



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

La Crosse Area Planning Committee  
May 17, 2023

# 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](http://www.lapc.org)

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## Title VI Non-Discrimination Program

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### Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Several other federal legal authorities supplement Title VI by extending protections based on age, sex, disability, limited English proficiency, and low-income status. In addition, the Civil Rights Restoration Act of 1987 clarified Title VI enforcement by mandating that Title VI requirements apply to *all* programs and activities of federal-aid recipients regardless of whether any particular program or activity involves federal funds. Taken together, these laws require recipients and subrecipients of federal funds to ensure all programs and services are delivered to the public without discrimination.

The La Crosse Area Planning Committee (LAPC), as a recipient of federal financial assistance, will ensure compliance with Title VI of the Civil Rights Act of 1964; 49 C.F.R. Part 21 (Department of Transportation Regulations for the Implementation of Title VI of the Civil Rights Act of 1964); 49 CFR Part 21; and related statutes and regulations. The LAPC acknowledges it is subject to and will comply with Federal Highway Administration Title VI Assurances.

This plan explains the how the LAPC incorporates the requirements of Title VI and related legal authorities into its operations. The plan will be used a reference for the LAPC and an informational resource for the public. The plan will be updated every three years to reflect changes in Title VI compliance operations.

### Organizational Responsibilities

The Title VI Coordinator is responsible for overseeing compliance with applicable nondiscrimination authorities in each transportation planning and programming area at LAPC. The Title VI Coordinator ensures compliance with provisions of the law, including the requirements of 23 part 200 and 49 CFR Part 21, administering civil rights complaint procedures, and ensuring civil rights compliance by recipients, sub-grantees, contractors, and subcontractors.

LAPC's Executive Director is responsible for ensuring the implementation of the LAPC's overall Title VI Non-Discrimination Program.

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### Title VI Non-Discrimination Responsibilities

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

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

## 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/Non-Discrimination complaint procedures and complaint form
- E. Recording and reporting Title VI/Non-Discrimination 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](#))
- [Complaint Log](#) ([Appendix C](#))
- [Public Participation Plan](#)
- [Demographic Representation](#) on planning and advisory bodies
- [Demographic maps and Analysis of Impacts](#)
- [Limited-English Proficiency \(LEP\) Plan](#)
- [LEP Tools](#) ([Appendix F](#))
- 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 <https://www.lacrossecounty.org/metropolitan-planning-organization/ada-and-title-vi>
- Agency office, room 2300, La Crosse County Administrative Center, 212 6<sup>th</sup> St N, La Crosse, WI<sup>1</sup>

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/NON-DISCRIMINATION 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 <https://www.lacrossecounty.org/metropolitan-planning-organization/ada-and-title-vi>

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

- Agency office, room 2300, La Crosse County Administrative Center, 212 6<sup>th</sup> 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.

## E. COMPLAINT LOG

### 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 civil rights 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 (e.g., [Public Participation Plan](#))
- Developing and amending plans and programs (e.g., [Metropolitan Transportation Plan](#) and [Transportation Improvement Program](#))
- Conducting general transportation plans and studies (e.g., 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. DEMOGRAPHIC REPRESENTATION ON PLANNING AND ADVISORY BODIES

LAPC's [Public Participation Plan](#) outlines the organizational structure of the LAPC. The LAPC is comprised of three committees: [LAPC Policy Board](#); the Technical Advisory Committee (TAC); and the Committee on Transit and Active Transportation (CTAT). The LAPC Board is made up of the highest elected officials from member communities making the demographic representation under the control of the electorate. As the highest authority, the Policy Board makes the final approvals.

The TAC and CTAT serve in an advisor role by reviewing, prioritizing, and recommending policies, projects, plans, and programs to the LAPC Policy Board.

Committee meetings are open to the public and the public is invited to attend. 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 email distribution lists and mail address lists.

Demographic 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 email. Although we continue to conduct outreach through email, LAPC strives 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 | 2.1% +/- 0.3%      | 88.9% +/- 0.8% | 1.6% +/- 0.3%                   | 4.2% +/- 0.6% | 0.2% +/- 0.1%                          | 0.03% +/- 0.04%                                  | 0.08% +/- 0.06%       | 2.9% +/- 0.5%     |
| Policy Board  |                    | 100%           |                                 |               |  |  |                       |                   |
| TAC           |                    | 100%           |                                 |               |  |  |                       |                   |
| CTAT          |                    | 100%           |                                 |               |  |  |                       |                   |

Source: B03002 Hispanic or Latino Origin by Race, 2017-2021 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, 2017-2021, minorities make up 11.1%±1.1% 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. No tracts in the planning area are found to have a high percentage of minority persons. Figure 1 shows the tracts identified as having a high percentage relative to the planning area of minority, low-income, limited-English proficient, and/or disabled populations.

Our Transportation Improvement Program (TIP) projects, Justice40 layers, minority and LEP layers, and other disadvantaged populations layers are illustrated in an [ArcGIS Online map](#). This map is updated with new projects as they are amended into our TIP projects list and new demographic data as they become available.

**Table 2: Minority<sup>1</sup> Population for Planning Area Communities**

| Community              | Total Population Estimate | Total Population MOE <sup>2</sup> | Minority Population Estimate | Minority Population MOE | Percent Minority Estimate | Percent Minority MOE |
|------------------------|---------------------------|-----------------------------------|------------------------------|-------------------------|---------------------------|----------------------|
| <i>Cities</i>          |                           |                                   |                              |                         |                           |                      |
| La Crescent, MN        | 5,333                     | 112                               | 553                          | 263                     | 10.4                      | 4.9                  |
| La Crosse, WI          | 52,505                    | 31                                | 6,090                        | 547                     | 11.6                      | 1.0                  |
| Onalaska, WI           | 18,760                    | 37                                | 2,655                        | 443                     | 14.2                      | 2.4                  |
| <i>Villages</i>        |                           |                                   |                              |                         |                           |                      |
| Holmen, WI             | 10,613                    | 49                                | 1,576                        | 366                     | 14.8                      | 3.4                  |
| West Salem             | 5,225                     | 25                                | 534                          | 339                     | 10.2                      | 6.5                  |
| <i>Towns/Townships</i> |                           |                                   |                              |                         |                           |                      |
| Barre, WI              | 1,327                     | 213                               | 82                           | 291                     | 6.2                       | 21.9                 |
| Campbell, WI           | 4,281                     | 15                                | 215                          | 218                     | 5.0                       | 5.1                  |
| Dresbach, MN           | 389                       | 81                                | 14                           | 113                     | 3.6                       | 29.0                 |
| Greenfield, WI         | 2,235                     | 296                               | 297                          | 382                     | 13.3                      | 17.0                 |
| Hamilton, WI           | 2,766                     | 425                               | 229                          | 573                     | 8.3                       | 20.7                 |
| Holland, WI            | 4,438                     | 18                                | 334                          | 211                     | 7.5                       | 4.8                  |
| La Crescent, MN        | 1,237                     | 205                               | 23                           | 289                     | 1.9                       | 23.4                 |
| Medary, WI             | 1,698                     | 267                               | 195                          | 360                     | 11.5                      | 21.1                 |
| Onalaska, WI           | 5,788                     | 64                                | 293                          | 202                     | 5.1                       | 3.5                  |
| Shelby, WI             | 4,794                     | 29                                | 412                          | 196                     | 8.6                       | 4.1                  |
| <b>Planning Area</b>   | <b>121,389</b>            | <b>676</b>                        | <b>13,502</b>                | <b>1,331</b>            | <b>11.1</b>               | <b>1.1</b>           |

