



TITLE VI NON- DISCRIMINATION PROGRAM AND LIMITED-ENGLISH PROFICIENCY PLAN

La Crosse Area Planning Committee
November 18, 2020

Title VI Non-Discrimination Program and Limited-English Proficiency (LEP) Plan

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This LAPC *Title VI Non-Discrimination Program and Limited-English Proficiency (LEP) Plan* and other LAPC documents, meeting minutes and agendas, and other information may also be obtained on our website at www.lapc.org

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Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm hom lus, hu rau (608) 785-5977.

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Title VI Non-Discrimination Program

Purpose

As a subrecipient of federal funds administered by the Federal Transit Administration (FTA), the La Crosse Area Planning Committee (LAPC) is required to comply with the U.S. Department of Transportation (“DOT” or “the Department”) Title VI regulations ([49 CFR Part 21](#)) and to integrate into its programs and activities considerations expressed in the Department’s Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (“LEP”) Persons ([70 FR 74087, December 14, 2005](#)).

The purpose of these regulations is to assure per [Title 42 USC Section 2000d](#) that not no person 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 administered by LAPC.

These regulations also prohibit the LAPC from discriminating on the basis of race, color, or national origin in its programs and activities and ensure LAPC will provide meaningful access to services for persons with Limited-English Proficiency.

Content of Title VI Program

The LAPC, as a subrecipient of FTA funds, must submit to the Wisconsin and Minnesota Departments of Transportation, which are the primary recipients of transit funds:

- All **general requirements** set out in [FTA Circular 4702.1B](#);
- A **demographic profile of the metropolitan area** that includes identification of the locations of minority populations in the aggregate;
- A description of the **procedures** by which the mobility needs of minority populations are identified and considered within the planning process;
- **Demographic maps** that overlay the percent minority and non-minority populations, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes; and,
- An **analysis of impacts** that identify any disparate impacts on the basis of race, color, or national origin; legitimate justification for the policy that resulted in the disparate impacts; and alternatives that could be employed that would have a less discriminatory impact.

General Requirements

The general requirements outlined in [FTA Circular 4702.1B](#), *Title VI Requirements and Guidelines for Federal Transit Administrative Recipients* applicable to LAPC are as follows:

- A. Providing Title VI assurances and Implementation Plan Agreement
- B. Preparing and submitting a Title VI Program
- C. Notifying beneficiaries of protection under Title VI
- D. Developing Title VI complaint procedures and complaint form
- E. Recording and reporting Title VI investigations, complaints and lawsuits
- F. Promoting inclusive public participation
- G. Minority representation on planning and advisory bodies
- H. Providing meaningful access to Limited-English Proficient (LEP) persons

A. PROVIDING TITLE VI ASSURANCES

The LAPC Title VI Assurances are included with this program in [Appendix B](#).

B. PREPARING AND SUBMITTING A TITLE VI PROGRAM

The following is a list of required contents of the Title VI Nondiscrimination Program and where the information can be found.

- Evidence of [Policy Approval](#) and [Log of Policy Updates](#) ([Appendix A](#))
- [Contact Information/Program Administration](#) ([Appendix A](#))
- [Public Notice of Nondiscrimination](#) ([Appendix C](#))
- [Discrimination Complaint Procedure](#) and [Complaint Form](#) ([Appendix C](#))
- [List of Investigations, Complaints, and Lawsuits](#) ([Appendix C](#))
- [Public Participation Plan](#)
- [Minority Representation](#) on planning and advisory bodies
- [Demographic maps and Analysis of Impacts](#)
- [Limited-English Proficiency \(LEP\) Plan](#)
- Translated Vital Documents in Hmong ([Appendix D](#)) and Spanish ([Appendix E](#))

C. NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI

[FTA Title VI Circular 4702.1B](#) requires LAPC as a subrecipient of federal financial assistance to notify the public of its obligations under U.S. DOT Title VI regulations and the protections against discrimination afforded to them by Title VI.

Title VI regulations require LAPC to inform the public of their rights under Title VI by posting a *Notice of Nondiscrimination*. The *Notice of Nondiscrimination* should be posted in the following locations: agency website, public area(s) of the agency office, and as applicable, inside vehicles, rider guides/schedules, and transit shelters/facilities.

The public notice must include a statement of nondiscrimination, information on how to request additional information about the agency's Title VI obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI information in another language, if required.

LAPC's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website <http://www.lapc.org/>
- ✓ Agency office, room 1200, La Crosse County Administrative Center, 212 6th St N, La Crosse, WI¹

In English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact the LAPC at (608) 785-5977 if additional information is needed in another language.

To view a copy of LAPC's *Notice of Nondiscrimination*, please see [Appendix C](#).

LAPC's *Notice of Nondiscrimination* is translated in Hmong and Spanish and is included in [Appendix D](#) and [Appendix E](#), respectively.

D. DEVELOPING TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

LAPC, as a subrecipient of federal financial assistance must develop a procedure for investigating, tracking and resolving Title VI/Nondiscrimination and LEP complaints and make the procedures available to the public upon request.

Any person, group or firm that believes it has been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited-English proficiency (LEP) by the **LAPC** may file a civil rights complaint.

The scope of civil rights complaints covers all internal and external **LAPC** activities. Adverse impacts resulting in civil rights complaints can arise from many sources including the delivery of programs and services, or advertising, bidding and contracts.

Complaints can originate from individuals or firms alleging inability to bid upon or obtain a contract with the LAPC for the furnishing of goods and services. Examples may include advertising for bid proposals, prequalification or qualification requirements, bid awards, and/or selection of contractors, subcontractors, vendors, consultants, etc.

Complaints can also originate as a result of project and program impacts on individuals or groups such as access to programs, activities, and services.

LAPC's *Complaint Procedure* and *Complaint Form* are shown in [Appendix C](#) and are made available in the following locations:

- ✓ Agency website at www.lapc.org
- ✓ Agency office, room 1200, La Crosse County Administrative Center, 212 6th St N, La Crosse, WI

The LAPC's *Complaint Procedure* and *Complaint Form* are translated in Hmong and Spanish and are included in [Appendix D](#) and [Appendix E](#), respectively.

