North Central Wisconsin Regional Planning Commission (NCWRPC)

Title VI/Americans with Disabilities Act (ADA) Plan

Revised on: June 25, 2020
Adopted by: NCWRPC
Adopted on: July 22, 2020

This policy is hereby adopted and signed by:

North Central Wisconsin Regional Planning Commission
Executive Name/Title: Paul Milam, Chair
Executive Signature: [Signature]

Policy Statement
The NCWRPC 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 NCWRPC in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Title VI/ADA Plan Elements
The NCWRPC’s Title VI/ADA plan includes the following elements:

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

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

Title II of the Americans with Disabilities Act (ADA) protects individuals with disabilities from discrimination on the basis of disability in services, programs and activities provided by State and local government entities.
The NCWRPC will review its policy as required by WisDOT to determine if modifications are necessary.

The NCWRPC Title VI/ADA plan record of reviews/revisions is shown in the table below:

### Policy Updates – Activity Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity (Review/Update/Addendum/Adoption/Distribution)</th>
<th>Person Responsible</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/30/14</td>
<td>Creation / Adoption</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>Initial Plan</td>
</tr>
<tr>
<td>12/05/16</td>
<td>Review</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>Assurances</td>
</tr>
<tr>
<td>07/26/17</td>
<td>Update / Adoption</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>3-year Update</td>
</tr>
<tr>
<td>11/16/17</td>
<td>Review</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>Assurances</td>
</tr>
<tr>
<td>11/01/18</td>
<td>Review</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>Assurances</td>
</tr>
<tr>
<td>10/30/19</td>
<td>Review</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>Work Program</td>
</tr>
<tr>
<td>07/22/20</td>
<td>Update / Adoption</td>
<td>Darryl Landeau, Transportation Planner</td>
<td>3-year Update</td>
</tr>
</tbody>
</table>

At this time the NCWRPC has no third-party transit providers with which to ensure Title VI/ADA plan requirements compliance. The NCWRPC does not operate or fund transit services and has no plans to construct a facility.
Contact Information/Program Administration

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

| Name          | Dennis Lawrence
|---------------|------------------|
| Email         | dlawrence@ncwrpc.org
| Phone         | 715-849-5510 ext 304

Transportation Planner
The NCWRPC’s Transportation Planner will work on implementation of the NCWRPC’s federally funded transportation planning program. The Transportation Planner has other duties and responsibilities in addition to Title VI and ADA. This position has a direct reporting relationship and access to City of USA’s Chief Executive.

| Name          | Darryl Landeau
|---------------|------------------|
| Email         | dlandeau@ncwrpc.org
| Phone         | 715-849-5510 ext 308

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

| Name          | Dennis Lawrence
|---------------|------------------|
| Email         | dlawrence@ncwrpc.org
| Phone         | 715-849-5510 ext 304

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

- **Program Administration**
  - Ensure compliance with federal Title VI/ADA requirements
  - Develop and implement the NCWRPC’s Title VI/ADA Plan
  - Update and maintain Title VI/ADA program policies and procedures

- **Complaints**
  - Review, track, investigate and close Title VI/ADA complaints

- **Employee Training**
  - Educate staff on Title VI/ADA and requirements and procedures

- **Reporting**
  - Prepare and submit Title VI/ADA reports per state and federal regulations

- **Public Dissemination**
  - Notify the public of the NCWRPC’s Title VI/ADA program requirements via the NCWRPC’s website.

- **Oversight**
  - Ensure contractors and lessees adhere to Title VI/ADA requirements
NCWRPC’s Notice of Nondiscrimination is as follows:

Title VI/ADA - Notice of Nondiscrimination to the Public

Notice of Nondiscrimination
North Central WI Regional Planning Commission (NCWRPC)

✓ The NCWRPC 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 NCWRPC 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 the NCWRPC through an unlawful discriminatory practice may file a complaint.

✓ For more information on the NCWRPC’s civil rights program, and the procedures to file a complaint, contact 715-849-5510, (for hearing impaired, please use Wisconsin Relay 711 service); email staff@ncwrpc.org; or visit our administrative office at 210 McClellan Street, Suite 210, Wausau, WI 54403. For more information, visit www.ncwrpc.org.

✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

✓ If information is needed in another language, contact 715-849-5510.
Si se necesita información en otro idioma de contacto, 715-849-5510.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510.

