

## OFFICIAL NOTICE AND AGENDA

of a meeting of the County Board, Committee, Agency,  
Corporation or Sub-Unit thereof,

COUNTY OF MARATHON  
WAUSAU, WI 54403

### MARATHON COUNTY METROPOLITAN PLANNING COMMISSION AGENDA

**SEPTEMBER 8, 2020**  
**2:00 P.M.**

**ROOM #5**  
**212 RIVER DR., WAUSAU, WI**

**Marathon County Mission Statement:** *Marathon County Government serves people by leading, coordinating, and providing county, regional, and statewide initiatives. It directly or in cooperation with other public and private partners provides services and creates opportunities that make Marathon County and the surrounding area a preferred place to live, work, visit, and do business. (Last updated: 12-20-05)*

**Commission Purpose:** *The Commission shall be concerned with studies and recommendations relating to activities including but not limited to land-use; natural resources; utilities; and transportation systems within the metropolitan planning area. (Commission Bylaws last updated: 05-2018)*

**Members:** *John Robinson – Chair, George Peterson – Vice Chair, Allan Opall, Betty Hoenisch, Steve Hagman, Katie Rosenberg, Tim Buttke, John Prah, Milton Olson, Chris Voll, Wally Sparks, Brent Jacobson, Gregg Hoehn, Ken Wickham*

The meeting site identified above will be open to the public. However, due to the COVID-19 pandemic and associated public health directives, Marathon County encourages Metropolitan Planning Commission members and the public to attend this meeting remotely. To this end, instead of attendance in person, Metropolitan Planning Commission members and the public may attend this meeting by **telephone conference**. If Metropolitan Planning Commission members or members of the public cannot attend remotely, Marathon County requests that appropriate safety measures, including adequate social distancing, be utilized by all in-person attendees.

Persons wishing to attend the meeting by phone may call into the telephone conference beginning **five (5) minutes prior to the start time indicated above using the following number:**

**PHONE NUMBER: 1-408-418-9388**

**Access Code: 146 950 5790**

**Password: 1111**

When you enter the telephone conference, PLEASE PUT YOUR PHONE ON MUTE!

#### **AGENDA ITEMS:**

1. CALL TO ORDER;
2. WELCOME AND INTRODUCTIONS;
3. PUBLIC COMMENT

#### **POLICY DISCUSSION AND POSSIBLE ACTION:**

4. APPROVE MINUTES OF THE JULY 14, 2020 MEETING;
5. DRAFT TITLE VI/AMERICANS WITH DISABILITIES ACT (ADA) PLAN;
6. 2021 UNIFIED PLANNING WORK PROGRAM;
7. CHAMBER OF COMMERCE TRANSIT SURVEY;
8. METRO MUNICIPALITY OPPORTUNITIES – WELLHEAD PROTECTION;
9. NEXT MEETING DATE – OCTOBER 13, 2020;
10. ADJOURN.

**Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the County Clerk's Office at 715-261-1500 one business day before the meeting.**



SIGNED \_\_\_\_\_  
PRESIDING OFFICER OR DESIGNEE

FAXED TO: Daily Herald (848-9361) City Pages (848-5887)  
Midwest Radio Group (848-3158)  
CenterState Marketplace (446-2370)  
FAXED BY: BI  
FAX DATE/TIME: 09/02/2020 9:30am

NOTICE POSTED AT COURTHOUSE:  
By: \_\_\_\_\_  
Date: \_\_\_\_\_  
Time: \_\_\_\_\_

## MARATHON COUNTY METROPOLITAN PLANNING COMMISSION

### Minutes July 14, 2020

**Commissioners:** John Robinson – Chair, George Peterson – Vice-Chair, Gaylene Rhoden (for Opall), Katie Rosenberg, Randy Fifrick (for Voll), Tim Buttke, Dave Muerette (for Wickham), Mark Thuot (for Hoehn)

**TAC Members:** Rebecca Frisch, Dave Mack, Andrew Lynch, Greg Seubert, Darryl Landeau, Eric Lindman, Dave Eckmann, Michael Wodalski, Brad Lenz, Gary Olson

**Others Present:** Brenda Iczkowski, Jared Wehner

#### 1. Call to Order

In the presence of a quorum, with the agenda being properly signed and posted, the meeting was called to order by Chair Robinson at 2:00 p.m. via WEBEX.

#### 2. Welcome and Introductions

All were welcomed and introductions were made.

3. Public Comment – The Public Comment portion of the agenda has been temporarily suspended, pursuant to Marathon County Resolution # R-29-20, dated April 21, 2020, because the technology necessary to afford the public the opportunity to address the County Board, or its subgroups, during public Comment is difficult to guarantee, if a large number of individuals have elected to call in.