¹ La Crosse County policy does not allow departmental materials to be posted on walls outside of department offices.

E. RECORDING AND REPORTING TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS CIVIL RIGHTS INVESTIGATIONS

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by the recipient in response, and final findings related to the complaint, investigation, or lawsuit.

[Appendix C](#) includes LAPC's procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI/Nondiscrimination Program/LEP Plan, there has been no transportation-related civil rights investigations, complaints, or lawsuits filed with the La Crosse Area Planning Committee.

F. PROMOTING INCLUSIVE PUBLIC INVOLVEMENT

The **LAPC** pursues meaningful and continued public participation in the three categories of transportation planning listed below in order to determine the region's transportation vision and future goals.

- Implementing policy (i.e. Public Participation Plan)
- Developing and amending plans and programs (i.e. Metropolitan Transportation Plans and Transportation Improvement Programs)
- Conducting general transportation plans and studies (i.e. neighborhood or corridor studies, modal plans such as the [Transit Development Plan](#))

LAPC maintains and conducts its planning activities in accordance with a [Public Participation Plan](#) (PPP), available on the LAPC website. The LAPC's Title VI Program is integrated into the PPP by reference.

G. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The LAPC Policy Board is the sole decision-making body of the LAPC. The Board is comprised of the highest elected official of each member community and so minority representation is under the control of the electorate.

All other LAPC committees serve in an advisory role. LAPC staff encourages participation by all groups on the advisory committees by invitation to monthly meetings, public information meetings, etc. as outlined in LAPC's *Public Participation Plan*. Contacts are maintained in e-mail distribution lists and mail address lists.

Minority representation on LAPC committees is illustrated in Table 1. LAPC recognizes that the minority representation on its boards is not reflective of the minority representation of its planning

area, but members of minority groups have been invited to participate by e-mail. Although we continue to conduct outreach through e-mailings, LAPC will strive to expand its efforts with more direct and better targeting.

Table 1: Ethnic and Racial Composition of LAPC Committees and Planning Area

Committee	Race/Ethnicity							
	Hispanic or Latino	White Alone	Black or African American Alone	Asian Alone	American Indian or Alaska Native Alone	Native Hawaiian and Other Pacific Islander Alone	Some Other Race Alone	Two or More Races
Planning Area	1.9% +/- 0.3%	90.1% +/- 0.8%	1.4% +/- 0.2%	4.3% +/- 0.6%	0.3% +/- 0.1%	0.03% +/- 0.05%	0.08% +/- 0.07%	1.9% +/- 0.3%
Policy Board ¹		100%						
TAC ²		100%						
CTAT ³		100%						
¹ 5 of 10 members responded. ² 10 of 21 members of the Technical Advisory Committee responded. ³ 13 of 19 members (68.4%) of the Committee on Transit and Active Transportation responded. Source: B03002 Hispanic or Latino Origin by Race, 2014-2018 ACS 5-year estimates, U.S. Census Bureau .								

H. PROVIDING MEANINGFUL ACCESS TO LIMITED-ENGLISH PROFICIENT PERSONS

Please see the [Limited-English Proficiency Plan](#) included in this document.

Demographic Profile, Procedures, and Impacts

DEMOGRAPHIC PROFILE

A minority person in the LAPC planning area is defined as a person who identifies as Hispanic and/or a racial group other than White Alone. The minority percentages by planning area community are provided in Table 2.

As calculated from B03002 Hispanic or Latino by Race, 2014-2018, minorities make up 9.93% +/- 0.95% of the planning area population. Areas defined to have a high percentage of minority persons are tracts whose lower bound (estimate minus the margin of error) is greater than the upper bound (estimate plus the margin of error) for the planning area. Tract 1 in north La Crosse has been identified as having a high population of minority persons. (See Figure 1.)

Table 2: Minority¹ Population for Planning Area Communities, 2014-2018 American Community Survey

Community	Total Population Estimate	Total Population MOE ²	Minority Population Estimate	Minority Population MOE	Percent Minority Estimate	Percent Minority MOE
<i>Cities</i>						
La Crescent, MN	5,021	36	300	117	5.97	2.33
La Crosse, WI	51,866	43	5,743	523	11.07	1.01
Onalaska, WI	18,546	30	2,421	522	13.05	2.81
<i>Villages</i>						
Holmen, WI	9,909	32	1,265	539	12.77	5.44
West Salem	5,013	23	317	156	6.32	3.11
<i>Towns/Townships</i>						
Barre, WI	1,304	135	63	184	4.83	14.10
Campbell, WI	4,360	14	263	179	6.03	4.11
Dresbach, MN	397	82	12	116	3.02	29.21
Greenfield, WI	1,992	213	142	285	7.13	14.29
Hamilton, WI	2,517	24	92	65	3.66	2.58
Holland, WI	3,715	37	213	101	5.73	2.72
La Crescent, MN	1,307	157	45	224	3.44	17.13
Medary, WI	1,737	190	86	254	4.95	14.61
Onalaska, WI	5,731	27	368	193	6.42	3.37
Shelby, WI	4,866	25	413	226	8.49	4.64
Planning Area	118,281	374	11,743	1,119	9.93	0.95

¹ “Minority” is defined as a person who is neither White nor Hispanic.

²Margin of error.

Source: B03002 Hispanic or Latino Origin by Race, 2014-2018 American Community Survey, [U.S. Census Bureau](https://www.census.gov).

NOTE: The LAPC has a very small section of the town of Bergen in Vernon County, but this population is not included in any of our estimates because the data are not available at the block level, which would be needed to calculate estimates and their margins of error.