NCWRPC’s Notice of Nondiscrimination is posted on the agency's website at www.ncwrpc.org.

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

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

The Notice of Nondiscrimination should be posted in the following locations: website, public areas of the agencies office, inside vehicles, rider guides/schedules and transit shelters/facilities.
El aviso de no discriminación

North Central WI Regional Planning Commission (NCWRPC)

✓ La NCWRPC 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 NCWRPC 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 NCWRPC.

✓ Para obtener más información sobre el programa de derechos civiles de la NCWRPC, y los procedimientos para presentar una queja, comuníquese con 715-849-5510, (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a staff@ncwrpc.org; o visite nuestra oficina administrativa a la dirección 210 McClellan Street, Ste 210, Wausau, WI 54403. Para obtener más información, visite www.ncwrpc.org.

✓ Una demandante puede presentar una queja directamente con la Administración de Federal de Tránsito por presentado una queja con la Oficina de Derechos Civiles, atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

✓ If information is needed in another language, contact 715-849-5510. Si se necesita información en otro idioma de contacto, 715-849-5510. Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510.

El aviso de no discriminación la NCWRPC se publica en los siguientes lugares: sitio web de la agencia www.ncwrpc.org.
NCWRPC’s kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug yog li nram qab no:

_Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug_

North Central WI Regional Planning Commission (NCWRPC)

- NCWRPC tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug caiw tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawm nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnub nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwms los ntawm NCWRPC raws li txoj cai Title VI ntawm txoj cai Li Civil Rights Act of 1964 thiab cov tsis muaj kev txwv tsis pub caiws tawm.

- Ib tug neeg twg uas ntseeg tias lawv twg uau kev txom nyem los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau NCWRPC.

- Yog xav paub NCWRPC’s cov ntaub ntaww ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntaww foob, tiv taj 715-849-5510, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); email staff@ncwrpc.org; lossis tuaj ntsib peb chav lis haujlwm ntawm 210 McClellan Street, Ste 210, Wausau, WI 54403. Yog xav paub ntau ntxiv, mus saib www.ncwrpc.org

- Tus neeg tsis txaus siab sau tau ntaww tsis txaus siab ncaj qha mus rau tsoomfwv Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 715-849-5510.  
  Si se necesita informacion en otro idioma de contacto, 715-849-5510.  
  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510.


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4 Txoj cai Title VI thiab ADA xav kom NCWRPC yuav tsum qhia rau kom qhia cov quha thiab cov pej xeem txog lawv txoj cai raws li Title VI thiab ADA cov cai los ntawm kev tshaj tawm txog Kev Tsis Pub Ntxub.

- Ib nqe lus ntaww tsis muaj kev ntxub ntxaug;

- Cov ntaub ntaww qhia txog yuav thov cov ntaub ntaww ntxiv li cas hais txog lub koom haum cov cai hais txog Title VI thiab ADA cov luag num, cov ntaub ntaww qhia kev foob, qhov chaw muaj cov ntaub ntaww tsis txaus siab, thiab lwm yam;

- Cov ntaub ntaww qhia txog yuav thov cov ntaub muaj cov cai Title VI thiab ADA nyob rau hauv lwm yam lus, yog trai xav tau.

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

The NCWRPC’s Complaint Procedure is made available in the following locations:

- Agency website, either as a reference in the Notice to Public and in its entirety
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

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

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

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

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

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

The NCWRPC has 90 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the NCWRPC may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the NCWRPC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

If the complainant wishes to appeal the decision, the complainant has 10 business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 715-849-5510.
Si se necesita informacion en otro idioma de contacto, 715-849-5510.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510.
El Procedimiento de Quejas

El Procedimiento de Quejas de la NCWRPC está disponible en los siguientes lugares:

✔ Sitio web de la agencia, ya sea como referencia en el aviso al público o en su totalidad.
✔ Disponible en idiomas apropiadas para poblaciones LEP, cumpliendo con el umbral de puerto seguro.

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

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

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

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

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

La NCWRPC tiene 90 días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la NCWRPC puede contactar al demandante.