#### 4. Approve Minutes June 9, 2020 meeting

**Action: MOTION / SECOND BY BUTTKE / ROSENBERG APPROVE THE JUNE 9, 2020 MINUTES. MOTION CARRIED BY VOICE VOTE, NO DISSENT.**

#### 5. Status and Future Direction of the Citizens Transit Advisory Committee

**Discussion:** Robinson gave a brief status report about the Citizen's Transit Advisory Committee (CTAC). The Committee has not meet since last fall because of the lack of committee leadership, the membership deteriorated and identifying new members has been difficult. Robinson discussed the idea of conducting a metro wide transit needs assessment to coincide with a County wide Elderly and Disabled needs assessment being done by the North Central WI Regional Planning Commission. Also discussed was a needs survey to be administered by the Wausau Area Chamber of Commerce regarding transit needs from the business community.

**Action: MOTION / SECOND BY BUTTKE / ROSENBERG TO ADVANCE THE STUDY AND DEVELOP A SCOPE OF STUDY WITH APPROPRIATE TIMELINE AT THE AUGUST MEETING. MOTION CARRIED BY VOICE VOTE, NO DISSENT.**

**Follow Through:** Staff will develop a scope of study with a timeline for the next meeting.

#### 6. Update on Federal Invest and moving Forward Acts

**Discussion:** Lynch shared that the FAST Act will expire the end of September 2020. A couple of weeks ago, the U.S. House of Representatives passed a \$500 billion Invest in America Act as part of the \$1.5 Trillion Moving Forward Act. Discussion regarding the Acts took place and the meeting packet includes the links to access the bill and other points of interest.

**Action:** FOR INFORMATIONAL PURPOSES ONLY.

**Follow Through:** NONE AT THIS TIME.

#### 7. Metro Municipality Opportunities – Utility Cooperation

**Discussion:** Robinson shared with the group some opportunities for development with Infrastructure and Dig-Once Policies in the communities. Discussion regarding cooperation and coordination along with areas of common interest between communities was held. Robinson spoke with Osterberg and doesn't have any new information at this time but is interested with working with the municipalities more.

**Action: FOR INFORMATIONAL PURPOSES ONLY.**

**Follow Through:** NONE AT THIS TIME.

# MARATHON COUNTY METROPOLITAN PLANNING COMMISSION

July 14, 2020

## 8. Options for Public Engagement- Public Participation Plan

Discussion: Mack shared that in the packet is a table showing the Wausau MPO Public Outreach Activities and Techniques from the Public Participation Plan created in 2014. Staff is now updating the plan to be completed by October. Mack stated a draft will be presented at next month's meeting and any ideas for new techniques to engage the public were welcomed.

Action: **FOR INFORMATIONAL PURPOSES ONLY.**

Follow Through: DRAFT WILL BE PRESENTED AT THE AUGUST MEETING.

## 9. Next Meeting – August 11, 2020

Action: THIS MEETING WILL BE SCHEDULED.

Follow Through: STAFF WILL SCHEDULE THIS MEETING

## 10. Adjourn

Action: There being no further business to come before the members, **MOTION / SECOND BY ROSENBERG / RHODEN ADJOURNED THE MEETING OF THE MARATHON COUNTY METROPOLITAN PLANNING COMMISSION AT 2:57 PM. MOTION CARRIED BY VOICE VOTE, NO DISSSENT.**

Submitted by:

Dave Mack, MPO Director

Marathon County Conservation, Planning and Zoning

DM: BI

September 1, 2020



WAUSAU METROPOLITAN  
PLANNING ORGANIZATION

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# TITLE VI AMERICANS WITH DISABILITIES ACT (ADA) PLAN

WAUSAU, WISCONSIN METROPOLITAN AREA

2020

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MARATHON COUNTY METROPOLITAN PLANNING COMMISSION  
November 2020



U.S. Department of Transportation  
**Federal Highway Administration**



U.S. Department of Transportation  
**Federal Transit Administration**

# Wausau Metropolitan Planning Organization (MPO)

## Title VI/Americans with Disabilities Act (ADA) Plan<sup>1</sup>

October 2020

Revised on: September 8, 2020

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Adopted by: Marathon County Metropolitan  
Planning Commission acting as the  
Wausau MPO

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Adopted on: November 10, 2020

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*This policy is hereby adopted and signed by:*

### Wausau MPO

Executive Name/Title: John Robinson, Commission Chairman

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Executive Signature:

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### Policy Statement

The **Wausau MPO** 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 **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

### Title VI/ADA Plan Elements

The **Wausau MPO's** Title VI/ADA plan includes the following elements:

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

The **Wausau MPO** will review its policy on an annual basis to determine if modifications are necessary.

