WAUSAU METROPOLITAN
PLANNING ORGANIZATION

TITLE VI
AMERICANS WITH DISABILITIES ACT (ADA)
PLAN

WAUSAU, WISCONSIN METROPOLITAN AREA

2020

MARATHON COUNTY METROPOLITAN PLANNING COMMISSION
November 2020

U.S. Department of Transportation
Federal Highway Administration

U.S. Department of Transportation
Federal Transit Administration

Wausau Metropolitan Planning Organization (MPO)

Title VI/Americans with Disabilities Act (ADA) Plan[1]

October 2020

Revised on: September 8, 2020

Adopted by: Marathon County Metropolitan Planning Commission acting as the Wausau MPO

Adopted on: November 10, 2020

This policy is hereby adopted and signed by:

Wausau MPO

Executive Name/Title: John Robinson, Commission Chairman

Executive Signature: _____

Policy Statement

The **Wausau MPO** is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Title VI/ADA Plan Elements

The **Wausau MPO's** Title VI/ADA plan includes the following elements:

1. Evidence of Policy Approval, Log of Policy Updates, Contact Information/Program Administration
2. Notice of Nondiscrimination
3. Complaint Procedure
4. Complaint Form
5. List of transit related Complaints, Investigations and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

The **Wausau MPO** will review its policy on an annual basis to determine if modifications are necessary.

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[1] **Title VI** of the Civil Rights Act of 1964 states "No person in the United Sates shall, on the grounds of race, color or national origin, be excluded from, participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." – Title 42 USC Section 2000d

Title II of the Americans with Disabilities Act (ADA) protects individuals with disabilities from discrimination on the basis of disability in services, programs and activities provided by State and local government entities.

The **Wausau MPO** will use the table below to record reviews/revisions made to the plan.

As applicable, **Wausau MPO** will discuss Title VI/ADA plan requirements with its third-party transit providers on an annual basis to ensure compliance with Title VI/ADA plan requirements.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks

Contact Information/Program Administration

Chief Executive

The **Wausau MPO's** Chief Executive will ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Name:	John Robinson, Commission Chairman
Email:	john.robinson@co.marathon.wi.us
Phone:	715-212-2227

Transportation Manager

The **Wausau MPO's** Transportation Manager will ensure implementation of the **Wausau MPO's** federally funded transportation program. The Transportation Manager has other duties and responsibilities in addition to Title VI and ADA. This position has a direct reporting relationship and access to **Wausau MPO's** Chief Executive.

Name:	David Mack, MPO Director
Email:	dave.mack@co.marathon.wi.us
Phone:	715-261-6043

Civil Rights Coordinator

The **Wausau MPO's** Civil Rights Coordinator ensures Title VI/ADA compliance in accordance with the **Wausau MPO's** federally funded transportation program. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/ADA compliance. This position has a direct reporting relationship and access to the **Wausau MPO's** Chief Executive.

Name:	Frank Matel, Marathon County Employee Resources Director
Email:	frank.matel@co.marathon.wi.us
Phone:	715-261- 1454

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of the **Wausau MPO's** nondiscrimination requirements, including the following activities:

- ✓ Program Administration
  - Ensure compliance with federal Title VI/ADA requirements
  - Develop and implement the **Wausau MPO's** Title VI/ADA Plan
  - Update and maintain Title VI/ADA program policies and procedures
- ✓ Complaints
  - Review, track, investigate and close Title VI/ADA complaints
- ✓ Employee Training
  - Educate staff on Title VI/ADA and requirements and procedures
- ✓ Reporting
  - Prepare and submit Title VI/ADA reports per state and federal regulations
- ✓ Public Dissemination
  - Notify the public of the **Wausau MPO's** Title VI/ADA program requirements via the **Wausau MPO's** public area, on its website, in vehicles, etc.
- ✓ Oversight
  - Ensure contractors and lessees adhere to Title VI/ADA requirements

Title VI/ADA - Notice of Nondiscrimination to the Public[2]

Wausau MPO's *Notice of Nondiscrimination* is as follows:

Notice of Nondiscrimination

Wausau MPO

- ✓ The **Wausau MPO** is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **Wausau MPO**.
- ✓ For more information on the **Wausau MPO's** civil rights program, and the procedures to file a complaint, contact Dave Mack (for hearing impaired, please use Wisconsin Relay 711 service); email dave.mack@co.marathon.wi.us. ; or visit our administrative office at 210 River Drive, Wausau, WI 54403. For more information, visit http://www.wausaumpo.org
- ✓ 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, contact 715-261-1500.
  Si se necesita informacion en otro idioma de contacto, 715-261-1500.
  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Wausau MPO's *Notice of Nondiscrimination* is posted in the following locations

- ✓ Agency website http://www.WausauMPO.org
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Rider Guides/Schedules
- ✓ Transit Shelters and stations
- ✓ Other, _____

Complaint Procedure

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[2] Title VI and ADA regulations require **Wausau MPO** to inform customers and the public of their rights under Title VI and ADA regulations by posting a *Notice of Nondiscrimination*. The public notice must include:

- ✓ A statement of nondiscrimination;
- ✓ Information on how to request additional information about the agency's Title VI and ADA obligations, including information on how to file a complaint, the location of the complaint form, etc.;
- ✓ Information on how to request Title VI and ADA information in another language, if required.

The *Notice of Nondiscrimination* should be posted in the following locations: website, public areas of the agencies office, inside vehicles, rider guides/schedules and transit shelters/facilities

The **Wausau MPO's** Complaint Procedure is made available in the following locations: (*list all that apply*)

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- ✓ Other, _____

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by the **Wausau MPO** may file a complaint by completing and submitting the **Wausau MPO's** Complaint Form.

The Complaint Form may also be used to submit general complaints to the **Wausau MPO**.

