



GREATER MADISON
mpo

2023

**Title VI Non-Discrimination Program
and Limited-English Proficiency Plan**

Resolution Approving Title VI Plan

Greater Madison MPO RESOLUTION No. 13 APPROVING THE

Title VI Non-Discrimination Program and Limited-English Proficiency Plan

WHEREAS, the Fixing America's Surface Transportation (FAST) Act signed into law in 2015 is codified in Title 23 Part 450 of the Code of Federal Regulations (23 CFR 450) and in 49 CFR 613. Section 450.316, Interested Parties, Participation, and Consultation, requires MPOs to develop a participation plan in consultation with all interested parties; and

WHEREAS, the United States Department of Transportation regulations require the Greater Madison MPO to establish and maintain a Title VI Program to carry out U.S. Department of Transportation Title VI regulations (49 CFR part 21) and to integrate into its programs and activities considerations expressed in the Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087, December 14, 2005); and

WHEREAS, the Greater Madison MPO intends that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Greater Madison MPO program or activity, regardless of funding source; and

WHEREAS, the Greater Madison MPO will affirmatively ensure that in any contract entered into, Disadvantaged Business Enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award; and

NOW, THEREFORE, BE IT FURTHER RESOLVED: that the Greater Madison MPO approves the *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* as being consistent with metropolitan plans and policies.

November 1, 2023

Date Adopted



Mark Opitz

Chair, Greater Madison MPO

Greater Madison Metropolitan Planning Organization

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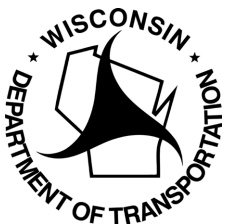
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CONNECTING PEOPLE, PLACES & OPPORTUNITIES

The preparation of this report has been financed in part through grants from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the Metropolitan Planning Program, Section 104(f) of Title 23, U.S. Code, and by the Wisconsin Department of Transportation (WisDOT).

The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation or WisDOT.

Title VI Non-Discrimination Program and Limited-English Proficiency (LEP) Plan

CONTACTS:

All questions, comments, or requests for documents and services, including requests for this document in an alternate format, may be directed to:

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This Greater Madison MPO *Title VI Non-Discrimination Program and Limited-English Proficiency (LEP) Plan* and other Greater Madison MPO documents, meeting minutes and agendas, and other information may also be obtained on our website at www.greatermadisonmpo.org.

If information is needed in another language, contact the City of Madison's Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4190.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4190.

如果信息是需要另一种语言，然后致电 (608) 266-4190 市的麦迪逊民权处

This *Title VI Non-Discrimination Program and Limited-English Proficiency (LEP) Plan* is funded in part through grants from the Federal Highway Administration and Federal Transit Administration, and Wisconsin Department of Transportation. The views and opinions of the authors expressed herein do not necessarily state or reflect those of the U. S. Department of Transportation or other funding agencies.

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Title VI Non-Discrimination Program

Introduction

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

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

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

Organizational Responsibilities

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

The Greater Madison MPO's Director is responsible for ensuring the implementation of the Greater Madison MPO's overall Title VI Non-Discrimination Program.

Alexandra Andros, Director

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Title VI Non-Discrimination Responsibilities

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance with the Greater Madison MPO's nondiscrimination requirements, including the following activities:

Program Administration

- Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
- Develop and implement the Greater Madison MPO's Title VI/Nondiscrimination and LEP Plan
- Update and maintain Title VI/Nondiscrimination and LEP program policies and procedures

Complaints

- Review, track, investigate, and close Title VI/Nondiscrimination and LEP complaints

Employee Training

- Train staff on Title VI/Nondiscrimination and LEP requirements and procedures

Reporting

- Prepare and submit Title VI/Nondiscrimination reports per state and federal regulations

Public Dissemination

- Notify the public of the Greater Madison MPO's Non-Discrimination requirements via Greater Madison MPO's public area, on its website, in vehicles, etc.

Oversight

- Ensure contractors and lessees adhere to Title VI/Non-Discrimination and LEP requirements

Content of Title VI Program

The Greater Madison MPO, as a subrecipient of FTA funds, must submit to the Wisconsin Department of Transportation:

- All **general requirements** set out in [FTA Circular 4702.1B](#);
- A **demographic profile of the metropolitan area** that includes identification of the locations of minority populations in the aggregate;
- A description of the **procedures** by which the mobility needs of minority populations are identified and considered within the planning process;
- **Demographic maps** that overlay the percent minority and non-minority populations 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; and,
- An **analysis of impacts** that identify any disparate impacts on the basis of race, color, or national origin; legitimate justification for the policy that resulted in the disparate impacts; and alternatives that could be employed that would have a less discriminatory impact.

General Requirements

The general requirements outlined in [FTA Circular 4702.1B](#), *Title VI Requirements and Guidelines for Federal Transit Administrative Recipients* applicable to Greater Madison MPO are as follows:

- A. Providing Title VI assurances and Implementation Plan Agreement
- B. Preparing and submitting a Title VI Program
- C. Notifying beneficiaries of protection under Title VI
- D. Developing Title VI/Non-Discrimination complaint procedures and complaint form
- E. Recording and reporting Title VI/Non-Discrimination investigations, complaints, and lawsuits
- F. Promoting inclusive public participation
- G. Minority representation on planning and advisory bodies
- H. Providing meaningful access to Limited-English Proficient (LEP) persons

A. Providing Title VI Assurances

The Greater Madison MPO Title VI Assurances are included with this program in **Appendices A-C**.

B. Preparing and Submitting a Title VI Program

The following is a list of required contents of the Title VI Nondiscrimination Program and where the information can be found.

- Evidence of Policy Approval and Log of Policy Updates (**Appendix 1**)
- Contact Information/Program Administration (**Appendix 1**)
- Public Notice of Nondiscrimination (**Appendix 3**)
- Discrimination Complaint Procedure and Complaint Form (**Appendix 3**)
- Complaint Log (**Appendix 3**)
- [Public Participation Plan](#)
- Demographic Representation on planning and advisory bodies (**Table 1**)
- Demographic maps and Analysis of Impacts ([Web Map](#) and annual [Transportation Improvement Program Map](#) and **Section I**)
- Limited-English Proficiency (LEP) Plan and LEP Tools (**Appendix 7**)
- Translated Vital Documents in Hmong (**Appendix 4**), Spanish (**Appendix 5**), and Chinese (**Appendix 6**)

C. Notifying Beneficiaries of Protection Under Title VI

[FTA Title VI Circular 4702.1B](#) requires Greater Madison MPO as a recipient of federal financial assistance to notify the public of its obligations under U.S. DOT Title VI regulations and the protections against discrimination afforded to them by Title VI.

Title VI regulations require Greater Madison MPO to inform the public of their rights under Title VI by posting a *Notice of Non-Discrimination*. The *Notice of Non-Discrimination* should be posted in the following locations: agency website, public area(s) of the agency office, and as applicable, inside vehicles, rider guides/schedules, and transit shelters/facilities.

The public notice must include a statement of nondiscrimination, information on how to request additional information about the agency's Title VI obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI information in another language.

Greater Madison MPO's *Notice of Non-Discrimination* is provided in the following locations:

- Agency website: www.greatermadisonmpo.org/about/civilrights.cfm
- Agency office: Bulletin board in the reception area

In English, Spanish, Hmong, and Chinese versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish, Hmong, and Chinese to contact the City of Madison's Civil Rights Department at (608) 266-4910 if additional information is needed in another language.

To view a copy of Greater Madison MPO's *Notice of Non-Discrimination*, please see **Appendix 3**.

Greater Madison MPO's *Notice of Non-Discrimination* is translated in Hmong, Spanish, and Chinese, and is included in **Appendix 4**, **Appendix 5**, and **Appendix 6**, respectively.

D. Developing Title VI/Non-Discrimination Complaint Procedures and Complaint Form

Greater Madison MPO, as a subrecipient of federal financial assistance must develop a procedure for investigating, tracking, and resolving Title VI/Nondiscrimination and LEP complaints and make the procedures available to the public upon request.

Any person, group, or firm that believes it has been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status, or limited-English proficiency (LEP) by the Greater Madison MPO may file a civil rights complaint.

The scope of civil rights complaints covers all internal and external Greater Madison MPO activities. Adverse impacts resulting in civil rights complaints can arise from many sources including the delivery of programs and services, or advertising, bidding, and contracts.

Complaints can originate from individuals or firms alleging inability to bid upon or obtain a contract with the Greater Madison MPO for the furnishing of goods and services. Examples may include advertising for bid proposals, prequalification, or qualification requirements, bid awards, and/or selection of contractors, subcontractors, vendors, consultants, etc.

Complaints can also originate as a result of project and program impacts on individuals or groups such as access to programs, activities, and services.

Greater Madison MPO's *Complaint Procedure* and *Complaint Form* are shown in **Appendix 3** and are made available in the following locations:

- Agency website: www.greatermadisonmpo.org/about/civilrights.cfm
- Agency office: Bulletin board in the reception area

The Greater Madison MPO's *Complaint Procedure* and *Complaint Form* are translated in Hmong, Spanish, and Chinese and are included in **Appendix 4**, **Appendix 5**, and **Appendix 6**, respectively.

E. Complaint Log

CIVIL RIGHTS INVESTIGATIONS

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by the recipient in response, and final findings related to the complaint, investigation, or lawsuit.

Appendix C includes Greater Madison MPO's procedure and tracking mechanism to investigate, track, and resolve civil rights complaints.

Since the 2020 update of the Greater Madison MPO's [Title VI Program/Language Assistance Plan](#), there have been no transportation-related civil rights investigations, complaints, or lawsuits filed with the Greater Madison MPO.

F. Promoting Inclusive Public Involvement

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

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

The Greater Madison MPO pursues meaningful and continued public participation in the three categories of transportation planning listed below in order to determine the region's transportation vision and future goals.

- Implementing policy (e.g., Public Participation Plan)
- Developing and amending plans and programs (e.g., Regional Transportation Plan and annual Transportation Improvement Program)
- Conducting general transportation plans and studies (e.g., neighborhood or corridor studies, modal plans such as the Transit Development Plan)

The Greater Madison MPO maintains and conducts its planning activities in accordance with its adopted [Public Participation Plan](#) (PPP). The Greater Madison MPO's Title VI Program is integrated into the PPP by reference. The following table, PPP Figure 2 Public Engagement Methods by MPO Planning Process, shows the outreach and engagement methods used for MPO plans and projects.

G. Demographic Representation on Planning and Advisory Bodies

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

The Greater Madison MPO is comprised of two committees: The Greater Madison MPO Policy Board and the Technical Coordinating Committee (TCC). The Greater Madison MPO Board is made up of elected officials from member communities for proportional demographic representation under the control of the electorate. As the highest authority, the Policy Board makes the final approvals. The TCC serves in an advisory role by reviewing, prioritizing, and recommending policies, projects, plans, and programs to the Greater Madison MPO Policy Board.

Public Engagemet Methods	General MPO Outreach	RTP	TIP	UPWP	PPP	Title VI & EJ	Coordinated Plan	TDP	Bicycle Plan	RoundTrip Program
MPO Website	●	●	●	●	●	●	●	●	●	●
Email Notifications	●	●	●	●	●	●	●	●	●	○
Public Involvement Meetings & Open Houses	○	●							●	
Public Hearing		●	●	●	●					
Advisory Committee	●	●	○				○	●	●	●
Fact Sheets & Brochures	●	●	○	○	○	○	●	○	●	●
Social Media	●	●	●	●	●	●	●	●	●	○
Newsletter	●	●	●	●	●	●	●	●	●	●
Media Outreach	●	●	●				○		●	○
Focus Groups & Workshops	○	○			○		○	○	○	○
Webinar Series	○	○					○		○	○
Surveys	○	●		○	○		●	○	●	○
Presentations to Local Committees, Civic Groups, and Organizations	○	●	○				○	○	○	●
Community Event Tabling & Information Booths	○	○						○		○
Videos	○	○								○
Forums/Conference	○						●			○
Emerging PE Tools	○	○						○	○	○
Update Schedule	Continuous	5 Years	Annually	Annually	5 Years	3 Years	5 Years	5-10 Years	10 Years	Continuous
Public Comment Period	N/A	30 Days	30 Days	30 Days	45 Days	30 Days	30 Days	30 Days	30 Days	N/A

● PRIMARY METHOD

○ SUPPLEMENTAL METHOD (Based on need and request)

The methods listed above are based upon methods used for each of the MPO'S planning efforts in the past, planned strategies for upcoming planning processes, or identified during the 2020 MPO Rebranding Survey and Focus Groups. The methods listed in the table above are subject to change based on best practices and the evaluation of the methods moving forward. Other plans or projects that the MPO may be involved in that are not listed here will use a variety of the public participation methods listed above as appropriate.

RTP - Long Range Transportation Plan; TIP- Transportation Improvement Program; UPWP - Unified Planning Work Program; PPP - Public Participation Plan; EJ - Environmental Justice; Coordinated Plan- Coordinated Public Transit-Human Services Plan; TDP-Transit Development Plan

The appointments to the MPO Policy Board serve two-year terms and are made as follows:

- The Mayor of Madison appoints six members. Four of the six appointees must be elected officials. One must be an official representative of Metro Transit. This can be the Madison Transportation Department Director, Metro Transit General Manager, or a non-elected citizen member of Madison's Transportation Commission;
- The Dane County Executive appoints three members. Two of the three appointees must be elected officials;
- Three members are appointed to represent other cities and villages in the Metropolitan Area. Appointment is by a simple majority vote of the chief elected officials of these cities and villages. Two of the three appointees must be elected officials;
- One member is appointed to represent the towns. Appointment is made by a simple majority vote of the Chairpersons of the towns with land area within the Metropolitan Planning Area. The appointee must be an elected official; and,
- The WisDOT Secretary appoints one member to represent the department

The 21-member Technical Coordinating Committee (TCC) (including five alternates and two non-voting members) is made up of representatives from WisDOT, USDOT, Dane County, and local planning and engineering staff. It reviews, coordinates, and counsels the MPO Policy Board on transportation planning matters and makes recommendations to the board on all plans and TIPs.

