

City of Manitowoc Maritime Metro Transit

Title VI Nondiscrimination Plan

Revised on: *Insert date plan is signed*

Adopted by: Manitowoc City Common Council, **Resolution XX-XXX**

Original Title VI Plan

Adopted on: *April 21, 2014*

This plan is hereby adopted and signed by: **City of Manitowoc**

Executive Name/Title: _____

Executive Signature: _____

As a recipient of USDOT Federal Transit Administration (FTA) funding, per [FTA Circular 4702.1B](#) **City of Manitowoc Maritime Metro Transit** *herein after referred to as Maritime Metro Transit* is required to prepare a Title VI Nondiscrimination Plan including the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Policy Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint Form (**Appendix 3**)
- Recording and Reporting Civil Rights Investigations, Complaints and, and Lawsuits (**Appendix 4**)
- Public Involvement Plan (**Appendix 5**)
- Limited English Proficiency (LEP) Plan (**Appendix 6**)
- Demographic Representation Information (**Appendix 7**)
- Fixed Route Service Policy (**Appendix 8**) and Fixed Route Service Standards (**Appendix 9**)
- Translated vital documents in Spanish and Hmong (Notice of Nondiscrimination, Complaint Procedure, and Complaint Form)

Policy Statement

Maritime Metro Transit 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 **Maritime Metro Transit** in accordance with Title VI of the Civil Rights Act of 1964¹ and related nondiscrimination authorities.

Maritime Metro Transit receives federal financial assistance to provide fixed route and paratransit transportation service in the City of Manitowoc and Two Rivers.

Policy Updates – Activity Log

Maritime Metro Transit will review its policy on an annual basis to determine if modifications are necessary. **Maritime Metro Transit** will use the table below to record reviews/revisions made to the plan.

As applicable, **Maritime Metro Transit** will discuss Title VI Nondiscrimination Plan requirements with its third-party transit provider on an annual basis to ensure compliance with Title VI Nondiscrimination requirements.

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Notes
July 29, 2021	Updated Title VI Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Minority Representation Information with current US Census data	Kara Ottum	
July 20, 2014	Develop Title VI Plan	Jim Muenzenmeyer	

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](#)

Contact Information/Program Administration

Chief Executive

Maritime Metro Transit'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:	Kara Ottum
Email:	kottum@manitowoc.org
Phone:	920-686-6511

Civil Rights Coordinator

Maritime Metro Transit's Civil Rights Coordinator ensures Title VI/Nondiscrimination and LEP compliance in accordance with **Maritime Metro Transit's** federally funded transportation activities. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/Nondiscrimination and LEP compliance. This position has a direct reporting relationship and access to **Maritime Metro Transit's** Chief Executive.

Name:	Ron Shannon
Email:	rshannon@manitowoc.org
Phone:	920-686-3563

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

- ✓ Program Administration
 - Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
 - Develop and implement **Maritime Metro Transit'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
 - Educate 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 **Maritime Metro Transit's** Nondiscrimination requirements via **Maritime Metro Transit's** public area, on its website, in vehicles, etc.
- ✓ Oversight
 - Ensure contractors and lessees adhere to Title VI/Nondiscrimination and LEP requirements

Notice of Nondiscrimination

[FTA Title VI Circular 4702.1B](#) requires **Maritime Metro Transit** as a recipient 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 **Maritime Metro Transit** 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 areas 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.

Maritime Metro Transit's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ Agency office: 915 S. 11th St., Manitowoc, WI 54220
- ✓ Inside vehicles

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **Maritime Metro Transit** at 920-686-3560 if additional information is needed in another language.

To view a copy of **Maritime Metro Transit's** *Notice of Nondiscrimination*, please see **Appendix 1**.

Complaint Procedure and Complaint Form

Maritime Metro Transit, as a recipient 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 they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by **Maritime Metro Transit** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **Maritime Metro Transit** 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 as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents.

Complaints can also originate from individuals or firms alleging inability to bid upon or obtain a contract with **Maritime Metro Transit** for the furnishing of goods and services. Examples include advertising for bid proposals; prequalification or qualification requirements; bid awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, etc.

Maritime Metro Transit's complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency office: 915 S. 11th St., Manitowoc, WI 54220

A copy of **Maritime Metro Transit's** *Complaint Form* is shown in **Appendix 3**.