El/La demandante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no enviar la información adicional dentro de los 10 días hábiles, la NCWRPC puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

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

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

Si el demandante desea apelar la decisión, tiene 10 días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

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

If information is needed in another language, then contact 715-849-5510.
Si se necesita información en otro idioma de contacto, 715-849-5510.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510
Txheej Txheem Tsis Txaus Siab

Lub NCWRPC’s txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.
- Muaj cov lus tsim nyog rau cov pej xeem tsis paub hais lus Askiv, ua kom tau Kev Nyab Xeeb Thaj Chaw Pov Hwm.

Lub NCWRPC tshawb xyuas cov lus tsis txaus siab tau txais tsis pub dhau 180 hnub ua haujlwm tom qab qhov raug ib lam. Lub NCWRPC yuav tshuaj xyuas rau cov ntawm tsis txaus siab uas ua tiav.

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

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

Lub NCWRPC muaj 90 hnub ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeem cov cai. Yog xav tau ntxiv cov ntaub ntawv los daws qhov teebmeem, lub NCWRPC yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li 10 hnub ua haujlwm los ntawm hnub tim tsab ntawv xa yuav tsum xa ntaub ntawv rau tus kws tshawb xyuas cov ntaub ntawv.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais cov ntaub ntawv ntxiv nyob rau ntawm 10 hnub ua haujlwm, lub NCWRPC tuaj yeem kaw rooj plaub foob. Ib rooj plaub yuav raug kaw tau yog tus neeg tsis txaus siab tsis xav nrhiav lawv rooj plaub ntxiv.

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

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

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj 10 hnub ua haujlwm tom qab hnub tim ntawm xa tsab ntauv lossis xa Tsab Ntawv Tshawb Pom.

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

If information is needed in another language, then contact 715-849-5510.
Si se necesita informacion en otro idioma de contacto, 715-849-5510.
Yog muaj lus qhia ntxiv rau lwom hom lus, hu rau 715-849-5510.
NCWRPC - Complaint/Comment Form

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

Please submit this form electronically at staff@ncwrpc.org or in person at the address below.

NCWRPC
210 McClellan Street, Ste 210
Wausau, WI 54403

Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements
Please check the preferred format for this document

☐ Large Print ☐ 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone Number (including area code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
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</thead>
<tbody>
<tr>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
</tbody>
</table>

Email Address Click or tap here to enter text.

Are you filing this complaint on your own behalf?

☐ Yes ☐ No

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

Click or tap here to enter text.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

☐ Yes ☐ No
### Section C: Type of Comment

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

- [ ] Complaint
- [ ] Suggestion
- [ ] Compliment
- [ ] Other

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

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

### Section D: Comment Details

Please answer the questions below regarding your comment

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

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

Signature Click or tap here to enter text.
NCWRPC – Formulario de Complementos/Quejas

La NCWRPC Está comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos. Por favor, entregar este formulario electrónicamente a staff@ncwrpc.org o en persona a la dirección debajo.

NCWRPC
210 McClellan Street, Ste 210
Wausau, WI 54403

Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible
Por favor, verifique el formato preferido para este documento.

☐ Letra grande  ☐ 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

<table>
<thead>
<tr>
<th>Nombre</th>
<th>Haga clic o toque aquí para introducir el texto</th>
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</thead>
<tbody>
<tr>
<td>Número de teléfono (incluyendo el Código de área)</td>
<td>Haga clic o toque aquí para introducir el texto</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dirección</th>
<th>Haga clic o toque aquí para introducir el texto</th>
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<tbody>
<tr>
<td>Ciudad</td>
<td>Haga clic o toque aquí para introducir el texto</td>
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<tr>
<th>Estado</th>
<th>Haga clic o toque aquí para introducir el texto</th>
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</thead>
<tbody>
<tr>
<td>Código postal</td>
<td>Haga clic o toque aquí para introducir el texto</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Correo electrónico</th>
<th>Haga clic o toque aquí para introducir el texto</th>
</tr>
</thead>
</table>

¿Está presentado esta queja en su propio nombre?  ☐ Sí  ☐ No

Si no, por favor provea el nombre y la relación de la persona por la que se queja y por qué está completando el formulario en su nombre en el cuadro a continuación.

Haga clic o toque aquí para introducir el texto

Por favor, confirme que ha obtenido el permiso del partido agraviado si está completando por un tercer partido.  ☐ Sí  ☐ No
**Sección C: Tipo de comentario**

¿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 comentario**

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

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

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 gustarían tomar para que tratar con el conflicto o el problema.