The **Wausau MPO** investigates complaints received no more than 180 business days after the alleged incident. The **Wausau MPO** will process complaints that are complete.

Once the complaint is received, the **Wausau MPO** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the **Wausau MPO** will follow the steps listed in this complaint procedure. The **Wausau MPO** may also use this formal procedure to address general complaints. If the **Wausau MPO** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the **Wausau MPO** as a civil rights complaint.

The **Wausau MPO** has 14 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **Wausau MPO** may contact the complainant.

The complainant has 7 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 7 business days, the **Wausau MPO's** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A <u>closure letter</u> summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- ✓ A <u>letter of finding (LOF)</u> summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has 20 business days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-261-1500.
Si se necesita informacion en otro idioma de contacto, 715-261-1500.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Wausau MPO - Complaint/Comment Form

Wausau MPO is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at dave.mack@co.marathon.wi.us or in person at the address below.

Wausau MPO
210 River Drive
Wausau, WI 54403
dave.mack@co.marathon.wi.us

You may also call us at 715-261-6000. Please make sure to provide your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One) – **provide detail in 'Comment Details' below**				
Compliment	**Suggestion**	**Complaint**		**Other**
		Title VI: **ADA/(Disability):** **Service:** **Other:**	**[ ] Race [ ] Color [ ] National Origin** **[ ] Yes [ ] No** **[ ] Yes [ ] No** **[ ] Gender [ ] Religion [ ] Age** **[ ] Income Status** **[ ] Limited English Proficient LEP**	

SECTION II: CONTACT INFORMATION	
Name:	
Rider ID (if applicable):	
Street Address:	
City, State, Zip code:	
Phone:	
Email:	

Accessible Format Requirements: (choose preferred format(s)	**Large Print**		**TDD/Relay**		**Audio Recording**		**Other**	

	Yes	**No**
Are you filing this complaint on your own behalf? If you answered "yes" to this question, go to Section IV.		
If not, please provide the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	**Yes**	**No**

SECTION III: COMMENT DETAILS	
Transit Service (*Choose one, as applicable*) Bus/Paratransit/Shared-Ride Taxi	
Date of Occurrence:	
Time of Occurrence:	
Name/ID of Employee(s) or Others Involved:	

Vehicle ID/Route Name or Number:	
Direction of Travel:	
Location of Incident:	
Mobility Aid Used (if any):	
If above information is unknown, please provide other descriptive information to help identify the employee:	
Description of Incident: As applicable, explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please add additional pages.	

SECTION IV: FOLLOW-UP		
May we contact you if we need more details or information?	**Yes**	**No**
What is the best way to reach you? (choose one) If a **phone call** is preferred, what is the best day and time to reach you?	**Phone**	
	Email	
	Mail	

SECTION V: DESIRED OUTCOME	
What steps have you have taken to address the conflict or problem?	
What type of corrective actions took place?	
What remedy are you seeking?	

SECTION VI: ADDITIONAL INFORMATION		
Have you previously filed a complaint with this agency?	Yes	No
Have you filed this complaint with any other Federal, State or Local agency, or with any Federal or State Court?	Yes	No
If yes, to the question above, list all agencies contacted:		
Please provide information about a contact person at the agency/court where each complaint was filed. Name, Agency, Address, Phone, Email		

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the **Wausau MPO**:

_____ _____

Complainant Signature **Date**

_____

Print Your Name

List of Complaints, Investigations and Lawsuits[3]

The **Wausau MPO** maintains a list or log to track and resolve all complaints, investigations and lawsuits, pertaining to its transit-related activities.

Check One:

_____ There have been no investigations, complaint and/or lawsuits filed against us during the report period.

_____ There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

Type Complaint Investigation Lawsuit	**Date** (Month, Day, Year)	**Complainant's** Name/Address	**Basis of Complaint**[4]	**Summary** Complaint Description	**Status**	**Action(s) Taken**

[3] **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

[4] **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the **Wausau MPO** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The **Wausau MPO** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, the **Wausau MPO** reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by the **Wausau MPO** are summarized in the table below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc*.

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	**Wausau MPO** Staffer(s)	**Event**	**Date Publicized** and **Communication Method** (Public Notice, Posters, Social Media)	**Outreach Method** (Meeting, Focus Group, Survey, etc).	**Notes**

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Wausau MPO** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **Wausau MPO's** Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Wausau MPO** has conducted a *Four Factor Analysis*[5] of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP *Four Factor Analysis*

Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires the **Wausau MPO** to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census and American Community Survey (ACS) Data[6]

The **Wausau MPO** did the following:

1. Inserted a copy of the **Wausau MPO's** county LEP/Demographic data in the Title VI/ADA plan as Appendix 1. This data was found at the WisDOT website https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/title6.aspx or the US Census Bureau American Fact Finder website http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml

2. Analyzed the LEP demographic data for the **Wausau MPO's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
    a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.

[5] DOT LEP guidance https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance

[6] The ACS publishes data in many forms on the Census Bureau American Fact Finder website http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml

i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) the **Wausau MPO** must provide translation of vital documents in written format for the non-English users.

ii. Examples of written translation of vital documents include the Nondiscrimination policy statement (Appendix 2), Complaint Procedure (Appendix 3), Complaint Form (Appendix 4), and ADA paratransit eligibility forms.

3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis.*

Factor 2: Frequency: Identifies the frequency staff (and transit provider/lessee, if applicable) encounters LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The summary below discusses the frequency with which **Wausau MPO** staff, and/or its contractor/lessee encounter LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. **Wausau MPO** staff persons are encouraged to use LEP resource materials to assist LEP persons.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

The summary below discusses how the **Wausau MPO's** program and services impact the lives of persons within the community. The **Wausau MPO** will specify the community organizations that serve LEP persons, if available.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

The summary below discusses the low-cost methods the **Wausau MPO** uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI/ADA and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis (listed below as item #1)*, the **Wausau MPO** addresses the following elements:

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons
And, any additional information deemed necessary.