The public is invited to attend any of the two committees' meetings. Greater Madison MPO staff encourages participation by all groups on the advisory committees by invitation to monthly meetings, public information meetings, etc. as outlined in Greater Madison MPO's Public Participation Plan. Contacts are maintained in email distribution lists and mail address lists.

Demographic representation on Greater Madison MPO committees is illustrated in Table 1. Greater Madison MPO recognizes that the minority representation on its boards is not reflective of the minority representation of its planning area, but members of minority groups have been invited to participate by email. Although we continue to conduct outreach through email, Greater Madison MPO strives to expand its efforts with more direct and better targeting.

The 2007 MPO re-designation agreement includes the following statement regarding MPO Board appointments:

When making appointments, the appointing authorities are encouraged to keep in mind the MPO's commitment to meeting the transportation needs of all citizens, particularly those who have traditionally been under-represented in the transportation planning process. These include the transit-dependent, low-income and minority populations, and persons with disabilities.

This language is also included in the [MPO's Rules and Operating Procedures](#). Appointing authorities are reminded of this directive when appointments are made. The City of Madison Mayor appoints six of the 14 members on the MPO Policy Board. The City of Madison's Civil Rights Director participates in the Mayor's review and decisions on all board and committee appointments, including those to the MPO Board. The Madison Mayor and Mayor's staff encourage city staff and others in the community to recommend city residents for appointment to boards and committees and recommendations of minority residents are strongly encouraged.

It is important to note that as the MPO Technical Committee membership consists of state and local planning and engineering staff, and is based on the person's title or position, the MPO does not have any control over the racial and ethnic composition of that committee.

Table 1: Ethnic and Racial Composition of Greater Madison MPO Committees and Planning Area

Committee	Race/Ethnicity								Undeclared
	Hispanic or Latino	White Alone	Black or African American Alone	Asian Alone	American Indian or Alaska Native Alone	Native Hawaiian and Other Pacific Islander Alone	Some Other Race Alone	Two or More Races	
Planning Area	7.8%	76.0%	5.9%	7.0%	0.4%	0.0004%	3.4%	7.2%	--
Policy Board	0%	85.7%	0%	0%	0%	0%	0%	0%	14.3%
Technical Coordinating Committee	0%	90.9%	4.5%	4.5%	0%	0%	0%	0%	0%
Planning Area Source: DP1 Profile of General Population and Housing Characteristics, 2020 Decennial Census, U.S. Census Bureau .									

H. Providing Meaningful Access to Limited-English Proficient Persons

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

Please see the Limited-English Proficiency Plan included in this document.

I. Demographic Profile, Procedures, and Impacts

As part of the Title VI Program, the Greater Madison MPO monitors and tracks statistical demographic data as it becomes available on race, age, language spoken, income level, persons with disabilities, and sex of the population of the Greater Madison MPO area.

Demographic Profile

A minority person is defined as a person who identifies as Hispanic and/or a racial group other than White Alone. The minority percentages by planning area community are provided in Table 2. Due to the Census/ACS' categorization of minority persons into seven distinct non-white racial groups, and the additional categorization of these groups into Hispanic and non-Hispanic groups, it is impossible to reliably calculate the margin of error for the minority population data shown in Table 2. Furthermore, the current (2013) MPO Planning Area is still based on 2010 Census geographies, and does not coincide with 2020 Census geographies; this requires populations of geographies that are partially within the Planning Area to have their populations estimated, which the MPO does by applying the percentage of the geographic area that is within the Planning Area to the population of that area. This methodology makes any margin of error estimated by the US Census meaningless for imputed populations.

As calculated from Table B03002, Hispanic or Latino Origin by Race, 2021 5-year ACS, minorities make up ~23% of the planning area population.

Between 2010 and 2021 major population growth occurred in the Asian (43.2%), Native Hawaiian and Other Pacific Islander (145.5%), and Two or More Race (146%) groups. The Black population grew more slowly than most other minority groups between 2010 and 2021 at 9.8%; the Hispanic population grew by 25.3% during the same period. The Hispanic population grew from 6.3% of the 2010 population to 6.9% in 2021. The American Indian and Alaska Native population declined by 17% in this period, and the Other Race group declined by 32.5%. Combined, these changes resulted in the minority population in the Planning Area increasing from 16.6% of the total population in 2010 to 19.8% in 2021. Table 2 shows the Race and Ethnicity of the Madison Planning Area in 2010, 2021, and the change between those years.

Race/Ethnicity	2010 Population	Percent of Total 2010 Population	2021 Population	Percent of Total 2021 Population	Population Change	Percent Change
White	363,072	83.4%	395,379	80.2%	32,307	8.9%
Black	24,937	5.7%	27,390	5.6%	2,453	9.8%
American Indian	1,617	0.4%	1,342	0.3%	(275)	-17.0%
Asian	22,654	5.2%	32,442	6.6%	9,788	43.2%
Pacific Islander	156	0.0%	383	0.1%	227	145.5%
Other Minority	11,472	2.6%	7,742	1.6%	(3,730)	-32.5%
Two or More Races	11,522	2.6%	28,346	5.7%	16,824	146.0%
Total	435,430	100.0%	493,024	100.0%	57,594	13.2%
Hispanic	27,243	6.3%	34,132	6.9%	6,889	25.3%
Non-Hispanic	408,187	93.7%	458,892	93.1%	50,705	12.4%
Total	435,430	100.0%	493,024	100.0%	57,594	13.2%

Source: 2010 Census, 2021 5-year ACS

Planning agencies often display different Environmental Justice (EJ) population data separately, either by showing available race, income, and other measures overlaid on a single map or individually across a series of maps. This is how the MPO mapped EJ populations prior to the 2021-2025 TIP. It is difficult, however, for readers to discern the EJ areas with the greatest concentrations of vulnerable populations when viewing several different types of demographic information. To simplify EJ analysis, the MPO has defined two tiers of EJ Areas based on the concentration of low-income and racial/ethnic minority residents. While these two measures do not encompass the full range of potential EJ populations, they include the largest EJ categories and data about minority and low-income populations is widely available and relatively reliable. Furthermore, there is a high degree of correlation between minority and low-income populations and other EJ indicators, including Limited English Proficient (LEP) and zero-car households; the EJ Areas correspond to concentrations of those populations as well.

The MPO's EJ Areas were identified based on their concentration of minority (non-White and/or Hispanic) and low-income residents (those with household incomes below 150% of the federal poverty level). Each 2010 block group in the MPO area received an EJ index score of up to 8 points; block groups could receive up to 4 points each for their concentration of minority and low-income residents, according to the scoring system below.

Minority Score: Points were awarded based on the percentage of minority (Hispanic and/or non-white) residents in the 2010 Census block group based on the 2010 complete US Census data. Scores were assigned as follows: 23.5%-31% (1.5-2x MPO Area Average) = 2 pts; 31-38.75% (2-2.5x MPO Average) = 3 pts; 38.75%+ (>2.5x MPO Average) = 4 pts.

Poverty score: Points were awarded based on the percentage of residents with household incomes below 150% of poverty level based on American Community Survey (ACS) 2013-2017 block group data. Scores were assigned as follows: 28.5%-38% (1.5-2x MPO Average) = 2 pts; 38-47.5% (2-2.5x MPO Average) = 3 pts; 47.5%+ (>2.5x MPO Average) = 4 pts.

Because of the large margin of error in the ACS household income data, some block groups were awarded additional points to correct what MPO staff believed to be underestimates of their low-income population. Adjustments were only made to zones that initially scored below 6 - the minimum threshold for designation as an EJ Area - in cases where a higher estimate within the margin of error would result in a score of at least 6. Additional points were only awarded to zones with a high proportion of students eligible for free and reduced-price school lunches.¹ Zones receiving additional points in their adjusted index score were awarded the minimum number of points to reach a score of 6. No scores were adjusted downward.

¹ [Madison Neighborhood Indicators Project](#), special tabulation by the UW- Applied Population Lab, 4/28/2020

Because of the imprecision inherent in the estimates and adjustments used to define EJ Areas, they should not be compared to one another based on their index scores.

After the EJ Areas were identified, block group geographies were adjusted to generally exclude non-residential land uses, with the exception of some schools and parks. EJ Areas do not necessarily encompass all residential portions of their 2010 census block group. In one case, the residential portion of a block group has been divided between two separate EJ Areas. In other cases, where higher-income residential areas are located within the same block group but are not contiguous with lower-income areas, EJ Areas include only the lower-income areas.

After applying this methodology to the EJ Analysis in the 2021-2025 TIP, the MPO developed a second tier of EJ Areas with slightly lower concentrations of vulnerable populations than the original EJ Areas (Tier 1 EJ Areas), but which still have higher-than-average concentrations of these populations. This analysis is based on the newer two-tier EJ Area methodology first used in the 2022-2026 TIP. MPO staff are currently working with the City of Madison Data Team to develop a new county-wide EJ mapping system that can be used by City of Madison and MPO staff to ensure the application of consistent standards in evaluating minority, low-income, and other historically disadvantaged and marginalized populations.

Madison area and Dane County Transportation Improvement Program (TIP) projects, Justice40 layers, and MPO-identified EJ areas are illustrated in an [ArcGIS Online map](#). This map is updated with new projects as they are amended into our TIP projects list and new demographic data as they become available.

Table 3: Minority¹ Population for Planning Area Communities

Community	Total Population Estimate	Total Population MOE ²	Minority Population Estimate	Percent Minority Estimate
<i>Cities</i>				
Fitchburg	29,361	40	10,323	35.2%
Madison	265,447	191	74,413	28.0%
Middleton	21,634	37	4,461	20.6%
Monona	8,560	23	875	10.2%
Stoughton	13,158	40	903	6.9%
Sun Prairie	35,528	33	7,733	21.8%
Verona	13,798	25	1,663	12.1%
<i>Villages</i>				
Cottage Grove	7,255	24	1,037	14.3%
Cross Plains	4,070	20	388	9.5%
DeForest	10,700	29	2,100	19.6%
McFarland	9,026	37	693	7.7%
Maple Bluff	1,234	118	73	5.9%
Oregon	11,100	25	1,063	9.6%
Shorewood Hills	2,105	406	380	18.9%
Waunakee	14,679	25	1,276	9.4%
Windsor	8,589	22	674	7.8%
<i>Towns/Townships</i>				
Berry*	1,120	212	17	1.5%
Blooming Grove	1,549	258	411	26.5%
Bristol*	4,395	19	321	7.3%
Burke	3,295	21	266	8.1%

Community	Total Population Estimate	Total Population MOE ²	Minority Population Estimate	Percent Minority Estimate
Cottage Grove*	3,814	18	351	9.2%
Cross Plains*	1,499	332	56	3.7%
Dunkirk*	1,599	205	48	3.0%
Dunn	4,936	21	679	13.8%
Middleton	6,730	27	937	13.9%
Oregon*	3,136	40	104	3.3%
Pleasant Springs*	3,116	15	162	5.2%
Rutland*	1,769	194	50	2.8%
Springfield*	2,924	29	332	11.4%
Sun Prairie*	2,157	345	439	20.4%
Verona*	2,409	447	238	9.9%
Vienna*	1,631	186	19	1.2%
Westport	4,191	21	376	9.0%
Planning Area	493,023	NA	114,801	23.3%

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

² Margin of error.

* Only a portion of each of these Towns is within the Metropolitan Planning Area; Total population figures given for Towns; Planning Area population figures based on proportion of Town area within Planning Area, which results in an unknown MOE for Planning Area figures.

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

Procedures for the Planning Process

The procedures by which the mobility needs of minority populations are identified and considered in the Greater Madison MPO planning process include public outreach and GIS analysis:

- Public outreach involves inviting members of minority organizations to participate on our committees and in planning activities (e.g., public input meetings and focus groups). The 2021 Public Participation Plan outlines expanded processes for increasing participation, including new virtual and hybrid meetings, recorded meetings and webinars, and other methods that allow participation from any location with an internet connection at any time. Some notable examples of new activities include the following:
 - The MPO's [webinar series](#), with recordings and materials available
 - [Interactive comment maps](#) used in the *Connect Greater Madison* 2050 Regional Transportation Plan (RTP)
 - Community organization-led focus groups for low-income and minority populations were used in the *Connect Greater Madison* 2050 RTP process² and are currently being planned for use in the 2024-2028 Transit Development Plan update
 - An environmental justice analysis using GIS is completed annually for the Transportation Improvement Program (TIP), which includes maps showing the proximity of transportation projects to tracts identified as having a high percentage of minority, LEP, and low-income persons. This analysis is also done every five years for the update of the Regional Transportation Plan ([RTP](#)) and every five to ten years with the update of the Metro Transit Development Plan ([TDP](#)). All recent and current plans and programs are available on the [Greater Madison MPO website](#)

Analysis of Impacts of the Distribution of State and Federal Transit Funds

[FTA Circular 4702.1B](#), Title VI Requirements and Guidelines for Federal Transit Administration Recipients, discusses the need for MPO Title VI Plans to analyze the distribution of state and federal funds in aggregate for transportation purposes and to identify any disparate impact on the basis of race, color or natural origin.

² See [RTP Appendix E: Public Participation and Responses to Comments](#), page E-3 for Focus Group input summary

Further, the [U.S. Department of Transportation](#) identifies three fundamental Environmental Justice principles, which need to be addressed in the planning and programming of transportation projects:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- To prevent denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Table 4 illustrates the distribution of federal and state transit funds as reported in the 2023–2027 Transportation Improvement Program.