PROCEDURES FOR THE PLANNING PROCESS

The procedures by which the mobility needs of minority populations are identified and considered in the LAPC planning process include public outreach and GIS analysis:

- Public outreach involves inviting members of minority organizations to participate on our committees and in planning activities (i.e. public input meetings, focus groups). Participation, however, has been underwhelming. The 2019 [Public Participation Plan](#) outlines expanded processes for increasing participation.
- An environmental justice analysis using GIS is completed annually for the [Transportation Improvement Program \(TIP\)](#), which includes maps showing the proximity of transportation projects to tracts identified as having a high percentage of minority, LEP, and low-income persons. This analysis is also done every five years for the update of the [metropolitan transportation plan](#) and every ten years with the update of the La Crosse MTU [Transit Development Plan](#). All plans and programs are available on the LAPC website at www.lapc.org.

IMPACTS OF THE DISTRIBUTION OF STATE AND FEDERAL FUNDS

Table 3 illustrates the obligated (2020) and projected (2021-2024) federal and state funds for public transportation as reported in the [2021-2024 Transportation Improvement Program](#).

Table 3: Obligated and Projected Federal and State Transit Investment, 2020-2024

Transit Revenues ¹	2020	2021	2022	2023	2024
FTA 5307 ²	2,502,202	2,552,246	2,603,291	2,655,357	2,708,463
FTA 5311 ³	213,635	217,908	222,266	226,711	231,245
State Operating Assistance ⁴	2,246,709	2,291,643	2,337,477	2,384,226	2,431,910

¹ 2021-2024 annually inflated by 2.00%.
² La Crosse Municipal Transit Utility; Onalaska/Holmen/West Salem Public Transit.
³ Scenic Mississippi River Transit.
⁴ Includes 85.21 for County Elderly and Disabled Transportation.
Source: 2021-2024 Transportation Improvement Program.

Figure 1 overlays 2020-2023 TIP projects as amended in May 2020 on Census tracts symbolized to show tracts whose percentage of minority population is greater than that of the planning area. Only Tract 1 has a lower bound percentage higher than the upper bound percentage of the planning area. The percentage minority for this tract is 21.93% ± 7.83% compared to the planning area, which is 9.93% ± 0.95%.

The projects are categorized by their highest level of potential *negative* impact.

“Very High” impact projects are those that involve constructing a new structure (trail, road or bridge) where there was nothing previously. “High to Moderate” impact projects are those that involve bridge replacement and road reconstruction where new right-of-way is needed, and the footprint of the facility will be increased or encroachment into the surrounding environment is needed to complete work. “Low” impact projects are those that involve resurfacing, pavement replacement, and the like where construction activities only involve the existing right-of-way.

Only two projects listed in the May amendment of the 2020-2023 TIP are identified as being very high impact projects: USH 53/12th Ave Extended and La Crescent Wagon Wheel Trail Phase 3. The USH 53 project is the only one that impacts Census Tract 1 in north La Crosse. Minority populations will not be negatively impacted, however, because the location of the project in the tract is away from residential areas, connecting to existing roads.

Two high-to-moderate impact projects are identified to potentially impact Census tract 1: 1) Bridge and approach reconstruction of a segment of STH 16 between Gillette St and STH 157 and 2) Reconstruction of Gillette St between Caledonia St and STH 35/George St. Neither project will have a negative impact because of its removed location from populations (1) or work within the right-of-way (2).