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 4 is **Maritime Metro Transit's** procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with **Maritime Metro Transit**.

Public Involvement Plan

Recipients of federal financial assistance are required to develop a public involvement plan that includes outreach strategies and participation techniques to engage the public including minority, low-income, and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Nondiscrimination Plan.

While traditional means of seeking public involvement may not reach all individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

A copy of **Maritime Metro Transit's** *Public Involvement Plan* is shown in **Appendix 5**.

Limited English Proficiency (LEP) Plan

As a recipient of federal USDOT funding, **Maritime Metro Transit** is required under [Title VI of the Civil Rights Act of 1964](#) and [Executive Order 13166](#) to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language.

A copy of **Maritime Metro Transit's Limited English Proficiency (LEP) Plan** is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures **Maritime Metro Transit** will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in **Maritime Metro Transit** programs and services.

Demographic Representation Information

Maritime Metro Transit understands that diverse representation on boards, councils, and committees help results in sound policy reflective of the needs of the entire population. [FTA Title VI Circular 4702.1B](#) requires recipients which have transportation-related, non-elected boards, advisory council or committees, or similar bodies, to report membership of these committees broken down by race and include a description of efforts made to encourage the participation of minorities on these committees.

A copy of **Maritime Metro Transit's Minority Representation Information** is shown in **Appendix 7**.

Service Policy and Standards

As a recipient of federal USDOT funding, all fixed route transit providers are required to set service standards and policies for each specific fixed route mode of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

Maritime Metro Transit's Service Policy is shown in **Appendix 8** and its *Service Standards* is shown in **Appendix 9**.

Title VI - Notice of Nondiscrimination to the Public

Maritime Metro Transit's *Notice of Nondiscrimination* is as follows:

Notice of Nondiscrimination

Maritime Metro Transit

- ✓ **Maritime Metro Transit** 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 **Maritime Metro Transit** 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 **Maritime Metro Transit**.
- ✓ For more information on **Maritime Metro Transit's** civil rights program, and the procedures to file a complaint, contact 920-686-3560, (for hearing impaired, please use Wisconsin Relay 711 service); email rshannon@manitowoc.org or visit our administrative office at 915 South 11th Street, Manitowoc, WI 54220. For more information, visit <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ 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 920-686-3560.
Si se necesita informacion en otro idioma de contacto, 920-686-3560.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

Complaint Procedure

Maritime Metro Transit's Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Agency office: 915 S. 11th St., Manitowoc, WI 54220
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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 **Maritime Metro Transit** may file a complaint by completing and submitting **Maritime Metro Transit's** Complaint Form.

The Complaint Form may also be used to submit general complaints to **Maritime Metro Transit**.

Maritime Metro Transit investigates complaints received no more than 180 calendar days after the alleged incident. **Maritime Metro Transit** will process complaints that are complete.

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

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

Maritime Metro Transit has **30** business days to investigate the civil rights complaint. If more information is needed to resolve the case, **Maritime Metro Transit** may contact the complainant.

The complainant has **30** 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 **30** business days, **Maritime Metro Transit** 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 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 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 920-686-3560.

Si se necesita informacion en otro idioma de contacto, 920-686-3560.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

Complaint/Comment Form

Maritime Metro Transit 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 rshannon@manitowoc.org or in person at the address below.

Maritime Metro Transit
 915 South 11th Street
 Manitowoc, WI 54220

You may also call us at 920-686-3560. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
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Click or tap here to enter text.

Section B: Contact Information

Name <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>	Telephone Number (including area code) <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>
Address <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>	City <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>
State <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>	Zip Code <input style="width: 90%;" type="text" value="Click or tap here to enter text."/>

Email Address

Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

Click or tap here to enter text.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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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
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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 Maritime Metro Transit.

Name

Date:

Signature

Appendix 4

List of Complaints, Investigations and Lawsuits²

Maritime Metro Transit maintains a log to track and resolve transit related complaints, investigations, and lawsuits.

Check One:

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with **Maritime Metro Transit**.

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

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint ³	Summary Complaint Description	Status	Action Taken/ Final Outcome if Resolved

² **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

³ **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Public Involvement Plan

The purpose of the **Public Involvement Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within **Maritime Metro Transit** service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

Goal

The goal of public involvement is to offer real opportunities for the engagement of all citizens within **Maritime Metro Transit** service area to participate in the development of plans, programs and services.