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

**Title II** of the Americans with Disabilities Act (ADA) protects individuals with disabilities from discrimination on the basis of disability in services, programs and activities provided by State and local government entities.

The **Wausau MPO** will use the table below to record reviews/revisions made to the plan.

As applicable, **Wausau MPO** will discuss Title VI/ADA plan requirements with its third-party transit providers on an annual basis to ensure compliance with Title VI/ADA plan requirements.

### Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks

## Contact Information/Program Administration

### Chief Executive

The **Wausau MPO'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.

<b>Name:</b>	John Robinson, Commission Chairman
<b>Email:</b>	john.robinson@co.marathon.wi.us
<b>Phone:</b>	715-212-2227

### Transportation Manager

The **Wausau MPO's** Transportation Manager will ensure implementation of the **Wausau MPO's** federally funded transportation program. The Transportation Manager has other duties and responsibilities in addition to Title VI and ADA. This position has a direct reporting relationship and access to **Wausau MPO's** Chief Executive.

<b>Name:</b>	David Mack, MPO Director
<b>Email:</b>	dave.mack@co.marathon.wi.us
<b>Phone:</b>	715-261-6043

### Civil Rights Coordinator

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

<b>Name:</b>	Frank Matel, Marathon County Employee Resources Director
<b>Email:</b>	frank.matel@co.marathon.wi.us
<b>Phone:</b>	715-261- 1454

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

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



## Title VI/ADA - Notice of Nondiscrimination to the Public<sup>2</sup>

Wausau MPO's *Notice of Nondiscrimination* is as follows:

### Notice of Nondiscrimination

#### Wausau MPO

- ✓ The **Wausau MPO** 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 **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **Wausau MPO**.
- ✓ For more information on the **Wausau MPO's** civil rights program, and the procedures to file a complaint, contact Dave Mack (for hearing impaired, please use Wisconsin Relay 711 service); email [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us). ; or visit our administrative office at 210 River Drive, Wausau, WI 54403. For more information, visit <http://www.wausaumpo.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 715-261-1500.  
Si se necesita informacion en otro idioma de contacto, 715-261-1500.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Wausau MPO's *Notice of Nondiscrimination* is posted in the following locations

- ✓ Agency website <http://www.WausauMPO.org>
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Rider Guides/Schedules
- ✓ Transit Shelters and stations
- ✓ Other, \_\_\_\_\_

### Complaint Procedure

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<sup>2</sup> Title VI and ADA regulations require **Wausau MPO** to inform customers and the public of their rights under Title VI and ADA regulations by posting a *Notice of Nondiscrimination*. The public notice must include:

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

The *Notice of Nondiscrimination* should be posted in the following locations: website, public areas of the agencies office, inside vehicles, rider guides/schedules and transit shelters/facilities

The **Wausau MPO's** Complaint Procedure is made available in the following locations: *(list all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
  - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
  - ✓ Other, \_\_\_\_\_
- 

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

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

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

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

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

The **Wausau MPO** has 14 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **Wausau MPO** may contact the complainant.

The complainant has 7 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 7 business days, the **Wausau MPO's** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

If the complainant wishes to appeal the decision, the complainant has 20 business days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-261-1500.

Si se necesita informacion en otro idioma de contacto, 715-261-1500.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

# Wausau MPO - Complaint/Comment Form

Wausau MPO 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 [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us) or in person at the address below.

**Wausau MPO**

210 River Drive

Wausau, WI 54403

[dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us)

You may also call us at 715-261-6000. Please make sure to provide your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One) – provide detail in ‘Comment Details’ below			
Compliment	Suggestion	Complaint	Other
		Title VI: [ ] Race [ ] Color [ ] National Origin ADA/(Disability): [ ] Yes [ ] No Service: [ ] Yes [ ] No Other: [ ] Gender [ ] Religion [ ] Age [ ] Income Status [ ] Limited English Proficient LEP	
SECTION II: CONTACT INFORMATION			
Name:			
Rider ID (if applicable):			
Street Address:			
City, State, Zip code:			
Phone:			
Email:			
Accessible Format Requirements: (choose preferred format(s))	Large Print	TDD/Relay	Audio Recording
			Other
Are you filing this complaint on your own behalf? If you answered “yes” to this question, go to Section IV.	Yes	No	
If not, please provide 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	
SECTION III: COMMENT DETAILS			
Transit Service (Choose one, as applicable) Bus/Paratransit/Shared-Ride Taxi			
Date of Occurrence:			
Time of Occurrence:			
Name/ID of Employee(s) or Others Involved:			