Table 4: Obligated and Projected Federal and State Transit Investment, 2023–2027 (\$1000s)

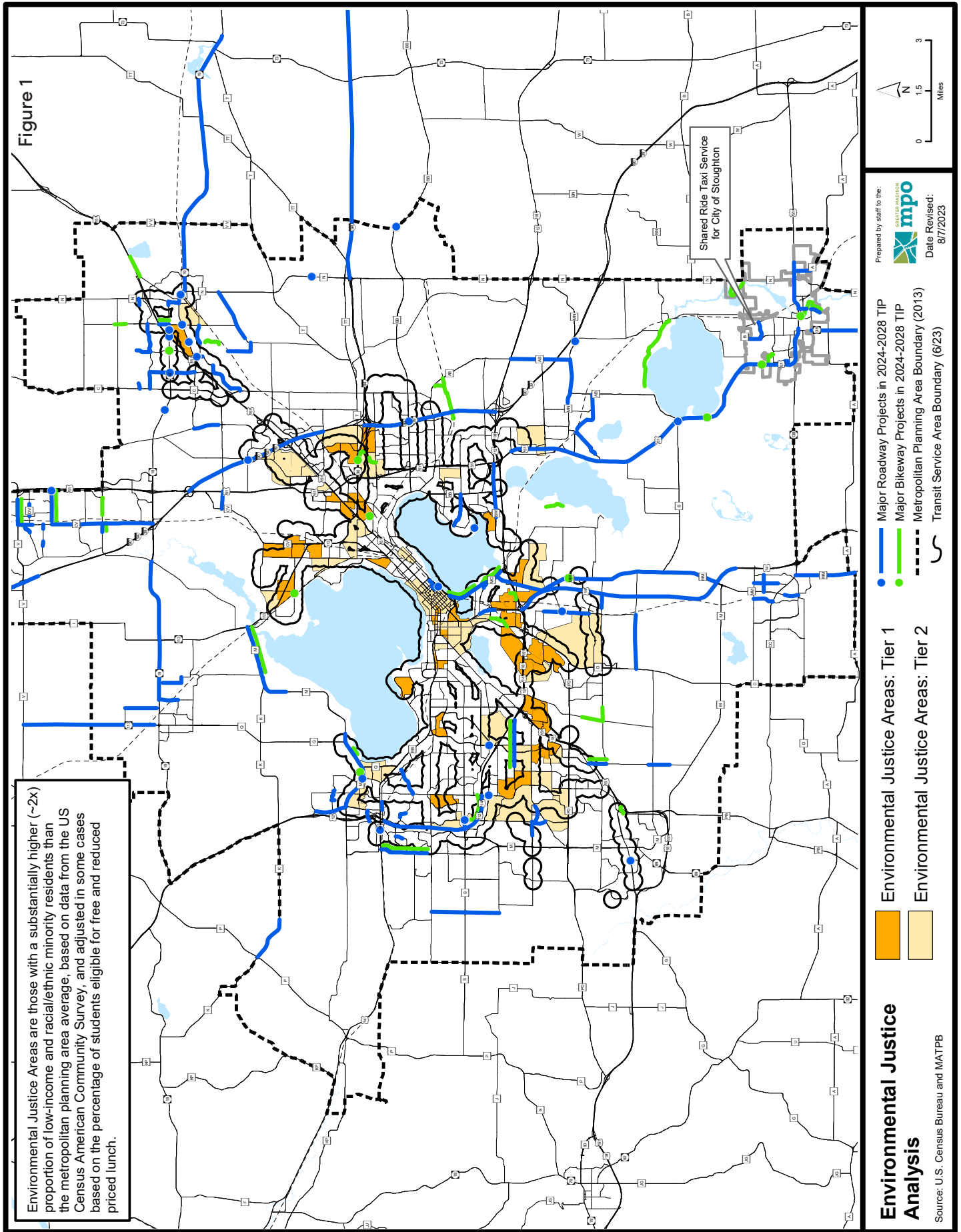
Transit Revenues	2023	2024	2025	2026	2027
FTA 5307	\$36,947	\$3,982	\$7,730	\$28,648	\$28,601
FTA 5339	\$15,316	\$1,474	\$1,930	\$1,930	\$1,930
FTA 5337	\$3,975	\$1,325	\$900	\$900	\$900
FTA 5309	\$103,000				
FTA 5310	\$538				
FTA 5311	\$1,477	\$1,477	\$1,477	\$1,477	\$1,477
State Operating Assistance ⁴	\$19,610	\$20,016	\$20,430	\$20,854	\$21,286

¹ Includes 85.20 Operating Assistance and 85.21 Senior/Disabled Transportation Assistance
Source: 2023–2027 Transportation Improvement Program approved October 12, 2022

Figure 1 shows 2024–2028 Transportation Improvement Program (TIP) projects in relation to MPO-identified Environmental Justice (EJ) areas, with the transit service area. The MPO’s [TIP, EJ, and Justice40 map](#) provides greater detail than can be shown in Figure 1 and allows viewers to modify or add layers.

Other than new roadways through existing communities, none of which are proposed in the 2024–2028 TIP, reconstruction projects have the greatest impact on communities because they often involve work beyond the roadway itself and may include some expansion, encroaching on adjacent properties. The EJ Analysis in the Draft 2024–2028 TIP finds that:

“The major projects analysis shows that, taken in whole, the projects in the 2024–2028 TIP do not impose disproportionately high and adverse impacts on minority and/or low-income populations. Also, the benefits of the transportation improvements and services provided are reasonably distributed to serve the needs of all populations in the area.”



Limited-English Proficiency (LEP) Plan

Overview

As a subrecipient of federal financial assistance, the Greater Madison MPO is required to prepare a Limited-English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,”](#) issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English, there are some individuals for 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 (LEP).

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

Recipients of federal financial assistance are also required to implement LEP plans in accordance with the guidelines of the federal agency from which the funds are provided. The Federal Transit Administration (FTA) published [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#), provides guidance and instructions for carrying out US DOT FTA Title VI regulations.

Plan Summary

The Greater Madison MPO has developed this *Limited-English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited-English proficiency (LEP) who wish to access services provided by the Greater Madison MPO. This plan outlines how to identify a person who may need language assistance, how to notify LEP persons that language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a recipient of federal US DOT funding, Greater Madison MPO is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

- The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- A description of services, monitoring, and training:
 - How language assistance services are provided.
 - How LEP persons are informed of the availability of language assistance services.
 - How the language assistance plan is monitored and updated.
 - How employees are trained to provide language assistance to LEP persons.

Four-Factor Analysis

To prepare this plan, the Greater Madison MPO conducted a four-factor analysis that considers:

- **Demography** of LEP persons who may be served or are likely to encounter a Greater Madison MPO

- program or service.
- **Frequency** of contact with LEP persons
- **Importance** of the program to LEP persons
- **Resources and costs** to provide LEP assistance

FACTOR 1 – DEMOGRAPHY: NUMBER AND PROPORTION OF LEP PERSONS WHO MAY BE SERVED OR ARE LIKELY TO ENCOUNTER A GREATER MADISON MPO PROGRAM OR SERVICE.

Data were obtained using Census Table B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over by municipality and aggregated to the Greater Madison MPO planning area. The data in this plan are from ACS (2017-2021) 5-year estimates.

The Safe Harbor Threshold is calculated by dividing the population estimate for the planning area for a language group that “speaks English less than very well” by the total population of persons five years and older (universe for B16001) for the planning area. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), the Greater Madison MPO must provide translation of vital documents in written format for non-English speaking persons.

Table 4 shows that the Greater Madison MPO planning area has a population estimate of 332,959¹ and a limited-English proficient (LEP)² population of 16,296 (4.86%). No languages meet the 5% safe harbor threshold, but Spanish (8,278), Chinese (1,913), and Hmong (1,630) language speakers exceed the safe harbor threshold of 1,000 speakers. Korean (590) is the next-most-commonly spoken language by LEP persons; this is well below the safe harbor threshold even after considering the margin of error.

To respond to the needs of LEP Spanish, Chinese, and Hmong speakers, the Greater Madison MPO has translated its vital documents (Notice of Nondiscrimination, Complaint Procedure, and Complaint Form) into these languages. These documents are shown in Appendices D, E, and F, respectively. These documents, as well as the request for assistance statements in Spanish, Chinese, and Hmong, are available on the [Greater Madison MPO website](#). Additionally, the Greater Madison MPO maintains a [Spanish-language page](#), which contains basic information about the MPO and links to other documents that have been translated into Spanish. These documents include the Executive Summaries of past Regional Transportation Plans, MPO responsibilities, information about the MPO planning area, and the Dane County Bicycle Map.

Table 4: Estimate of Limited-English Proficient Persons in the Greater Madison MPO Planning Area

Attribute	Estimate	% Estimate
Planning Area Population ¹	332,959	-----
Limited-English Proficient (LEP) ²	16,296	4.86%
Spanish language speakers	8,278	2.49%
Chinese language speakers	1,913	0.57%
Hmong language speakers	1,630	0.49%
Korean language speakers	590	0.18%
All other other-than-English speakers	3,885	1.17%

¹ Population 5 years and over.

² Speaks English less than very well.

Source: B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, 2017-2021 ACS 5-year estimates, [U.S. Census Bureau](#).

FACTOR 2 – FREQUENCY OF CONTACT WITH LEP PERSONS.

Greater Madison MPO staff reviewed the frequency with which the MPO Policy Board, staff, and contractors have or could have contact with LEP persons. This includes documenting phone inquiries or office visits. Since approval of the 2021 LEP Plan, the Greater Madison MPO has had no requests for interpreters and no requests for translated program documents. For the *Connect Greater Madison 2050*

¹ Population 5 years and over; universe for B16001.

² Speaks English “less than very well.”

Regional Transportation Plan (RTP) update, summary documents were translated into Spanish and made available on the project website; this page does not appear to have been visited by anyone other than MPO staff verifying that it was displaying correctly. Focus groups were held with three community organizations for the RTP update; one of these groups, organized by the Bayview Foundation had Hmong-speaking participants, and translation was provided by Bayview Foundation staff; similarly, focus groups hosted by the Latino Academy of Workforce Development were held in Spanish, and Latino Academy staff provided translation services. Aside from these RTP-related efforts, the Greater Madison MPO Policy Board, Greater Madison MPO staff, and Greater Madison MPO contractors have had no known contact with LEP persons. The Dane County Bicycle Map has been published in a bilingual Spanish/English format since 2020, but it is unknown how many people read the Spanish text on this document. For the upcoming 2024 Metro Transit On-Board Survey, survey instruments will at a minimum be available in Spanish, Hmong, and Chinese; survey instruments may be made available in additional languages as well. The Greater Madison MPO web page includes information on requesting translation services in English, Spanish, Hmong, and Chinese.

Greater Madison MPO staff have been trained to track the number of LEP encounters using the LEP Tools in Tables 5 and 6 and shown in **Appendix 8** 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 Greater Madison MPO’s programs and services.

Table 5 is an example of the *Log of LEP Encounters* that is used to record LEP encounters when/if they occur.

Table 5: Log of LEP Encounters and Language Translation Requests

Date	Time	Language Spoken by Individual	Name/Phone Number of Individual	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

If ever a language barrier were to exist, Greater Madison MPO would work to provide a reasonable accommodation. The *“I Speak” Language Identification Chart* is a tool used by City of Madison and Greater Madison MPO staff to assist LEP individuals. The *“I Speak” Language Identification Chart* illustrated in Table 6 includes languages spoken in the Greater Madison MPO planning area as identified by U.S. Census data.

FACTOR 3 – IMPORTANCE OF PROGRAM TO LEP PERSONS.

Understanding that an LEP person with a language barrier can face difficulties accessing essential services, the Greater Madison MPO has committed to ensuring that all segments of the population, including LEP persons, can participate in the transportation planning process.

With improving outreach activities, the Policy Board, Greater Madison MPO staff, and Greater Madison MPO contractors are working to increase contact with LEP individuals at public meetings and other general public involvement activities.

The potential impact of transportation projects on LEP persons and other disadvantaged populations is assessed annually with the update of the Transportation Improvement Program (TIP). The MPO publishes an [ArcGIS Online map](#) to illustrate projects and their relationship to disadvantaged populations. This Online map is dynamic and updated as new projects are amended into the TIP and as ESRI updates its Justice40 layers with new Census data and as federal guidance is issued.

FACTOR 4 – RESOURCES AND COSTS TO PROVIDE LEP ASSISTANCE

Given the small number of LEP encounters, full multi-language translations of our programs and services related to transportation services are not warranted at this time. However, any of our documents can be translated upon request.

Table 6: "I Speak" Language Identification Chart

City of Madison
Language Identification Chart

Interpreter Services

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Albanian

Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjekësore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për vizitën mjekësore.

Amharic

አማርኛ

የለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት ። የሚናገሩትን የሚረዱበትን ቋንቋ በመጠቀም ያመልክቱ ። አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ ።

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشير بإصبعك إلى لغتك كي نستدعي المترجم المعني. يُرجى منك الانتظار لحين استدعاء المترجم.

Armenian

Հայերեն

Դուք ունեք բարձրագույն և անվճար իրավունք առանց որևէ վճարի: Խնդրում ենք մատնանշել ձեր լեզուն և բարձրագույնիչը կմտնենա: Խնդրում ենք սպասել:

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।

Cape Verdean Creole

Criolu di Cabu Verdi

Nhós tem direito a um intérprete gratuito di nhós língua. Mostra qual qui nhós língua pa nó podi tchoma intérprete. Nhós aguarda um momento, por favor.

Chinese

中文

Cantonese | Mandarin | Toisanese | Taiwanese/Fukienese | Min
广东话 | 国语 | 台山话 | 台湾语/福建话 | 闽语

你有权利要求一位免费的传译员。
请指出你的语言。传译员将为你服务，请稍候。

French

Français

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

German

Deutsch

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.

Greek

Ελληνικά

Είναι δικαίωμα σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιησουμε ένα διερμηνέα. Παρακαλώ περιμένετε.

Haitian Creole

Kreyòl Ayisyen

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap relé you entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך זכות השתמש בשירותיו של מתרגמן ללא תשלום. אנא הצבע על השפה שלך. מיד ניצור קשר עם מתורגמן. אנא המתן.

Hindi

हिन्दी

आपको निःशुल्क दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है। कृपया अपनी भाषा की ओर इशारा करें। एक दुभाषिया (अनुवादक) को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Hmong

Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.

Italian

Italiano

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al piu presto.

Japanese

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

Khmer

ខ្មែរ

លោក-អ្នកមានសិទ្ធិឱ្យមានអ្នកបកប្រែអ្នកបកប្រែយោងមិនគិតថ្លៃ។ សូមប្រាប់ឱ្យយើង ទេវតាសារសំលោក-អ្នក។ គេនឹងតោះលើកឱ្យអ្នកបកប្រែអ្នកបកប្រែ។ សូមរង់ចាំ។

Korean

언어

여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 "한국어"를 손가락으로 가리켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.

