



Town of Lady Lake
Title VI Nondiscrimination and ADA Policy and Plan

Nondiscrimination Policy Statement:

The Town of Lady Lake (hereinafter “the Town”) values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Town does not tolerate discrimination in any of its programs, services or activities. The Town 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.

ADA/504 Statement:

The Town makes great effort to ensure that its facilities, programs, services, and activities are available to those with disabilities. The Town encourages its citizenry to report any facility, program, service or activity that appears inaccessible to the disabled. Furthermore, the Town will provide reasonable accommodation to disabled individuals who wish to participate in public involvement or other events, with advance notification of seven (7) days.

Questions, concerns, comments or requests for accommodation should be made to the Town’s Title VI/ADA Officer:

Name of ADA Officer: Tia O’Neal, Human Resource Director
Address: 409 Fennell Blvd. Lady Lake, FL 32159
Phone number: 352-751-1505
Fax: 352-751-0230
Email: tiaoneal@ladylake.org
TTY or Relay number: 352-751-1565

Complaint Procedures:

The Town has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discriminatory actions. 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 status may file a complaint with the Town's Title VI/ADA Officer:

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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 Town's Title VI/ADA Officer for assistance.

The Title VI Officer will respond to the complaint within thirty (30) days and will take reasonable steps to resolve the matter. Should the Town be unable to satisfactorily resolve the complaint, the Title VI Officer will forward the complaint, along with a record of its disposition, to the Florida Department of Transportation (FDOT), Equal Opportunity Office, Statewide Title VI Coordinator. FDOT will assume jurisdiction over the complaint for continued processing or will otherwise ensure the complaint is routed to the appropriate federal or state authority. FDOT may be contacted at:

Florida Department of Transportation
Equal Opportunity Office
605 Suwannee Street
MS 65
Tallahassee, FL 32399
Telephone: 850-4144747

Limited English Proficiency (LEP) Guidance:

The Town of Lady Lake recognizes that language needs will change as Florida's population changes. Further, the Town is required to assess its programs and services each year to determine compliance with various nondiscrimination regulations. As such, the Town will revisit the LEP plan each year and make appropriate changes, as needed.

In order to properly gauge the quantity, quality and type of LEP service for each region, the FDOT districts will each analyze their programs, services and activities using the four factor test.

1. **The number or proportion of LEP persons eligible to be served.** The 2010 demographic profile from the U.S. Census Bureau shows that the Town has approximately 3.6% of the population that speaks English less than very well. Two predominant languages spoken less than very well in Lady Lake are Spanish and Other-Indian European languages. The most prevalent languages spoken by individuals who are LEP in the Town of Lady are Spanish (3.0%); Other Indo-European Languages (0.4%) Asian and Pacific Islander Languages (0.2%)
2. **Frequency of contact with LEP persons.** In order to validate the census information and determine which of the LEP populations most frequently have contact with Town of Lady Lake programs, services and activities, Department Heads were contacted with almost all saying they have very little to no contact with LEP individuals. When contact is made Spanish is by far the most frequently encountered LEP language in the Town of Lady Lake. At this time minimal LEP services are required.
3. **Nature or importance of the program.** All of the Town's programs are important; however, those related to Police, Utilities, and Code Enforcement are among the most important. As such, the Town is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and within the available resources. In other cases, the Town will strive to provide alternative but meaningful accessibility. Moreover, the Town will continually evaluate its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access.
4. **Resources available.** The Town of Lady Lake understands that it is an entity serving a limited amount of Spanish speaking individuals. The Town makes every effort to make its programs, services and activities accessible to LEP individuals. The Town will use available resources, both internal and external, to accommodate reasonable requests for translation. In addition the Town has identified employees who speak languages other than English who will volunteer to assist with interpretation or translation.

Persons requiring special language services should contact the Town's Title VI/ADA Officer:

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For more information please contact:

Florida Department of Transportation
Equal Opportunity Office
605 Suwannee Street, MS #65,
Tallahassee, FL 32399-0450