<b>Vehicle ID/Route Name or Number:</b>		
<b>Direction of Travel:</b>		
<b>Location of Incident:</b>		
<b>Mobility Aid Used (if any):</b>		
<b>If above information is unknown, please provide other descriptive information to help identify the employee:</b>		
<b>Description of Incident:</b>		
As applicable, explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please add additional pages.		
<b>SECTION IV: FOLLOW-UP</b>		
<b>May we contact you if we need more details or information?</b>	<b>Yes</b>	<b>No</b>
<b>What is the best way to reach you? (choose one)</b>  If a <b>phone call</b> is preferred, what is the best day and time to reach you?	<b>Phone</b>	
	<b>Email</b>	
	<b>Mail</b>	
<b>SECTION V: DESIRED OUTCOME</b>		
<b>What steps have you have taken to address the conflict or problem?</b>		
<b>What type of corrective actions took place?</b>		
<b>What remedy are you seeking?</b>		
<b>SECTION VI: ADDITIONAL INFORMATION</b>		
<b>Have you previously filed a complaint with this agency?</b>	<b>Yes</b>	<b>No</b>
<b>Have you filed this complaint with any other Federal, State or Local agency, or with any Federal or State Court?</b>	<b>Yes</b>	<b>No</b>
<b>If yes, to the question above, list all agencies contacted:</b>		
Please provide information about a contact person at the agency/court where each complaint was filed. Name, Agency, Address, Phone, Email		

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the **Wausau MPO**:

\_\_\_\_\_ **Complainant Signature**                      \_\_\_\_\_ **Date**

\_\_\_\_\_ **Print Your Name**

## List of Complaints, Investigations and Lawsuits<sup>3</sup>

The **Wausau MPO** maintains a list or log to track and resolve all complaints, investigations and lawsuits, pertaining to its transit-related activities.

**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.*

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint <sup>4</sup>	Summary Complaint Description	Status	Action(s) Taken

<sup>3</sup> **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

<sup>4</sup> **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

# Public Participation Plan

## Strategies and Desired Outcomes

To promote inclusive public participation, the **Wausau MPO** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ 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. 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.

## Public Outreach Activities

The **Wausau MPO** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, the **Wausau MPO** 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 the **Wausau MPO** are summarized in the table 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. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	Wausau MPO Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes

# Language Assistance Plan

## Plan Components

As a recipient of federal US DOT funding, the **Wausau MPO** 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.

The **Wausau MPO'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 **Wausau MPO** has conducted a *Four Factor Analysis*<sup>5</sup> of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP *Four Factor Analysis*

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

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

US Census and American Community Survey (ACS) Data<sup>6</sup>

The **Wausau MPO** did the following:

1. Inserted a copy of the **Wausau MPO's** county LEP/Demographic data in the Title VI/ADA plan as Appendix 1. This data was found at the WisDOT website <https://wisconsindot.gov/Pages/doing-business/local-gov/astnce-pgms/transit/compliance/title6.aspx> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
2. Analyzed the LEP demographic data for the **Wausau MPO's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
  - a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.

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<sup>5</sup> DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

<sup>6</sup> The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

- i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) the **Wausau MPO** must provide translation of vital documents in written format for the non-English users.
  - ii. Examples of written translation of vital documents include the Nondiscrimination policy statement (Appendix 2), Complaint Procedure (Appendix 3), Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

**Factor 2: Frequency:** Identifies the frequency staff (and transit provider/lessee, if applicable) encounters LEP persons.

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

The summary below discusses the frequency with which **Wausau MPO** staff, and/or its contractor/lessee encounter LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. **Wausau MPO** staff persons are encouraged to use LEP resource materials to assist LEP persons.

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

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

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

The summary below discusses the low-cost methods the **Wausau MPO** uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI/ADA and LEP principles.

*Additional Required Elements*

In addition to the *Four Factor Analysis (listed below as item #1)*, the **Wausau MPO** addresses the following elements:

- Item #2:** A description of how language assistance services are provided by language
  - Item #3:** A description of how LEP persons are informed of the availability of language assistance service
  - Item #4:** A description of how the language assistance plan is monitored and updated
  - Item #5:** A description of how employees are trained to provide language assistance to LEP persons
- And, any additional information deemed necessary.*



## Wausau MPO – Summary of the Language Assistance Plan Components

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

#### Factor 1 – Demography

**Marathon County** contracts with a transit provider to provide transportation service for the **Wausau MPO** and in **Marathon County** for ADA compliant Paratransit Services.

The US Census Bureau – American Fact Finder (2011-2015) reports there are numerous languages spoken in **Marathon County**. Some of these languages include Hmong, Spanish, German, Polish, Hindi, Chinese, and French. After English, the second largest language group is Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less 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), the **Wausau MPO** must provide translation of vital documents in written format for non-English speaking persons.

