

Public Inflow  
4-21-14

14-878

**RESOLUTION**

**TITLE VI PLAN – MARITIME METRO TRANSIT**

WHEREAS, the City of Manitowoc recognizes the public value to provide public transit services throughout the community for all citizens; and

WHEREAS, the City of Manitowoc Maritime Metro Transit is a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wisconsin Department of Transportation (WisDOT); and

WHEREAS, as a result of being a recipient of FTA dollars, the City must comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation’s implementing regulations, by filing and complying with a Title VI Plan.

NOW THEREFORE BE IT RESOLVED, by the Mayor and Common Council of the City of Manitowoc to authorize entering into the attached Title VI Plan between the City of Manitowoc Maritime Metro Transit and the Wisconsin Department of Transportation.

INTRODUCED APR 21 2014 \_\_\_\_\_

ADOPTED \_\_\_\_\_

APPROVED \_\_\_\_\_

\_\_\_\_\_  
Justin M. Nickels, Mayor

This resolution was drafted by Kathleen M. McDaniel, City Attorney

# Title VI Plan

## City of Manitowoc Maritime Metro Transit

Adopted on: \_\_\_\_\_

Adopted by: \_\_\_\_\_

Revised on: \_\_\_\_\_

*This policy is hereby adopted and signed by:*

### City of Manitowoc

Executive Name/Title: \_\_\_\_\_

Executive Signature: \_\_\_\_\_

---

### Policy Statement

The **City of Manitowoc Maritime Metro Transit** as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wisconsin Department of Transportation (WisDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

### Title VI Plan Elements

The **City of Manitowoc Maritime Metro Transit's** Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

### TITLE VI Notice to the Public

The **City of Manitowoc Maritime Metro Transit's** Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

**THE CITY OF MANITOWOC  
MARITIME METRO TRANSIT**

- ✓ The **City of Manitowoc Maritime Metro Transit** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **City of Manitowoc Maritime Metro Transit**.
- ✓ For more information on the **City of Manitowoc Maritime Metro Transit's** civil rights program, and the procedures to file a complaint, contact 920-683-4560, email [maritimemetro.com](mailto:maritimemetro.com). ; or visit our administrative office at 915 South 11<sup>th</sup> Street, Manitowoc, WI 54220. For more information, visit [www.manitowoc.org](http://www.manitowoc.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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-683-4560.  
*Si se necesita informacion en otro idioma de contacto, 920-683-4560*

The **City of Manitowoc Maritime Metro Transit's** Notice to the Public is posted in the following locations: (*check all that apply*)

- X Agency website [www.maritimemetro.org](http://www.maritimemetro.org)
- X Public areas of the agency office (common area, public meeting rooms, etc.)
- X Inside vehicles
- X Rider Guides/Schedules
- X Transit stations

## Title VI Complaint Procedure

The **City of Manitowoc Maritime Metro Transit's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

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

---

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **City of Manitowoc Maritime Metro Transit** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

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

Once the complaint is received, the **City of Manitowoc Maritime Metro Transit** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **City of Manitowoc Maritime Metro Transit** has 30 days to investigate the complaint. If more information is needed to resolve the case, the city 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, the city 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, she/he will issue one of two (2) letters 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, she/he has 30 days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 920-683-4560.  
*Si se necesita informacion en otro idioma de contacto 920-683-4560*

## Title VI Complaint Form

The City of Manitowoc Maritime Metro Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

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

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

<b>Section V</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
<b>Section VI</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_

Signature Date

Please submit this form in person at the address below, or mail this form to:

City of Manitowoc Maritime Metro Transit Title VI Coordinator  
 915 S. 11<sup>th</sup> Street  
 Manitowoc, WI, 54220

**List of Transit Related Title VI Investigations, Complaints and Lawsuits**

<b>Subrecipient:</b>		
<b>Contact Person:</b>	<b>Signature:</b>	<b>Date:</b>

**Check One:**

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

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

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## Public Participation Plan

<b>Subrecipient:</b>		
<b>Contact Person:</b>	<b>Signature:</b>	<b>Date:</b>

### Strategies and Desired Outcomes

To promote inclusive public participation, the **City of Manitowoc Maritime Metro Transit** will use its resources available to employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Expand traditional outreach methods.
- ✓ 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 radio, television or newspaper ads on stations and in publications that serve LEP populations

### Documented Public Outreach

The direct public outreach and involvement activities conducted by the **City of Manitowoc Maritime Metro Transit** will be summarized in the table below when they become known.