Item #1 – Results of the Four Factor Analysis *(including a description of the LEP population(s) served)*

Factor 1 – ***Demography***

Marathon County contracts with a transit provider to provide transportation service for the **Wausau MPO** and in **Marathon County** for ADA compliant Paratransit Services**.**

The US Census Bureau – American Fact Finder (2011-2015) reports there are numerous languages spoken in **Marathon County**. Some of these languages include Hmong, Spanish, German, Polish, Hindi, Chinese, and French. After English, the second largest language group is Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that "speaks English less then very well" by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), the **Wausau MPO** must provide translation of vital documents in written format for non-English speaking persons.

In **Marathon County**, with a population estimate of 1,831 persons having identified themselves as Hmong speaking and "speaks English less than very well", this language group is at 1.4% of the total and below the 5% but above the 1,000 persons threshold of the population to be served. This means the **Wausau MPO** is required to provide written translation of vital documents. The only other language group listed above is Spanish at 0.8% and at 1,081 people "speaks English less than very well", the **Wausau MPO** is also required to provide written translation of vital documents in Spanish. The remaining languages listed above are below the Safe Harbor Threshold. This means, at this time, the **Wausau MPO** is also not required to provide written translation of vital documents in these languages.

In the future, if the **Wausau MPO** meets the Safe Harbor Threshold for any other language groups, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation upon request.

Factor 2 – ***Frequency***

The **Wausau MPO** and its transit provider are trained on what to do when they encounter a person that speaks English less than very well. The **Wausau MPO** with assistance from its transit provider tracks the number of encounters and consider adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **Wausau MPO's** programs and services.

Log of LEP Encounters

Date	Time	Language Spoken By Individual *(if available)*	Name and Phone Number of Individual *(if available)*	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

The **Wausau MPO's** transit provider provides approximately 470,000 rides per year. While formal data has not been collected, the transit provider has indicated it has not identified any LEP persons coming forward to use the service within the last year.

The **Wausau MPO** staff has reviewed the frequency it has, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the **Wausau MPO** has zero (0) requests for interpreters and zero (0) requests for translated program documents.

The **Wausau MPO** and its transit provider has an open-door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **Wausau MPO** to ensure the individual receives access to the transportation service.

The "I Speak" Language identification card listed below is a document that can be placed in our transit provider's vehicles and used by the **Wausau MPO** staff to assist LEP individuals. Additional languages can be added as needed to match the demographic changes of the **Wausau MPO's** service area.

"*I Speak*" Language Identification Card

Mark this Box if you speak…	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	Polish
	मैं हिंदी बोलते हैं	Hindi
	میں نے اردو بولتے ہیں	Urdu

Note: For additional languages visit the US Census Bureau website http://www.lep.gov/ISpeakCards2004.pdf

Factor 3 – ***Importance***

The **Wausau MPO** and our transit provider understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

The **Wausau MPO** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities and vehicles and providing information to the public on security awareness or emergency preparedness.

The **Wausau MPO's** assessment of the programs, activities and services that are most critical include contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – ***Resources and Costs***

Even though the **Wausau MPO** does not have a separate budget for LEP outreach, it continuously explores ways to implement low cost methods of notifying LEP persons of transportation services. Outreach/resource efforts include posting website information, developing and printing brochure/materials and participating in public meetings to promote transportation services. Additional low-cost outreach methods to reach LEP communities include but are not limited to activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The **Wausau MPO** Has access to bilingual speaking people through Marathon County staff. In addition, it works with its transit provider to ensure mechanisms are in place to reach LEP persons in the service area.

In addition, the **Wausau MPO** is working on developing relationships with language teachers in area schools as well as local community leaders to use a resource to assist in meeting the need of LEP persons, if needed.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

The **Wausau MPO** and our transit provider does the following to inform LEP persons of the availability of language assistance services:

- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed
- ✓ Utilize the bilingual speaking people on the Marathon County staff to assist with the development of bilingual outreach material
- ✓ Prioritize the hiring of bilingual staff, as needed
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs http://www.wisconsinrelay.com/ and http://www.wisconsinrelay.com/features

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

The **Wausau MPO** reviews its plan on an annual basis or more frequently as needed. The **Wausau MPO** will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

In addition, the **Wausau MPO** meets with our transit provider on an annual basis to ensure the Title VI/ADA requirements are met. The annual meeting and site-visit of the transit provider is usually conducted in October of the year.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

Wausau MPO employees are oriented on the principles of Title VI/ADA and the **Wausau MPO's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. The **Wausau MPO** will ensure its transit provider, as applicable also educates its staff on Title VI and ADA requirements, specifically complaint procedures and LEP provisions.

If a driver, dispatcher or employee needs further assistance related to LEP individuals, they can work with the **Wausau MPO** and/or our transit provider's Transit Manager to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, the **Wausau MPO** will meet with our transit provider, as applicable to discuss updates the **Wausau MPO's** Language Assistance Plan.

Minority Representation Information[7]

A. Minority Representation Table[8]

The table below depicts the **Wausau MPO's** non-elected committees/councils related to transit.

Body	Caucasian	Hispanic	African American	Asian American	Other
County Population	89%	3%	1%	6%	1%
Metro Planning Commission	100%	0%	0%	0%	0%
Technical Advisory Committee	99%	1%	0%	0%	0%
Bicycle Pedestrian Committee	99%	0%	0%	0%	1%

B. Efforts to Encourage Minority Participation

The **Wausau MPO** understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the **Wausau MPO** encourages participation of all its citizens.