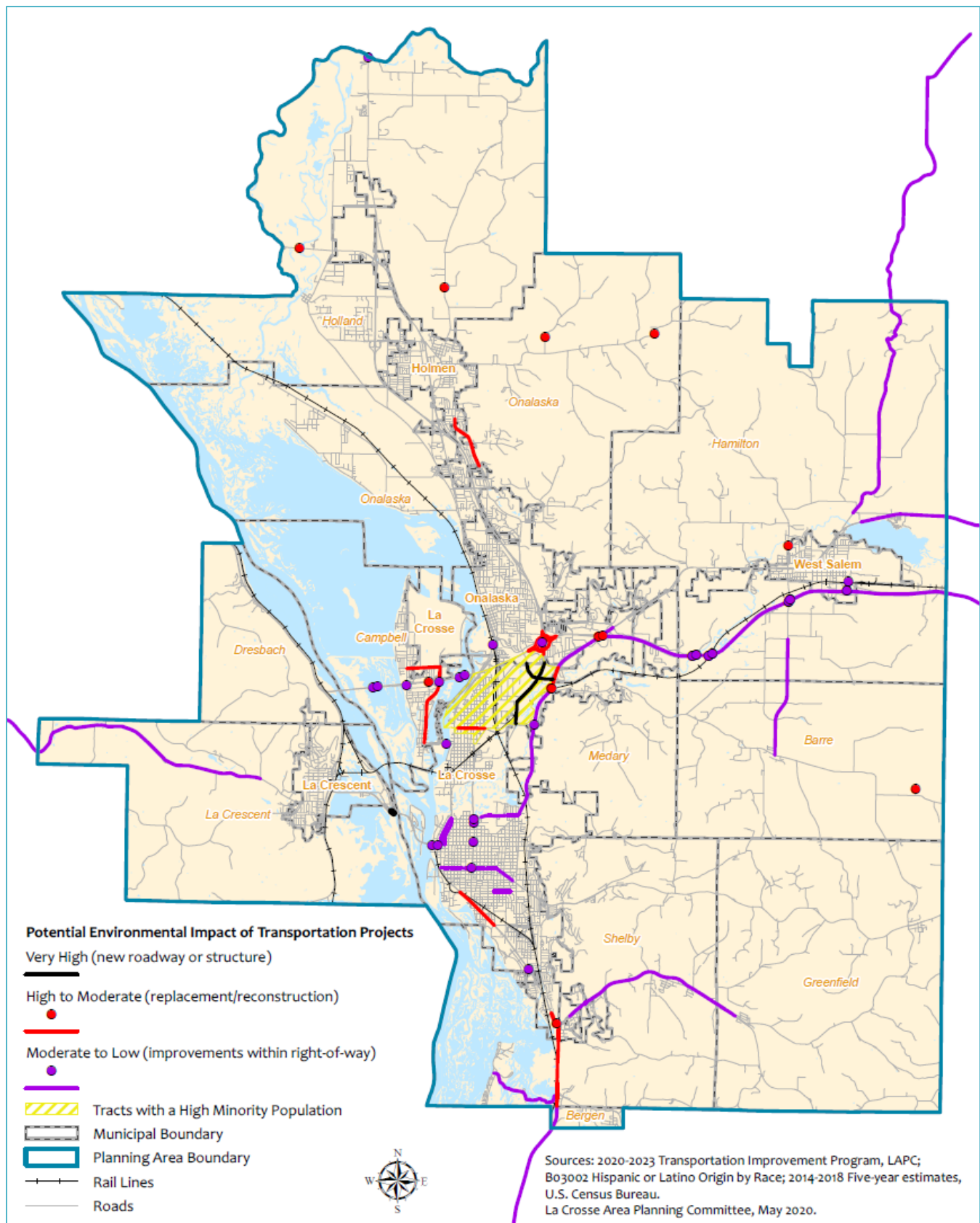


Figure 1: Tracts whose percentage minority is greater than that of the LAPC planning area. Source: B03002 Hispanic or Latino Origin by Race, 2014-2018 ACS, [U.S. Census Bureau](#).

Limited-English Proficiency (LEP) Plan

Overview

As a subrecipient of federal financial assistance, the **LAPC** is required to prepare a Limited-English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency”](#), issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English, there are some individuals for who English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

The US DOT “[Policy Guidance Concerning Recipients’ Responsibilities to LEP Persons](#)” discusses the concept of “safe harbor” with respect to the requirements for translation of written materials. 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. 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 **LAPC** must provide translation of vital documents (i.e. Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for the non-English users.

Recipients of federal financial assistance are also required to implement LEP plans in accordance with guidelines of the federal agency from which the funds are provided. The Federal Transit Administration (FTA) published [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#), provides guidance and instructions for carrying out US DOT FTA Title VI regulations.

Plan Summary

The **LAPC** has developed this *Limited-English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited-English proficiency (LEP) who wish to access services provided by the **LAPC**. This plan outlines how to identify a person who may need language assistance, how to notify LEP persons language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a subrecipient of federal US DOT funding, the **LAPC** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

- The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- A description of services, monitoring, and training:
 - How language assistance services are provided.
 - How LEP persons are informed of the availability of language assistance services.
 - How the language assistance plan is monitored and updated.
 - How employees are trained to provide language assistance to LEP persons.

FOUR-FACTOR ANALYSIS

To prepare this plan, the **LAPC** conducted a four-factor analysis which considers:

- **Demography** of LEP persons who may be served or are likely to encounter an LAPC program or service.
- **Frequency** of contact with LEP persons
- **Importance** of program to LEP persons
- **Resources and costs** to provide LEP assistance

FACTOR 1 – DEMOGRAPHY: NUMBER AND PROPORTION OF LEP PERSONS WHO MAY BE SERVED OR ARE LIKELY TO ENCOUNTER AN LAPC PROGRAM OR SERVICE.

Data were obtained using Census variable S1601 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over by municipality and aggregated to the LAPC planning area. The data in this plan are from ACS (2014-2018) 5-year estimates.

The most recent five-year estimates report the municipalities of the planning area include residents grouped as speaking Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages. The most prevalent non-English language group is Asian and Pacific Island (mainly Hmong) followed by Spanish.

The Safe Harbor Threshold is calculated by dividing the population estimate for the planning area for a language group that “speaks English less than very well” by the total population of persons five years and older (universe for S1601) for the planning area. 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 **LAPC** must provide translation of vital documents in written format for non-English speaking persons.

Table 4 shows that the **LAPC planning area** has a population estimate of 112,245,² with 3,388+/-582 (3.02%+/-0.52%) persons identified as speaking English less than very well. The two language groups with the highest populations have estimates of persons who speak English less than very well that exceed the minimum threshold of 1,000 persons: Asian and Pacific Island (mainly Hmong) and Spanish. Asian and Pacific Island language speakers have the highest population of persons who speak English less than very well, with an estimate of 1,574+/-454 (1,120 to 3,359). Spanish language speakers who speak English less than very well are estimated at 1,331+/-341 persons (990 to 1,672).

The estimate of all other other-than-English-language speakers in the planning area who speak English less than well is 483+/-813 (0.43%+/-0.72%), which is less than both Safe Harbor thresholds. This means, at this time, the **LAPC** is not required to provide written translation of vital documents in any other language.

To respond to the needs of limited-English proficient Hmong and Spanish speakers, the LAPC translated its vital documents (Notice of Nondiscrimination, Complaint Procedure and Complaint Form) into Hmong and Spanish. These documents are shown in Appendices D and E. These documents, as well as request for assistance statements in Hmong and Spanish are available on the LAPC website.

Table 4: Estimate of Limited-English Proficient Persons in the LAPC Planning Area

Attribute	Estimate	Margin of Error	% Estimate	% Margin of Error
Planning Area Population ¹	112,245	520	-----	-----
Speaks English Less than Very Well	3,388	582	3.02	0.52
Asian and Pacific Island language speakers (includes Hmong)	1,574	454	1.40	0.40
Spanish language speakers	1,331	341	1.19	0.30
All other other-than-English speakers	483	813	0.43	0.72

¹ Population 5 years and over.
Source: S1601 Language Spoken at Home, 2014-2018 ACS 5-year estimates, [U.S. Census Bureau](#).

FACTOR 2 – FREQUENCY OF CONTACT WITH LEP PERSONS.

LAPC staff reviewed the frequency with which its Policy Board, staff, and contractors have or could have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the LAPC has had no requests for interpreters and no requests for translated program documents. The LAPC Policy Board, LAPC staff, and LAPC contractors have had no known contact with LEP persons.