Laotian

ລາວ

ທ່ານມີສິດຂໍບາຍແປພາສາໂດຍບໍ່ເສັຽຄ່າ. ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອ້ນມາ. ກະລຸນາລໍຖ້າ.

Polish

Język polski

Masz prawo do korzystania z usług polskiego tłumacza. Ustuga ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.

Portuguese

Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Russian

Русский

Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.

Serbo-Croatian

Srpsko-Hrvatski jezik

Vi imate pravo na besplatnog prevodioca. Molimo vas da pokazete na vas govorni jezik. Lagalan prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.

Somali

Soomaali

Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!

Spanish

Español

Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.

Swahili

Swahili

Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.

Tagalog

Tagalog

Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.

Thai

ไทย

ท่านมีสิทธิ์ขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอล่ามอยู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน

Ukrainian

Українська

У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам поклинуть перекладача. Почекайте, будь ласка.

Urdu

اردو

آپ مفت ترجمانی کی خدمات کے مستحق ہیں براہ کرم اپنی زبان کی طرف اشارہ کیجئے آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا براہ کرم انتظار کیجئے

Vietnamese

Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

Through the City of Madison's [Language Access Program](#), the Greater Madison MPO may access a variety of translation and interpretation services, including over-the-phone interpretation for over 200 languages.

Description of Services, Monitoring, and Training

LANGUAGE ASSISTANCE SERVICES

If a person does not speak English as their primary language and is LEP, that person is entitled to language assistance with respect to Greater Madison MPO's programs and services. Language assistance can include interpretation and/or translation from one language into another language.

Greater Madison MPO will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English. The City of Madison's [Language Access Program](#) provides language assistance services for the Greater Madison MPO, including translation, interpretation, over-the-phone interpretation, and video relay interpretation.

Greater Madison MPO strives to offer the following measures:

- Post Title VI, LEP, and ADA information on the [Greater Madison MPO website](#).
- Post on the [Greater Madison MPO website](#):

If information is needed in another language, please contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

- On public meeting notices include the statement "Language interpretation or translation services are available with at least 12 days' advance notice."
- At public meetings or other community input events:
 - Greet participants as they arrive at Greater Madison MPO-sponsored events.
 - Make "I Speak" language identification cards available at sponsored events. By informally engaging participants in conversation or by using language identification "I Speak" Language identification Card, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need at future events.
 - Maintain a Log of LEP Encounters at public meetings or other community events.
- Maintain a **Log of LEP Encounters** to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- Survey Greater Madison MPO staff periodically on their experience concerning contacts with LEP persons during the previous year.
- Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon request, within a reasonable time frame.
- Utilize [Wisconsin Relay 7-1-1](#), the state of Wisconsin resource to assist with communication needs.
- Prioritize the hiring of bilingual staff, as appropriate.

Informing LEP Persons of Language Assistance Services

The Greater Madison MPO uses the following steps to inform LEP persons of the availability of language assistance services:

- Posts a statement on the [Greater Madison MPO website](#) stating: "If information is needed in another language, please contact the City of Madison Civil Rights Department at (608) 266-4910." This sentence is also translated into Spanish, Hmong, and Chinese, with links to language-specific Title VI/LEP web pages.

- Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish, Hmong, and Chinese providing instructions on how to contact the City of Madison Civil Rights Department to request information in another language.
- When encountering LEP persons directly, as needed Greater Madison MPO staff will use the “*I Speak*” *Language Identification Card* to identify the language and communication needs of LEP persons. The Greater Madison MPO may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.
- Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- Develops and maintains cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
- Provides assistance with language interpretation by calling the City of Madison Civil Rights Department at (608) 266-4910. The City of Madison has a contract with LanguageLine Solutions to provide translation and interpretation services.
- Uses translation services such as the City of Madison’s Language Access Program, community organizations, [Wisconsin Relay 7-1-1](#), the state of Wisconsin resource to assist with communication needs.

MONITORING, EVALUATING AND UPDATING THE LEP PLAN

The Greater Madison MPO will review the LEP Plan on an annual basis. Review and updates will include the following:

- The number of documented LEP person contacts.
- How the needs of LEP persons have been addressed.
- Determine whether the need for translation services has changed.
- Determine whether existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- Determine whether complaints have been received concerning the Greater Madison MPO’s failure to meet the needs of LEP individuals.
- Sufficiency of staff training.
- Review of any new opportunities for LEP communication.
- Determine whether financial resources are needed to fund language assistance services.

TRAINING STAFF

The following training will be provided to Greater Madison MPO staff:

- Information on the Greater Madison MPO’s Title VI/Nondiscrimination Plan and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the “I-Speak Chart” as a tool to assist LEP individuals (Appendix 8) at the office and at public outreach events.
- Documentation of language assistance requests using the Log of LEP Encounters.
- How to handle potential Title VI/Nondiscrimination and LEP complaints.

DISSEMINATION OF LEP PLAN

Greater Madison MPO staff will make good faith efforts to notify the public that an LEP Plan and language assistance are available by:

- Posting notices in English, Spanish, Hmong, and Chinese on the Greater Madison MPO website.
- Posting the Plan to the Greater Madison MPO website.
- Emailing our Public Notice List that the *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* is available. The email includes statements for assistance in English, Spanish, Hmong, and Chinese.

The *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* is currently available online as a .pdf file. Upon request, MPO staff can make the plan available in other formats, such as .docx.

Appendix 1: Title VI Approvals and Administration

Resolution Approving Title VI Plan

Greater Madison MPO RESOLUTION No. 13 APPROVING THE

Title VI Non-Discrimination Program and Limited-English Proficiency Plan

WHEREAS, the Fixing America's Surface Transportation (FAST) Act signed into law in 2015 is codified in Title 23 Part 450 of the Code of Federal Regulations (23 CFR 450) and in 49 CFR 613. Section 450.316, Interested Parties, Participation, and Consultation, requires MPOs to develop a participation plan in consultation with all interested parties; and

WHEREAS, the United States Department of Transportation regulations require the Greater Madison MPO to establish and maintain a Title VI Program to carry out U.S. Department of Transportation Title VI regulations (49 CFR part 21) and to integrate into its programs and activities considerations expressed in the Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087, December 14, 2005); and

WHEREAS, the Greater Madison MPO intends that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Greater Madison MPO program or activity, regardless of funding source; and

WHEREAS, the Greater Madison MPO will affirmatively ensure that in any contract entered into, Disadvantaged Business Enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award; and

NOW, THEREFORE, BE IT FURTHER RESOLVED: that the Greater Madison MPO approves the *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* as being consistent with metropolitan plans and policies.

November 1, 2023

Date Adopted



Mark Opitz
Chair, Greater Madison MPO

Log of Policy Updates

The Greater Madison MPO will review its policy on an annual basis to determine if modifications are necessary. Table 7 is current as of this approval and will be used to record future updates.

Table 7: Log of Policy Updates

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks/Notes
11/1/2023	Update approved by Policy Board; noticed and posted to website	Alexandra Andros	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
10/7/2020	Update approved by Policy Board; noticed and posted to website	William Schaefer (retired)	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
12/6/2017	Update approved by Policy Board; noticed and posted to website	William Schaefer (retired)	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
8/6/2014	First Plan approved by Policy Board; noticed and posted to website.	William Schaefer (retired)	

Contact Information and Program Administration

Greater Madison MPO Title VI/ADA Coordinator
 Alexandra Andros, Director
 100 State Street, Suite 400, Madison, WI 53703
 608-266-9115
 pandros@cityofmadison.com

Greater Madison MPO Title VI / ADA Tus Kws Lis
 Haujlwm

Coordinador de Título VI / ADA de Greater
 Madison MPO

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麥迪遜都市地區規劃組織(MPO)第六章/ ADA(美國
 殘疾人法) 協調員

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Appendix 2: Title VI/Nondiscrimination Assurances

Policy Statement and Authorities

Title VI Policy Statement

The Greater Madison MPO, a WisDOT Subrecipient of FHWA funds, (hereinafter referred to as the “Subrecipient”) assures that no person shall, on the grounds of race, color, national origin or sex as provided by Title VI of the Civil Rights Act of 1964, Section 162 (a) of the Federal Aid Highway Act of 1973 (23 U.S.C. 324), and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The Subrecipient further assures every effort will be made to ensure non-discrimination in whether those programs and activities are federally-funded or not.

In other words, this organization has implemented procedures, policies, and actions to ensure nondiscrimination in all of its programs and activities; and offers the signature of its highest official as a reasonable guarantee of compliance with all nondiscrimination laws and requirements.

Authorities

The above Title VI Policy Statement and the following provisions of these *Assurances* are provided under a range of federal Acts and Regulations [see 23 CFR 200.5(p)]. References to Title VI requirements and regulations are not solely limited to Title VI of the Civil Rights Act of 1964. Where appropriate, “Title VI requirements” also refer to the civil rights provisions of other federal statutes and related implementation regulations to the extent that they prohibit discrimination on the grounds of race, color, national origin, or sex in all its programs, activities, and operations receiving federal financial assistance. The Title VI authorities are:

Nondiscrimination Acts

- **Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) provides:** No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- **Section 162 (a) of the Federal Aid Highway Act of 1973 (23 U.S.C. 324) provides:** No person shall, on the ground of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this Title.
- **The Civil Rights Restoration Act of 1987 (P.L. 100-209), provides:** Clarification of the original intent of Congress in Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Act restores the broad, institution-wide scope and coverage of the nondiscrimination statutes to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors/consultants, whether such programs and activities are federally assisted or not.

Nondiscrimination Regulations

- 23 CFR 200, Title VI Program and Related Statutes-Implementation and Review Procedures
- 49 CFR 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964
- USDOT Order 1050.2A, *Standard Title VI/Non-Discrimination Assurances*

The United States Department of Transportation (USDOT)
Standard Title VI/Non-Discrimination Assurances
DOT Order No. 1050.2A

The ***(Title of Sub-Recipient)*** (herein referred to as the “Recipient”), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the ***Federal Highway Administration***, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination in Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice *Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964*);

Federal Highway Administration may include additional Statutory/Regulatory Authorities here.

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policies, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity, “for which the Recipient receives Federal financial assistance from DOT, including the ***(Federal Highway Administration)***).

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Federal Highway Administration may include additional General Assurances in this section or reference an addendum here.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted (***(Name of Appropriate Program)***):

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in 21.23 (b) and 21.23 (e) of 49 C.F.R. 21 will be (with regard to an “activity”) facilitated or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all ***(Name of Appropriate Program)*** and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The (*Title of Sub-Recipient*). in accordance with the provisions of **Title VI of the Civil Rights Act of 1964** (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award. "

3. The Recipient will insert the clauses of Appendix A of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.


Federal Highway Administration may include additional Specific Assurances in this section.

By signing this **ASSURANCE**, [*Name of the Sub-Recipient*] also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the [*Wisconsin Department of Transportation's*] access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the [*Wisconsin Department of Transportation*]. You must keep records, reports, and submit the material for review upon request to [*Wisconsin Department of Transportation*], or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

[Name of Sub-Recipient] gives this **ASSURANCE** in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the ***(Name of Appropriate Program)***. This ASSURANCE is binding on *[Wisconsin]*, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the ***(Name of Appropriate Program)***. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Greater Madison MPO

(Name of Sub-Recipient)

By 

(Signature of Authorized Official)

DATED: 9/18/2023

Appendix A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, (Federal Highway Administration), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21. [Include Federal Highway Administration specific program requirements.]
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin. [Include Federal Highway Administration specific program requirements.]
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the (Federal Highway Administration) to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the (Federal Highway Administration), as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the (Federal Highway Administration) may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the (Federal Highway Administration) may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the *(Title of Sub-Recipient)* will accept title to the lands and maintain the project constructed thereon in accordance with *(Name of Appropriate Legislative Authority)*, the Regulations for the Administration of *(Naming of Appropriate Program)*, and the policies and procedures prescribed by the *(Federal Highway Administration)* of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. §2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the *(Title of Sub-Recipient)* all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto *(Title of Sub-Recipient)* and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the *(Title of Sub-Recipient)*, its successors and assigns.

The *(Title of Sub-Recipient)*, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and] * (2) that the *(Title of Sub-Recipient)* will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction]. *

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the *(Title of Sub-Recipient)* pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:
 - I. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, *(Title of Sub-Recipient)* will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued. *
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the *(Title of Sub-Recipient)* will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the *(Title of Sub-Recipient)* and its assigns. *

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

Appendix 3: Protections Under Title VI

Public Notice of Non-Discrimination

Notice of Nondiscrimination

- ✓ The Greater Madison Metropolitan Planning Organization (MPO) and City of Madison, as its administrative and fiscal agent, are committed to that no person is excluded from the 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 Greater Madison MPO in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities. The Greater Madison MPO and City of Madison further assure every effort will be made to ensure nondiscrimination in all of its federally funded program activities.
- ✓ Any person who believes they have been aggrieved by any unlawful discriminatory practice may file a complaint with the Greater Madison MPO.
- For more information on the Greater Madison MPO's civil rights program, and the procedures to file a complaint, contact Alexandra Andros, Title VI Coordinator, at (608) 266-9115, (for hearing impaired, please use [Wisconsin Relay 711](#), email mpo@cityofmadison.com, or visit our office at 100 State Street, Ste. 400, Madison, WI 53703. *Please note that our office is open by appointment only.* For more information, visit our [Civil Rights web page](#).
- ✓ A complaint may also be filed directly with any of the following:
 - Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the [WisDOT Title VI-ADA website](#).
 - U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights, 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov.
 - U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov.