<sup>1</sup> "Minority" is defined as a person who identifies as Hispanic and/or a race other than White.

<sup>2</sup>Margin of error.

Source: B03002 Hispanic or Latino Origin by Race, 2017-2021 American Community Survey, [U.S. Census Bureau](#).

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.

## 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 (e.g., public input meetings, focus groups). Participation, however, has been underwhelming. The 2022 [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 \(MTP\)](#) and every ten years with the update of the La Crosse MTU [Transit Development Plan \(TDP\)](#). All plans and programs are available on the LAPC website at <https://lacrossecounty.org/mpo>.

ANALYSIS OF IMPACTS OF THE DISTRIBUTION OF STATE AND FEDERAL TRANSIT FUNDS  
Table 3 illustrates the distribution of federal and state transit funds as reported in the [2023-2026 Transportation Improvement Program](#).

**Table 3: Obligated and Projected Federal and State Transit Investment, 2023-2026**

| Transit Revenues <sup>1</sup>  | 2023        | 2024        | 2025        | 2026        |
|--|-------------|-------------|-------------|-------------|
| FTA 5307 <sup>2</sup>  | \$3,021,500 | \$3,081,900 | \$3,143,500 | \$3,206,400 |
| FTA 5311 <sup>3</sup>  | \$237,500   | \$242,250   | \$247,095   | \$252,037   |
| State Operating Assistance <sup>4</sup>  | \$2,079,100 | \$2,120,682 | \$2,163,096 | \$2,206,358 |
| <sup>1</sup> 2024-2026 annually inflated by 2.00%.<br><sup>2</sup> La Crosse Municipal Transit Utility; Onalaska Shared Ride.<br><sup>3</sup> Scenic Mississippi Regional Transit.<br><sup>4</sup> Includes 85.21 for County Elderly and Disabled Transportation.<br>Source: 2023-2026 Transportation Improvement Program approved November 16, 2022 |             |             |             |             |

Figure 1, which is linked to our [Online map](#), shows 2023-2026 Transportation Improvement Program (TIP) projects as of the May 2023 in relation to tracts with a high percentage<sup>2</sup> of environmental justice (EJ) populations (minority, low-income, limited-English proficient, and disabled populations). The figure does not show projects that do not have a physical location (e.g., transit operations).

Reconstruction projects have the greatest impact on communities because they often involve work beyond the roadway itself and may include some expansion, encroaching on adjacent properties. We have four reconstruction projects in the planning area that may impact low-income and disabled populations:

- 23020: STH 16, USH 53 to STH 35 (Cass St and 7<sup>th</sup> St)
- 23021: STH 16, STH 35 (West Ave/Lang Dr) to IH 90, includes WIS 157 from WIS 16 to IH 90
- 23022: STH 35 (George St/Lang Dr/West Ave), USH 14/61 (South Ave) to USH 53 (Rose St)
- 23023: USH 53 (Copeland Ave/Rose St/3<sup>rd</sup> St/4<sup>th</sup> St/South Ave)

These projects will be undergoing preliminary engineering over the four years of the 2023-2026 TIP (and probably beyond) and so not much detail is known.

The [Online map](#) will provide greater detail than can be shown in Figure 1.

<sup>2</sup> A “high percentage” tract is one where the lower bound percentage of the EJ population is greater than the upper bound percentage for the planning area.