Strategies

In order to promote inclusive public participation, **Maritime Metro Transit** uses the following strategies, as appropriate.

- Coordination and Consultation
 - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
 - Seek guidance and input from WisDOT on public involvement mechanisms and strategies.
 - Maintain an electronic distribution list of all potential program participants, partners, stakeholders, etc.
- Accessibility and Information
 - Meetings
 - Adhere to state and federal public hearing requirements
 - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
 - Hold meetings in locations which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
 - Employ different meeting sizes and formats
 - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
 - Make public information available in electronically accessible formats
 - Use social media in addition to other resources to gain public involvement
 - Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

- Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
 - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
 - Provide adequate notice of public involvement activities and time for public review and comment.
- Public Comment
 - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
 - Provide for early, frequent and continuous engagement by the public
- Social/Environmental Justice
 - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, limited English Proficient individuals, and low-income households.
 - Determine what non-English languages and other cultural barriers exist to public participation within **Maritime Metro Transit** service area.
- Training
 - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
 - Document and maintain records of public outreach efforts.
 - Review the effectiveness of public participation activities.
 - Seek news ways to providing public input opportunities.

Participation Techniques

Maritime Metro Transit will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year, as necessary. If new techniques are tried and found to be successful, this list will be updated to include the new techniques.

- Booth at Community events (craft fair, festival, farmers market, parades, etc.)
- Advisory meetings and committees
- Direct mailings (letters, fliers, etc.)
- Website and social media
- Project-specific newsletter articles
- Public information meetings
- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (telephone, internet, and public information meetings)
- Work with partner organizations

Public Outreach Activities

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

The direct public outreach and involvement activities conducted by **Maritime Metro Transit** are summarized below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Staff Members Responsible	Notes
Ongoing	Website, Facebook & Flyer	Website, printed and Social Media Materials	Website and Social Media Materials	Agency Staff	<u>Insert website here</u>
List specific dates	Presentations to groups or at events (e.g., Multicultural Center, ADRC, Library, Volunteer Fair, Senior Center Info Fair, Resource Center, etc.)	As requested, and as invited	As requested, and as invited	Staff & Volunteers	Varies
Monthly	Newsletter on Website	Monthly	Monthly	Staff	
Annual - June	Two Rivers Community Care Day, Touch the Trucks, Trunk or Treat, Holiday Parade	June 2018, 2019, 2021	June 2018, 2019, 2021	Staff	2020 Open House - canceled due to COVID
Quarterly	ADRC Transit Coordinating Committee, MMT Transit Commission	ADRC Website & Public notice	ADRC Website & Public notice	ADRC Meeting & MMT Meeting	

Limited English Proficiency (LEP) Plan

Overview

As a recipient of federal financial assistance, **Maritime Metro Transit** 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, for some individuals English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

The US DOT [“Policy Guidance Concerning Recipients’ Responsibilities to LEP Persons”](#) discusses the concept of “safe harbor” with respect to the requirements for translation of written materials. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the county. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) **Maritime Metro Transit** must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for non-English speaking persons.

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. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

Plan Summary

Maritime Metro Transit 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 **Maritime Metro Transit**.

This plan outlines how to identify a person who may need language assistance, how to inform LEP persons language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a recipient of federal US DOT funding, **Maritime Metro Transit** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This 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 the following:
 - ✓ 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.

Meaningful Access - Four Factor Analysis

To prepare this plan, **Maritime Metro Transit** conducted a four-factor analysis which considers the following:

Factor 1 - Demography

Number and proportion of LEP persons who may be served or are likely to encounter a Maritime Metro Transit program or service.

This plan uses [US Census Bureau – American Fact Finder \(2011-2015\)](#) language data available by Wisconsin county. More data is available on the [US Census Bureau ACS website](#).



Manitowoc
County LEP Dat...

The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in Manitowoc County. Some of these languages include Spanish, Hmong, French, German, Serbo-Croatian, Gujarati, Chinese, Vietnamese, Korean, and Tagalog. After English, the second largest language groups are Spanish and Hmong.