In **Marathon County**, with a population estimate of 1,831 persons having identified themselves as Hmong speaking and “speaks English less than very well”, this language group is at 1.4% of the total and below the 5% but above the 1,000 persons threshold of the population to be served. This means the **Wausau MPO** is required to provide written translation of vital documents. The only other language group listed above is Spanish at 0.8% and at 1,081 people “speaks English less than very well”, the **Wausau MPO** is also required to provide written translation of vital documents in Spanish. The remaining languages listed above are below the Safe Harbor Threshold. This means, at this time, the **Wausau MPO** is also not required to provide written translation of vital documents in these languages.

In the future, if the **Wausau MPO** meets the Safe Harbor Threshold for any other language groups, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation upon request.

#### Factor 2 – Frequency

The **Wausau MPO** and its transit provider are trained on what to do when they encounter a person that speaks English less than very well. The **Wausau MPO** with assistance from its transit provider tracks the number of encounters and consider adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **Wausau MPO's** programs and services.

### 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

The **Wausau MPO's** transit provider provides approximately 470,000 rides per year. While formal data has not been collected, the transit provider has indicated it has not identified any LEP persons coming forward to use the service within the last year.

The **Wausau MPO** staff has reviewed the frequency it has, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the **Wausau MPO** has zero (0) requests for interpreters and zero (0) requests for translated program documents.

The **Wausau MPO** and its transit provider has an open-door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **Wausau MPO** to ensure the individual receives access to the transportation service.

The "I Speak" Language identification card listed below is a document that can be placed in our transit provider's vehicles and used by the **Wausau MPO** staff to assist LEP individuals. Additional languages can be added as needed to match the demographic changes of the **Wausau MPO's** 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
	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	Polish
	मैं हिंदी बोलते हैं	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**

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

The **Wausau MPO** 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 and vehicles and providing information to the public on security awareness or emergency preparedness.

The **Wausau MPO's** assessment of the programs, activities and services that are most critical include 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**

Even though the **Wausau MPO** 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/resource efforts include posting website information, developing and printing brochure/materials and participating in public meetings 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.

**Item # 2 – Description of how Language Assistance Services are Provided, by Language**

The **Wausau MPO** Has access to bilingual speaking people through Marathon County staff. In addition, it works with its transit provider to ensure mechanisms are in place to reach LEP persons in the service area.

In addition, the **Wausau MPO** is working on developing relationships with language teachers in area schools as well as local community leaders to use a resource to assist in meeting the need of LEP persons, if needed.

**Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service**

The **Wausau MPO** and our transit provider does the following to inform LEP persons of the availability of language assistance services:

- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed
- ✓ Utilize the bilingual speaking people on the Marathon County staff to assist with the development of bilingual outreach material
- ✓ Prioritize the hiring of bilingual staff, as needed
- ✓ 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>

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

The **Wausau MPO** reviews its plan on an annual basis or more frequently as needed. The **Wausau MPO** 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 **Wausau MPO** meets with our transit provider on an annual basis to ensure the Title VI/ADA requirements are met. The annual meeting and site-visit of the transit provider is usually conducted in October of the year.

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

**Wausau MPO** employees are oriented on the principles of Title VI/ADA and the **Wausau MPO's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. The **Wausau MPO** will ensure its transit provider, as applicable also educates its staff on Title VI and ADA requirements, specifically complaint procedures and LEP provisions.

If a driver, dispatcher or employee needs further assistance related to LEP individuals, they can work with the **Wausau MPO** and/or our transit provider's Transit Manager to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, the **Wausau MPO** will meet with our transit provider, as applicable to discuss updates the **Wausau MPO's** Language Assistance Plan.

## Minority Representation Information<sup>7</sup>

### A. Minority Representation Table<sup>8</sup>

The table below depicts the **Wausau MPO's** non-elected committees/councils related to transit.

Body	Caucasian	Hispanic	African American	Asian American	Other
County Population	89%	3%	1%	6%	1%
Metro Planning Commission	100%	0%	0%	0%	0%
Technical Advisory Committee	99%	1%	0%	0%	0%
Bicycle Pedestrian Committee	99%	0%	0%	0%	1%

### B. Efforts to Encourage Minority Participation

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

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

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

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<sup>7</sup> If the **Wausau MPO** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the **Wausau MPO**, Title VI regulations require the **Wausau MPO** 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.

<sup>8</sup> 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 American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

## Marathon County Metropolitan Planning Commission (Wausau MPO)

Date:

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Dear Member,

As the **Wausau MPO** 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 **Wausau MPO** 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 Commission under the jurisdiction of the **Wausau MPO**, we invite Commission members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI and ADA 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.