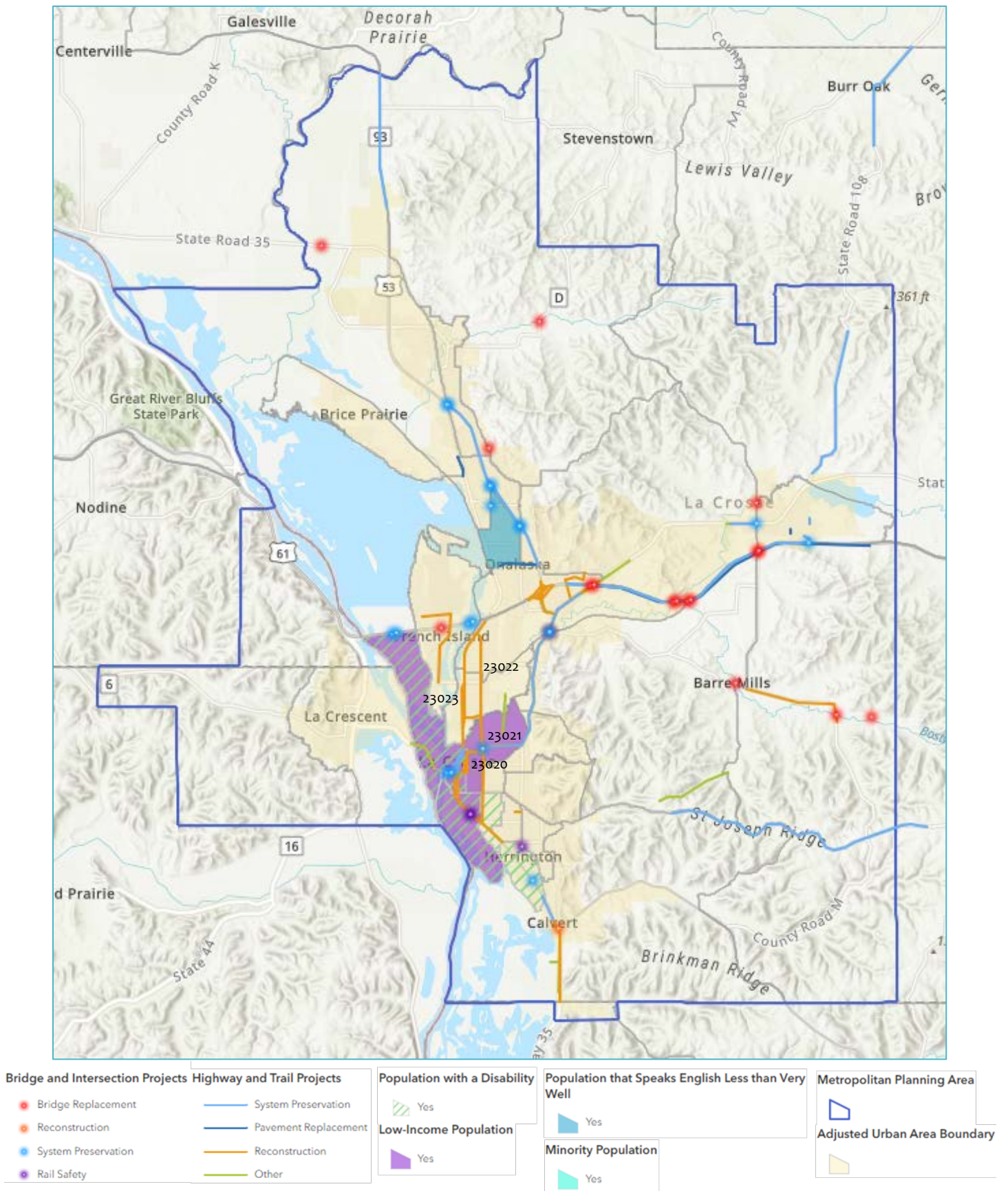


Figure 1: 2023-2026 Transportation improvement program projects.

## Limited-English Proficiency (LEP) Plan

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### 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 county 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 (e.g., 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 (2017-2021) 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 115,446<sup>3</sup> and a limited-English proficient (LEP)<sup>4</sup> population of 2,533 (2.2%). Only Spanish language speakers who speak English less than very well (LEP) has an estimate (1,250) that exceeds the minimum threshold of 1,000 persons. The estimate for LEP Asian and Pacific Island language speakers (966), which includes Hmong, is less than the threshold. This is a change from the previous Title VI Plan. Because the estimate goes above the threshold when the margin of error is considered, we will continue to provide vital documents in Hmong.

The LEP estimate of all other other-than-English-language speakers in the planning area is less than both Safe Harbor thresholds (1,000 persons or 5%). This means the LAPC is not required at this time to provide written translation of vital documents in any other language.

To respond to the needs of LEP 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 the 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 <sup>1</sup>                       | 115,446  | 759             | -----      | -----             |
| Limited-English Proficient (LEP) <sup>2</sup>               | 2,533    | 522             | 2.2        | 0.5               |
| Asian and Pacific Island language speakers (includes Hmong) | 966      | 333             | 0.8        | 0.3               |
| Spanish language speakers                                   | 1,250    | 365             | 1.1        | 0.3               |
| All other other-than-English speakers                       | 317      | 178             | 0.3        | 0.2               |

<sup>1</sup> Population 5 years and over.  
<sup>2</sup> Speaks English less than very well.  
 Source: S1601 Language Spoken at Home, 2018-2021 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. Since approval of the 2020 LEP Plan, 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.

LAPC staff have been trained to track the number of LEP encounters using the LEP tools shown in [Appendix F](#). Staff 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.

<sup>3</sup> Population 5 years and over; universe for S1601.

<sup>4</sup> Speaks English “less than very well.”

### 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 and other disadvantaged populations is assessed annually with the update of the Transportation Improvement Program (TIP). An ArcGIS Online map is created to illustrate projects and their relationship to disadvantaged populations. This Online map is dynamic and updated as new projects are amended into the TIP and with new Census data as they become available.

The most recent ACS data (2017-2021) show that tract 104.03 in the city of Onalaska has a high percentage<sup>5</sup> of LEP persons (6.0%±3.0%) compared to the planning area (2.2%±0.5%).

### 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, LEP, and ADA information on the [LAPC website](#).

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<sup>5</sup> A tract is flagged as having a high percentage of a disadvantaged population when the lower bound of the estimate is greater than the upper bound for the planning area.

- 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.
- Includes a Translate feature on the LAPC website to assist LEP individuals access LAPC website information.
- When encountering LEP persons directly, LAPC staff use the “*I Speak*” *Language Identification Card* ([Appendix F](#)) or posters to identify the language and communication need of LEP persons.
- Maintain a *Log of LEP Encounters* ([Appendix F](#)) 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.
- Provide assistance with language interpretation by calling LAPC staff at 608-785-5977. La Crosse County has a contract with Certified Languages International for language interpreter services.
- Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <https://wisconsinrelay.com>.
- 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.
- Includes a Translate feature on the LAPC website to assist LEP individuals access LAPC website information.
- When encountering LEP persons directly, as needed LAPC staff will use the “*I Speak*” *Language Identification Card* ([Appendix F](#)) 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* ([Appendix F](#)) 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 <https://wisconsinrelay.com>.

#### 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 which 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/Nondiscrimination Plan and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I-Speak Card" ([Appendix F](#)) as a tool to assist LEP individuals.
- Documentation of language assistance requests using the *Language Translation Request Log* ([Appendix F](#)).
- How to handle potential Title VI/Nondiscrimination and LEP complaints.

#### DISSEMINATION OF LEP PLAN

LAPC staff will make good faith efforts to notify the public that a LEP Plan and language assistance is available by:

- Posting notices in English, Spanish, and Hmong on the LAPC website.
- Posting the Plan to the LAPC website.

- Emailing our Public Notice List that the *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* is available. The email includes statements for assistance in English, Spanish, and Hmong.

The *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* is currently only available online as a PDF. Staff will work to provide the LEP Plan as HTML so that LEP persons can access the Plan using the Translate tool included in our website.

## Appendix A: Title VI Approvals and Administration

### Resolution Approving Title VI Plan

#### La Crosse Area Planning Committee

#### RESOLUTION 6-2023

#### 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

Chair

Peter Fletcher, Executive Director

Dated: May 17, 2023

## Log of Policy Updates

The **LAPC** will review its policy on an annual basis to determine if modifications are necessary. Table 5 is current as of this approval and will be used to record future updates.