Information pertinent to each event and/or activity will be provided to WisDOT upon request. Examples include copies of: meeting announcements, agendas, posters, attendee list, etc.

Event Date	City of Manitowoc Maritime Metro Transit Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes (Meeting size and format, location, Number of Attendees, etc.)



## Language Assistance Plan

### Plan Components

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

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

Most individuals in Wisconsin read, write, speak and understand English. There are some individuals for whom 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, or "LEP."

The **City of Manitowoc Maritime Metro Transit's** Language Assistance Plan includes the following elements:

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

### Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **City of Manitowoc Maritime Metro Transit** has conducted a *Four Factor Analysis*<sup>1</sup> of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

#### *LEP Four Factor Analysis*

**Factor 1: Demography:** The City of Manitowoc Maritime Metro Transit exists and performs in a county that has less than 5% of its population considered LEP. Even though the **City of Manitowoc Maritime Metro Transit** is below the safe harbor threshold and is not required to provide written translation of vital documents, it prints a schedule in Spanish and Hmong and it is available at the Transit Office.

---

<sup>1</sup> DOT LEP guidance <https://www.civilrights.dot.gov/page/dots-lep-guidance>

In the future, if the **City of Manitowoc Maritime Metro Transit** meets the Safe Harbor Threshold for written translation of vital documents, it will also consider measures needed for oral interpretation.

**Factor 2: Frequency:** The City of Manitowoc, Maritime Metro Transit exists in a county that has less than 5% of its population considered LEP; therefore the frequency is Not Applicable (NA).

**Factor 3: Importance:** The City of Manitowoc, Maritime Metro Transit exists in a county that has less than 5% of its population considered LEP. The **City of Manitowoc Maritime Metro Transit** and our contract provider understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education or access to employment. A public transit system is a key link to connecting LEP persons to these essential services.

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

The **City of Manitowoc Maritime Metro Transit's** assessment of what programs, activities and services that are most critical included contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

**Factor 4: Resources and Costs:** The City of Manitowoc, Maritime Metro Transit exists in a county that has less than 5% of its population considered LEP; therefore the resources and cost is NA. Even though the **City of Manitowoc Maritime Metro Transit** does not have a separate budget for LEP outreach, the city has worked with our contract provider to implement low cost methods of reaching LEP persons. For example, the **City of Manitowoc Maritime Metro Transit** publishes a Spanish and Hmong version of its route information. Users of our web site can also easily convert the entire website to over 20 languages.

#### *Additional Required Elements*

In addition to the *Four Factor Analysis*, the City of Manitowoc Maritime Metro Transit will address the following elements:

- **Description of how language assistance services are provided by language.**
  - The **City of Manitowoc Maritime Metro Transit** prints Spanish and Hmong maps and route information. In addition, we work with our contractor/transit provider to ensure mechanisms are in place to reach LEP persons in the service area.
- **Description of how LEP persons are informed of the availability of language assistance service.**