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

US Census data shows that in Manitowoc County, with a population estimate of 76,290, 655 people have identified themselves as Spanish speaking and “speaks English less than very well” and 476 individuals have identified themselves as Hmong speaking and “speaks English less than very well”. These language groups are less than 1% and below the 5%, or 1,000 persons threshold of the population to be served. This means the **Maritime Metro Transit** is not required to provide written translation of vital documents. All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, **Maritime Metro Transit** is also not required to provide written translation of vital documents in these languages.

Even though **Maritime Metro Transit** is not required to translate its vital documents in Spanish and Hmong. In the future, if **Maritime Metro Transit** meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation.

Factor 2 – Frequency

Frequency of contact with LEP persons.

Maritime Metro Transit provides fixed route and paratransit transportation service in the city of Manitowoc and Two Rivers.

Maritime Metro Transit reviewed the frequency with which its staff, policy board, and contractors have, or could have, contact with LEP persons in the conduct of **Maritime Metro Transit** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **Maritime Metro Transit** staff, policy board members, and contractors have had (0) zero requests for interpreters and (0) zero requests for translated program documents in any setting.

Maritime Metro Transit staff, policy board members, and contractor staff will be trained on what to do when they encounter a person with limited English proficiency.

Maritime Metro Transit with assistance from its contractor, tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of **Maritime Metro Transit’s** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters.

Log of LEP Encounters

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

If a language barrier were to exist, **Maritime Metro Transit** would work to provide a reasonable accommodation. The *“I Speak” Language Identification Card* listed shown below is a document that can be used by **Maritime Metro Transit** staff to assist LEP individuals. Additional languages can be added, as needed, to match the demographic changes of **Maritime Metro Transit’s** service area. The languages included in the *“I Speak” Language Identification Card* below represent many of the languages spoken within **Maritime Metro Transit** service area.

“I Speak” Language Identification Card

Mark this box if you speak....	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	Ja говорим српски	Serbian
	मैं हिंदी बोलते हूँ	Hindi
	میں نے اردو بولتے ہیں	Urdu

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

Factor 3 – Importance

Nature and importance of program to LEPs.

Maritime Metro Transit receives federal financial assistance to provide transportation service in the city of Manitowoc and Two Rivers and to purchase vehicles for its program and services for seniors and individuals with disabilities.

Maritime Metro Transit and our contractor 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. Transportation services provides a key role in connecting LEP persons to these essential services.

Factor 4 – Resources and Costs

Resources available and overall cost 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. **Maritime Metro Transit** will contact state and local units of government and community resources for assistance in translation services.

Even though the **Maritime Metro Transit** does not have a separate budget for LEP outreach, it continuously explores ways to implement low cost methods of notifying LEP persons of transportation services. Outreach efforts include maintaining a website, utilizing social media, developing and printing brochure/materials and having a visible presence in our community (e.g., participating in job fairs, parades, community events, etc.) to promote transportation services. Additional low-cost outreach

methods to reach LEP communities include but are not limited to activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

Language Assistance Services

Overview - 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 **Maritime Metro Transit's** programs and services. Language assistance can include interpretation and/or translation from one language into another language.

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

Maritime Metro Transit strives to offer the following measures:

- ✓ When encountering LEP persons directly, **Maritime Metro Transit** staff use the “*I Speak*” *Language Identification Card* or posters to identify the language and communication need of LEP persons.
- ✓ Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Work with translation services as necessary to assist with the development of bilingual outreach materials.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- ✓ Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by **Maritime Metro Transit** on limited basis. Instead, **Maritime Metro Transit** will seek assistance from fluent speakers.
- ✓ Prioritize the hiring of bilingual staff, as needed.

Public Outreach – Informing LEP Persons of Language Assistance Services

Maritime Metro Transit uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ 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 **Maritime Metro Transit** to request information in another language.
- ✓ When encountering LEP persons directly, **Maritime Metro Transit** will use the “*I Speak*” *Language Identification Card* to identify the language and communication needs of LEP persons. **Maritime Metro Transit** 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.