Table 5: Log of Policy Updates

| Date       | Activity<br>(Review/Update/Addendum/<br>Adoption/Distribution)      | Person Responsible   | Remarks/Notes  |
|------------|---|----------------------|--|
| 5/17/2023  | Update approved by Policy Board; noticed and posted to website      | Peter Fletcher       | Plan revisions include status updates on LEP encounters, complaints, and requests; update of complaint procedure; addition of LEP Tools appendix                   |
| 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 6<sup>th</sup> St N, Room 2300

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 2300

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 2300

La Crosse, WI 54601

## Appendix B: Title VI/Nondiscrimination Assurances

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### 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 *MPO Planning 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 Planning, and 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 Planning, and 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 Planning, and 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:** September 15, 2022

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## 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](mailto:pletcher@lacrossecounty.org), or visit our administrative office at 212 6<sup>th</sup> St N, La Crosse, WI 54601. For more information, visit <https://www.lacrossecounty.org/mpo>.
- ✓ 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, 5<sup>th</sup> 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

The LAPC's Complaint Procedure is made available in the following locations:

- LAPC [website](#) in its entirety
- LAPC office at La Crosse County Administrative Center, 212 6<sup>th</sup> St N, Room 2300, La Crosse, WI 54601

#### OVERVIEW

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 LAPC in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

## RIGHT TO FILE COMPLAINTS

LAPC uses the following procedures for prompt processing of all civil rights complaints relating to any program, activity or service administered by LAPC or its contractors, consultants, lessors receiving Federal financial assistance. These procedures do not deny the right of the Complainant to file formal complaints with other state or federal agencies or seek private counsel for complaints alleging discrimination.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination or retaliation prohibited by Title VI nondiscrimination provisions by LAPC may file a complaint with the following:

- LAPC, Peter Fletcher, Title VI Coordinator at 608-785-6141, (for hearing impaired, please use Wisconsin Relay 711 service - <https://wisconsinrelay.com>; email [pfletcher@lacrossecounty.org](mailto:pfletcher@lacrossecounty.org); or visit our administrative office at 212 6<sup>th</sup> St N, Room 2300, La Crosse, WI 54601.
- Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov), 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the WisDOT Title VI-ADA website.
- U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights, 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: [FHWA.TitleVIcomplaints@dot.gov](mailto:FHWA.TitleVIcomplaints@dot.gov)
- U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

## PROCEDURES

Any person who believes they've been discriminated against by LAPC may file a complaint by completing and submitting LAPC's Complaint Form in Appendix C.

This civil rights complaint procedure may also be used by the LAPC to address, resolve, and close general complaints.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and LAPC Title VI Coordinator may be utilized for resolution, at any stage of the process. LAPC Title VI Coordinator will make every effort to pursue a resolution of the complaint.

Complaints can be submitted to LAPC in writing via email or by phone. Complainants are encouraged to complete the Complaint Form in Appendix C. Complaints received by telephone will be reduced to writing and provided to the Complainant for confirmation or revision before processing.

Complaints should contain the following information:

- The Complainant's contact information, including, if available: full name, postal address, phone number, and email address.
- The basis of the complaint (e.g., race, color, national origin, disability, etc.).
- The dates of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.
- The names of specific persons or respondents (e.g., agencies/organizations) alleged to have discriminated.
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives federal financial assistance.

Complaints received will be acknowledged and processed, once the Complainant's intent to proceed with the complaint has been established.

### INVESTIGATION OF COMPLAINTS

Complaints in which LAPC is named as the Respondent (i.e., the recipient/entity which a complaint of discrimination has been filed) shall be forwarded to the appropriate State or Federal agency for proper disposition, in accordance with their procedures.

LAPC will assume responsibility for investigating complaints against any of its contractors, consultants, lessors, etc.

To be accepted, a civil rights complaint must meet the following criteria:

- 1) The complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the Complainant.
- 2) The allegation(s) should address a nondiscrimination protection such as race, color, national origin, disability, etc.
- 3) The allegation(s) must involve a program or activity of a federal-aid recipient, contractor, consultant, or lessor.

LAPC reviews and determines the appropriate action regarding every complaint.

When a complaint is received, LAPC will provide written acknowledgment to the Complainant within 60 business days. The Complainant is notified of the proposed action to be taken to process the allegation(s). The notification letter/email shall contain:

- The basis for the complaint.
- A brief statement of the allegation(s) over which the LAPC has jurisdiction.
- An indication of when the parties will be contacted.

The investigation conducted by LAPC consists of a personal interview with the Complainant(s). Information gathered in this interview includes but is not limited to information completed on the Complaint Form in Appendix C.

If more information is needed to address the complaint, LAPC may contact the Complainant.



If a complaint is deemed incomplete or if additional information is requested, the Complainant will be provided 30 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within 30 business days of the acceptance of the complaint, LAPC will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendation for disposition. Only reasonably qualified and trained investigators should conduct the investigation.

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

- A closure letter summarizes the allegations and states there was not a civil rights 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 business days after the date of the letter of finding to do so.

## DISMISSAL

A civil rights complaint may be recommended for dismissal for the following reasons:

- The Complainant requests withdrawal of the complaint.
- The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The Complainant cannot be located after reasonable attempts.

## LIST OF COMPLAINTS

LAPC maintains a Complaint Log as shown in Appendix C outlining the list of complaints, investigations and lawsuits 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 LAPC in response, and final findings related to the complaint, investigation, or lawsuit.

LAPC will submit a log of all Title VI complaints received, and any additional pertinent records to the WisDOT, Title VI Office, as requested.

For more information, contact:

LAPC, Title VI Coordinator

Peter Fletcher

Email: [Pfletcher@lacrossecounty.org](mailto:Pfletcher@lacrossecounty.org)

Phone: 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 [pletcher@lacrossecounty.org](mailto:pletcher@lacrossecounty.org) or in person at the address below.

### La Crosse Area Planning Committee

La Crosse County Administrative Center

212 6<sup>th</sup> St North, Room 2300

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) |
|--------------------------------------|---------------------------------------|--|---|

Click or tap here to enter text.

### Section B: Contact Information

|                                    |   |
|------------------------------------|---|
| Name <input type="text"/>          | Telephone Number (including area code) <input type="text"/> |
| Address <input type="text"/>       | City <input type="text"/>                                   |
| State <input type="text"/>         | Zip Code <input type="text"/>                               |
| Email Address <input type="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.

|                                    |                                     |                                     |                                |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------|
| <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

Date:  Click to add date in the following format: Day, month, year

Signature

## Complaint Log

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

**Check One:**

|          |   |
|----------|---|
| <b>X</b> | Because the LAPC has had no Title VI-related filings against it, the log of complaints, investigations, and lawsuits illustrated in Table 6 has no entries. |
|          | There have been investigations, complaints and/or lawsuits filed against us. <i>See list below. Attach additional information as needed.</i>                |

**Note:** The performance measure for tracking when an investigation begins and when its administratively closed is documented in the **Complaint Log** in Table 6. LAPC will strive to complete the investigation within the timeframe specified in its **Complaint Procedure**.