Haga clic o toque aquí para introducir el texto

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

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
NCWRPC - Lus Yws/Lus Hais Daim Foos

NCWRPC tau cog lus tias yuav muab cov kev pabcuam thauj mus los uas nyab xeeb thiaj kev qha thiaj peb xav tau koj lub tswv yim. Thov siv daim ntawv no rau lub tswv yim, qhuas thiaj tsis txaus siab. Thov xa daim ntawv no hauv email rau staff@ncwrpc.org los yog xa rau tim qhov chaw nyob hauv qab no.

NCWRPC
210 McClellan Street, Ste 210
Wausau, WI 54403

Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

Ntu A: Yeem txais siv tau hom ntawv
Thov kos cov hom uas nyiam rau daim ntawv no.

☐ Ntawv Log  ☐ 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

<table>
<thead>
<tr>
<th>Lub npe:</th>
<th>Ntaus ntawv ntawm no</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chaw nyob:</td>
<td>Ntaus ntawv ntawm no</td>
</tr>
<tr>
<td>Xeev:</td>
<td>Ntaus ntawv ntawm no</td>
</tr>
<tr>
<td>Email:</td>
<td>Ntaus ntawv ntawm no</td>
</tr>
</tbody>
</table>

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.
<table>
<thead>
<tr>
<th>Kev yws</th>
<th>Lus ntuas</th>
<th>Hais lus qhuas</th>
<th>Lwm yam</th>
</tr>
</thead>
</table>

**Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.**

<table>
<thead>
<tr>
<th>Haiv neeg</th>
<th>Tawv nqaij</th>
<th>Haiv neeg twg</th>
<th>Kev ntseeg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hnub nyoog</td>
<td>Tub los ntxhais</td>
<td>Kev pab cuam</td>
<td>Muaj pluag</td>
</tr>
</tbody>
</table>

| Tsis Paub Lus Askiv Zoo Txaus | Txoj cai mikas xiam oob qhab (A.D.A) |

### Ntu D: Lus txhawb ntxiv

**Thov teh cov lus nug hauv qab no hais txog koj cov lus muab**

<table>
<thead>
<tr>
<th>Puas yog qhov xwm txheej tshwm sim rau hom kev pab cuam txuas ntxiv no? Thov khij lub npov.</th>
<th>Tsheb rau neeg xiam oob qhab</th>
<th>Tsheb ntiav ua ke</th>
<th>Tsheb npav</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hnub tim ntawm qhov tshwm sim yog dab tsi?</td>
<td>Ntaus hnbr tim ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub sijhawm ntawm qhov tshwm sim yog dab tsi?</td>
<td>Ntaus sijhawm ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub npe ntawm tus neeg lossis cov neeg ua haujlwm koom tes hu li cas?</td>
<td>Ntaus ntawv ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub npe ntawm tus neeg lossis lwm cov neeg koom tes hu li cas?</td>
<td>Ntaus ntawv ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub npe ntawm txoj kev koj caij tsheb yog li cas? Yog koj paub?</td>
<td>Ntaus ntawv ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub hom phiaj koj tau mus rau thaum qhov teeb meem tshwm sim yog li cas?</td>
<td>Ntaus ntawv ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lub chaw thaum qhov teeb meem tshwm sim nyob rau qhov twg?</td>
<td>Ntaus ntawv ntawm no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Puas yog kev siv lub tshuab pabcuam txav tau koom nrog hauv qhov xwm txheej?</td>
<td>Yog</td>
<td>Tsis Yog</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Koj puas kam peb hu koj yog peb xav tau cov ntsiab lus lossis ntaub ntawv ntau ntxiv?</th>
<th>Kam</th>
<th>Tsis Kam</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

☐ Xov tooj  ☐ Email  ☐ Xa ntawv

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

Sijhawm zoo rau koj  Hnung zoo rau koj

**Ntu F: Xav tau qhov tshwm sim**

Thov sau rau hauv qab no, cov khajv 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 Tsomfwv, Lub Xeev, Lub koomhaum hauv nroog, lossis nrog Tsomfwv lossis Tsomfwv 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 hnung tim thiab kos npe rau daim foos no thiab muab xa rau NCWRPC.

Lub npe  Ntaus ntawv ntawm no  Hnung tim: Ntaum hnung tim ntawm no

Kos npe
List of Complaints, Investigations and Lawsuits

The **NCWRPC** maintains this log to track and resolve all complaints, investigations and lawsuits, pertaining to its transit-related activities.