As vacancies on boards, committees and councils become available, the **Wausau MPO** will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, the **Wausau MPO** will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, the **Wausau MPO** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

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[7] If the **Wausau MPO** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the **Wausau MPO**, Title VI regulations require the **Wausau MPO** to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

[8] County data by race is available at the WisDOT website https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-race.pdf or the US Censure Bureau American Fact Finder website http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml

Marathon County Metropolitan Planning Commission (Wausau MPO)

Date:

_____

Dear Member,

As the **Wausau MPO** is a recipient of federal funds, we are required under Title VI of the Civil Rights statue to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for the **Wausau MPO** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a Commission under the jurisdiction of the **Wausau MPO**, we invite Commission members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI and ADA regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic:* All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

[9] This form is an optional tool the **Wausau MPO** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.

MPO Demographic Data, Analysis and Procedures

The MPO is also required to include the following elements which are listed below in Appendix 1:

a. A demographic profile of the metropolitan area that includes identification of the locations of minority populations in aggregate.

b. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process.

This information helps ensure members of minority communities are provided with full opportunities to engage in the transportation planning process. This includes actions to eliminate language, mobility, temporal, and other obstacles to allow minority populations to participate fully in the process.

c. Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data, at Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO.

d. Analysis of the impacts identified in (c) that identifies any disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

<u>Notes:</u>

- ✓ If the MPO is a direct recipient, the MPO will be required to submit additional information to FTA per Chapter VI-1 of FTA Circular 4702.1B (October 1, 2012).
- ✓ All MPOs are required to self-certify compliance with all applicable federal requirements. Planning certification reviews conducted jointly by FTA and FHWA of the metropolitan transportation planning processes of transportation management areas include a review of Title VI/ADA compliance.

Appendix 1

LEP/Demographic Data

Appendix 2A
Title VI/ADA - Notice of Nondiscrimination to the Public[1]

Wausau MPO's *Notice of Nondiscrimination* is as follows:

Notice of Nondiscrimination

Wausau MPO

- ✓ The **Wausau MPO** is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **Wausau MPO**.
- ✓ For more information on the **Wausau MPO's** civil rights program, and the procedures to file a complaint, contact Dave Mack (for hearing impaired, please use Wisconsin Relay 711 service); email dave.mack@co.marathon.wi.us. ; or visit our administrative office at 210 River Drive, Wausau, WI 54403. For more information, visit http://www.wausaumpo.org
- ✓ 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, contact 715-261-1500.
  Si se necesita informacion en otro idioma de contacto, 715-261-1500.
  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Wausau MPO's *Notice of Nondiscrimination* is posted in the following locations

- ✓ Agency website http://www.WausauMPO.org
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Rider Guides/Schedules
- ✓ Transit Shelters and stations
- ✓ Other, _____

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[1] Title VI and ADA regulations require **Wausau MPO** to inform customers and the public of their rights under Title VI and ADA regulations by posting a *Notice of Nondiscrimination*. The public notice must include:

- ✓ A statement of nondiscrimination;
- ✓ Information on how to request additional information about the agency's Title VI and ADA obligations, including information on how to file a complaint, the location of the complaint form, etc.;
- ✓ Information on how to request Title VI and ADA information in another language, if required.

The *Notice of Nondiscrimination* should be posted in the following locations: website, public areas of the agencies office, inside vehicles, rider guides/schedules and transit shelters/facilities

Appendix 2B
Title VI/ADA - Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug rau Cov Pej Xeem[1]

Wausau MPO's kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug yog li nram qab no:

Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug

Wausau MPO

- ✓ **Wausau MPO** tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug cais tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnub nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **Wausau MPO** raws li txoj cai Title VI ntawm txoj cai Li Civil Rights Act of 1964 thiab cov tsis muaj kev txwv tsis pub cais tawm.
- ✓ Ib tug neeg twg uas ntseeg tias lawv tau raug kev txom nyem los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau **Wausau MPO**.
- ✓ Yog xav paub **Wausau MPO's** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj 715-261-6000, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); email dave.mack@co.marathon.wi.us; lossis tuaj ntsib peb chav lis haujlwm ntawm 210 River Drive, Wausau, WI 54403. Yog xav paub ntau ntxiv, mus saib http://www.wausaumpo.org
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfwv Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-261-1500.
  Si se necesita informacion en otro idioma de contacto, 715-261-1500.
  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

City of USA's Ntawv Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug raug muab tso rau hauv cov chaw hauv qab no:

- ✓ Chaw ua hauj lwm lub vas xaib http://www. wausaumpo.org

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[1] Txoj cai Title VI thiab ADA xav kom **Wausau MPO** yuav tsum qhia rau kom qhia cov qhua thiab cov pej xeem txog lawv txoj cai raws li Title VI thiab ADA cov cai los ntawm kev tshaj tawm txog Kev Tsis Pub Ntxub.

- ✓ Ib nqe lus ntawm tsis muaj kev ntxub ntxaug;
- ✓ Cov ntaub ntawv qhia txog yuav thov cov ntaub ntawv ntxiv li cas hais txog lub koom haum cov cai hais txog Title VI thiab ADA cov luag num, cov ntaub ntawv qhia kev foob, qhov chaw muaj cov ntaub ntawv tsis txaus siab, thiab lwm yam;
- ✓ Cov ntaub ntawv qhia txog yuav thov cov ntawv muaj cov cai Title VI thiab ADA nyob rau hauv lwm yam lus, yog tias xav tau.

Diam Ntawv Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug yuav tsum tau tshaj tawm hauv cov chaw nyob hauv qab no: lub vev xaib, thaj chaw pej xeem ntawm cov chaw haujlwm hauv chaw ua haujlwm, hauv tsheb, Ntawv kev taw qhia rau neeg caij tsheb/Sijhawm teem thiab chaw nyob tos tsheb/chaw.

