the Disadvantaged Business Enterprise Plan, Chapters 337 and 339, Florida Statutes, and Rule Chapter 14-78, Florida Administrative Code. The **City of Lakeland, Florida** currently has a Construction/Consultant DBE goal of 10.65%.

## **Limited English Proficiency (LEP) Policy and Plan**

---

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take responsible steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently.

### **Public Notice Language:**

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 requesting a reasonable accommodation to participate in this proceeding, or those



requiring language assistance (*free of charge*) should contact the City of Lakeland's ADA Specialist Jenny Sykes. Because providing a reasonable accommodation or language assistance may require outside organizations or resources, the City asks that **requests be made five (5) business days prior to the need for an accommodation or language assistance, but not less than two (2) business days prior to the need.** ADA Specialist Email: [Jenny.Sykes@lakelandgov.net](mailto:Jenny.Sykes@lakelandgov.net), Phone: (863) 834-8444.

**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 community programs, 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 a number of 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.

### **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 through the use of 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 (2) 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.

Updated: 12.10.2018