- ✓ Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develop and maintain 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.
- ✓ Utilize translation services such a fluent speaker on staff, seeking out language assistance from community organizations, Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

Monitoring, Evaluating and Updating the Plan

Maritime Metro Transit will review the LEP Plan on an annual basis. Review and updates will include the following:

- ✓ The number of documented LEP person contacts.
- ✓ How the needs of LEP persons have been addressed.
- ✓ Determine whether the need for translation services has changed.
- ✓ Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning **Maritime Metro Transit'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 **Maritime Metro Transit** staff:

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

Demographic Representation Information⁴

A. Demographic Representation Table⁵

The table below depicts US Census Manitowoc County population data by race and **Maritime Metro Transit’s** non-elected committees/councils related to transit.



Body	Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American	Two or More Races
Manitowoc County Population	91.2%	3.7%	.70%	2.6%	.41%	1.39%
Transit Commission	100%	0%	0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

Maritime Metro Transit understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **Maritime Metro Transit** encourages participation of all its citizens.

As vacancies on non-elected boards, committees and councils become available, **Maritime Metro Transit** will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, **Maritime Metro Transit** will continue to reach out to community organizations to connect with all population groups in its service area. In addition, **Maritime Metro Transit** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

⁴ If **Maritime Metro Transit** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Maritime Metro Transit**, Title VI regulations require **Maritime Metro Transit** 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.

⁵ County data by race is available at the WisDOT website <https://wisconsin.gov/Documents/doing-business/local-gov/astnce-pgms/transit/compliance/title6-race.pdf> or the US Census Bureau website <http://data.census.gov>

Demographic Representation Data Collection Form⁶

Name of board, commission, council, etc.

Date:

Dear Member,

Maritime Metro Transit, as a recipient of federal funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

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

Anti-Discrimination Notice

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

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

Race/Ethnicity

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

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

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

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

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

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

⁶ This form is an optional tool **Maritime Metro Transit** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI plan requirements.

Fixed Route Service Policy⁷

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for vehicle assignment and transit amenities. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

Vehicle Assignment Policy

Vehicles will be assigned such that the average age of the fleet serving each route does not exceed 12 years. Low-floor buses are deployed on frequent service and other high-ridership routes, so these busses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems.

The fleet is comprised entirely of 35-foot buses.

Transit Amenities Policy

Installation of transit amenities along bus routes are based on the number of passenger boarding's at the stops along those routes.

⁷ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix H.

Fixed Route Service Standards⁸

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for vehicle load, vehicle headway, on-time performance and service availability. Individual public transportation providers set these standards; therefore, these standards apply to each individual agency rather than across the entire transit industry.

Vehicle Load⁹

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 25 passengers for a low-floor 28-foot bus and 35 passengers for a low-floor 35-foot bus.

Vehicle Headway¹⁰

Service operates on regional trunk lines 30-60 minutes or better from early morning to late in the evening, five days a week; and on Saturday from 9am-4pm. Service and route information is available to the Maritime Metro website <https://www.manitowoc.org/433/Maritime-Metro-Transit>

Scheduling involves the consideration of a number of factors including - ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

On-Time Performance¹¹

A vehicle is considered on time if it departs a scheduled time point no more than (1) one minute early and not more than (5) five minutes late. **Maritime Metro Transit's** on-time performance objective is 90% or greater. **Maritime Metro Transit** continuously monitors on-time performance standards.

Service Availability¹²

Maritime Metro Transit will distribute transit service so that 90% of all residents in the service area are within a ½ mile walk of bus service. Local bus stops will not be more than (3) three blocks apart. Fixed bus stop will be ½ to ¾ of a mile apart.

⁸ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix G.

⁹ **Vehicle Load:** Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. Transit providers can specify loads for peak. vs. off-peak times.

¹⁰ **Vehicle Headway:** The amount of time between two vehicles traveling the same direction on a given route.

¹¹ **On-Time Performance:** A measure of runs completed as scheduled.

¹² **Service Availability:** A general measure of the distribution of routes within an agency's service area.