Appendix 2C
Título VI/ADA – El aviso de no discriminación a el público[1]

El aviso de no discriminación de la **Wausau MPO** es el siguiente:

El Aviso de no discriminación

Wausau MPO

- ✓ La **Wausau MPO** se compromete a garantizar que ninguna persona sea excluida, participe, se le nieguen los beneficios o se la discrimine por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o competente limitado del inglés en todos y cada uno de los programas, actividades o servicios administrados por la **Wausau MPO** de conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades de no discriminación relacionadas.
- ✓ Cualquier persona que crea que ha sido agraviada por práctica discriminatoria ilegal puede presentar una queja con la **Wausau MPO**.
- ✓ Para obtener más información sobre el programa de derechos civiles de la **Wausau MPO**, y los procedimientos para presentar una queja, comuníquese con 715-261-6000, (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envié un correo electrónico a dave.mack@co.marathon.wi.us; o visite nuestra oficina administrativa a la dirección 210 River Drive, Wausau, WI 54403. Para obtener más información, visite http://www.wausaumpo.org.
- ✓ Una demandante puede presentar una queja directamente con la Administración de Federal de Tránsito por presentado una queja con la Oficina de Derechos Civiles, atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-261-1500.
  Si se necesita informacion en otro idioma de contacto, 715-261-1500.
  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

El aviso de no discriminación **la Wausau MPO** se publica en los siguientes lugares

- ✓ Sitio web de la agencia http://www.wausaumpo.org
- ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
- ✓ Vehículos interiores
- ✓ Horarios
- ✓ Refugios de tránsito y estaciones
- ✓ Otra, _____

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[1] Las regulaciones del Título VI y ADA requieren la **Wausau MPO** Informe a los clientes y al público sobre sus derechos bajo el Título VI y las reglamentaciones de la ADA mediante la publicación de un *Aviso de no discriminación*. El aviso público debe incluir:

- ✓ Una declaración de no discriminación;
- ✓ Información sobre cómo solicitar información adicional sobre las obligaciones del Título VI y ADA de la agencia, incluida información sobre cómo presentar una queja, la ubicación del formulario de queja, etc.
- ✓ Información sobre cómo solicitar información del Título VI y ADA en otro idioma, si es necesario.

El *Aviso de no discriminación* debe publicarse en los siguientes lugares: sitio web, áreas públicas de las agencias, oficinas, interiores de vehículos, guías / horarios de pasajeros y complejos de tránsito.

Appendix 3A
Complaint Procedure

The **Wausau MPO's** Complaint Procedure is made available in the following locations: (*list all that apply*)

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- ✓ Other, _____

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by the **Wausau MPO** may file a complaint by completing and submitting the **Wausau MPO's** Complaint Form.

The Complaint Form may also be used to submit general complaints to the **Wausau MPO**.

The **Wausau MPO** investigates complaints received no more than 180 business days after the alleged incident. The **Wausau MPO** will process complaints that are complete.

Once the complaint is received, the **Wausau MPO** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the **Wausau MPO** will follow the steps listed in this complaint procedure. The **Wausau MPO** may also use this formal procedure to address general complaints. If the **Wausau MPO** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the **Wausau MPO** as a civil rights complaint.

The **Wausau MPO** has 14 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **Wausau MPO** may contact the complainant.

The complainant has 7 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 7 business days, the **Wausau MPO** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A <u>closure letter</u> summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- ✓ A <u>letter of finding (LOF)</u> summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has 20 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-261-1500.
Si se necesita informacion en otro idioma de contacto, 715-261-1500.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Appendix 3B
Txheej Txheem Tsis Txaus Siab

Lub **Wausau MPO's** txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- ✓ Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.
- ✓ Cov chaw hauv thaj chaw ntawm chav haujlwm hauv koom haum (thaj chaw ib txwm, chav sib tham rau pej xeem, thiab lwm yam)
- ✓ Muaj cov lus tsim nyog rau cov pej xeem tsis paub hais lus Askiv, ua kom tau Kev Nyab Xeeb Thaj Chaw Pov Hwm.
- ✓ Lwm yam, _____

Ib tug neeg twg uas ntseeg tias lawv tau raug cais tshwj vim haiv neeg, xim tawv nqaij, haiv neeg twg, xiam oob qhab, poj niam txiv neej, hnub nyoog, kev ntseeg, muaj pluag los yog lus Askiv tsis txaus los ntawm **Wausau MPO** tuaj yeem sau daim foos tsis txaus siab thiab xa tuaj rau **Wausau MPO**.

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **Wausau MPO**.

Lub **Wausau MPO** tshawb xyuas cov lus tsis txaus siab tau txais tsis pub dhau 180 hnub ua haujlwm tom qab qhov raug iab liam. Lub **Wausau MPO** yuav tshuaj xyuas rau cov ntawm tsis txaus siab uas ua tiav.

Thaum txais tau daim ntawm tsis txaus siab, lub **Wausau MPO** yuav tshuaj xyuas qhov tsis txaus siab thiab ua haujlwm los daws qhov tsis txaus siab tsis raws cai, yog tias ua tau.

Yog tias qhov kev tsis txaus siab tsim nyog saib raws li kev cai lij choj pej xeem, lub **Wausau MPO** yuav ua raws li cov theem teev tseg hauv cov txheej txheem kev tsis txaus siab no. Lub **Wausau MPO** yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yos tias lub **Wausau MPO** txiav txim tias nws muaj cai cheeb tsam tus tsis txaus siab yuav tau txais ib tsab ntawv lees paub tias daim ntawv tsis txaus siab yuav raug soj ntsuam los ntawm lub **Wausau MPO** raws li kev cai lij choj pej xeem tsis txaus siab.

Lub **Wausau MPO** muaj 14 hnub ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeem cov cai. Yog xav tau ntxiv cov ntaub ntawv los daws qhov teebmeem, lub **Wausau MPO** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li 7 hnub ua haujlwm los ntawm hnub tim tsab ntawv xa yuav tsum xa ntaub ntawv rau tus kws tshawb xyuas cov ntaub ntawv.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais cov ntaub ntawv ntxiv nyob rau ntawm 7 hnub ua haujlwm, lub City USA tuaj yeem kaw rooj plaub foob.