**Check One:**

- [X] There have been no investigations, complaint and/or lawsuits filed against us during the report period.
- [ ] There have been investigations, complaints and/or lawsuits filed against us. See list below. Attach additional information as needed.

<table>
<thead>
<tr>
<th>Type Complaint</th>
<th>Date (Month, Day, Year)</th>
<th>Complainant’s Name/Address</th>
<th>Basis of Complaint</th>
<th>Summary Complaint Description</th>
<th>Status</th>
<th>Action(s) Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
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</table>

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

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

Strategies and Desired Outcomes

To promote inclusive public participation, the NCWRPC will employ the following strategies, as appropriate:

- Provide for early, frequent and continuous engagement by the public.
- Select accessible and varied meeting locations and times.
- Employ different meeting sizes and formats.
- Use social media in addition to other resources as a way to gain public involvement.
- Use newspaper ads in publications that serve LEP populations.
- Expand traditional outreach methods.

Public Outreach Activities

The NCWRPC strives to find innovative ways to engage the minority and low income populations and overcome any cultural differences that may preclude them from being involved in the transportation planning process in the North Central Region.

2017 - 2019 Outreach

- NCWRPC Staff continued using the Title VI Non-Discrimination Program/Limited English Proficiency Plan for the Region. The Plan sets forth the assurances that no person or group shall be excluded from participation in any and all programs or services administered by the NCWRPC.
- NCWRPC Staff participated in an exhaustive number of public meetings and open houses pertaining to projects being conducted in the Region. All of the meetings were held to get more people involved in the decision making process and inform them of the impacts of the projects.
- The NCWRPC held regional focus groups to develop its 2018 Regional Bicycle and Pedestrian Plan. The Plan identifies ways to give all populations, including minority and low income groups more options for transportation throughout the Region.
- The NCWRPC continued to utilize its website and social media to disseminate information in a timely, visual, electronic format. The www.ncwrpc.org and www.facebook.com/ncwrpc/ sites are the main focus for this effort.
- Through the Juneau County Transportation Coordinating Committee, the 2019 Human Services Transportation Needs Assessment for Juneau County, addresses accessibility needs for the elderly and disabled populations within this part of the Region.
- The NCWRPC held workshops with broad participation in all ten counties to create county locally developed, human services - public transit transportation coordination plans to address accessibility needs for the elderly and disabled populations across the Region in 2018.
- The NCWRPC worked with Native American Tribal Communities, including the Lac du Flambeau and Forest County Potawatomi to develop Safe Routes to School and Bicycle and Pedestrian Plans respectively.
- Through its Regional Safe Routes to School Program, the NCWRPC has worked with diverse stakeholder groups to plan for safer alternative transportation systems for various areas of the Region.
Future Outreach

- Continue to develop and articulate how the area will address issues pertaining to involvement of minority and low-income populations in the planning and project development process by expanding the outreach and involvement efforts.
- Develop an updated Title VI Non Discrimination Program/limited English Proficiency Plan for the Region on WisDOT rotation cycle.
- Utilize the recommendations from the Public Participation Plan to be more engaged with the public, specifically using social media.
- Continue to maintain the internet and social media presence for the Region to disseminate information in a timely, visual, electronic format.
Language Assistance Plan

Plan Components

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

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

The NCWRPC’s Language Assistance Plan includes the following elements:
1. The results of the Four Factor Analysis, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided.
3. A description of how LEP persons are informed of the availability of language assistance service.
4. A description of how the language assistance plan is monitored and updated.
5. A description of how employees are trained to provide language assistance to LEP persons.

Methodology

To determine if a group is entitled to language assistance and what specific services are appropriate, the NCWRPC has conducted a Four Factor Analysis of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP Four Factor Analysis

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

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

US Census and American Community Survey (ACS) Data

The NCWRPC did the following:

1. Downloaded the Region’s county LEP data. This data was found at the WisDOT website https://wisconsindot.gov/Pages/doing-bus/local-gov/asnce-pgms/transit/compliance/title6.aspx.

2. Analyzed the LEP demographic data for the NCWRPC’s service area by calculating the Safe Harbor Threshold for five of the largest language groups identified other than English.
   a. The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the region.