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<sup>9</sup> This form is an optional tool the **Wausau MPO** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.

## MPO Demographic Data, Analysis and Procedures

The MPO is also required to include the following elements which are listed below in Appendix 1:

- 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.

*This information helps ensure members of minority communities are provided with full opportunities to engage in the transportation planning process. This includes actions to eliminate language, mobility, temporal, and other obstacles to allow minority populations to participate fully in the 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.

### Notes:

- ✓ 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).
- ✓ 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/ADA compliance.

## Appendix 1

LEP/Demographic Data



**Appendix 2A**  
**Title VI/ADA - Notice of Nondiscrimination to the Public<sup>1</sup>**

Wausau MPO's *Notice of Nondiscrimination* is as follows:

**Notice of Nondiscrimination**

**Wausau MPO**

- ✓ The **Wausau MPO** 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 **Wausau MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **Wausau MPO**.
- ✓ For more information on the **Wausau MPO's** civil rights program, and the procedures to file a complaint, contact Dave Mack (for hearing impaired, please use Wisconsin Relay 711 service); email [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us). ; or visit our administrative office at 210 River Drive, Wausau, WI 54403. For more information, visit <http://www.wausaumpo.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 715-261-1500.  
Si se necesita informacion en otro idioma de contacto, 715-261-1500.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

Wausau MPO's *Notice of Nondiscrimination* is posted in the following locations

- ✓ Agency website <http://www.WausauMPO.org>
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Rider Guides/Schedules
- ✓ Transit Shelters and stations
- ✓ Other, \_\_\_\_\_

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<sup>1</sup> Title VI and ADA regulations require **Wausau MPO** to inform customers and the public of their rights under Title VI and ADA regulations by posting a *Notice of Nondiscrimination*. The public notice must include:

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

The *Notice of Nondiscrimination* should be posted in the following locations: website, public areas of the agencies office, inside vehicles, rider guides/schedules and transit shelters/facilities

## Appendix 2B

### Title VI/ADA - Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug rau Cov Pej Xeem<sup>1</sup>

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

#### Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug

##### Wausau MPO

- ✓ **Wausau MPO** 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 **Wausau MPO** 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 **Wausau MPO**.
- ✓ Yog xav paub **Wausau MPO's** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj 715-261-6000, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); email [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us); lossis tuaj ntsib peb chav lis haujlwm ntawm 210 River Drive, Wausau, WI 54403. Yog xav paub ntau ntxiv, mus saib <http://www.wausaumpo.org>
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfww Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-261-1500.  
Si se necesita informacion en otro idioma de contacto, 715-261-1500.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

**City of USA'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 <http://www.wausaumpo.org>

<sup>1</sup> Txoj cai Title VI thiab ADA xav kom **Wausau MPO** yuav tsum qhia rau kom qhia cov qhua thiab cov pej xeem txog lawv txoj cai raws li Title VI thiab ADA cov cai los ntawm kev tshaj tawm txog Kev Tsis Pub Ntxub.

- ✓ Ib nqe lus 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 thiab ADA 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 thiab ADA nyob rau hauv lwm yam lus, yog tias xav tau.

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

## Appendix 2C

### Título VI/ADA – El aviso de no discriminación a el público<sup>1</sup>

El aviso de no discriminación de la **Wausau MPO** es el siguiente:

#### El Aviso de no discriminación Wausau MPO

- ✓ La **Wausau MPO** 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 **Wausau MPO** 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 **Wausau MPO**.
- ✓ Para obtener más información sobre el programa de derechos civiles de la **Wausau MPO**, y los procedimientos para presentar una queja, comuníquese con 715-261-6000, (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us); o visite nuestra oficina administrativa a la dirección 210 River Drive, Wausau, WI 54403. Para obtener más información, visite <http://www.wausaumpo.org>.
- ✓ Una demandante puede presentar una queja directamente con la Administración de Federal de Tránsito por presentado una queja con la Oficina de Derechos Civiles, atención: Coordinador del Programa Título VI, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-261-1500.  
Si se necesita informacion en otro idioma de contacto, 715-261-1500.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

El aviso de no discriminación la **Wausau MPO** se publica en los siguientes lugares

- ✓ Sitio web de la agencia <http://www.wausaumpo.org>
- ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
- ✓ Vehículos interiores
- ✓ Horarios
- ✓ Refugios de tránsito y estaciones
- ✓ Otra, \_\_\_\_\_

<sup>1</sup> Las regulaciones del Título VI y ADA requieren la **Wausau MPO** Informe a los clientes y al público sobre sus derechos bajo el Título VI y las reglamentaciones de la ADA 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 y ADA 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 y ADA 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.