Vital Documents

Título VI– El aviso de no discriminación a el público¹³

El aviso de no discriminación de la **Maritime Metro Transit** es el siguiente:

El Aviso de no discriminación

Maritime Metro Transit

- ✓ **Maritime Metro Transit** 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 **Maritime Metro Transit** 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 **Maritime Metro Transit**.
- ✓ Para obtener más información sobre el programa de derechos civiles de la **Maritime Metro Transit**, y los procedimientos para presentar una queja, comuníquese con 920-849-9351 (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a rshannon@manitowoc.org o visite nuestra oficina administrativa a la dirección 915 South 11th Street, Manitowoc, WI 54220. Para obtener más información, visite <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ 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 920-686-3560.
Si se necesita informacion en otro idioma de contacto, 920-686-3560.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

El aviso de no discriminación la **Maritime Metro Transit** se publica en los siguientes lugares

- ✓ Sitio web de la agencia <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
- ✓ Vehículos interiores

¹³ Las regulaciones del Título VI requieren la **Maritime Metro Transit**, Informe a los clientes y al público sobre sus derechos bajo el Título VI mediante la publicación de un *Aviso de no discriminación*. El aviso público debe incluir:

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

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

El Procedimiento de Quejas

El Procedimiento de Quejas de la **Maritime Metro Transit** está disponible en los siguientes lugares:

- ✓ Sitio web de la agencia, ya sea como referencia en el aviso al público o en su totalidad.
 - ✓ Áreas públicas de la oficina de la agencia
-

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 **Maritime Metro Transit** puede completar un formulario de queja y entregar el a de la **Maritime Metro Transit**

El formulario de queja también se puede usar para entregar quejas generales a la **Maritime Metro Transit**

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

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

La **Maritime Metro Transit** tiene **30** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **Maritime Metro Transit** puede contactar al demandante.

El/La demandante tiene **30** días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no envía la información adicional dentro de los **30** días hábiles, la **Maritime Metro Transit** 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 y que el caso se cerrará.
- ✓ Una carta de descubrimiento resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

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

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

If information is needed in another language, then contact 920-686-3560.

Si se necesita información en otro idioma de contacto, 920-686-3560.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

Maritime Metro Transit – Formulario de Complementos/Quejas

Maritime Metro Transit 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 rshannon@manitowoc.org o en persona a la dirección debajo.

Maritime Metro Transit
915 South 11th Street
Manitowoc, WI 54220

También, puede nos llamar a 920-686-3560. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor, verifique el formato preferido para este documento.

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

Haga clic o toque aquí para introducir el texto

Sección B: Información de contacto

Nombre <input type="text"/>	Número de teléfono (incluyendo el Código de área) <input type="text"/>
Dirección <input type="text"/>	Ciudad <input type="text"/>
Estado <input type="text"/>	Código postal <input type="text"/>

Correo electrónico

¿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.

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.

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

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

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Competente limitado del inglés (C.L.I)		<input type="checkbox"/> Ley de estadounidenses con discapacidad (L.E.D.)	

Sección D: Detalles de comento

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

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

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

Haga clic o toque aquí para introducir el texto

Sección E: El seguimiento

¿Podemos contactarlo si necesitamos más detalles o información? Sí No

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

Teléfono Correo electrónico Correo

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

Haga clic para agregar su hora preferido

Haga clic para agregar su día preferido

Sección F: Resultado deseado

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

Haga clic o toque aquí para introducir el texto

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

Haga clic o toque aquí para introducir el texto

Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Maritime Metro Transit.

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

Title VI - Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug rau Cov Pej Xeem¹⁴

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

Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug

Maritime Metro Transit

- ✓ **Maritime Metro Transit** tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug cais tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **Maritime Metro Transit** raws li txoj cai Title VI ntawm txoj cai Li Civil Rights Act of 1964 thiab cov tsis muaj kev txwv tsis pub cais tawm.
- ✓ Ib tug neeg twg uas ntseeg tias lawv tau raug kev txom nyem los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau **Maritime Metro Transit**.
- ✓ Yog xav paub **Maritime Metro Transit's** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj 920-686-3560, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); emai rshannon@manitowoc.org lossis tuaj ntsib peb chav lis haujlwm ntawm 915 South 11th Street, Manitowoc, WI 54220. Yog xav paub ntau ntxiv, mus saib <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfwv Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-686-3560.
Si se necesita informacion en otro idioma de contacto, 920-686-3560.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

Maritime Metro Transit's Ntawv Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug raug muab tso rau hauv cov chaw hauv qab no:

- ✓ Chaw ua hauj lwm lub vas xaib <https://www.manitowoc.org/433/Maritime-Metro-Transit>
- ✓ Cov chaw hauv thaj chaw ntawm lub chaw haujlwm (thaj chaw dav dav, chav sib ntsib pej xeem, thiab lwm yam)
- ✓ Hauv tsheb
- ✓ Ntawv kev taw qhia rau neeg caij tsheb / Sijhawm teem

¹⁴ Txoj cai Title VI xav kom **Maritime Metro Transit** yuav tsum qhia rau kom qhia cov qhua thiab cov pej xeem txog lawv txoj cai raws li Title VI cov cai los ntawm kev tshaj tawm txog Kev Tsis Pub Ntxub.