The **LAPC** tracks the number of encounters and considers adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **LAPC's** programs and services.

² Population 5 years and over; universe for S1601.

Table 5 is an example of the *Log of LEP Encounters* that is used to record LEP encounters when/if they occur.

Table 5: Log of LEP Encounters and Language Translation Requests

Date	Time	Language Spoken by Individual	Name/Phone Number of Individual	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

If ever a language barrier were to exist, **LAPC** would work to provide a reasonable accommodation. The “*I Speak*” *Language Identification Card* is a document that can be used by **LAPC** staff to assist LEP individuals. The “*I Speak*” *Language Identification Card*³ illustrated in Table 6 includes languages spoken in the **LAPC** planning area as identified by U.S. Census data. Languages can be added or removed to match the demographics of the **LAPC’s** service area.

Table 6: "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
	Ja говорим српски	Serbian
	मैं हिंदी बोलते हैं	Hindi
	میں نے اردو بولتے ہیں	Urdu

³ For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>.

FACTOR 3 – IMPORTANCE OF PROGRAM TO LEP PERSONS.

Understanding that an LEP person with a language barrier can face difficulties accessing essential services, the LAPC has committed to ensuring that all segments of the population, including LEP persons, can participate in the transportation planning process.

With improving outreach activities, the Policy Board, LAPC staff, and LAPC contractors are working to increase contact with LEP individuals at public meetings and other general public involvement activities.

The potential impact of transportation projects on LEP persons is assessed annually with the update of the transportation improvement program. Although we have one Census tract identified as having a high percentage of LEP persons (tract 4 in south La Crosse), none of the projects appear to have the potential to negatively impact LEP persons. In fact, four projects have the potential to positively impact LEP persons through intersection safety improvements. Please see the [2021-2024 Transportation Improvement Program](#) beginning on page 29 for the most recent analysis.

FACTOR 4 – RESOURCES AND COSTS TO PROVIDE LEP ASSISTANCE

Given the small size of LEP encounters and small LEP populations, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request.

La Crosse County has a contract with Certified Languages International for language interpreter services. Anyone in need of language interpretation may call the LAPC staff office at 608-785-5977 for assistance.

DESCRIPTION OF SERVICES, MONITORING, AND TRAINING

LANGUAGE ASSISTANCE SERVICES

If a person does not speak English as their primary language and is LEP, that person may be entitled to language assistance with respect to **LAPC's** programs and services. Language assistance can include interpretation and/or translation from one language into another language.

LAPC will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

LAPC strives to offer the following measures:

- ✓ Post Title VI, ADA and LEP information on the [LAPC website](#).
- ✓ Post a statement on the [LAPC website](#) stating, “If you need special accommodation or translation into another language to view LAPC plans or programs, please contact Peter Fletcher at 608-785-5977. This sentence is also translated in Spanish and Hmong.

- ✓ When encountering LEP persons directly, **LAPC** staff use the “*I Speak*” *Language Identification Card* or posters to identify the language and communication need of LEP persons.
- ✓ Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Work with translation services as necessary to assist with the development of bilingual outreach materials.
- ✓ 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>
- ✓ Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by the **LAPC** on limited basis. Instead, the **LAPC** will seek assistance from fluent speakers.
- ✓ Prioritize the hiring of bilingual staff, as needed.

INFORMING LEP PERSONS OF LANGUAGE ASSISTANCE SERVICES

The **LAPC** uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ Posts a statement on the [LAPC website](#) stating, “If you need special accommodation or translation into another language to view LAPC plans or programs, please contact Peter Fletcher at 608-785-5977. This sentence is also translated in Spanish and Hmong.
- ✓ Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish and Hmong providing instructions on how to contact the **LAPC** to request information in another language.
- ✓ When encountering LEP persons directly, as needed **LAPC** staff will use the “*I Speak*” *Language Identification Card* to identify the language and communication need of LEP persons. The **LAPC** may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.
- ✓ Reviews outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develops and maintains cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
- ✓ Utilizes translation services such a fluent speaker on staff, seeking out language assistance from community organizations, 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>.

MONITORING, EVALUATING AND UPDATING THE LEP PLAN

The **LAPC** will review the LEP Plan on an annual basis. Review and updates will include the following:

- ✓ The number of documented LEP person contacts.
- ✓ How the needs of LEP persons have been addressed.
- ✓ Determine whether the need for translation services has changed.
- ✓ Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning the **LAPC's** failure to meet the needs of LEP individuals.
- ✓ Sufficiency of staff training.
- ✓ Review of any new opportunities for LEP communication.
- ✓ Determine whether financial resources are needed to fund language assistance services.

TRAINING STAFF

The following training will be provided to **LAPC** staff:

- ✓ Information on the **LAPC's** Title VI/Non-Discrimination Plan and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the "I-Speak Card" as a tool to assist LEP individuals.
- ✓ Documentation of language assistance requests using the *Log of LEP Encounters*.
- ✓ How to handle potential Title VI/Non-Discrimination and LEP complaints.

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Appendix A: Title VI Approvals and Administration

Resolution Approving Title VI Plan

La Crosse Area Planning Committee

RESOLUTION 17-2020

APPROVING THE

Title VI Non-Discrimination Program and Limited-English Proficiency Plan

WHEREAS, the Fixing America's Surface Transportation (FAST) Act signed into law in 2015 is codified in Title 23 Part 450 of the Code of Federal Regulations (23 CFR 450) and in 49 CFR 613. Section 450.316, Interested Parties, Participation, and Consultation, requires MPOs to develop a participation plan in consultation with all interested parties; and

WHEREAS, the United States Department of Transportation regulations require the LAPC to establish and maintain a Title VI Program to carry out U.S. Department of Transportation Title VI regulations (49 CFR part 21) and to integrate into its programs and activities considerations expressed in the Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087, December 14, 2005); and

WHEREAS, the La Crosse Area Planning Committee (LAPC) intends that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any LAPC program or activity, regardless of funding source; and

WHEREAS, the LAPC will affirmatively ensure that in any contract entered into, Disadvantaged Business Enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award; and

NOW, THEREFORE, BE IT FURTHER RESOLVED: that the LAPC approves the ***Title VI Non-Discrimination Program and Limited-English Proficiency Plan*** as being consistent with metropolitan plans and policies.