## Appendix 3A Complaint Procedure

The **Wausau MPO's** Complaint Procedure is made available in the following locations: *(list all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
  - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
  - ✓ Other, \_\_\_\_\_
- 

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

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

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

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

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

The **Wausau MPO** has 14 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **Wausau MPO** may contact the complainant.

The complainant has 7 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 7 business days, the **Wausau MPO** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

If the complainant wishes to appeal the decision, the complainant has 20 business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 715-261-1500.

Si se necesita informacion en otro idioma de contacto, 715-261-1500.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

## Appendix 3B

### Txheej Txheem Tsis Txaus Siab

Lub **Wausau MPO'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 (thaj chaw ib txwm, chaw sib tham rau pej xeem, thiab lwm yam)
  - ✓ Muaj cov lus tsim nyog rau cov pej xeem tsis paub hais lus Askiv, ua kom tau Kev Nyab Xeeb Thaj Chaw Pov Hwm.
  - ✓ Lwm yam, \_\_\_\_\_
- 

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 **Wausau MPO** tuaj yeem sau daim foos tsis txaus siab thiab xa tuaj rau **Wausau MPO**.

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **Wausau MPO**.

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

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

Lub **Wausau MPO** muaj 14 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 **Wausau MPO** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li 7 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 7 hnuv ua haujlwm, lub City USA 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 / ADA 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 20 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 715-261-1500.

Si se necesita informacion en otro idioma de contacto, 715-261-1500.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

## Appendix 3C

### El Procedimiento de Quejas

El Procedimiento de Quejas de la **Wausau MPO** 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 (área común, salas de reuniones públicas, etc.)
- ✓ Disponible en idiomas apropiadas para poblaciones LEP, cumpliendo con el umbral de puerto seguro.

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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 **Wausau MPO** puede completar un formulario de queja y entregar el a de la **Wausau MPO**.

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

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

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

La **Wausau MPO** tiene 14 días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **Wausau MPO** puede contactar al demandante.

El/La demandante tiene 7 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 7 días hábiles, la **Wausau MPO** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

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

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

Si el demandante desea apelar la decisión, tiene 20 días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

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

If information is needed in another language, then contact 715-261-1500.

Si se necesita información en otro idioma de contacto, 715-261-1500.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-261-1500.

## Appendix 4A

# Wausau MPO - Complaint/Comment Form

City of USA 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 [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us) or in person at the address below.

**Wausau MPO**  
210 River Drive  
Wausau, WI 54403

You may also call us at 715-261-6000. Please make sure to provide your contact information in order to receive a response.

### Section A: Accessible Format Requirements

Please check the preferred format for this document

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

### Section B: Contact Information

Name <input type="text"/>	Telephone Number (including area code) <input type="text"/>	
Address <input type="text"/>	City <input type="text"/>	
State <input type="text"/>	Zip Code <input type="text"/>	
Email Address <input type="text"/>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.		
<input type="text"/>		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Section C: Type of Comment

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

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

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

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Gender	<input type="checkbox"/> Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> Americans with Disability Act (A.D.A)	

## Section D: Comment Details

Please answer the questions below regarding your comment

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



---

In the box below, please explain as clearly as possible what happened and why you believe you were discriminated against.

---

Click or tap here to enter text.

---

### Section E: Follow-up

May we contact you if we need more details or information?

Yes

No

If yes, how would you best liked to be reached? Please select your preferred form of contact below

Phone

Email

Mail

If you would prefer to be contacted by phone, please list the best day and time to reach you.

Click here to add your preferred time

Click here to add your preferred day

---

### Section F: Desired Outcome

Please list below, what steps you would like taken to address the conflict or problem.

---

Click or tap here to enter text.

---

If applicable, please list below all additional agencies you have filed this complaint with such as Federal, State, Local agencies, or with any Federal or State Court. Please include the contact information to where the complaint was sent.

---

Click or tap here to enter text.

---

### Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Wausau MPO.

Name

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

Signature

---

## Appendix 4B

# Wausau MPO - Lus Yws/Lus Hais Daim Foos

**Wausau MPO** 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 [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us) los yog xa rau tim qhov chaw nyob hauv qab no.