Ib rooj plaub yuav raug kaw tau yog tus neeg tsis txaus siab tsis xav nrhiav lawv rooj plaub ntxiv.

Tomqab kws cov kws tshuaj xyuas tshawb xyuas daim ntawv foob qhov tsis txaus siab, ib tsab ntawv ntawm ob tsab ntawv yuav xa rau tus neeg foob: tsab ntawv kaw lossis tsab ntawv tshawb pom.

- ✓ <u>Tsab ntawv kaw</u> hais txog cov lus sib liam thiab cov xeev tias tsis muaj kev ua txhaum txoj cai Title VI / ADA thiab rooj plaub yuav raug kaw.
- ✓ <u>Tsab Ntawv Tshawb Pom</u> qhia cov lus sib liam thiab sib tham txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntxiv ntawm cov neeg lis haujlwm, lossis lwm yam kev ua yuav tshwm sim.

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj 20 hnub ua haujlwm tom qab hnub tim ntawm xa tsab ntawv lossis xa Tsab Ntawv Tshawb Pom.

Ib tus neeg tseem sau tau ntawv tsis txaus siab ncaj qha rau Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-261-1500.
Si se necesita informacion en otro idioma de contacto, 715-261-1500.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Appendix 3C
El Procedimiento de Quejas

El Procedimiento de Quejas de la **Wausau MPO** está disponible en los siguientes lugares:

- ✓ Sitio web de la agencia, ya sea como referencia en el aviso al público o en su totalidad.
- ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
- ✓ Disponible en idiomas apropiadas para poblaciones LEP, cumpliendo con el umbral de puerto seguro.

Cualquier persona que crea haber sido discriminado por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o dominio limitado del inglés (LEP) por parte de la **Wausau MPO** puede completar un formulario de queja y entregar el a de la **Wausau MPO**.

El formulario de queja también se puede usar para entregar quejas generales a la **Wausau MPO**.

De la **Wausau MPO** investiga las quejas recibidas no más de 180 días hábiles después del presunto incidente. De la **Wausau MPO** procesará las quejas que estén completes.

Una vez que se recibe la queja, la **Wausau MPO** la revisará y trabajará para resolverla de manera informal, si es posible.

Si la queja garantiza un proceso formal de queja de derechos civiles, la **Wausau MPO** seguirá los pasos enumerados en este procedimiento de queja. La **Wausau MPO** también puede utilizar este procedimiento formal para atender quejas generales. Si la **Wausau MPO** determina que tiene jurisdicción, el demandante recibirá una carta de reconocimiento que indica que la queja será investigada por la **Wausau MPO** como una queja de derechos civiles.

La **Wausau MPO** tiene 14 días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **Wausau MPO** puede contactar al demandante.

El/La demandante tiene 7 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no enviar la información adicional dentro de los 7 días hábiles, la **Wausau MPO** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

Después de que el investigador revise la queja, se emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de descubrimiento.

- ✓ Una <u>carta de conclusión</u> resume las acusaciones y establece que no hubo una violación del Título VI/ ADA y que el caso se cerrará.
- ✓ Una <u>carta de descubrimiento</u> resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinarían, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, tiene 20 días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

Una persona también puede entregar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-261-1500.
Si se necesita información en otro idioma de contacto, 715-261-1500.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Appendix 4A

Wausau MPO - Complaint/Comment Form

City of USA is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at dave.mack@co.marathon,wi.us or in person at the address below.

Wausau MPO
210 River Drive
Wausau, WI 54403

You may also call us at 715-261-6000. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Please check the preferred format for this document

☐ Large Print	☐ TDD or Relay	☐ Audio Recording	☐ Other (if selected please state what type of format you need in the box below)

Click or tap here to enter text.

Section B: Contact Information

Name Click or tap here to enter text.	Telephone Number (including area code) Click or tap here to enter text.
Address Click or tap here to enter text.	City Click or tap here to enter text.
State Click or tap here to enter text.	Zip Code Click or tap here to enter text.

Email Address Click or tap here to enter text.

Are you filing this complaint on your own behalf?	☐ Yes	☐ No

If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

Click or tap here to enter text.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	☐ Yes	☐ No

Section C: Type of Comment

What type of comment are you providing? Please check which category best applies.

☐ Complaint	☐ Suggestion	☐ Compliment	☐ Other

Which of the following describes the nature of the comment? Please check one or more of the check boxes.

☐ Race	☐ Color	☐ National Origin	☐ Religion
☐ Age	☐ Gender	☐ Service	☐ Income Status
☐ Limited English Proficient (L.E.P)		☐ Americans with Disability Act (A.D.A)	

Section D: Comment Details

Please answer the questions below regarding your comment

Did the incident occur on the following type of service? *Please check any box that may apply.*	☐ Paratransit	☐ Shared Ride Taxi	☐ Bus
What was the date of the occurrence?	Click to add date in the following format: Day, month, year		
What was the time of the occurrence?	Click to add the time		
What is the name or identification of the employee or employees involved?	Click or tap here to enter text.		
What is the name or identification of others involved, if applicable?	Click or tap here to enter text.		
What was the number or name of the route you were on, if applicable?	Click or tap here to enter text.		
What was the direction or destination you were headed to when the incident occurred, if applicable?	Click or tap here to enter text.		
Where was the location of the occurrence?	Click or tap here to enter text.		
Was the use of a mobility aid involved in the incident?	☐ Yes	☐ No	
Please add any additional descriptive details about the incident.	Click or tap here to enter text.		

In the box below, please explain as clearly as possible what happened and why you believe you were discriminated against.

Click or tap here to enter text.