Table 6: Complaint Log.

| Type<br>Complaint<br>Investigation<br>Lawsuit <sup>1</sup> | Date<br>Complaint<br>Received<br>(Month,<br>Day, Year) | Complainant's<br>Contact<br>Information<br>Name/Phone/Email/Address | Basis of<br>Complaint <sup>2</sup> | Summary<br>Complaint<br>Description | Action Taken/<br>Final Outcome if<br>Resolved<br>List dates of action steps<br>including the dates<br>complaint/ investigation<br>begins and is<br>administratively closed. | Status |
|--|--|---|------------------------------------|-------------------------------------|---|--------|
|  |  |   |                                    |                                     |   |        |
|  |  |   |                                    |                                     |   |        |
|  |  |   |                                    |                                     |   |        |

<sup>1</sup> Complaint, Investigation, or Lawsuit. The protected classes under Title VI are Race, Color and Nation Origin; the protected class under Title II is disability.  
<sup>2</sup> 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, hnub 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 thum los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau LAPC.

Yog xav paub ntau ntxiv 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 [pletcher@lacrossecounty.org](mailto:pletcher@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 ntxiv, mus saib hauv <https://www.lacrossecounty.org/mpo>.

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, 5<sup>th</sup> 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.

### Kev Foob Vim Tsis Txaus Siab

LAPC kev txais cov lus tsis txaus siab muaj pub rau sawv daws nyob raw li ntawd cov chaw no:

- [LAPC website](#) raw li teev cia

- LAPC chaw ua haujlwm ntawd La Crosse County Administrative, 212 6<sup>th</sup> St N, Room 2300, Lacrosse WI 54601.

### QHIA NCIG TXOG

LAPC yuav saib kev ruaj ntsej kom txhua tus tau txais kev pab, txwv tsis pub cov neeg ua haujlwm saib tsis taus nej, txwv tsis pub lawv xaiv ntseg muag pab, los yog xaiv tus poj niam los txiv neej, los yog tus xiam tes taw los puas tus txom nyem los yog tus muaj, txwv tsis pub lawv saib tsis taus nej vim koj qaij tawv txawv, los yog koj kev ntseeg tsis sib thooj, txawm tsis paub lus Mekas los lawv yuav tsum pab nej raw li tej kev pab cuam thiab tej kev qhia los ntawd LAPC tej kev pab, peb cov haulwm peb khiav pub rau pej xeepeb yuav ua ncaj ncees khiav kom raw li tej kev ncaj ncee tau teev los ntawd tsoom fwm tus cai zwm rau hauv title VI uas tau tshwm sim xyoo 1964 thiab raw li kev ruaj ntseg txwv tsis pub saib tsis tau tej pej xeeb. (Title VI of the Civil Rights Act of 1964.)

### TXOJ KEV MUS FOOB

LAPC siv txoj kev ncaj ncees tuav peb tej dej num khiav pub rau pej xeeb thiab tswj kom tsis pub muaj kev phom sij rau leej twg li, yog thaum muaj kev tsis txaus siab, peb yuav saib xyuas kom tej lus no ruaj ntseg, mloog kom tog, thiab daws tej kev tsis txaus siab kom ceev li ceev tau. Peb yuav tsis txwv nej txoj hauv kev mus tham los yog mus foob peb rau kws lij choj, los lwm lub xeev tej chaw tuav kev ruaj ntseg los yog tsoom fwm ib tug twg li.

Yog nej ib pab los yog ib tug twg xav tias LAPC saib tsis taus nej thiab ua tsis yog rau nej lawm, los puas ua tsis raug li Title VI txoj cai ntsuam xyuas kev ncaj ncees, LAPC tso cai rau nej sau ntawv foob raw li no:

- LAPC, Peter Fletcher, tus tuav Title VI, xov tooj 608-785-6141 yog koj tsis hov lus, hu rau Relay 711 service- <https://wisconsinrelay.com>; email [pletcher@lacrossecounty.org](mailto:pletcher@lacrossecounty.org) los puas tuaj ntawd peb chaw ua haujlwm, administrative office, 212 6<sup>th</sup> St N, Room 2300, La Crosse WI 54601.
- Wisconsin Department of Transportation (WisDot) Taqwanya Smith, Senior Title VI thiab ADA Coordinator, xov tooj 608-266-8129, tus xov tooj rau cov tsis hnov lus, TYY 800-947-3529, Fax: 608-267-3641, tus email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov) chaw nyob 4822 Madison Yards Way, 5th Floor South, Madison WI 53705. Xav paub ntxim mus saib hauv WisDot title VI-ADA website.
- U.S. Department of Transportation, Federal Transit Administration (FTA) Office of Civil Rights, 1200 New Jersey Ave SE, 8<sup>th</sup> Floor E81-105, Washington, DC 20590, xov tooj 202-366-0693, tus email: [FHWA.TitleVIcomplaints@dot.gov](mailto:FHWA.TitleVIcomplaints@dot.gov)
- U.S. Department of Transportation, Federal Transit Administration (FTA) Office of Civil Rights, 1200 New Jersey Ave SE, Washington DC 20590, xov tooj 1-888-446-4511 los yog 711 (Relay) tus email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

## YUAV FOOB LI CAS

Yog leejtwg xav tias LAPC tau ua tej yam tsis yog thiab ua txhaum rau nws tsis txaus siab, ce siv daim ntawv nyob sab nraum Appendix C koj los foob.

LAPC yuav siv tej txheej txheem ntawd txoj cai ncaj ncees (the civil rights complaint procedure) los kho, los txiav txim thiab kaw tej qho kev tsis txaus siab.

Peb yuav sib zog kho tej yam peb kho tau, thaum tseem me thiab thaum tseem ntxhov. Peb yuav siv tej kev sib kho kom sib haum xeeb koj los daws tej yam teeb meem me me uas tus tswj kev ruaj ntsej siv tag li. Peb yuav siv txoj kev daws teeb meem no tej lub sijhawm los ua twb zoo kho kom sib nkag siab thiab ua raw txoj cai. koj muaj txoj cai ntsib nrog tus neeg tuav kev ruaj ntseg, nrog nws tham, qhia nws txog qho tsis ncaj ncees rau koj. Tus LAPC Title VI coordinator los yog tus nrej kev ruaj ntsej yuav sib zog pab daws tej teeb meem kom tsuas muaj me mus xwb. Nws yuav siv txoj cai los pab luj thiab kho kom mus rau qhov yog thiab ncaj ncees rau koj.