### Wausau MPO

210 River Drive  
Wausau, WI 54403

Koj tseem tuaj yeem hu peb ntawm 715-261-6000. 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
<b>Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.</b>			
<input type="checkbox"/> Haiv neeg	<input type="checkbox"/> Tawv nqaij	<input type="checkbox"/> Haiv neeg twg	<input type="checkbox"/> Kev ntseeg
<input type="checkbox"/> Hnub nyoog	<input type="checkbox"/> Tub los ntxhais	<input type="checkbox"/> Kev pab cuam	<input type="checkbox"/> Muaj pluag
<input type="checkbox"/> Tsis Paub Lus Askiv Zoo Txaus		<input type="checkbox"/> Txoj cai mikas xiam oob qhab (A.D.A)	

### Ntu D: Lus txhawb ntxiv

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

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

---

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

---

Ntaus ntawv ntawm no

---

### Ntu E: Rov qab taug

Koj puas kam peb hu koj yog peb xav tau cov ntsiab lus lossis ntaub ntawv ntau ntiv?	<input type="checkbox"/> Kam	<input type="checkbox"/> Tsis Kam
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Yog kam, koj yuav xav tau kev hu koj zoo tshaj plaws li cas? Thov xaiv seb peb tuaj yeem tiv tauj koj li cas.

<input type="checkbox"/> Xov tooj	<input type="checkbox"/> Email	<input type="checkbox"/> Xa ntawv
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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
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### Ntu F: Xav tau qhov tshwm sim

Thov sau rau hauv qab no, cov khauj ruam uas koj xav ua los daws qhov teeb meem.

---

Ntaus ntawv ntawm no

---

Yog tsim nyog, thov sau rau hauv qab tag nrho cov chaw lis haujlwm ntiv uas koj tau xa cov lus tsis txaus siab no nrog rau Tsoomfwv, Lub Xeev, Lub koomhaum hauv nroog, lossis nrog Tsoomfwv lossis Tsoomfwv Tsev Hais Plaub. Thov sau cov chaw koj xa cov lus tsis txaus siab hauv qab no.

---

Ntaus ntawv ntawm no

---

### Ntu G: Kos npe

Thov rhais cov ntawv uas koj muaj uas txhawb nqa qhov iab liam. Tom qab ntawv sau hnuv tim thiab kos npe rau daim foos no thiab muab xa rau Wausau MPO.

---

Lub npe Ntaus ntawv ntawm no                      **Hnuv tim:** Ntawm hnuv tim ntawm no

---

Kos npe

---

## Appendix 4C

# Wausau MPO – Formulario de Complementos/Quejas

La **Wausau MPO** Está comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos. Por favor, entregar este formulario electrónicamente a [dave.mack@co.marathon.wi.us](mailto:dave.mack@co.marathon.wi.us) o en persona a la dirección debajo.

**Wausau MPO**  
210 River Drive  
Wausau, WI 54403

También, puede nos llamar a 715-261-6000. 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?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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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.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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## 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 comentario

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 Wausau MPO.

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

---





## **2021 UNIFIED PLANNING WORK PROGRAM SUMMARY LIST OF IDENTIFIED PROJECTS**

### 3220 - Long Range Planning

- a. MAP-21/FAST Act Compliance
- b. ADA Compliance
- c. 2016 LRTP Implementation
- d. 2021 Plan Preparation utilizing the Arterial and Bridge Plan
- e. Freight Planning

### 3230 - Short Range Planning

- a. Miscellaneous TIP related projects
- b. Short range studies
- c. Implement the 2020 Bicycle and Pedestrian Plan Update
- d. State Highway Safety Planning
- e. Performance Measures implementation
- f. Environmental Justice Assessment

### 3240 - Transit Planning

- a. Attend Metro Ride Transit Commission Meetings
- b. Implement the 2018 Transit Development Plan (TDP)
- c. Paratransit and Elderly and Disabled (85.21) transportation programs
- d. Update the Human Services Transportation Needs Assessment

### 3250 - Transportation Improvement Program (TIP)

- a. Develop the 2022-2025 TIP
- b. Monitor TIP identified projects
- c. Conduct the STBG Allocation process with WisDOT

### 3260 - Transportation Administration and Public Relations

- a. Develop the 2022 Unified Planning Work Program
- b. Prepare new Metropolitan Planning Commission Bylaws
- c. Prepare all reports for WisDOT and FHWA
- d. Prepare for and attend MPO, County, and related meetings
- e. Attend quarterly MPO Directors meetings and semi-annual review meeting
- f. Attend workshop, conferences, and training sessions
- g. Provide public relations and assistance on MPO and other County related issues, i.e., comprehensive planning, and other planning/zoning activities as it relates to transportation in the Metro area.



MPO staff would like to create a survey about municipal wellhead protection for the Marathon County Metropolitan Planning Commission members with the goal of finding common areas communities can work together. Below are five suggested questions.

- What is the status of your wellhead protection ordinance?
- Are you concerned about activities beyond your wellhead protection area in terms of potential impacts to your wells/groundwater?
- Are you coordinating your wellhead protection plan/ordinance with neighboring communities?
- Are you planning to update your ordinance in the next year or two?
- Are you applying the wellhead protection ordinance to the planning process? If yes, how?

What other information would be helpful?