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

Complaint Procedure

The **Greater Madison MPO's** Complaint Procedure is made available in the following locations:

- **Greater Madison MPO website** at www.greatermadisonmpo.org/about/documents/AppendixC-ComplaintProcedure12-3-21.pdf.
- **Greater Madison MPO office** 100 State Street, Suite 400, Madison, WI 53703

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

Overview

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

Right to File Complaints

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

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

1. Greater Madison MPO, Alexandra Andros, Title VI Coordinator, Phone: (608) 266-4336, (for hearing impaired, please use [Wisconsin Relay 711 service](#)); email mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703
2. City of Madison, Department of Civil Rights, Attn: Title VI Complaint, 210 Martin Luther King Jr. Blvd. #523, Madison, WI 53703, Phone: (608)266-4910; email: dcr@cityofmadison.com
3. Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608) 267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the [WisDOT Title VI-ADA website](#)
4. U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov
5. U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711 (Relay), email: FTACivilRightsCommunications@dot.gov

Procedures

Any person who believes they've been discriminated against by Greater Madison MPO may file a complaint by completing and submitting Greater Madison MPO's Complaint Form **Appendix 3**.

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

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

Complaints can be submitted to Greater Madison MPO in writing via email or by phone. Complainants are encouraged to complete the Complaint Form **Appendix 3**. Complaints received by telephone will be reduced to writing and provided to the Complainant for confirmation or revision before processing.

Complaints should contain the following information:

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

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

Investigation of Complaints

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

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

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

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

Greater Madison MPO reviews and determines the appropriate action regarding every complaint.

When a complaint is received, Greater Madison MPO will provide written acknowledgment to the Complainant within **10** business days. The Complainant is notified of the proposed action to be taken to process the allegation(s). The notification letter/email shall contain:

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

The investigation conducted by Greater Madison MPO consists of a personal interview with the Complainant(s). Information gathered in this interview includes but is not limited to information completed on the Complaint Form, **Appendix 3**.

If more information is needed to address the complaint, Greater Madison MPO may contact the Complainant.

If a complaint is deemed incomplete or if additional information is requested, the Complainant will be provided **10** business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within **60** business days of the acceptance of the complaint, Greater Madison MPO will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. Only reasonably qualified and trained investigators should conduct the investigation.

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

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

If the Complainant wishes to appeal the decision, the Complainant has **30** business days after the date of the letter of finding to do so.

Dismissal

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

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

List of Complaints

The Greater Madison MPO maintains a Complaint Log as shown in **Appendix 3** outlining the list of complaints, investigations, and lawsuits alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by Greater Madison MPO in response, and final findings related to the complaint, investigation, or lawsuit.

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

For more information, contact:

Greater Madison MPO, Alexandra Andros, Title VI Coordinator, Phone: (608) 266-9115, (for hearing impaired, please use [Wisconsin Relay 711 service](#)); email mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703.

Complaint and Comment Form

The Greater Madison MPO Vision is “a sustainable, equitable regional transportation system that connects people, places, and opportunities to achieve an exceptional quality of life for all,” and we want your feedback. Please use this form for suggestions, compliments, and complaints. Completed forms may be submitted to any of the following:

- Alexandra Andros, Title VI Coordinator, at (608) 266-9115, (for hearing impaired, please use [Wisconsin Relay 711](#), email mpo@cityofmadison.com, or visit our office at 100 State Street, Ste. 400, Madison, WI 53703. *Please note that our office is open by appointment only.* For more information, visit the [MPO Civil Rights web page](#).
- Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the [WisDOT Title VI-ADA website](#).
- U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights, 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov.
- U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov.

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

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.

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"/> Sex	<input type="checkbox"/> Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> Americans with Disability Act (A.D.A)	

Section D: Comment Details

Please answer the questions below regarding your comment

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

Please add any additional descriptive details about the incident.

Click or tap here to enter text.

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

Click or tap here to enter text.

Section E: Follow-up

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

Yes

No

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

Phone

Email

Mail

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

Click here to add your preferred time

Click here to add your preferred day

Section F: Desired Outcome

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

Click or tap here to enter text.

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

Click or tap here to enter text.

Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Greater Madison MPO or the other agencies listed on the first page of this form.

Name

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

Signature

Complaint Log

The Greater Madison MPO maintains a list or log to track and resolve all complaints, investigations, and lawsuits.

Check One:

X	Because the Greater Madison MPO has had no Title VI-related filings against it, the log of complaints, investigations, and lawsuits illustrated in Table 8 has no entries.
	There have been investigations, complaints and/or lawsuits filed against us. See list below. Attach additional information as needed.

Note: The performance measure for tracking when an investigation begins and when its administratively closed is documented in the **Complaint Log** table below. Greater Madison MPO will strive to complete the investigation within the timeframe specified in its **Complaint Procedure**.

Table 8: Log of Complaints, Investigations, and Lawsuits.

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

¹ Complaint, Investigation, or Lawsuit. The protected classes under Title VI are Race, Color and Nation Origin; the protected class under Title II is disability.
² Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other.

Appendix 4: Vital Documents for Hmong Speakers

Pej Xeem Daim Ntawv Ceeb Toom Txog Kev Tsis Muaj Kev Ntxub Ntxaug

Daim Ntawv Ceeb Toom Txog Kev Tsis Muaj Kev Ntxub Ntxaug

- ✓ Greater Madison Lub Koom Haum Tawm Phiaj Xwm Hauv Tuam Ceeb Nroog (Metropolitan Planning Organization, MPO) thiab Lub Nroog Madison, tam li yog tus thawj tswj hwm thiab tus sawv cev fab nyiaj txiag, tau cog lus tias yuav tsis muaj tus twg yuav raug tseg tawm thaum koom nrog lawm, raug rhuav tshem txiaj ntsig los sis saib lwm sab ntxiv yog tsis muaj kev cais txheej neeg, cev nqaij daim tawv, haiv neeg, kev xiam oob qhab, poj niam txiv neeg, hnuv nyoog, txoj kev ntseeg, qib nyiaj khwv tau los sis kev paub ntawv Askiv (limited English proficiency, LEP) ntawm txhua-txhua thiab tag nrho cov khoos kas, uas muaj kev tswj hwm cov dej num los sis kev pab cuam los ntawm Greater Madison MPO raug rau txoj cai ntawm Tshooj VI txog Pej Xeem Txoj Cai Huab Hwm xyoo 1964 thiab cov chaw hauj lwm tsis cais haiv neeg. Greater Madison MPO thiab Lub Nroog Madison yuav siv zog kom kawg nkaus kom ua tau qhov tsis sib cais rau txhua-txhua txoj hauj lwm los ntawm tsoom fww li khoos kas pab nyiaj.
- ✓ Txhua tus neeg uas ntseeg tias lawv tau raug kev tsim txom los ntawm ib qho kev ntxub ntxaug tsis raug cai tuaj yeem ua ntawv foob mus rau Greater Madison MPO.
- Yog xav paub ntxiv txog Greater Madison MPO qhov khoos kas pej xeem cov cai huab hwm, thiab cov txheej txheem ua ntawv tsis txaus siab, hu rau Alexandra Andros, Tshooj VI Tus Saib Xyuas Hauj Lwm, ntawm (608) 266-9115, (rau cov tsis hnov lus, thov siv [Wisconsin Relay 711](#), email mpo@cityofmadison.com, los sis mus saib peb lub chaw hauj lwm ntawm 100 State Street, Ste. 400, Madison, WI 53703. *Thov nco ntsoov tias peb qhov chaw hauj lwm qhib rau kev teem sij hawm nkaus xwb.* Yog xav paub ntau ntxiv, mus saib peb lub vev xaib ntawm [Pej Xeem Cov Cai Huab Hwm nplooj vev xaib](#).
- ✓ Ib qho kev tsis txaus siab kuj tuaj yeem xa ncaj qha rau ib qho ntawm cov hauv qab no:
 - Wisconsin Lub Tuam Tsev Hauj Lwm ntsig txog Kev Xa Khoom (Wisconsin Department of Transportation, WisDOT), Taqwanya Smith, Senior Tshooj VI thiab ADA Tus Saib Xyuas Hauj Lwm, Xov tooj: (608) 266-8129, TTY (800) 947-3529, Fev: (608) 267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Yog xav paub ntau ntxiv, mus saib [WisDOT Title VI-ADA website](#).
 - Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Kev Tswj Hwm Txoj Kev Ntawm Tsoom Fwv Teb chaws (Federal Highway Administration, FHWA), Pej Xeem Cov Cai Huab Hwm. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Xov tooj: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov.
 - Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Tsoom Fwv Chaw Hauj Lwm Saib Xyuas Xa Khoom (Federal Transit Administration, FTA), Chaw Hauj Lwm Txog Pej Xeem Cov Cai Huab Hwm, 1200 New Jersey Avenue SE, Washington, DC 20590, Xov tooj: 1-888-446-4511 los sis 711(Relay), email: FTACivilRightsCommunications@dot.gov.

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

Tus Neeg Foob Cov Ntaub Ntawv

Greater Madison MPO's Cov Txheej Txheem Kev Tsis Txaus Siab yog muaj nyob rau hauv cov chaw hauv qab no:

- **Greater Madison MPO** lub vev xaib ntawm www.greatermadisonmpo.org/about/documents/AppendixC-ComplaintProcedure12-3-21.pdf
- **Greater Madison MPO** office 100 State Street, Suite 400, Madison, WI 53703

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

Cov Ntsiab Lus

Greater Madison MPO tau cog lus tias yuav tsis muaj tus twg yuav raug tseg tawm thaum koom nrog lawm, raug rhuav tshem txiaj ntsig los sis saib lwm sab ntxiv yog tsis muaj kev cais txheej neeg, cev nqaij daim tawv, haiv neeg, kev xiam oob qhab, poj niam txiv neej, hnuv nyoog, txoj kev ntseeg, nyiaj khwv tau los sis kev paub ntawv Askiv (limited English proficiency, LEP) ntawm txhua-txhua thiab tag nrho cov khoos kas, uas muaj kev tswj hwm los sis kev pab cuam los ntawm Greater Madison MPO raug rau txoj cai ntawm Tshooj VI txog Pej Xeem Txoj Cai Huab Hwm xyoo 1964 thiab cov chaw hauj lwm tsis cais haiv neeg.

Txoj Cai Thov Kev Ncaj Ncees

Greater Madison MPO siv cov txheej txheem li nram qab no los daws kev ncaj ncees raug txoj cai kom sai li sai tau rau ntawm txhua-txhua lub khoos kas, muaj kev tshwj hwm txog hauj lwm los sis kev pab cuam los ntawm Greater Madison MPO los sis tus koom nrog, cov kws sab laj, los sis tus cia xauj uas tau txais Kev Pab Nyiaj los ntawm Tsoom Fwv. Cov txheej txheem no tsis tau tsis lees los ntawm tus thov kev pab ntawm kev xa ntawv rau lwm lub xeev los sis tsoom fwv cov koom haum sawv cev los sis nrhiav kws lij choj sab laj txog txoj kev thov uas muaj kev ntxub ntxaug.

Tus neeg twg, pawg twg, los sis koom haum twg uas ntseeg tias lawv tau txais kev cais haiv los sis pauj kua zaub ntsuab uas muaj kev txwv los ntawm Tshooj VI tsis muaj kev sib cais los ntawm Greater Madison MPO tuaj yeem xa ntawv thov kev ncaj ncees nrog cov hauv qab no:

1. Greater Madison MPO, Alexandra Andros, Tshooj VI Tus Saib Xyuas Hauj Lwm, Xov tooj: (608) 266-4336, (rau cov tsis hnov lus, thov siv [Wisconsin Relay 711 service](https://www.wisconsin.gov/711)); email mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703

2. Lub Nroog Madison, Lub Tuam Tsev Hauj Lwm ntsig txog Pej Xeem Cov Cai Huab Hwm, Attn: Tshooj VI Thov Kev Ncaj Ncees, 210 Martin Luther King Jr. Blvd. #523, Madison, WI 53703, Xov tooj: (608) 266-4910; email: dcr@cityofmadison.com
3. Wisconsin Lub Tuam Tsev Hauj Lwm ntsig txog Kev Xa Khoom (Wisconsin Department of Transportation, WisDOT), Taqwanya Smith, Senior Tshooj VI thiab ADA Tus Saib Xyuas Hauj Lwm, Xov tooj: (608) 266-8129, TTY (800) 947-3529, Fev: (608) 267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Yog xav paub ntau ntxiv, mus saib [WisDOT Title VI-ADA website](#).
4. Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Kev Tswj Hwm Txoj Kev ntawm Tsoom Fwv Teb chaws (Federal Highway Administration, FHWA), Pej Xeem Cov Cai Huab Hwm. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Xov tooj: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov
5. Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Tsoom Fwv Chaw Hauj Lwm Saib Xyuas Xa Khoom (Federal Transit Administration, FTA), Chaw Hauj Lwm Txog Pej Xeem Cov Cai Huab Hwm, 1200 New Jersey Avenue SE, Washington, DC 20590, Xov tooj: 1-888-446-4511 los sis 711(Relay), email: FTACivilRightsCommunications@dot.gov

Txheej txheej

Tsis hais tus twg los xij uas ntseeg tias lawv raug kev ntxub ntxaug los ntawm Greater Madison MPO tuaj yeem xa ntawv thov kev ncaj ncees los ntawm kev sau kom tiav thiab xa rau Greater Madison MPO Cov Foom thov Kev Ncaj Ncees Los Ntawm **Daim Ntawv Rhais C**.

Txheej txheem thov kev ncaj ncees txog pej xeem cov cai huab hwm no tuaj yeem siv tau los ntawm Greater Madison MPO saib xyuas, daws, thiab muab kev thov kaw.

Greater Madison MPO Tshooj VI Tus saib xyuas yuav siv zog kom daws tau tej kev tsis ncaj ncees nyob qib qis tshaj plaws uas tuaj yeem yuav ua tau. Txoj kev xaiv ntawm kev sib tham tsis raws cai ntawm cov neeg tau txais kev kub ntxhov thiab Tus saib xyuas Tshooj VI ntawm Geater Madison MPO tuaj yeem siv los daws, nyob rau ntu twg los xij ntawm cov kev lis. Greater Madison MPO Tshooj VI Tus saib xyuas yuav siv zog kom daws tau tej kev tsis ncaj ncees uas tuaj yeem yuav ua tau.