LA CROSSE AREA PLANNING COMMITTEE



Mike Poellinger, Chair



Peter Fletcher, Executive Director

Dated: November 18, 2020

Log of Policy Updates

The **LAPC** will review its policy on an annual basis to determine if modifications are necessary. Table 7 is current as of this approval and will be used to record future updates.

Table 7: Log of Policy Updates

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks/Notes
10/18/2020	Update approved by Policy Board; noticed and posted to website	Peter Fletcher	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
9/20/2017	Update approved by Policy Board; noticed and posted to website	Tom Faella (retired)	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
11/19/2014	First Plan approved by Policy Board; noticed and posted to website.	Tom Faella (retired)	

Contact Information and Program Administration

LAPC Title VI/ADA Coordinator

Peter Fletcher, Executive Director
La Crosse County Administrative Center
212 6th St N, Room 1200
La Crosse, WI 54601

LAPC Title VI / ADA Tus Kws Lis Haujlwm

Peter Fletcher, Tus Thawj Coj Tus Thawj Coj
La Crosse County Chaw Tswj Xyuas Chaw
212 6th St N, Chaw 1200
La Crosse, WI 54601

Coordinador de Título VI / ADA de LAPC

Peter Fletcher, director ejecutivo
Centro administrativo del condado de La Crosse
212 6th St N, habitación 1200
La Crosse, WI 54601

Appendix B: Title VI Assurances

Policy Statement and Authorities

Title VI Policy Statement

The La Crosse Area Planning Committee, a WisDOT Subrecipient of FHWA funds, (hereinafter referred to as the “Subrecipient”) assures that no person shall, on the grounds of race, color, national origin or sex as provided by Title VI of the Civil Rights Act of 1964, Section 162 (a) of the Federal Aid Highway Act of 1973 (23 U.S.C. 324), and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The Subrecipient further assures every effort will be made to ensure non-discrimination in whether those programs and activities are federally-funded or not.

In other words, this organization has implemented procedures, policies and actions to ensure nondiscrimination in all of its programs and activities; and offers the signature of its highest official as a reasonable guarantee of compliance with all nondiscrimination laws and requirements.

Authorities

The above Title VI Policy Statement and the following provisions of these **Assurances** are provided under a range of federal Acts and Regulations [see 23 CFR 200.5(p)]. References to Title VI requirements and regulations are not solely limited Title VI of the Civil Rights Act of 1964. Where appropriate, “Title VI requirements” also refer to the civil rights provisions of other federal statutes and related implementation regulations to the extent that they prohibit discrimination on the grounds of race, color, national origin or sex in all its programs, activities and operations receiving federal financial assistance. The Title VI authorities are:

Nondiscrimination Acts

- **Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) provides:** No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- **Section 162 (a) of the Federal Aid Highway Act of 1973 (23 U.S.C. 324) provides:** No person shall, on the ground of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this Title.
- **The Civil Rights Restoration Act of 1987 (P.L. 100-209), provides:** Clarification of the original intent of Congress in Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Act restores the broad, institution-wide scope and coverage of the nondiscrimination statutes to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors/consultants, whether such programs and activities are federally assisted or not.

Nondiscrimination Regulations

- 23 CFR 200, Title VI Program and Related Statutes-Implementation and Review Procedures
- 49 CFR 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964
- USDOT Order 1050.2A, *Standard Title VI/Non-Discrimination Assurances*

Title VI Assurances

The United States Department of Transportation (USDOT)

Standard Title VI/Non-Discrimination Assurances

DOT Order No. 1050.2A

The La Crosse Area Planning Committee (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through *Federal Highway Administration*, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination in Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice *Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964*);

Federal Highway Administration may include additional Statutory/Regulatory Authorities here.

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity, "for which the Recipient receives Federal financial assistance from DOT, including the (*Federal Highway Administration*).

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Federal Highway Administration may include additional General Assurances in this section or reference an addendum here.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted (*Name of Appropriate Program*):

1. The Recipient agrees that each "activity," "facility," or "program," as defined in 21.23 (b) and 21.23 (e) of 49 C.F.R. 21 will be (with regard to an "activity") facilitated or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all Long-Range Transportation Planning, Short-Range Multimodal Transportation Planning, Transportation Improvement Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The La Crosse Area Planning Committee in accordance with the provisions of **Title VI of the Civil Rights Act of 1964** (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award. "
3. The Recipient will insert the clauses of Appendix A of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form

of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:

- a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

Federal Highway Administration may include additional Specific Assurances in this section.

By signing this ASSURANCE, La Crosse Area Planning Committee] also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the [Wisconsin Department of Transportation's] access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the [Wisconsin Department of Transportation]. You must keep records, reports, and submit the material for review upon request to [Wisconsin Department of Transportation], or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

La Crosse Area Planning Committee gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the Long-Range Transportation Planning, Short-Range Multimodal Transportation Planning, Transportation Improvement Program. This ASSURANCE is binding on [Wisconsin], other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the Long-Range Transportation Planning, Short-Range Multimodal Transportation Planning, Transportation Improvement Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

La Crosse Area Planning Committee

By



Peter Fletcher, Executive Director

DATED: 9/2/2020

Appendix C: Protections Under Title VI

Public Notice of Non-Discrimination

Notice of Nondiscrimination

La Crosse Area Planning Committee, MPO

- ✓ The LAPC 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 **LAPC** 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 **LAPC**.
- ✓ For more information on the **LAPC's** civil rights program, and the procedures to file a complaint, contact 608-785-5977 (for hearing impaired, please use Wisconsin Relay 711 service), e-mail pletcher@lacrossecounty.org, or visit our administrative office at 212 6th St N, La Crosse, WI 54601. For more information, visit www.lapc.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 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Complaint Procedure

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 **LAPC** may file a complaint by completing and submitting the **LAPC's Complaint Form**.