Yog muaj kev tsis txaus siab sau ntawv los yog sau email los puas hu xov tooj tuaj los tau ib yam. Yog thaum tsis txaus siab lawm thov siv daim ntawv nyob sab nraum Appendix C. Yog nej hu xov tooj tuaj, peb yuav muab teev rau ntaub ntawv es thiaj li paub muab koj lo luj ua ntej yuav los ntsuam xyua seb peb yuav kho li cas thiaj li yog qhov zoo nkauj.

Tsab ntawv tsis txaus siab yuav tau teev kom muaj li nram no:

- Tsab ntawv teev kom muaj koj lub npe lub xeem, chaw nyob, xov tooj thiab koj tus email.
- Teev qhov koj tsis txaus siab seb yog dabtsi.
- Hnub uas lawv ua txhaum rau koj yog hnub twg.
- Tus neeg twg los yog lub tuam tsev khiav haujlwm twg yog tus ua txhaum koj.
- Tej kev koj xav thiab nkag siab tias lawv ua saib tsis taus koj, xws li tej kev pab cuam los yog tej kev khiav dej num. Lawv tsis muaj cai xaiv neeg pab es saib tsis taus koj. Tsoom fwm txwv tsis pub lawv koj li no tes nyiaj no yog xa tuaj pab pej xeem txhua tus.

Thaum peb tau txais koj daim ntawv foob no lawm, peb yuav ua twb zoo muab los ntsuam xyuas tag mam li sau ntawv tuaj qhia koj.

## TSHAWB FAWB NRHIAV QHOV TSEEB

Yog thaum tau txais tsab ntawv foob LAPC no lawm, tias LAPC tau ua tsis ncaj thiab saib tsis taus koj lawm, peb yuav muab xa mus rau nram xeev thiab tsom fwm raw li txoj cai, kom lawv nrog paub thiab nrog hnob.

LAPC yuav yog tus tswj thiab tus tshawb kom muaj kev ruaj ntseg pub rau sawv daws, tsis hais cov tuaj txais haujlwm, cov tuaj pab tswm yim los yog lwm leej lwm tus uas tuaj thov kev pab ntawd peb.

Ua ntej peb yuav txais koj tsab ntawv foob, koj qhov lus teev tseg yuav tsum muaj tseeb raw li no:



- 1) Tsab ntawv foob yuav tsum xa tuaj txog peb tsis pub dhau 180 hnuv tom qab uas lawv tau ua txhaum rau koj.
- 2) Tsab ntawv foob yuav tsum teev kom meej tias qhov lawv ua saib tsis tau koj ne yog qhov twg tiag, tim koj yog haiv neeg txawm, qaij tawv txawm, los yog neeg xaim tes taw. es lawv thiaj ua saib tsis tau koj.
- 3) Qhov kev foob zaum no, yog muaj nrog ib tug neeg uas tau txais nyiaj pab cuam los ntawd tsoom fwm (federal-aid recipient) los khiav dej num pub sawv daws.

LAPC yog tus tswj thiab tus txiav txim tias yuav kho li cas rau txhua txhua daim ntawv foob.

Thaum LAPC tau txais koj tsab ntawv foob lawm, peb yuav sau ib tsab ntawv tuaj rau koj tsis pub dhau li 60 hnuv tom qab tau txais koj tsab ntawv. Tus tswj koj rooj plaub no yuav sau ntawv tuaj rau koj tias, lawv yuav kho li cas. Tsab ntawv los yog email no yuav teev raw li no:

- Seb sob lus foob yog dabtsi
- LAPC cov lus teev hais txog cov lus foob
- Yuav qhia tias thaum twg rooj plaub mam li muab los hais.

Kev LAPC mus tshawb fawb nrhiav qhov tseeb yog mus nug tus xyuam phaj tuaj foob tias nws cov lus teev tseg cia rau hauv tsab ntawv foob uas nyob nraum Appendix C yog li cas tiag.

Yog tseem muaj tej yam tsis meej heev, LAPC yuav rov tuaj nug koj dua.

Yog LAPC xav tias koj cov ntaub ntawv tsis txaus los yog muaj tsis txhua, peb yuav muab 30 hnuv rau koj xa tuaj rau peb. Yog thaum dhau sij hawm lawm es koj tsis xa tuaj, peb ntseeg tias koj muab txoj kev foob no tso tseg thiab peb yuav tisi cuam tshuam koj mus ntxim lawm.

Yog thaum peb tau txais txhua yam ua ntej 30 hnuv ntawd, LAPC yuav muab rau tus neeg paub peb txoj cai zoo los ua tus tshawb fawb thiab daws cov lust sis nkag siab no kom zoo li zoo tau pub rau koj. Yuav teev seb teeb meem yog dabtsi, seb muaj dabtsi tsis zoo tshwm sim, seb tus neeg twg yog tus ua tsis zoo rau koj, thiab peb nrog leejtwg tham, seb thaum kawg ne, cov lus no muab kho mus xaus li cas.

Thaum tham thiab kho tag lawm, peb yuav sau ib tsab ntawv tuaj qhia koj, LAPC muaj ob daim ntawv, diam ib sau tuaj kaw cov lus foob “a closure letter” los yog daim ob yuav sau tuaj qhia koj tias cov lus foob muab taug mus xau li cas, letter of finding (LOF).

- Daim ntawv sau tuaj kaw co lus foob yuav ua twb zoo qhia koj tias cov lus koj teev tseg rau tsab ntawv foob, tus neeg uas koj xav tias tau ua txhaum rau koj tsis tau ua txhaum rau koj thiab peb yuav muab kaw.
- A letter of finding (LOF) los yog tsab ntawv tuaj qhia koj tias, tus neeg ntawd yeej tau ua txhuam rau koj thiab peb muab tus neeg ntawd rau txim li cas, thiab yuav xa nws mus kawm dabtsi ntxim kom tej teeb meem no tsis txhob muaj mus ntxiv lawm.

Los yog peb ua li cas rau tus neeg ntawd lawm.

Yog thaum koj tau txais peb tsab ntawv no lawm es koj tseem xav tias qhov peb txiav txim no tsis yog thiab zoo tsis txaus rau koj, koj muaj 30 hnub sau ntawv tuaj kom peb xa mus rau lwm tus pab ntsuam xyua tej lus no mus ntxim.