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

8 The ACS publishes data in many forms on the Census Bureau American Fact Finder website http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml
i. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) the NCWRPC must provide translation of vital documents in written format for the non-English users upon request.

ii. Examples of written translation of vital documents include the Nondiscrimination policy statement, Complaint Procedure, and Complaint Form. (NCWRPC does not operate ADA paratransit.)

3. Documented the findings of the analysis of the county LEP data in the Title VI Plan.

**Factor 2: Frequency:** Identifies the frequency staff (NCWRPC does not have transit providers or lessees) encounters LEP persons.

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

The summary below discusses the frequency with which NCWRPC staff encounter LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. NCWRPC staff persons are encouraged to use LEP resource materials to assist LEP persons.

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

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

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

The summary below discusses the low-cost methods the NCWRPC uses to provide outreach to LEP persons as well as train staff on Title VI/ADA and LEP principles.
NCWRPC – Summary of the Language Assistance Plan Components

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

**Factor 1 – Demography**

The NCWRPC provides transportation planning services within the counties of Adams, Forest, Juneau, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas and Wood counties.

The US Census Bureau – American Fact Finder (2013-2017) reports there are numerous languages spoken in the North Central Region. Some of these languages include Hmong, Spanish, German, Polish, and Native American among others. After English, the second largest language group is Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less then very well” by the total population of the region. 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 NCWRPC must provide translation of vital documents in written format for non-English speaking persons upon request.

In the North Central Region, with a population estimate of about 417,148, 2,591 persons have identified themselves as Hmong speaking and “speaks English less than very well”. This language group is less than 1% but above the 1,000 persons threshold of the population to be served. This means the NCWRPC is required to provide written translation of vital documents upon request. This also applies to the Spanish language group with 2,564 persons. All other language groups are below the Safe Harbor Threshold. This means, at this time, the NCWRPC is not required to provide written translation of vital documents in these languages.

**Factor 2 – Frequency**

The NCWRPC has reviewed the frequency it has, or could have, contact with LEP persons. To date, NCWRPC has had no requests for interpreters and no requests for translated program documents.

The NCWRPC has an open-door policy and will provide any feasible assistance to any person who requests it. If an individual has speech limitations, NCWRPC Staff will work with the local community to ensure the individual receives access to the transportation service.

The “I Speak” Language Identification Card shown below is a document that can be used to assist LEP individuals. Additional languages can be added as needed: additional languages are available at the US Census Bureau website [http://www.lep.gov/ISpeakCards2004.pdf](http://www.lep.gov/ISpeakCards2004.pdf).
### “I Speak” Language Identification Card

<table>
<thead>
<tr>
<th>Mark this Box if you speak...</th>
<th>Language Identification Chart</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>I speak English</td>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Yo hablo español</td>
<td>Spanish</td>
<td></td>
</tr>
<tr>
<td>Kug has lug Moob</td>
<td>Hmong</td>
<td></td>
</tr>
<tr>
<td>我說中文</td>
<td>Chinese</td>
<td></td>
</tr>
<tr>
<td>E nói tiếng Việt</td>
<td>Vietnamese</td>
<td></td>
</tr>
<tr>
<td>나는한국어를</td>
<td>Korean</td>
<td></td>
</tr>
<tr>
<td>Marunong akong mag-Tagalog</td>
<td>Tagalog</td>
<td></td>
</tr>
<tr>
<td>Ich spreche Deutsch</td>
<td>German</td>
<td></td>
</tr>
<tr>
<td>Я говорю по-русски</td>
<td>Russian</td>
<td></td>
</tr>
<tr>
<td>Ja говорим српски</td>
<td>Serbian</td>
<td></td>
</tr>
<tr>
<td>मैं हिंदी बोलते हैं</td>
<td>Hindi</td>
<td></td>
</tr>
<tr>
<td>میں نے اردو بولیاں بیں</td>
<td>Urdu</td>
<td></td>
</tr>
</tbody>
</table>
**Factor 3 – Importance**

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

If language barriers prevented access to information or the benefits of those programs, it could have serious consequences to individuals. The NCWRPC provides services to plan for and develop these types of programs and services. NCWRPC Staff is most likely to contact LEP individuals through public meetings and other general public involvement opportunities during these planning activities.

The NCWRPC seeks out contact as appropriate with community organization(s) that serve LEP persons, such as the Hmong Association, as well as with LEP persons themselves to obtain feedback on the types of services that best meet the needs of the LEP populations.