Cov kev thov kev ncaj ncees tuaj yeem xa rau Greater Madison MPO hauv email los sis los ntawm hu xov tooj. Cov neeg thov kev ncaj ncees raug txhawb ua kom tiav Daim Ntawv Tsis Txaus Siab Los Ntawm **Daim Ntawv Rhais C**. Cov lus tsis txaus siab tau txais hauv xov tooj yuav raug txo kom sau ua ntaub ntawv thiab muab xa rau Tus Neeg Thov Kev Ncaj Ncees kom lees paub los sis kho dua ua ntej lis.

Kev thov kev ncaj ncees yuav tsum muaj cov ntaub ntawv hauv qab no:

- ✓ Ntaub ntawv tiv tauj txog Tus neeg thov kev ncaj ncees, suav nrog, yog tias muaj: npe xeem, chaw nyob xa ntawv, naj npawb xov tooj, thiab chaw nyob email.
- ✓ Qib thawj ntawm kev ntxub ntxaug (txheej neeg, cev nqaij daim tawv, tsob neeg, poj niam txiv neej, los sis lwm yam)
- ✓ Hnub tim ntawm qhov kev iab liam kev ntxub ntxaug thiab seb puas muaj kev ntxub ntxaug tsis tu ncu.

- ✓ Cov npe ntawm cov neeg los sis cov neeg teb kev soj ntsuam (piv txwv li, cov koom haum sawv cev/koom haum) raug iab liam tias muaj kev ntxub ntxaug.
- ✓ Cov ntaub ntawv txaus los nkag siab qhov tseeb uas ua rau tus neeg tsis txaus siab ntseeg tias kev ntxub ntxaug tshwm sim hauv ib qho khoos kas los sis kev ua hauj lwm uas tau txais kev pab cuam nyiaj txiag ntawm tsoom fww.

Kev ncaj ncees uas tau txais yuav tau raug lees paub thiab lis tiav, thaum Tus Thov Kev Ncaj Ncees thiab lub hom phiaj yuav lis txog kev ncaj ncees uas tau teeb tsa.

Kev Ntsuam Xyuas txog Kev Ncaj Ncees

Kev thov kev ncaj ncees ntawm Greater Madison MPO muaj npe ua Tus teb (piv txwv, tus txais/pawg ua hauj lwm uas xa ntawv thov kev ncaj ncees) yuav raug xa mus rau pawg ua hauj lwm ntawm Lub Xeev los sis Tsoom Fwv lub koom haum sawv cev ua hauj lwm rau daws raug txoj cai, raws lawv cov txheej txheem.

Greater Madison MPO yuav yog tus lav los ntsuam xyuas tej kev tsis ncaj ncees rau cov nqis tes, cov tub sab laj, tus muab chaw xauj, lwm yam ntxiv.

Txhawm rau kom tau lees txais, tus thov kev ncaj ncees rau pej xeeb cov cai huab hwm yuav tsum tau ua raws li cov ntsiab nram qab no:

1. Ntawv thov kev ncaj ncees yuav tau xa nyob lub sij hawm **180** hnuv suav txij hnuv tshwm sim kev cais haiv los sis thaum tus neeg thov kev ncaj ncees paub tias tau muaj kev cais haiv.
2. Cov lus iab liam yuav tsum hais txog txoj kev pov thaiv uas tsis muaj kev sib cais haiv neeg, cev nqaij daim tawv, tsob neeg, kev xiam oob qhab, lwm yam ntxiv.
3. Cov lus iab liam yuav tsum muaj kev cuam tshuam nrog tus tau txais kev pab ntawm lub khoos kas los sis tsoom fww, tus lees ua, tub sab laj, los sis tus cia xauj.

Greater Madison MPO tshab xyuas thiab daws tej kev uas muaj feem cuam tshuam nrog txhua txoj kev tsis ncaj ncees.

Thaum tau txais kev tsis ncaj ncees, Greater Madison MPO yuav sau ntawv rau tus thov kev ncaj ncees hauv lub sij hawm **10** hnuv ua hauj lwm. Tej kev uas tshwm sim yuav raug Greater Madison MPO daws/lis txog tej lus iab liam. Ceeb toom los ntawm kev sau ntawv/email yuav muaj xws li:

- ✓ Thov kev ncaj ncees qib thawj.
- ✓ Cov lus piav luv-luv hais txog cov lus iab liam uas Greater Madison MPO muaj txoj cai saib xyuas.
- ✓ Kev qhia txog tias thaum twg ob tog mam tau tiv tauj.

Kev tshawb xyuas uas yog Greater Madison MPO uas muaj kev nug tus kheej nrog cov neeg thov kev ncaj ncees. Cov ntaub ntawv uas tau los lawm kev nug no suav nrog tab tsis txwv cov ntaub ntawv hauv Daim Foos Thov Kev Ncaj Ncees, **Daim Ntawv Rhais C.**

Yog xav paub ntau ntxiv, Greater Madison MPO mam li tiv tauj tus thov kev ncaj ncees.

Yog tias kev thov kev ncaj ncees muaj pov thawj tsis txhij txhua los sis yog tias muaj ntaub ntawv tseem yuav tau ntxiv, tus thov kev ncaj ncees yuav tsum xa cov ntaub ntawv xav tau ntawm sij hawm **10** hnuv ua hauj lwm. Kev ua tsis tiav ntawv txhais tau tias kuj yog txoj hauj lwm zoo rau kev txiav txim siab uas tsis muaj kev tshawb xyuas zoo.

Nyob sij hawm **60** hnuv ua hauj lwm thaum tau txais daim ntawv thov kev ncaj ncees, Greater Madison MPO yuav npaj ntaub ntawv tshaj tawm tshawb xyuas. Daim ntawv tshaj tawm yuav tsum muaj cov lus piav qhia txog qhov xwm txheej, txheeb xyuas cov neeg raug xam phaj, kev tshawb pom, thiab kev pom zoo rau kev kho kom raug. Tsuas yog cov kws tshawb xyuas tsim nyog thiab tau muaj kev kawm paub xwb thiab yuav ua txoj hauj lwm tshawb xyuas no.

Tom qab Greater Madison MPO tau tshab xyuas tiav, yuav muaj ib ntawm ob (2) tsab ntawv thiab yuav raug muab rau tus thov kev ncaj ncees: daim ntawv kaw rooj plaub los sis daim ntawv qhia qhov tseeb (letter of finding, LOF).

- ✓ Daim ntawv kaw rooj plaub iab liam thiab tau tshaj tawm tias tsis muaj tus twg ua dhau cai pej xeem thiab rooj plaub yuav tau muab kaw.
- ✓ Daim ntawv qhia qhov tshawb pom (LOF) yuav xaus lus txog cov kev iab liam thiab cov kev xam phaj ntsig txog qhov kev iab liam ntawm qhov teeb meem, thiab piav qhia txog seb puas muaj kev nqis tes rau txim, puas muaj kev cob qhia hauj lwm ntxiv rau tus neeg ua hauj lwm los sis ua lwm yam kev nqis tes.

Yog tus thov kev ncaj ncees tsis pom zoo rau kev txiav txim, Tus thov kev ncaj ncees muaj sij hawm li **30** hnuv ua hauj lwm tom qab hnuv ntawm tsab ntawv tshawb pom kom ua li ntawd.

Tso tseg

Pej xeem txoj cai huab hwm rau tus thov kev ncaj ncees yuav raug tso tseg los ntawm cov laj thawj li nram qab no:

1. Tus thov kev ncaj ncees thov rho daim ntawv thov kev ncaj ncees.
2. Tus thov kev ncaj ncees tsis pab nrhiav tej ntaub ntawv thov ntxiv uas muaj kev xav tau uas tau muaj kev thov ntau zaus lawm.
3. Tsis tuaj yeem paub tau tias tus thov kev ncaj ncees nyob qhov twg thaum tom qab tau siv zog ua hauj lwm yam tsim nyog lawm.

Cov Npe Thov Kev Ncaj Ncees

Greater Madison MPO yuav khaws cov npe thov kev ncaj ncees cia qhia nyob rau hauv **Daim Ntawv Rhais C**, kev tshawb xyuas thiab rooj plaub iab liam muaj kev ntxub ntxaug. Ntaub Ntawv Ntxiv H yog cov ntawv thov kev ncaj ncees muab zeem tseg ntawm Greater Madison MPO thiab suav nrog hnuv tim uas muaj kev thov kev ncaj ncees ntawm txoj cai pej xeem, kev ntsuam xyuas, los sis xwm txheej, cov hauj lwm tau ua los ntawm Greater Madison MPO kom sawv rov qab, thiab cov lus qhia qhov tseeb kawg nkaus muaj feem cuam tshuam nrog kev ncaj ncees, tshawb xyuas los sis xwm txheej.

Greater Madison MPO yuav xa cov ntawv zeem tseg txog kev ncaj ncees ntawm Tshooj VI uas tau txais tag nrho, thiab txhua cov kev zeem tseg rau WisDOT, Tshooj VI Chaw Hauj Lwm, raws kev thov.

Yog xav paub ntau ntxiv, tiv tauj rau:

Greater Madison MPO, Alexandra Andros, Tshooj VI Tus Saib Xyuas Hauj Lwm, Xov tooj: (608) 266-9115, (rau cov tsis hnov lus, thov siv [Wisconsin Relay 711 service](#)); email mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703.

Daim Foos Tsis Txaus Siab thiab Lus Xam Pom

Greater Madison MPO Lub Zeem Muag yog “kev ruaj ntseg, lub laj txheej kev thauj mus los hauv cheeb tsam uas muaj kev siv tau rau txhua tus neeg txuas nrog rau cov neeg, cov chaw, thiab lub cib fim kom ua tiav qhov tshwj xeeb ua kom txhua tus lub neej zoo,” thiab peb xav tau koj cov lus tawm tswv yim. Thov siv daim foos no rau kev tawm tswv yim, kev qhuas, thiab kev tsis txaus siab. Cov ntawv uas tau sau tiav tuaj yeem xa mus rau ib qho ntawm cov hauv qab no:

- Alexandra Andros, Tshooj VI Tus saib xyuas hauj lwm, ntawm (608) 266-9115, (rau cov tsis hnov lus, thov siv [Wisconsin Relay 711](#), email mpo@cityofmadison.com, los sis mus saib peb lub chaw hauj lwm ntawm 100 State Street, Ste. 400, Madison, WI 53703. *Thov nco ntsoov tias peb qhov chaw hauj lwm qhib rau kev teem sij hawm nkaus xwb.* Yog xav paub ntau ntiv, mus saib [MPO Pej Xeem Cov Cai Huab Hwm nplooj vev xaib](#).
- Wisconsin Lub Tuam Tsev Hauj Lwm ntsig txog Kev Xa Khoom (Wisconsin Department of Transportation, WisDOT), Taqwanya Smith, Senior Tshooj VI thiab ADA Tus Saib Xyuas Hauj Lwm, Xov tooj: (608) 266-8129, TTY (800) 947-3529, Fev: (608) 267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Yog xav paub ntau ntiv, mus saib [WisDOT Title VI-ADA website](#).
- Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Kev Tswj Hwm Txoj Kev ntawm Tsoom Fwv Teb chaws (Federal Highway Administration, FHWA), Pej Xeem Cov Cai Huab Hwm. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Xov tooj: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov
- Teb Chaws Meskas Lub Tuam Tsev Hauj Lwm Ntsig Txog Kev Thauj Mus Los, Tsoom Fwv Chaw Hauj Lwm Saib Xyuas Xa Khoom (Federal Transit Administration, FTA), Chaw Hauj Lwm Txog Pej Xeem Cov Cai Huab Hwm, 1200 New Jersey Avenue SE, Washington, DC 20590, Xov tooj: 1-888-446-4511 los sis 711(Relay), email: FTACivilRightsCommunications@dot.gov

Tshooj A: Nkag Rau Tus Qauv Siv

Thov mus saib daim qauv xav tau ntawm daim ntawv no

<input type="checkbox"/> Luam Tus Ntawv Kom Loj	<input type="checkbox"/> TDD los sis Xa Mus Ntxiv	<input type="checkbox"/> Kev Kaw Suab	<input type="checkbox"/> Lwm yam (yog tau xaiv thov qhia tseeb txog tus qauv koj xav tau rau hauv lub plaub fab hauv qab)
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Nias los sis nyem no mus sau ntawv.

Tshooj B: Cov Ntaub Ntawv Tiv Tauj

Npe <input type="text" value="Nias los sis nyem no mus sau ntawv."/>	Naj Npawb Xov Tooj (suav nrog tus zauv thaj chaw) <input type="text" value="Nias los sis nyem no mus sau ntawv."/>
Chaw nyob <input type="text" value="Nias los sis nyem no mus sau ntawv."/>	Lub Nroog <input type="text" value="Nias los sis nyem no mus sau ntawv."/>
Lub Xeev <input type="text" value="Nias los sis nyem no mus sau ntawv."/>	Tus Zauv Zip <input type="text" value="Nias los sis nyem no mus sau ntawv."/>

Chaw Nyob Email

Koj puas 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 tias tsis yog, thov muab lub npe thiab kev sib txheeb ntawm tus neeg tus uas koj tsis txaus siab thiab vim li cas koj thiaj yuav ua kom tiav daim foos rau lawv raws cov plaub fab hauv qab.

Nias los sis nyem no mus sau ntawv.

Thov qhia meej tseeb tias koj tau txais kev tso cai los ntawm tus neeg tau txais kev kub ntxhov yog tias koj mus xa daim ntawv tsis txaus siab sawv cev rau tus thib peb.	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis Yog
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Tshooj C: Hom Lus Xam Pom

Koj yuav tawm hom xam lus pom twg? Thov mus saib hom xaiv zoo tshaj.

<input type="checkbox"/> Tsis txaus siab	<input type="checkbox"/> Lus qhia	<input type="checkbox"/> Lus qhuas	<input type="checkbox"/> Lwm yam
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Lo lus twg hauv qab no yog piav txog lub ntsiab ntawm kev tawm lus xam pom? Mus saib ib los sis ntau lub plaub fab.