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

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

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

If the complaint warrants a formal civil rights complaint process, the **LAPC** will follow the steps listed in this complaint procedure. The **LAPC** may also use this formal procedure to address general complaints. If the **LAPC** determines it has jurisdiction the complainant will receive an

acknowledgement letter stating the complaint will be investigated by the **LAPC Executive Director** as a civil rights complaint.

The **LAPC** has **60** days to investigate the civil rights complaint. If more information is needed to resolve the case, the **LAPC** may contact the complainant.

The complainant has **30** 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 **30** days, the **LAPC** 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 letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) 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 **30** 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, please contact 608-785-5977.

Si se necesita informacion en otro idioma de contacto, 608-785-5977.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Complaint and Comment Form

The **La Crosse Area Planning Committee** is committed to assisting public transportation providers in 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 to pfletcher@lacrossecounty.org or in person at the address below.

La Crosse Area Planning Committee

La Crosse County Administrative Center

Room 1200

212 6th St N

La Crosse, WI 54601

You may also call us at 608-785-5977. 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

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
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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?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Section C: Type of Comment

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

<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Compliment	<input type="checkbox"/> Other
------------------------------------	-------------------------------------	-------------------------------------	--------------------------------

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

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Sex	<input type="checkbox"/> Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> 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.	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Shared Ride Taxi	<input type="checkbox"/> 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?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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 La Crosse Area Planning Committee

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.

List of Complaints, Investigations, and Lawsuits

LAPC maintains a list or log to track and resolve all complaints, investigations, and lawsuits.

Check One:

X	Since the last update of this Title VI/Nondiscrimination Program/LEP Plan, there has been no transportation-related civil rights investigations, complaints, or lawsuits filed with LAPC .
	There have been investigations, complaints and/or lawsuits filed against us. <i>See list below. Attach additional information as needed.</i>

Because the LAPC has had no Title VI-related filings against it, the log of complaints, investigations, and lawsuits illustrated in Table 7 has no entries.

Table 8: Log of Complaints, Investigations, and Lawsuits.

Type ¹	Date	Complainant's Name/Address	Basis of Complaint ²	Complaint Description	Status	Action(s) Taken Final Outcome, If Resolved

¹ Complaint, Investigation, or Lawsuit. The protected classes under Title VI are Race, Color and Nation Origin; the protected class under Title II is disability.

² Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other.

Appendix D: Vital Documents for Hmong Speakers

Laj Mej Pej Xeem Ceeb Toom Txog Kev Tsis Casi Leej Twg

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

Ceeb Toom Tsis Muaj Kev Ntxub

La Crosse Area Planning Committee, MPO

LAPC tau cog lus los xyuas kom txhua tus neeg tsis raug cais tawm, 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, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis Askiv tsawg. paub (LEP) nyob rau ib qho thiab txhua qhov haujlwm, kev ua lossis kev pabcuam uas tswj los ntawm LAPC raws li Txoj Cai VI ntawm Txoj Cai Txoj Cai rau Xyoo 1964 thiab cov neeg muaj feem cuam tshuam cais txoj cai.

Txhua tus neeg uas ntseeg tias lawv tau raug thuam los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau LAPC.

Yog xav paub ntau ntiv txog LAPC qhov kev pabcuam pej xeem txoj cai, thiab cov txheej txheem los sau ntawv kev tsis txaus siab, hu rau 608-785-5977 (rau cov tsis hnov lus, thov siv Wisconsin Relay 711 kev pabcuam), email pfletcher@lacrossecounty.org, lossis mus saib peb cov thawj coj chav lis haujlwm ntawm 212 6th St N, La Crosse, WI 54601. Yog xav paub ntau ntiv, mus saib hauv www.lapc.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 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 608-785-5977.

Cov Txheej Txheem Hais Qhov Tsis Txaus Siab

Txhua tus neeg uas ntseeg tias lawv tau raug kev ntxub ntxaug vim yog neeg txawv, neeg tawv nqaij, neeg tuaj tebchaws no, kev xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, kev

khuv tau nyiaj lossis kev hais lus Askiv tsis txaus (LEP) los ntawm LAPC yuav foob hais qhov tsis txaus siab los ntawm ua tiav thiab xa LAPC Daim Ntawv Tsis Txaus Siab.

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tag mus rau LAPC.

LAPC tshawb nrhiav cov lus tsis txaus siab tau txais tsis pub dhau 180 hnub ua haujlwm tom qab qhov raug iab liam. LAPC yuav ua cov kev tsis txaus siab uas ua tiav.

Thaum txais tau daim ntawm tsis txaus siab, lub LAPC 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 lees paub txog txheej txheem kev tsis txaus siab txog pej xeeb cov cai, LAPC yuav ua raws cov theem hauv cov txheej txheem kev tsis txaus siab no. LAPC kuj tseem yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yog LAPC pom tias nws muaj cai kav tus neeg tsis txaus siab yuav tau txais ib tsab ntawv lees paub tias qhov kev tsis txaus siab yuav raug tshuaj xyuas los ntawm LAPC Tus Thawj Coj Saib Xyuas yog tsab ntawv foob hais qhov tsis txaus siab.

LAPC muaj 60 hnub los mus tshawb nug txog kev tsis txaus siab ntawm cov pej xeeb. Yog tias xav paub ntau ntiv los daws qhov teebmeem, LAPC yuav hu rau tus tsis txaus siab.

Tus neeg tsis txaus siab muaj 30 hnub suav txij hnub ntawv sau xa cov ntaub ntawv xav tau rau tus kws tshawb nrhiav uas xa mus rau rooj plaub.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais xov xwm ntiv nyob hauv 30 hnub, LAPC tuaj yeem tswj hwm qhov xwm txheej tau. Ib rooj plaub tuaj yeem raug kaw kaw tau thiab yog tus tsis txaus siab tsis xav nrhiav lawv rooj plaub ntiv.