**Factor 4 – Resources and Costs**

NCWRPC has reviewed its available resources that could be used for providing LEP assistance within the available budget. The resources include access to Hmong language assistance through the Hmong Association and access to additional interpretive services through each County as well as online translation applications.

<table>
<thead>
<tr>
<th>Item # 2 – Description of how Language Assistance Services are Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Although there is a low percentage in the North Central Region of LEP individuals, that is, persons who speak English “less than very well,” NCWRPC will strive to offer the following measures:</td>
</tr>
</tbody>
</table>

1. The NCWRPC staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.

2. When and if the need arises for LEP outreach related to NCWRPC’s programs and services, it will coordinate with the municipalities in the NCWRPC Planning Area to determine an appropriate course of action in regard to existing interpretive and outreach resources available.

<table>
<thead>
<tr>
<th>Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to NCWRPC’s programs and services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.</td>
</tr>
</tbody>
</table>

How NCWRPC staff may identify and inform LEP persons in need of language assistance:

- Post notice of LEP Plan and the availability of assistance, on the NCWRPC web site, in appropriate languages for LEP populations meeting the “Safe Harbor” threshold.
• A staff person may greet participants as they arrive or during the course of an event. By informally engaging participants in conversation it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

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

The NCWRPC strives to ensure Title VI-ADA requirements are met. The NCWRPC records updates and reviews to its Title VI-ADA plan in the *Policy Updates-Activity Log* section of the Title VI-ADA plan.

On an ongoing basis, the NCWRPC assesses changes in demographics, types of services or other needs. This review assesses the efficacy of the LEP policies and procedures, including but not limited to mechanisms for securing interpretive services, equipment used for the delivery of language assistance, complaints filed by LEP persons, needs identified through community outreach activities and routine feedback from staff.

The NCWRPC will evaluate the information collected to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

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

The following training will be provided to all NCWRPC staff, as appropriate:

• Information on the Title VI Policy and LEP responsibilities.
• Description of language assistance services offered to the public.
• How to handle a potential Title VI/LEP complaint.
Minority Representation Information

A. Minority Representation Table

The NCWRPC Policy Board or Commission is the sole decision-making body of the NCWRPC. The Commission is comprised of representatives appointed by each member county and the Governor of the State of Wisconsin, as such, minority representation is beyond the control of the NCWRPC. The Table below depicts the composition of the NCWRPC’s Policy Board.

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Hispanic</th>
<th>African American</th>
<th>Asian American</th>
<th>Native American</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>91.1%</td>
<td>2.6%</td>
<td>1.2%</td>
<td>2.7%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Policy Board</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Executive</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Committee</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B. Efforts to Encourage Minority Participation

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

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

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

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

10 County data by race is available at the WisDOT website https://wisconsindot.gov/Documents/doingbus/local-gov/astnce-pgms/transit/compliance/title6-race.pdf or the US Censure Bureau American Fact Finder website http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml
Planning Organization Demographic Data, Analysis and Procedures

A minority populations demographic profile and map of the NCWRPC planning area is included in Attachment A.

The procedures by which the needs of minority populations are identified and considered within the planning process are as follows:

*When and if the need arises for LEP outreach related to NCWRPC’s programs and services, it will coordinate with the municipalities in the NCWRPC Planning Area to determine an appropriate course of action in regard to existing interpretive and outreach resources available.*

The Table below illustrates the distribution of federal and state funds for transportation related planning projects by the NCWRPC:

<table>
<thead>
<tr>
<th>Project</th>
<th>Federal</th>
<th>State</th>
<th>Total</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural Transportation Planning Grant</td>
<td>$63,503</td>
<td>$7,938</td>
<td>$71,441</td>
<td>Entire Region - 10 County Area</td>
</tr>
<tr>
<td></td>
<td>89%</td>
<td>11%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Analysis of any disparate impacts on the basis of race, color, or national origin:

*Taken as a whole, the transportation planning services provided by the NCWRPC do not pose disproportionate or adverse impacts on minority populations. The benefits of the transportation services provided are reasonably distributed across the entire North Central Region to serve the needs of all populations in the area.*

The NCWRPC is not a direct recipient required to submit additional information to FTA per Chapter VI-1 of FTA Circular 4702.1B (October 1, 2012).