- The **City of Manitowoc Maritime Metro Transit** and its contract provider does the following to inform LEP persons of the availability of language assistance services: publish timetables and route maps in languages other than English, provide pictograms and other symbols in relevant published materials, striving to employ multilingual staff, and creating and posting multi-language announcements, posters and other information.
- **Description of how LEP persons are informed of the availability of language assistance service.**
  - The **City of Manitowoc Maritime Metro Transit** has information on our website to convert the entire website to over 20 languages. In addition, we work with our contract provider to ensure mechanisms are in place to reach LEP persons in the service area.
- **Description of how the language assistance plan is monitored and updated.**
  - The **City of Manitowoc Maritime Metro Transit** reviews its plan on an annual basis or more frequently as needed. In particular, the **City of Manitowoc Maritime Metro Transit** will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.
  - In addition the **City of Manitowoc Maritime Metro Transit** will meet with its contract provider on an annual basis to ensure the Title VI requirements are met.
- **Description of how Employees are Trained to Provide Language Assistance to LEP Persons.**
  - **City of Manitowoc Maritime Metro Transit** employees are educated on the principles of Title VI and the **City of Manitowoc Maritime Metro Transit's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. An important discussion point is that of language assistance. If a driver, dispatcher or employee needs further assistance related to LEP program participants, her/she will work with the **City of Manitowoc Maritime Metro Transit's** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.
  - As part of our annual check in meeting Title VI requirements, the **City of Manitowoc Maritime Metro Transit** will meet with its contract provider to discuss updates the **City of Manitowoc Maritime Metro Transit's** Language Assistance Plan.

## Minority Representation Information

### A. Minority Representation Table

The table below depicts the City of Manitowoc Maritime Metro Transit's two committees and councils related to transit: the Transit Commission and the Transit Development Plan Review Committee. The demographic data in the table below indicates the participation of minorities on committees and councils is reflective of the demographic makeup of the City of Manitowoc Maritime Metro Transit.

Body	Caucasian	Hispanic	African American	Asian American	Native American
Population	91%	4%	<1%	4%	<1%
Transit Commission	100%	0%	0%	0%	0%
Transit Development Review Committee	94%	0%	6%	0%	0%

### B. Efforts to Encourage Minority Participation

The **City of Manitowoc Maritime Metro Transit** understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the **City of Manitowoc Maritime Metro Transit** encourages participation of all its citizens. As vacancies on boards, committees and councils become available, the **City of Manitowoc Maritime Metro Transit** will make efforts to encourage and promote diversity. To encourage participation on its boards, committees and councils, the **City of Manitowoc Maritime Metro Transit** will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, the **City of Manitowoc Maritime Metro Transit** will use creative ways to make participating realistic and reasonable. Such as, scheduling meetings at times best suited to its members and providing transportation, if needed, for its members.

*Minority Representation Data Collection Form*

**Name of board, commission, council, etc.**

Date:

---

Dear Member,

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

**Race/Ethnicity**

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

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

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

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

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

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

**Fixed Route Service Standards**  
*(For all Fixed Route Transit Providers)*

**Vehicle Load Standards**

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 Headway Standards**

**Expressed in writing**

Service operates on regional trunk lines 30 - 60 minutes or better from early morning to late in the evening, six days a week. 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 Performance Standards**

Ninety-five (95) percent of the City of Manitowoc Maritime Metro Transit's transit vehicles will complete their established runs no more than five minutes early or late in comparison to the established schedule/published timetables.

**Service Availability Standards**

The City of Manitowoc Maritime Metro Transit will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.

## **Fixed Route Service Policy**

*(For all Fixed Route Transit Providers)*

### **Vehicle Assignment Policy**

Vehicles will be assigned throughout the City such that the average age of the fleet serving each depot does not exceed 12 years. Low-floor buses are deployed on all routes. Low-floor buses are also equipped with air conditioning.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 28-foot buses rather than the 35-foot buses.

### **Transit Amenities Policy**

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

## MPO Demographic Data, Analysis and Procedures

(For MPOS)

<b>MPO:</b>		
<b>Contact Person:</b>	<b>Signature:</b>	<b>Date:</b>

In addition to the required Title VI items 1-8 (and items 10 and 11 if the MPO is a provider of fixed route public transportation), the following additional elements are included and/or attached:

- a. A demographic profile of the metropolitan area that includes identification of the locations of minority populations in aggregate
- b. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- c. Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data, at Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO.
- d. Analysis of the impacts identified in (c) that identifies any disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

If the MPO is a direct recipient, the MPO will be required to submit additional information to FTA per Chapter VI-1 of FTA Circular 4702.1B (October 1, 2012).

### Note

All MPOs are required to self-certify compliance with all applicable federal requirements. Planning certification reviews conducted jointly by FTA and FHWA of the metropolitan transportation planning processes of transportation management areas include a review of Title VI compliance.