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

Tomqab kws cov kws tshuaj xyuas tshawb xyuas daim ntawv foob qhov tsis txaus siab, ib tsab ntawm 2 tsab ntawv yuav xa rau tus neeg foob: tsab ntawv kaw lossis tsab ntawv tshawb pom (LOF).

- ✓ Letter Daim ntawv kaw no piav txog cov kev liam thiab cov xeeb tias tsis muaj kev ua txhaum Tsab Cai VI / ADA thiab rooj plaub yuav raug kaw.
- ✓ Tsab ntawv tshawb pom (LOF) sau cov lus liam thiab tuaj xam phaj txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntiv 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 30 hnub tom qab hnub uas sau tsab ntawv lossis LOF kom ua.

Ib tus neeg tseem sau tau ntawv tsis txaus siab ncaj qha mus rau Tsoomfwv Qib Saib Xyuas Chaw Hla Tebchaws, ntawm FTA Lub Chaw Haujlwm Saib Xyuas Tib Neeg, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 608-785-5977.

Si se necesita informacion en otro idioma de contacto, 608-785-5977.

Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 608-785-5977.

Kev Yws thiab Cov Lus Qhia Tawm

La Crosse Area Planning Committee (LAPC) 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 pfletcher@lacrossecounty.org los yog xa rau tim qhov chaw nyob hauv qab no.

La Crosse Area Planning Committee

La Crosse County Administrative Center

212 6th St, North, Room 1200

La Crosse, WI 54607

Koj tseem tuaj yeem hu peb ntawm 608-785-5977. 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.

<input type="checkbox"/> Ntawv Log	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Kaw suab	<input type="checkbox"/> Lwm yam (yog xaiv tau thov qhia yam koj xav tau hom twg hauv qab no)
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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?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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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.	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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Ntu C: Hom lus**Cov lus koj muab? Thov kos pawg twg koj hom lus yog dab tsi.**

<input type="checkbox"/> Kev yws	<input type="checkbox"/> Lus ntuas	<input type="checkbox"/> Hais lus qhuas	<input type="checkbox"/> Lwm yam
Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.			
<input type="checkbox"/> Haiv neeg	<input type="checkbox"/> Tawv nqaij	<input type="checkbox"/> Haiv neeg twg	<input type="checkbox"/> Kev ntseeg
<input type="checkbox"/> Hnub nyoog	<input type="checkbox"/> Tub los ntxhais	<input type="checkbox"/> Kev pab cuam	<input type="checkbox"/> Muaj pluag
<input type="checkbox"/> Tsis Paub Lus Askiv Zoo Txaus		<input type="checkbox"/> 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**

<i>Puas yog qhov xwm txheej tshwm sim rau hom kev pab cuam txuas ntxiv no? Thov khij lub npov.</i>	<input type="checkbox"/> Tsheb rau neeg xiam oob qhab	<input type="checkbox"/> Tsheb ntiav ua ke	<input type="checkbox"/> 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?	<input type="checkbox"/> Yog	<input type="checkbox"/> 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 ntiv?

☐ 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 hnuv zoo thiab sijhawm zoo tshaj plaws tuaj yeem tham nrog koj.

Sijhawm zoo rau koj

Hnuv 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 ntiv 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 nga qhov iab liam. Tom qab ntawv sau hnuv tim thiab kos npe rau daim foos no thiab muab xa rau La Crosse Area Planning Committee.

Lub npe Ntaus ntawv ntawm no

Hnuv tim: Ntaus hnuv tim ntawm no

Kos npe

Nplooj ntawv no cia txhob txwm dawb paug.

Appendix E: Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

El Aviso de no discriminación

La Crosse Area Planning Committee, MPO

La LAPC 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 LAPC 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 LAPC.

Para obtener más información sobre el programa de derechos civiles de la LAPC, y los procedimientos para presentar una queja, comuníquese con 608-785-5977, (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a pfletcher@lacrossecounty.org; o visite nuestra oficina administrativa a la dirección 212 6th St N, La Crosse, WI 54601. Para obtener más información, visite www.lapc.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 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Procedimiento de Quejas

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 **La Crosse Area Planning Committee (LAPC)** puede completar un formulario de queja y entregar el a de la **LAPC**.

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

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

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

La **LAPC** tiene **60** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **LAPC** puede contactar al demandante.

El/La demandante tiene **30** 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 envía la información adicional dentro de los **30** días hábiles, la **LAPC** 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 carta de conclusión resume las acusaciones y establece que no hubo una violación del Título VI/ADA y que el caso se cerrará.

Una carta de descubrimiento resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, tiene **30** 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 608-785-5977.

Si se necesita información en otro idioma de contacto, 608-785-5977.

Yog muaj lus qhia ntiv rau lwv hom lus, hu rau 608-785-5977.

Formulario de Quejas y Comentarios

La Crosse Area Planning Committee (LAPC) 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 pfletcher@lacrossecounty.org o en persona a la dirección debajo.

La Crosse Area Planning Committee

La Crosse County Administrative Center
212 6th Street North, Room 1200
La Crosse, WI 54607

También, puede nos llamar a 608-785-5977. 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.

<input type="checkbox"/> Letra grande	<input type="checkbox"/> TDD o Relé	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otra (si está seleccionado, indique qué tipo de formato necesita en el cuadro debajo)
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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.

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Complemento	<input type="checkbox"/> Otra
--------------------------------	-------------------------------------	--------------------------------------	-------------------------------

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

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Competente limitado del inglés (C.L.I)		<input type="checkbox"/> 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.	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Taxi compartido	<input type="checkbox"/> 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?	<input type="checkbox"/> Sí	<input type="checkbox"/> 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 detalles 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 gustaría 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 envió la queja.

Haga clic o toque aquí para introducir el texto

Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Crosse Area Planniing Committee.

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

Esta página se dejó en blanco intencionalmente.