The NCWRPC self-certifies compliance with all applicable federal requirements during its annual work program development process.
ATTACHMENT A

NCWRPC MINORITY POPULATION DEMOGRAPHIC PROFILE
<table>
<thead>
<tr>
<th>County</th>
<th>Population (2017 ACS Estimate)</th>
<th>White</th>
<th>African American</th>
<th>American Indian/Alaskan Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Other</th>
<th>Two or More Races</th>
<th>Hispanic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>20,111</td>
<td>90.70</td>
<td>2.73</td>
<td>0.57</td>
<td>0.54</td>
<td>0.00</td>
<td>0.03</td>
<td>1.61</td>
<td>3.84</td>
</tr>
<tr>
<td>Forest</td>
<td>9,035</td>
<td>79.73</td>
<td>0.89</td>
<td>14.27</td>
<td>0.41</td>
<td>0.08</td>
<td>0.09</td>
<td>2.37</td>
<td>2.17</td>
</tr>
<tr>
<td>Juneau</td>
<td>26,427</td>
<td>91.86</td>
<td>2.25</td>
<td>1.45</td>
<td>0.50</td>
<td>0.00</td>
<td>0.02</td>
<td>0.96</td>
<td>2.96</td>
</tr>
<tr>
<td>Langlade</td>
<td>19,190</td>
<td>94.48</td>
<td>0.96</td>
<td>0.77</td>
<td>0.29</td>
<td>0.00</td>
<td>0.02</td>
<td>1.63</td>
<td>1.86</td>
</tr>
<tr>
<td>Lincoln</td>
<td>27,994</td>
<td>95.68</td>
<td>0.54</td>
<td>0.29</td>
<td>0.37</td>
<td>0.00</td>
<td>0.01</td>
<td>1.68</td>
<td>1.44</td>
</tr>
<tr>
<td>Marathon</td>
<td>135,293</td>
<td>89.13</td>
<td>0.68</td>
<td>0.27</td>
<td>5.68</td>
<td>0.03</td>
<td>0.05</td>
<td>1.50</td>
<td>2.68</td>
</tr>
<tr>
<td>Oneida</td>
<td>35,352</td>
<td>95.15</td>
<td>0.73</td>
<td>1.07</td>
<td>0.48</td>
<td>0.00</td>
<td>0.05</td>
<td>1.10</td>
<td>1.43</td>
</tr>
<tr>
<td>Portage</td>
<td>70,371</td>
<td>91.70</td>
<td>0.69</td>
<td>0.41</td>
<td>2.64</td>
<td>0.01</td>
<td>0.03</td>
<td>1.47</td>
<td>3.04</td>
</tr>
<tr>
<td>Vilas</td>
<td>21,465</td>
<td>84.97</td>
<td>0.12</td>
<td>8.89</td>
<td>0.58</td>
<td>0.06</td>
<td>0.26</td>
<td>2.92</td>
<td>2.21</td>
</tr>
<tr>
<td>Wood</td>
<td>73,427</td>
<td>92.73</td>
<td>0.66</td>
<td>0.55</td>
<td>2.02</td>
<td>0.02</td>
<td>0.12</td>
<td>0.11</td>
<td>2.80</td>
</tr>
<tr>
<td>NC Region</td>
<td>438,665</td>
<td>91.12</td>
<td>0.85</td>
<td>1.22</td>
<td>2.68</td>
<td>0.02</td>
<td>0.06</td>
<td>1.31</td>
<td>2.58</td>
</tr>
</tbody>
</table>
ATTACHMENT B

NCWRPC RESOLUTION OF TITLE VI PLAN ADOPTION
NORTH CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION

RESOLUTION 2020 - 3

ADOPTION OF TITLE VI PLAN

WHEREAS: the United States Department of Transportation regulations require the NCWRPC 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 NCWRPC intends that no person shall, on the grounds of race, color, national origin, disability, sex, age, religion, income status, or limited English proficiency (LEP) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any NCWRPC program or activity, regardless of funding source;

NOW, THEREFORE, BE IT RESOLVED: that the NCWRPC approves the updated North Central Wisconsin Regional Planning Commission Title VI Plan as being consistent with regional plans and policies.

Adopted this 22nd day of July, 2020

Certified:

Paul Millan, Chairperson

Edmund Wafe, Secretary-Treasurer