Section E: Follow-up

May we contact you if we need more details or information?	☐ Yes	☐ No

If yes, how would you best liked to be reached? Please select your preferred form of contact below

☐ Phone	☐ Email	☐ Mail

If you would prefer to be contacted by phone, please list the best day and time to reach you.

Click here to add your preferred time	Click here to add your preferred day

Section F: Desired Outcome

Please list below, what steps you would like taken to address the conflict or problem.

Click or tap here to enter text.

If applicable, please list below all additional agencies you have filed this complaint with such as Federal, State, Local agencies, or with any Federal or State Court. Please include the contact information to where the complaint was sent.

Click or tap here to enter text.

Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Wausau MPO.

Name Click or tap here to enter text.	**Date:** Click to add date in the following format: Day, month, year

Signature Click or tap here to enter text.

Appendix 4B

Wausau MPO - Lus Yws/Lus Hais Daim Foos

Wausau MPO tau cog lus tias yuav muab cov kev pabcuam thauj mus los uas nyab xeeb thiab txhim khu kev qha thiab peb xav tau koj lub tswv yim. Thov siv daim ntawv no rau lub tswv yim, qhuas thiab tsis txaus siab.

Thov xa daim ntawv no hauv email rau dave.mack@co.marathon.wi.us los yog xa rau tim qhov chaw nyob hauv qab no.

Wausau MPO
210 River Drive
Wausau, WI 54403

Koj tseem tuaj yeem hu peb ntawm 715-261-6000. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

☐ Ntawv Log	☐ TDD or Relay	☐ Kaw suab	☐ Lwm yam (yog xaiv tau thov qhia yam koj xav tau hom twg hauv qab no)

Ntaus ntawv ntawm no

Ntu B: Cov ntaub ntawv tiv toj

Lub npe: Ntaus ntawv ntawm no	Xov tooj: Ntaus ntawv ntawm no
Chaw nyob: Ntaus ntawv ntawm no	Nroog: Ntaus ntawv ntawm no
Xeev: Ntaus ntawv ntawm no	Zauv thaj chaw: Ntaus ntawv ntawm no

Email: Ntaus ntawv ntawm no

Puas yog koj ua daim ntawv tsis txaus siab no rau koj tus kheej?	☐ Yog	☐ Tsis yog

Yog tsis yog, thov qhia tus neeg tsis txaus siab lub npe thiab koj kev txheeb ze thiab vim li cas koj ua daim ntawv rau lawv sawv cev hauv qab no.

Ntaus ntawv ntawm no

Thov paub meej tias koj tau txais kev tso cai los ntawm tus neeg muaj kev tsis txaus siab yog tias koj ua ntawv thov rau tus neeg sab nraud.	☐ Yog	☐ Tsis yog

Ntu C: Hom lus

Cov lus koj muab? Thov kos pawg twg koj hom lus yog dab tsi.

☐ Kev yws	☐ Lus ntuas	☐ Hais lus qhuas	☐ Lwm yam
Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.			
☐ Haiv neeg	☐ Tawv nqaij	☐ Haiv neeg twg	☐ Kev ntseeg
☐ Hnub nyoog	☐ Tub los ntxhais	☐ Kev pab cuam	☐ Muaj pluag
☐ Tsis Paub Lus Askiv Zoo Txaus		☐ Txoj cai mikas xiam oob qhab (A.D.A)	

Ntu D: Lus txhawb ntxiv

Thov teb cov lus nug hauv qab no hais txog koj cov lus muab			
Puas yog qhov xwm txheej tshwm sim rau hom kev pab cuam txuas ntxiv no? Thov khij lub npov.	☐ Tsheb rau neeg xiam oob qhab	☐ Tsheb ntiav ua ke	☐ Tsheb npav
Hnub tim ntawm qhov tshwm sim yog dab tsi?	Ntaus hnub tim ntawm no		
Lub sijhawm ntawm qhov tshwm sim yog dab tsi?	Ntaus sijhawm ntawm no		
Lub npe ntawm tus neeg lossis cov neeg ua haujlwm koom tes hu li cas?	Ntaus ntawv ntawm no		
Lub npe ntawm tus neeg lossis lwm cov neeg koom tes hu li cas?	Ntaus ntawv ntawm no		
Lub npe ntawm txoj kev koj caij tsheb yog li cas? Yog koj paub?	Ntaus ntawv ntawm no		
Lub hom phiaj koj tau mus rau thaum qhov teeb meem tshwm sim yog li cas?	Ntaus ntawv ntawm no		
Lub chaw thaum qhov teeb meem tshwm sim nyob rau qhov twg?	Ntaus ntawv ntawm no		
Puas yog kev siv lub tshuab pabcuam txav tau koom nrog hauv qhov xwm txheej?	☐ Yog	☐ Tsis Yog	
Yog muaj lus ntxiv, thov ntxiv ib qho lus piav qhia ntxiv txog qhov xwm txheej.	Ntaus ntawv ntawm no		

Hauv qab no, thov piav qhia kom meej li qhov ua tau tshwm sim thiab vim li cas koj ntseeg tias koj raug cais tawm.

Ntaus ntawv ntawm no

Ntu E: Rov qab taug

Koj puas kam peb hu koj yog peb xav tau cov ntsiab lus lossis ntaub ntawv ntau ntxiv?	☐ Kam	☐ Tsis Kam

Yog kam, koj yuav xav tau kev hu koj zoo tshaj plaws li cas? Thov xaiv seb peb tuaj yeem tiv tauj koj li cas.

☐ Xov tooj	☐ Email	☐ Xa ntawv

Yog peb siv xov tooj hu, thov sau hnub zoo thiab sijhawm zoo tshaj plaws tuaj yeem tham nrog koj.

Sijhawm zoo rau koj	Hnub zoo rau koj

Ntu F: Xav tau qhov tshwm sim

Thov sau rau hauv qab no, cov khauj ruam uas koj xav ua los daws qhov teeb meem.