#### KAW DAIM NTAWV FOOB

Tus tswj kev ruaj ntseg (civil right complainant) muaj cai kaw daim ntawv foob yog nws xav tias:

- Tus tswv foob thim nws daim ntawv los yog nws cov lus.
- Thaum raw tus tswv foob npaum li cas los nws tsis xa tej ntaub ntawv tuaj thiaj tsis quav ntsej txog tej ntaub ntawv uas peb xa mus rau nws.
- Los yog thaum nrhiav npaum li cas los nrhiav tsis tau tus neeg foob lawm.

#### KHAW TEJ NTAWV FOOB

LAPC khaw tej ntawv tsis txaus siab es raug foob no cia rau ib phauj ntawv raw li qhov tau teev tseg rau nraum Appendix C, yuav khaw raw li no, daim ntawv tias muaj tsawg leej foob, tshawb fawb qhov tseeb, rau nce xam hais txog txoj kev xaiv neeg pab. Daim ntawv yuav tsum teev

hnub uas peb tau txais daim ntawv foob, hnub peb tshawb fawb, hnub lawv foob rau hauv xam, sau ntawv khaw cia qhia tias tej lus sib tham li cas. Thaum kawg ne LAPC kev txiav txim siab rau cov ntawv teev tsis txaus siab no muab xaus rau qhov twg.

LAPC yeej yuav tau xa phau ntawv uas teev tej kev, tsis txaus siab hais txog Title VI no, mus rau WisDot, Title VI Office thaum twg lawv nug tuaj.

Yog xav paub ntxim, nug mus rau:

LAPC, Title VI Coordinator

Peter Fletcher

Email [Pletcher@lacrossecounty.org](mailto:Pletcher@lacrossecounty.org)

Xov tooj 608- 785-5977

#### 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) |
|------------------------------------|---------------------------------------|-----------------------------------|---|

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.

Tshwb rau  
neeg xiam oob  
qhab

Tshwb ntiav  
ua ke

Tshwb 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 ntxiv?                         | <input type="checkbox"/> Kam   | <input type="checkbox"/> 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. |                                |                                   |
| <input type="checkbox"/> Xov tooj   | <input type="checkbox"/> Email | <input type="checkbox"/> 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 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 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:** Ntawm hnuv tim ntawm no

---

Kos npe

---

## 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](mailto:pfletcher@lacrossecounty.org); o visite nuestra oficina administrativa a la dirección 212 6th St N, La Crosse, WI 54601. Para obtener más información, visite <https://www.lacrossecounty.org/mpo>.

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

El procedimiento de quejas de LAPC está disponible en los siguientes lugares:

- [El sitio web](#) de LAPC en su totalidad
- La oficina de LAPC en el Centro Administrativo del Condado de La Crosse, 212 6th St. N, sala 2300, La Crosse, WI 54601

## DESCRIPCIÓN GENERAL

LAPC se compromete a garantizar que ninguna persona sea excluida de su participación; se le nieguen los beneficios; o sufra de discriminación de cualquier otra manera por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, nivel de ingresos o dominio limitado del inglés (LEP) en cualquiera y todos los programas, actividades o servicios administrados por LAPC de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades antidiscriminatorias relacionadas.

## DERECHO A PRESENTAR QUEJAS

LAPC utiliza los siguientes procedimientos para el procesamiento rápido de todas las quejas de derechos civiles relacionadas con cualquier programa, actividad o servicio administrado por LAPC o sus contratistas, consultores y arrendadores que reciben asistencia financiera federal.

Estos procedimientos no niegan el derecho del denunciante de presentar quejas formales ante otras agencias estatales o federales, o de buscar un abogado privado para las denuncias que aleguen discriminación.

Cualquier persona, grupo de personas, o entidad que crea que ha sido objeto de discriminación o represalias prohibidas por las disposiciones antidiscriminatorias del Título VI de LAPC puede presentar una queja en las siguientes entidades:

- LAPC, Peter Fletcher, Coordinador del Título VI al 608-785-6141, (para personas con discapacidad auditiva, utilice el servicio Wisconsin Relay 711 - <https://wisconsinrelay.com>; envíe un correo electrónico a [pfletcher@lacrossecounty.org](mailto:pfletcher@lacrossecounty.org); o visite nuestra oficina administrativa en 212 6th Calle N, sala 2300, La Crosse, WI 54601.
- Departamento de Transporte de Wisconsin (WisDOT), Taqwanya Smith, Coordinadora de Título VI y ADA, Teléfono: (608) 266-8129, TTY (800) 947-3529, Fax: (608) 267-3641, Correo electrónico: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov), 4822 Madison Yards Way, 5to piso sur, Madison, WI 535705. Para obtener más información, visite el sitio web WisDOT Título VI-ADA.
- Departamento de Transporte de EE. UU., Administración Federal de Carreteras (FHWA), Oficina de Derechos Civiles, 1200 New Jersey Avenue, SE, 8vo piso E81-105, Washington, DC 20590, Teléfono: (202) 366-0693, correo electrónico: [FHWA.TitleVIcomplaints@dot.gov](mailto:FHWA.TitleVIcomplaints@dot.gov)
- Departamento de Transporte de EE. UU., Administración Federal de Tránsito (FTA), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711 (Relay), correo electrónico: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

## PROCEDIMIENTOS

Cualquier persona que crea que ha sido discriminada por LAPC puede presentar una queja completando y enviando el Formulario de Quejas de LAPC en el apéndice C.

El LAPC también puede utilizar este procedimiento de quejas de derechos civiles para abordar, resolver y cerrar quejas generales.

Se hará todo lo posible para obtener una resolución temprana de las quejas al nivel más bajo posible. Se podrá utilizar la opción de reunión(es) informales de mediación entre las partes afectadas y el Coordinador del Título VI de LAPC en cualquier etapa del proceso para la resolución

de la queja. El Coordinador del Título VI de LAPC hará todo lo posible para buscar una resolución de la queja.

Las quejas se pueden enviar a LAPC por escrito, mediante un correo electrónico o por teléfono. Se alienta a los denunciantes a que completen el Formulario de Quejas en el apéndice C. Las quejas recibidas por teléfono se resumirán por escrito y se entregarán al denunciante para su confirmación o revisión antes de procesarlas.