<input type="checkbox"/> Txheej Neeg	<input type="checkbox"/> Cev Nqaij Daim Tawv	<input type="checkbox"/> Keeb Kwm Haiv Neeg	<input type="checkbox"/> Kev Ntseeg
<input type="checkbox"/> Hnub Nyug	<input type="checkbox"/> Poj Niam Txiv Neej	<input type="checkbox"/> Kev Pab Cuam	<input type="checkbox"/> Qib Nyiaj Khwv Tau
<input type="checkbox"/> Kev Paub Lus Askiv (L.E.P)		<input type="checkbox"/> Txoj Cai Txog Neeg Mekas Xiam Oob Qhab (Americans with Disability, A.D.A)	

Tshooj D: Cov Ntsiab Lus

Thov teb cov lus nug hauv qab ntawm qhov koj tawm lus xam pom

Qhov xwm txheej tshwm sim nrog hom kev pab cuam twg hauv qab no? <i>Thov kos cim rau txhua qhov uas tuaj yeem siv tau.</i>	<input type="checkbox"/> Kev Thauj Pej Xeem	<input type="checkbox"/> Koom Tsheb Tev Xij Ua Ke	<input type="checkbox"/> Tsheb Npav
Hnub tshwm sim yog dab tsi?	Nias kom ntxiv hnub tim ntawm tus qauv txuas ntxiv no: Hnub, hli, xyoo		
Qhov kev tshwm sim yog thaum twg?	Nias kom ntxiv sij hawm		
Npe los sis kev txheeb xyuas ntawm tus neeg ua hauj lwm los sis cov muaj feem cuam ua hauj lwm yog dab tsi?	Nias los sis nyem no mus sau ntawv.		
Npe los sis kev txheeb xyuas ntawm lwm tus muaj feem cuam nrog yog dab tsi, yog tias muaj?	Nias los sis nyem no mus sau ntawv.		
Tus zauv cim los sis lub npe ntawm txoj kev koj nyob yog dab tsi, yog tias muaj?	Nias los sis nyem no mus sau ntawv.		
Qhov kev uas koj yuav mus los sis qhov chaw koj tau mus rau yog qhov twg ntawm qhov xwm txheej tshwm sim, yog tias muaj?	Nias los sis nyem no mus sau ntawv.		
Qhov chaw tshwm sim nyob qhov twg?	Nias los sis nyem no mus sau ntawv.		

Kev siv tshuab pab txav nws puas muaj feem cuam tshuam nrog qhov xwm txheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis Yog
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Thov ntxiv txhua qhov muaj feem cuam tshuam nrog qhov xwm txheej no.	Nias los sis nyem no mus sau ntawv.
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Nyob rau hauv lub plaub fab hauv qab no, thov piav qhia txhua yam tau tshwm sim thiab vim li cas koj thiaj ntseeg tias koj raug muaj kev ntxub ntxaug.

Nias los sis nyem no mus sau ntawv.

Tshooj E: Soj qab

Peb puas tuaj yeem tiv tauj tau koj yog tias peb xav tau qhov tseeb los sis cov ntaub ntawv ntau tshaj no?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis Yog
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Yog tias yog, qhov zoo tshaj yuav tiv tauj koj tau li cas? Thov mus xaiv daim foos tiv tauj koj li hauv qab

<input type="checkbox"/> Xov tooj	<input type="checkbox"/> Email	<input type="checkbox"/> Chaw Xa Ntawv
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Yog koj xav kom tiv tauj los ntawm hu xov tooj, thov qhia hnuv thiab sij hawm zoo tshaj tiv tauj koj.

Nias ntawm no kom ntxiv lub sij hawm tiv tauj koj	Nias ntawm no kom ntxiv hnuv tiv tauj koj
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Tshooj F: Cov Ntsiab Lus Xav Tau

Thov rau cov npe hauv qab no, cov kauj ruam uas koj xav koj los daws kev tsis sib haum xeeb los sis teeb meem.

Nias los sis nyem no mus sau ntawv.

Yog ua tau, thov rau cov npe chaw hauj lwm uas koj tau xa ntawv tsis txaus siab rau xws li Tsoom Fwv, Lub Xeev, Chaw Sawv Cev Zej Zog los sis nrog rau txhua cov Tsev Txiaiv Txim Plaub Ntawm Tsoom Fwv los sis Cov Xeev. Thov suav cov chaw tiv tauj uas tau xa ntawv tsis txaus siab rau.

Nias los sis nyem no mus sau ntawv.

Tshooj G: Kos Npe

Muab txhua cov ntaub ntawv rhais uas koj yuav pab tau qhov kev tsis txaus siab mus nrog. Tom qab ntawd sau hnuv tim thiab kos npe rau daim foos no thiab muab nws xa mus rau Greater Madison MPO los sis lwm lub koom haum sawv cev uas teev nyob rau hauv thawj nplooj ntawv ntawm daim foos no.

Lub Npe Nias los sis nyem no mus sau ntawv. **Hnuv Tim:** Nias kom ntxiv hnuv tim ntawm tus qauv txuas ntxiv no: Hnuv, hli, xyoo

Kos Npe Nias los sis nyem no mus sau ntawv.

Appendix 5: Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

Aviso de No Discriminación

- ✓ La Organización de Planeación Metropolitana de la Gran Madison (MPO por sus siglas en inglés) y la Ciudad de Madison, al igual que su agente administrativo y fiscal, están comprometidos a que ninguna persona sea excluida de participar, se le nieguen los beneficios o de cualquier otra forma sea sujeta a discriminación en las bases de raza, color, nacionalidad de origen, discapacidad, sexo, edad, religión, estado de ingresos o Dominio Limitado del Inglés (LEP por sus siglas en inglés) en todos y cada uno de los programas, actividades o servicios administrados por la MPO de la Gran Madison de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas. La MPO de la Gran Madison y la Ciudad de Madison aseguran además que se harán todos los esfuerzos posibles para garantizar la no discriminación en todas las actividades de su programa financiado con fondos federales.
- ✓ Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal puede presentar una queja con la MPO de la Gran Madison.
- Para obtener más información acerca del programa de derechos civiles de la MPO de la Gran Madison, y los procedimientos para presentar una queja, comuníquese con Alexandra Andros, Coordinadora del Título VI, al (608) 266-9115, (para las personas con problemas de audición, por favor utilice [Wisconsin Relay 711](tel:18007113473), correo electrónico mpos@cityofmadison.com, o visite nuestra oficina en el 100 State Street, Suite. 400, Madison, WI 53703. *Por favor tenga en cuenta que nuestra oficina está abierta solo con cita previa.* Para obtener más información, visite nuestra [página web de Derechos Civiles](#).
- También se puede presentar una queja directamente ante cualquiera de los siguientes:
- Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
- Departamento de Transporte de los Estados Unidos, Administración Federal de Carreteras (FHWA por sus siglas en inglés), Oficina de Derechos Civiles. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Teléfono: (202) 366-0693, Correo electrónico: FHWA.TitleVIcomplaints@dot.gov.
- Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711(Relay), correo electrónico: FTACivilRightsCommunications@dot.gov.

Si se necesita información en otro idioma, comuníquese con el Departamento de Derechos Civiles de la Ciudad de Madison al (608) 266-4910.

Si se necesita información en otro idioma, comuníquese con el Departamento de Derechos Civiles de la Ciudad de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪逊民权处

Procedimiento de Quejas

El Procedimiento de Quejas de la **MPO de la Gran Madison** está disponible en las siguientes ubicaciones:

- Página web de la **MPO de la Gran Madison** en www.greatermadisonmpo.org/about/documents/AppendixC-ComplaintProcedure12-3-21.pdf
- Oficina de la **MPO de la Gran Madison**, 100 State Street, Suite 400, Madison, WI 53703

Si se necesita información en otro idioma, comuníquese con el Departamento de Derechos Civiles de la Ciudad de Madison al (608) 266-4910.

Si se necesita información en otro idioma, comuníquese con el Departamento de Derechos Civiles de la Ciudad de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果信息是需要另一种语言，然后致电 (608) 266-4910 市的麦迪市民权

Descripción General

La MPO de la Gran Madison está comprometida a asegurar que ninguna persona sea excluida de participar, se le nieguen los beneficios o de cualquier otra forma sea sujeta a discriminación en las bases de raza, color, nacionalidad de origen, discapacidad, sexo, edad, religión, estado de ingresos o Domino Limitado del Inglés (LEP por sus siglas en inglés) en todos y cada uno de los programas, actividades o servicios administrados por la MPO de la Gran Madison de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas.

Derecho a Presentar Quejas

La MPO de la Gran Madison usa los siguientes procedimientos para procesar rápidamente todas las quejas de derechos civiles relacionadas con cualquier programa, actividad o servicio administrado por la MPO de la Gran Madison o sus contratistas, sus asesores o sus arrendadores que reciben asistencia financiera Federal. Estos procedimientos no niegan el derecho del Demandante de presentar quejas formales ante otras agencias estatales o federales o de buscar asesoría privada para las quejas que alegan discriminación.

Cualquier persona, grupo de personas o entidad que crea que han sido sujetos a discriminación o represalias prohibidas por las disposiciones de no discriminación del Título VI de la MPO de la Gran Madison, pueden presentar una queja ante los siguientes:

1. La MPO de la Gran Madison, Alexandra Andros, coordinadora del Título VI, teléfono: (608) 266-4336, (para las personas con problemas de audición, por favor utilice el servicio de [Wisconsin Relay 711 service](http://www.wisconsin.gov/711)); correo electrónico mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703

2. Ciudad de Madison, Departamento de Derechos Civiles, Atte.: Queja del Título VI, 210 Martin Luther King Jr. Blvd. #523, Madison, WI 53703, teléfono: (608) 266-4910; Correo electrónico: dcr@cityofmadison.com
3. Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947-3529, Fax: (608) 267-3641, correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
4. Departamento de Transporte de los Estados Unidos, Administración Federal de Carreteras (FHWA por sus siglas en inglés), Oficina de Derechos Civiles. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Teléfono: (202) 366-0693, Correo electrónico: FHWA.TitleVIcomplaints@dot.gov
5. Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711(Relay), correo electrónico: FTACivilRightsCommunications@dot.gov

Procedimientos

Cualquier persona que crea que ha sido discriminada por la MPO de la Gran Madison puede presentar una queja llenando y presentando el Formulario de Quejas de la MPO de la Gran Madison, **Apéndice C**.

Este procedimiento de quejas de derecho civiles también puede ser usado por la MPO de la Gran Madison para abordar, resolver o cerrar quejas generales.

La Coordinadora del Título VI de la MPO de la Gran Madison realizará todos los esfuerzos para obtener una resolución temprana de las quejas al nivel más bajo posible. La opción de juntas mediadoras informales entre las partes afectadas y el Coordinador del Título VI de la MPO de la Gran Madison puede utilizarse para una resolución, en cualquier etapa del proceso. El Coordinador del Título VI de la MPO de la Gran Madison realizará todos los esfuerzos para alcanzar una resolución temprana de la queja.

Las quejas pueden ser presentadas a la MPO de la Gran Madison por escrito a través de correo electrónico o por teléfono. Se anima a los demandantes a que llenen el **Apéndice C** del Formulario de Quejas. Las quejas recibidas por teléfono serán reducidas a un documento escrito y se le proporcionará al demandante para que confirme o revise el documento antes de procesarlo.

Las quejas deben contener la siguiente información:

- ✓ La información de contacto del Demandante, incluyendo, si está disponible: el nombre completo, la dirección postal, el número de teléfono y la dirección de correo electrónico.
- ✓ Las bases de la queja (por ejemplo: raza, color, nacionalidad de origen, discapacidad, etc.).
- ✓ Las fechas del presunto acto(s) discriminatorio(s) y si la presunta discriminación continúa.

- ✓ Los nombres de las personas específicas o demandados (por ejemplo: agencias/organizaciones) que presuntamente han discriminado.
- ✓ Suficiente información para entender los hechos que llevaron al demandante a creer que la discriminación ocurrió en un programa o actividad que recibe asistencia financiera federal.

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

Investigación de quejas

Las quejas en las cuales la MPO de la Gran Madison sea nombrada como el Demandado (es decir, el destinatario o entidad contra la cual se ha presentado una queja por discriminación) deben ser remitidas a la agencia Estatal o Federal correspondiente para una disposición adecuada, de acuerdo con sus procedimientos.

La MPO de la Gran Madison asumirá la responsabilidad de investigar las quejas en contra de cualquier contratista, asesor, arrendador, etc.

Una queja de derechos civiles debe cumplir con los siguientes criterios para que pueda ser aceptada:

1. La queja debe ser presentada dentro de los **180** días de calendario a partir de la fecha de la presunta ocurrencia o cuando el Demandante tuvo conocimiento de la presunta discriminación.
2. Las acusaciones deben abordar una protección de no discriminación tal como la raza, el color, la nacionalidad de origen, la discapacidad, etc.
3. Las acusaciones deben involucrar un programa o actividad de un beneficiario, contratista, asesor o arrendador de ayuda federal.

La MPO de la Gran Madison revisa y determina la acción apropiada relacionada con cada queja.

Cuando se reciba una queja, la MPO de la Gran Madison proporcionará un acuse de recibo por escrito al Demandante durante los siguientes **10** días hábiles. Al Demandante se le notifica la acción propuesta a tomar para procesar las acusaciones. La carta/correo electrónico de notificación deberá contener:

- ✓ Las bases para la queja.
- ✓ Una declaración breve de las acusaciones sobre las cuales tiene jurisdicción la MPO de la Gran Madison.
- ✓ Una indicación de cuándo se contactará a las partes.

La investigación realizada por la MPO de la Gran Madison consiste en una entrevista personal con el/los demandante(s). La información recopilada en esta entrevista incluye, entre otros, la información completada en el Formulario de Quejas, **Apéndice C**.

Si se necesita más información para abordar la queja, la MPO de la Gran Madison puede comunicarse con el Demandante.

Si se considera que una queja está incompleta o si se solicita información adicional, el demandante tendrá **10** días hábiles para enviar la información requerida. No hacerlo puede ser considerado como una buena causa para una determinación de falta de mérito investigativo.