Ntaus ntawv ntawm no

Yog tsim nyog, thov sau rau hauv qab tag nrho cov chaw lis haujlwm ntxiv uas koj tau xa cov lus tsis txaus siab no nrog rau Tsoomfwv, Lub Xeev, Lub koomhaum hauv nroog, lossis nrog Tsoomfwv lossis Tsoomfwv Tsev Hais Plaub. Thov sau cov chaw koj xa cov lus tsis txaus siab hauv qab no.

Ntaus ntawv ntawm no

Ntu G: Kos npe

Thov rhais cov ntawv uas koj muaj uas txhawb nqa qhov iab liam. Tom qab ntawv sau hnub tim thiab kos npe rau daim foos no thiab muab xa rau Wausau MPO.

Lub npe Ntaus ntawv ntawm no **Hnub tim:** Ntawm hnub tim ntawm no

Kos npe

Appendix 4C

Wausau MPO – Formulario de Complementos/Quejas

La **Wausau MPO** Está comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos. Por favor, entregar este formulario electrónicamente a dave.mack@co.marathon.wi.us o en persona a la dirección debajo.

Wausau MPO
210 River Drive
Wausau, WI 54403

También, puede nos llamar a 715-261-6000. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor, verifique el formato preferido para este documento.

☐ Letra grande	☐ TDD o Relé	☐ Grabación de audio	☐ Otra (si está seleccionado, indique qué tipo de formato necesita en el cuadro debajo)
Haga clic o toque aquí para introducir el texto			

Sección B: Información de contacto

Nombre Haga clic o toque aquí para introducir el texto	Número de teléfono (incluyendo el Código de área) Haga clic o toque aquí para introducir el texto
Dirección Haga clic o toque aquí para introducir el texto	Ciudad Haga clic o toque aquí para introducir el texto
Estado Haga clic o toque aquí para introducir el texto	Código postal Haga clic o toque aquí para introducir el texto
Correo electrónico Haga clic o toque aquí para introducir el texto	

¿Está presentado esta queja en su propio nombre?	☐ Sí	☐ No
Si no, por favor provea el nombre y la relación de la persona por la que se queja y por qué está completando el formulario en su nombre en el cuadro a continuación.		
Haga clic o toque aquí para introducir el texto		
Por favor, confirme que ha obtenido el permiso del partido agraviado si está completando por un tercer partido.	☐ Sí	☐ No

Sección C: Tipo de comento

¿Qué tipo de comentario estás proveyendo? Por favor, marque qué categoría se aplica mejor.

☐ Queja	☐ Sugerencia	☐ Complemento	☐ Otra

¿Cual de los siguiente describe la natura del comentario? Por favor, marque uno o más de las casillas de verificación.

☐ Raza	☐ Color	☐ Origen Nacional	☐ Religión
☐ Edad	☐ Sexo	☐ Servicio	☐ Estado de Ingresos
☐ Competente limitado del inglés (C.L.I)		☐ Ley de estadounidenses con discapacidad (L.E.D.)	

Sección D: Detalles de comento

Por favor, responda a las preguntas debajo sobre su comentario.

¿Ocurrió el incidente en el siguiente tipo de servicio? Por favor marque cualquier casilla que pueda aplicar.	☐ Paratransit	☐ Taxi compartido	☐ Autobús
¿Cuál fue la fecha del suceso?	Haga clic para agregar la fecha en el siguiente formato: Día, mes, año		
¿Cuál fue la hora del suceso?	Haga clic para agregar su hora preferido		
¿Qué es el nombre o la identificación del empleado o empleados involucrados?	Haga clic o toque aquí para introducir el texto		
¿Qué es el nombre o la identificación del otros involucrados, si procede?	Haga clic o toque aquí para introducir el texto		
¿Qué es el numero o el nombre de la ruta en la que estaba, si procede?	Haga clic o toque aquí para introducir el texto		
¿Qué era la dirección o el destino al que se dirigía ocurrió el suceso, si procede?	Haga clic o toque aquí para introducir el texto		
¿Donde estaba la ubicación del suceso?	Haga clic o toque aquí para introducir el texto		
¿El uso de una ayuda de movilidad estuvo involucrado en el suceso?	☐ Sí	☐ No	
Por favor, añada detallas descriptivas sobre el suceso.	Haga clic o toque aquí para introducir el texto		

En la casilla de baja, por favor explique tan claramente como sea posible lo que ocurrió y por qué cree que fue discriminado.

Haga clic o toque aquí para introducir el texto

Sección E: El seguimiento

¿Podemos contactarlo si necesitamos más detallas o información?	☐ Sí	☐ No

En caso afirmativo, ¿cómo le gustaría ser contactado? Por favor, seleccione su forma de contacto preferida en una casilla de baja.

☐ Teléfono	☐ Correo electrónico	☐ Correo

Si prefiere que lo contactemos por teléfono, indique el mejor día y hora para comunicarse con usted.

Haga clic para agregar su hora preferido	Haga clic para agregar su día preferido

Sección F: Resultado deseado

Por favor, haga una lista de baja los pasos le gustarían tomar para que tratar con el conflicto o el problema.

Haga clic o toque aquí para introducir el texto

Si aplicable, haga una lista de baja todas las agencias adicionales con las que ha presentado esta queja, como las agencias federales, estatales o locales, o ante cualquier tribunal federal o estatal. Incluya la información de contacto a donde se envío la queja.

Haga clic o toque aquí para introducir el texto

Sección G: Firma

Por favor, adjunte algunos documentas que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Wausau MPO.

Nombre Haga clic o toque aquí para introducir el texto	**Fecha:** Haga clic para agregar la fecha en el siguiente formato: Día, mes, año

Firma Haga clic o toque aquí para introducir el texto