Las quejas deben contener la siguiente información:

- La información de contacto del demandante, incluyendo, si está disponible: nombre completo, dirección postal, número de teléfono y dirección de correo electrónico.
- La fundamentación de la queja (p. ej., raza, color, origen nacional, discapacidad, etc.).
- Las fechas de los presuntos actos discriminatorios y si la supuesta discriminación está en curso.
- Los nombres de las personas específicas o los demandados (ej., agencias/organizaciones) presuntamente discriminados.
- Información suficiente para comprender los hechos que llevaron al denunciante a creer que la discriminación ocurrió en un programa o actividad que recibe asistencia financiera federal.

Las quejas recibidas serán aceptadas y procesadas, una vez que se haya establecido la intención del demandante de proceder con la queja.

## INVESTIGACIÓN DE LAS QUEJAS

Las quejas en las que se nombra a LAPC como el demandado (es decir, el destinatario/entidad en la que se presentó una denuncia de discriminación) deberán enviarse a la agencia estatal o federal correspondiente para su disposición adecuada, de acuerdo con sus procedimientos correspondientes.

LAPC asumirá la responsabilidad de investigar las quejas contra cualquiera de sus contratistas, consultores, arrendadores, etc.

Para ser aceptada, una queja de derechos civiles debe cumplir con los siguientes criterios:

- 1) La queja debe presentarse dentro de los 180 días posteriores a la supuesta ocurrencia o cuando el denunciante tuvo conocimiento de la supuesta discriminación.
- 2) La(s) acusación(es) debe(n) abordar una protección contra la discriminación como la raza, el color, el origen nacional, la discapacidad, etc.
- 3) La(s) acusación(es) debe(n) involucrar un programa o actividad de un contratista, consultor o arrendador que recibe ayuda federal.

LAPC revisa y determina la acción apropiada con respecto a cada queja.

Cuando se reciba una queja, LAPC entregará un acuse de recibo por escrito al demandante dentro de los 60 días hábiles. Se notificará al demandante de la acción que se propone para procesar la(s) alegación(es). La carta/correo electrónico de notificación deberá contener:

- El fundamento de la denuncia.



- Una breve declaración de la(s) acusación(es) sobre las cuales el LAPC tiene jurisdicción.
- Una indicación de cuándo se contactará a las partes involucradas.

La investigación realizada por LAPC consiste en una entrevista personal con el(los) denunciante(s). La información recopilada en esta entrevista incluye, pero no se limita, a la información completada en el Formulario de Queja en el apéndice C.

Si se necesitara más información para abordar la queja, LAPC podrá comunicarse con el demandante.

Si se considera que una queja está incompleta, o si se solicita información adicional, se le darán 30 días hábiles al demandante para enviar la información requerida. El no hacerlo puede considerarse una causa válida para determinar falta de mérito investigativo.

LAPC preparará un informe de la investigación dentro de los 30 días hábiles siguientes a la aceptación de la denuncia. El informe deberá incluir una descripción narrativa del incidente, la identificación de las personas entrevistadas, los hallazgos, y la recomendación para su disposición. Solo investigadores adecuadamente calificados y capacitados deberán realizar la investigación.

Después de que LAPC revise la queja, se emitirá una de dos (2) cartas posibles al demandante: Una carta de cierre, o una carta de descubrimiento (LOF).

- Una carta de cierre resume las alegaciones y establece que no hubo una violación de los derechos civiles y que el caso se cerrará.
- Una carta de descubrimiento (LOF) resume las alegaciones y las entrevistas con respecto al presunto incidente y explica si se tomará alguna medida disciplinaria, capacitación adicional del miembro del personal u alguna otra acción.

Si el demandante desea apelar la decisión, el demandante tiene 30 días hábiles después de la fecha de la carta de decisión para hacerlo.

## DESESTIMACIÓN

Se puede recomendar la desestimación de una queja de derechos civiles por las siguientes razones:

- El denunciante solicita el retiro de la queja.
- El denunciante no responde a repetidas solicitudes de información adicional necesaria para tramitar la queja.
- El demandante no puede ser localizado después de suficientes intentos.

## LISTA DE QUEJAS

LAPC mantiene un registro de quejas, como se muestra en el apéndice C, que describe la lista de quejas, investigaciones y demandas que alegan discriminación. La lista incluirá la fecha en que se archivó la queja, investigación o demanda de derechos civiles, un resumen de las alegaciones, el estado de la queja, investigación o demanda, las medidas adoptadas por LAPC en respuesta a la queja y las conclusiones finales relacionadas con la queja, investigación o demanda.

LAPC enviará un registro de todas las quejas de Título VI recibidas y cualquier otro registro adicional pertinente a las oficinas del Título VI de WisDOT según se solicite.

Para más información, contacte a:

Peter Fletcher

Coordinador del Título VI de LAPC

Correo electrónico: Pletcher@lacrossecounty.org

Teléfono: 608-785-5977

### 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) |
|---------------------------------------|-------------------------------------|---|--|

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? | <input type="checkbox"/> Sí | <input type="checkbox"/> 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. | <input type="checkbox"/> Sí | <input type="checkbox"/> 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 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

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## Appendix F: Limited-English Proficient Tools

### “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 |
|                               | 나는 한국어를                       | Korean     |
|                               | Marunong akong mag-Tagalog    | Tagalog    |
|                               | Ich spreche Deutsch           | German     |
|                               | Я говорю по-русски            | Russian    |
|                               | o magsalita ng Tagalog        | Tagalog    |
|                               | मैं हिंदी बोलते हैं           | Hindi      |
|                               | میں نے اردو بولتے ہیں         | Urdu       |

Note: For additional languages visit:

<https://www.lep.gov/sites/lep/files/resources/ISpeakCards2004.pdf>

### Log of LEP Encounters

| Date | Time | Language Spoken by Individual<br>(if available) | Name and Phone Number of Individual<br>(if available) | Service Requested | Follow Up Required | Staff Member Providing Assistance | Notes |
|------|------|---|---|-------------------|--------------------|-----------------------------------|-------|
|      |      |   |   |                   |                    |                                   |       |
|      |      |   |   |                   |                    |                                   |       |
|      |      |   |   |                   |                    |                                   |       |
|      |      |   |   |                   |                    |                                   |       |

### Language Translation Request Log

| Date | Time | Language Spoken by Individual<br><i>(if available)</i> | Name and Phone Number of Individual<br><i>(if available)</i> | Service Requested | Follow Up Actions<br>(Were Translation Services Provided?) | Staff Member Providing Assistance | Notes |
|------|------|--|--|-------------------|--|-----------------------------------|-------|
|      |      |  |  |                   |  |                                   |       |
|      |      |  |  |                   |  |                                   |       |
|      |      |  |  |                   |  |                                   |       |
|      |      |  |  |                   |  |                                   |       |