



On Lok PACE operates its transportation services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. In addition to Title VI of the Civil Rights Act of 1964, On Lok PACE also prohibits discrimination based on ethnicity, ancestry, religion, sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes), age, marital status, mental or physical disability, medical condition, genetic information, or source of payment. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with On Lok PACE.

For more information about your Title VI rights, and the procedures to file a complaint, please contact our toll-free number at 1-888-996-6565 (TTY: 711). A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, please contact our toll-free number at 1-888-996-6565 (TTY: 711).