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

Txheej Txheem Tsis Txaus Siab

Lub **Maritime Metro Transit's** txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- ✓ Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.
 - ✓ Cov chaw hauv thaj chaw ntawm chaw haujlwm hauv koom haum
-

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

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **Maritime Metro Transit**

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

Thaum txais tau daim ntawm tsis txaus siab, lub **Maritime Metro Transit** 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 **Maritime Metro Transit** yuav ua raws li cov theem teev tseg hauv cov txheej txheem kev tsis txaus siab no. Lub **Maritime Metro Transit** yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yos tias lub **Maritime Metro Transit** 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 **Maritime Metro Transit** raws li kev cai lij choj pej xeem tsis txaus siab.

Lub **Maritime Metro Transit** muaj **30** hnuv 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 **Maritime Metro Transit** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li **30** hnuv ua haujlwm los ntawm hnuv 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 **30** hnuv ua haujlwm, lub **Maritime Metro Transit** tuaj yeem kaw rooj plaub foob.

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

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

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

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj **30** hnuv ua haujlwm tom qab hnuv tim ntawm xa tsab ntawv lossis xa Tsab Ntawv Tshawb Pom.

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

If information is needed in another language, then contact 920-686-3560.

Si se necesita informacion en otro idioma de contacto, 920-686-3560.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-686-3560.

Maritime Metro Transit - Lus Yws/Lus Hais Daim Foos

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

Thov xa daim ntawv no hauv email rau rs Shannon@manitowoc.org los yog xa rau tim qhov chaw nyob hauv qab no.

Maritime Metro Transit
915 South 11th Street
Manitowoc, WI 54220

Koj tseem tuaj yeem hu peb ntawm 920-686-3560. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

<input type="checkbox"/> Ntawv Log	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Kaw suab	<input type="checkbox"/> Lwm yam (yog xaiv tau thov qhia yam koj xav tau hom twg hauv qab no)
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Ntaus ntawv ntawm no

Ntu B: Cov ntaub ntawv tiv toj

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

Email: Ntaus ntawv ntawm no

Puas yog koj ua daim ntawv tsis txaus siab no rau koj tus kheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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Yog tsis yog, thov qhia tus neeg tsis txaus siab lub npe thiab koj kev txheeb ze thiab vim li cas koj ua daim ntawv rau lawv sawv cev hauv qab no.

Ntaus ntawv ntawm no

Thov paub meej tias koj tau txais kev tso cai los ntawm tus neeg muaj kev tsis txaus siab yog tias koj ua ntawv thov rau tus neeg sab nraud.	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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Ntu C: Hom lus

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

<input type="checkbox"/> Kev yws	<input type="checkbox"/> Lus ntuas	<input type="checkbox"/> Hais lus qhuas	<input type="checkbox"/> Lwm yam
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Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.

<input type="checkbox"/> Haiv neeg	<input type="checkbox"/> Tawv nqaij	<input type="checkbox"/> Haiv neeg twg	<input type="checkbox"/> Kev ntseeg
<input type="checkbox"/> Hnub nyoog	<input type="checkbox"/> Tub los ntxhais	<input type="checkbox"/> Kev pab cuam	<input type="checkbox"/> Muaj pluag
<input type="checkbox"/> Tsis Paub Lus Askiv Zoo Txaus		<input type="checkbox"/> Txoj cai mikas xiam oob qhab (A.D.A)	

Ntu D: Lus txhawb ntxiv

Thov teb cov lus nug hauv qab no hais txog koj cov lus muab

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

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

Ntaus ntawv ntawm no

Ntu E: Rov qab taug

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

Kam

Tsis Kam

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

Xov tooj

Email

Xa ntawv

Yog peb siv xov tooj hu, thov sau 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 Maritime Metro Transit.

Lub npe Ntaus ntawv ntawm no

Hnuv tim: Ntawm hnuv tim ntawm no

Kos npe