Dentro de los **60** días hábiles a partir de la aceptación de la queja, la MPO de la Gran Madison preparará un reporte investigativo. El reporte incluirá una descripción narrativa del incidente, la identificación de las personas entrevistadas, los hallazgos y las recomendaciones para la disposición. Sólo los investigadores razonablemente calificados y capacitados deben realizar la investigación.

Después que la MPO de la Gran Madison revise la queja, se enviará al Demandante una de dos (2) cartas: una carta de cierre o una carta de conclusión (LOF por sus siglas en inglés).

- ✓ Una carta de cierre resume las acusaciones y afirma que no hubo una violación de los derechos civiles y que el caso será cerrado.
- ✓ Una carta de conclusión (LOF) resume las acusaciones y las entrevistas relacionadas con el presunto incidente y explica si se tomará alguna medida disciplinaria, se ofrecerá capacitación adicional del miembro del personal o si ocurrirá alguna otra acción.

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

Desestimación

Una queja de derechos civiles puede ser recomendada para una desestimación debido a las siguientes razones:

1. El Demandante solicita el retiro de la queja.
2. El demandante no responde a solicitudes repetidas de proporcionar información adicional necesaria para procesar la queja.
3. No se puede localizar al Demandante después de varios intentos razonables.

Lista de Quejas

La MPO de la Gran Madison mantiene un Registro de Quejas como se muestra en el **Apéndice C** que describe la lista de las quejas, las investigaciones y las demandas que alegan discriminación. La lista deberá incluir la fecha en que se presentó la queja, la investigación o la demanda de derechos civiles, un resumen de las acusaciones, el estado de la queja, investigación o demanda, las acciones tomadas por la MPO de la Gran Madison en respuesta, y las conclusiones finales relacionados con la queja, la investigación o la demanda.

la MPO de la Gran Madison presentará un registro de todas las quejas del Título VI recibidas y cualquier registro adicional pertinente a la Oficina del Título VI del WisDOT, según se solicite.

Para más información, comuníquese con:

La MPO de la Gran Madison, Alexandra Andros, coordinadora del Título VI, teléfono: (608) 266-9115, (para las personas con problemas de audición, por favor utilice el servicio de [Wisconsin Relay 711 service](#)); correo electrónico mpo@cityofmadison.com; 100 State Street, Ste. 400 , Madison, WI 53703.

Formulario de Quejas y Comentarios

La visión de la MPO de la Gran Madison es "un sistema de transporte regional sustentable y equitativo que conecte a las personas, los lugares y las oportunidades para alcanzar una calidad de vida excepcional para todos" y nosotros deseamos su opinión. Por favor use este formulario para sus sugerencias, cumplidos y quejas. Los formularios completos pueden enviarse a cualquiera de los siguientes:

- Alexandra Andros, Coordinadora del Título VI, al (608) 266-9115, (para las personas con problemas de audición, por favor utilice el servicio de [Wisconsin Relay 711](#), correo electrónico mpo@cityofmadison.com, o visite nuestra oficina en el 100 State Street, Ste. 400 , Madison, WI 53703. *Por favor tenga en cuenta que nuestra oficina está abierta solo con cita previa.* Para obtener más información, visite la [página web de Derechos Civiles de la MPO](#)
- Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
- Departamento de Transporte de los Estados Unidos, Administración Federal de Carreteras (FHWA por sus siglas en inglés), Oficina de Derechos Civiles. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Teléfono: (202) 366-0693 , Correo electrónico: FHWA.TitleVIcomplaints@dot.gov
- Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711(Relay), correo electrónico: FTACivilRightsCommunications@dot.gov

Sección A: Requisitos de formato accesible

Por favor marque el formato preferido para este documento.

<input type="checkbox"/> Letra grande	<input type="checkbox"/> TDD o Retransmisión	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otro (si lo selecciona, indique qué tipo de formato necesita en la casilla a continuación)
---------------------------------------	----------------------------------------------	---------------------------------------------	---------------------------------------------------------------------------------------------------------------------

Haga clic o toque aquí para ingresar el texto.

Sección B: Información de Contacto

Nombre Haga clic o toque aquí para ingresar el texto.	Número de teléfono (incluyendo el código de área) Haga clic o toque aquí para ingresar el texto.
Dirección Haga clic o toque aquí para ingresar el texto.	Ciudad Haga clic o toque aquí para ingresar el texto.
Estado Haga clic o toque aquí para ingresar el texto.	Código Postal Haga clic o toque aquí para ingresar el texto.

Dirección de correo electrónico [Haga clic o toque aquí para ingresar el texto.](#)

¿Está usted presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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Si la respuesta es No, por favor proporcione el nombre y la relación de la persona por quien está presentando la queja y por qué está usted completando el formulario en su nombre en la casilla a continuación.

Haga clic o toque aquí para ingresar el texto.

Por favor confirme que usted ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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Sección C: Tipo de comentario

¿Qué tipo de comentario está usted proporcionando? Por favor marque la categoría que mejor corresponde.

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Cumplido	<input type="checkbox"/> Otro
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¿Cuál de las siguientes describe la naturaleza del comentario? Por favor marque una o más de las casillas de verificación.

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad de Origen	<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"/> Domino Limitado del Inglés (L.E.P. por sus siglas en inglés)		<input type="checkbox"/> Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)	

Sección D: Detalles del Comentario

Por favor responda las siguientes preguntas con respecto a su comentario.

¿El incidente ocurrió en el siguiente tipo de servicio? Por favor marque cualquier casilla que corresponda.	<input type="checkbox"/> Paratránsito	<input type="checkbox"/> Viajes Compartidos en Taxi	<input type="checkbox"/> Autobús
¿Cuál fue la fecha de la ocurrencia?	Haga clic para agregar la fecha en el siguiente formato: Día, mes, año		
¿Cuál fue la hora de la ocurrencia?	Haga clic para agregar la hora		
¿Cuál es el nombre o identificación del empleado o empleados involucrados?	Haga clic o toque aquí para ingresar el texto.		
¿Cuál es el nombre o identificación de otros involucrados, si corresponde?	Haga clic o toque aquí para ingresar el texto.		
¿Cuál es el número o nombre de la ruta en la que usted viajaba, si corresponde?	Haga clic o toque aquí para ingresar el texto.		
¿Cuál era la dirección o destino al que usted se dirigía cuando ocurrió el incidente, si corresponde?	Haga clic o toque aquí para ingresar el texto.		

¿Dónde fue el lugar de la ocurrencia?	Haga clic o toque aquí para ingresar el texto.	
¿Estuvo involucrado el uso de una ayuda de movilidad en el incidente?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Por favor agregue cualquier detalle descriptivo adicional acerca del incidente.	Haga clic o toque aquí para ingresar el texto.	

En la casilla a continuación, por favor explique tan claro como le sea posible lo que sucedió y por qué cree que fue discriminado.

Haga clic o toque aquí para ingresar el texto.

Sección E: Seguimiento

¿Podemos comunicarnos con usted si necesitamos más detalles o información?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Si la respuesta es Sí, ¿Cómo le gustaría que nos comunicáramos con usted? Por favor seleccione su forma de comunicación preferida a continuación		
<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Correo Postal
Si prefiere que nos comuniquemos por teléfono, indique el mejor día y hora para comunicarnos con usted.		
Haga clic aquí para agregar su horario preferido	Haga clic aquí para agregar su día preferido	

Sección F: Resultado Deseado

Por favor enumere a continuación qué pasos le gustaría seguir para abordar el conflicto o problema.

Haga clic o toque aquí para ingresar el texto.

Si corresponde, por favor enumere a continuación todas las agencias adicionales ante las cuales usted ha presentado esta queja, tales como agencias federales, estatales, locales o ante cualquier tribunal Federal o Estatal. Por favor incluya la información de contacto del lugar al cual se envió la queja.

Haga clic o toque aquí para ingresar el texto.

Sección G: Firma

Por favor adjunte cualquier documento que tenga que respalde la acusación. Luego firme y coloque la fecha en este formulario y envíelo a la MPO de la Gran Madison o a las otras agencias enumeradas en la primera página de este formulario.

Nombre: Haga clic o toque aquí para ingresar el texto. **Fecha:** Haga clic para agregar la fecha en el siguiente formato: Día, mes, año

Firma Haga clic o toque aquí para ingresar el texto.

Appendix 5: Vital Documents for Chinese Speakers

不得歧視的公共通告

不得歧視通告

- ✓ 麥迪遜都市地區規劃組織 (MPO) 和麥迪遜市作為其行政和財政代理機構，根據《1964 年民權法案第六章 (Title VI of the Civil Rights Act of 1964)》和相關的非歧視當局致力於任何人不得因種族、膚色、國籍、殘疾、性別、年齡、宗教、收入狀況或有限的英語水平 (LEP)，被排除在麥迪遜地區 MPO 施行的任何和所有計劃、活動或服務之外，不得被剝奪其從中可獲的利益，或以其他方式受到歧視。麥迪遜地區 MPO 和麥迪遜市進一步保證將盡一切努力確保其所有聯邦資助的項目活動中不存在歧視。
- ✓ 任何認為自己因任何非法歧視行為而受害的人，都可以向麥迪遜地區 MPO 提出投訴。
- For 有關麥迪遜地區 MPO 的民權計劃以及提交投訴流程的更多信息，請聯繫第六章協調員 Alexandra Andros，電話 (608) 266-9115，聽力障礙者請使用 [威斯康星殘疾人電話中轉 711 服務 \(Wisconsin Relay 711\)](#)，發送電子郵件至 mpo@cityofmadison.com，或來到我們的辦公室，位於 100 State Street, Ste. 400, Madison, WI 53703。請注意，我們的辦公室僅憑預約開放。欲了解更多信息，請訪問我們的 [民權網頁](#)。
- ✓ 投訴也可以直接向以下任何一方提出：
 - 威斯康辛州交通部 (WisDOT)，Taqwanya Smith，高級第六章和 ADA (美國殘疾人法) 協調員，電話是：(608) 266-8129，TTY (800) 947-3529，傳真：(608) 267-3641，郵箱：taqwanya.smith@dot.wi.gov，4822 Madison Yards Way, 5 樓 -- 南樓, Madison, WI 535705。有關更多信息，請訪問 [WisDOT Title VI-ADA 網站](#)。
 - 美國交通部、聯邦公路管理局 (FHWA)、民權辦公室。1200 New Jersey Avenue, SE, 8 樓 E81-105, Washington, DC 20590，電話：(202) 366-0693，郵箱：FHWA.TitleVIcomplaints@dot.gov。
 - 美國交通部、聯邦運輸管理局 (FTA)、民權辦公室，1200 New Jersey Avenue SE, Washington, DC 20590，電話：1-888-446-4511 或 711(中轉)，郵箱：FTACivilRightsCommunications@dot.gov。

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果該信息需要其他語言的版本，請致電 (608) 266-4910 聯繫麥迪遜市的民權部。

投訴程序

麥迪遜地區 MPO 的投訴程序可在以下地點獲取：

- 麥迪遜地區 MPO 的網站 www.greatermadisonmpo.org/about/documents/AppendixC-ComplaintProcedure12-3-21.pdf
- 麥迪遜地區 MPO 辦公室 100 State Street, 400 室, Madison, WI 53703

If information is needed in another language, contact the City of Madison Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4910.

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4910.

如果該信息需要其他語言的版本，請致電（608）266-4910 聯繫麥迪遜市的民權部。

概述

麥迪遜都市地區規劃組織 (MPO) 根據《1964 年民權法案第六章 (Title VI of the Civil Rights Act of 1964)》和相關的非歧視當局致力於任何人不得因種族、膚色、國籍、殘疾、性別、年齡、宗教、收入狀況或有限的英語水平 (LEP)，被排除在麥迪遜地區 MPO 施行的任何和所有計劃、活動或服務之外，不得被剝奪其從中可獲的利益，或以其他方式受到歧視。麥迪遜地區 MPO 和麥迪遜市進一步保證將盡一切努力確保其所有聯邦資助的項目活動中不存在歧視。

提出投訴的權利

麥迪遜地區 MPO 使用以下程序快速處理與麥迪遜地區 MPO 或其接受聯邦財政援助的承包商、顧問、租戶管理的任何項目、活動或服務有關的所有民權投訴。這些程序並未剝奪申訴人向其他州或聯邦機構提出正式申訴或就指控歧視的申訴尋求私人律師的權利。

任何認為自己受到麥迪遜地區 MPO 《第六章不得歧視條款》所禁止的歧視或報復的個人、個人團體或實體可以向以下提出投訴：

1. 麥迪遜地區 MPO, Alexandra Andros, 第六章協調員, 電話: (608) 266-4336, (對於聽力障礙人士, 請使用 [威斯康星殘疾人電話中轉 711 服務](#)); 郵箱 mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703
2. City of Madison, Department of Civil Rights, Attn: Title VI Complaint (麥迪遜市, 民全部, 收件者: 第六章投訴), 210 Martin Luther King Jr. Blvd. #523, Madison, WI 53703, 電話: (608)266-4910; 郵箱: dcr@cityofmadison.com
3. 威斯康辛州交通部 (WisDOT), Taqwanya Smith, 高級第六章和 ADA (美國殘疾人法) 協調員, 電話: (608) 266-8129, TTY (800) 947-3529, 傳真: (608)267-3641, 郵箱:

taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5 樓 -- 南樓, Madison, WI 535705. 有關更多信息, 請訪問 [WisDOT Title VI-ADA 網站](#)。

4. 美國交通部、聯邦公路管理局 (FHWA)、民權辦公室。1200 New Jersey Avenue, SE, 8 樓 E81-105, Washington, DC 20590, 電話: (202) 366-0693, 郵箱: FHWA.TitleVIcomplaints@dot.gov
5. 美國交通部、聯邦運輸管理局 (FTA)、民權辦公室, 1200 New Jersey Avenue SE, Washington, DC 20590, 電話: 1-888-446-4511 或 711(中轉), 郵箱: FTACivilRightsCommunications@dot.gov

程序

任何認為自己受到麥迪遜地區 MPO 歧視的人都可以通過填寫併提交《麥迪遜地區 MPO 投訴錄附錄 C (Appendix C)》來提出投訴。

麥迪遜地區 MPO 也可使用此民權投訴程序來處理、解決和結束一般投訴。

麥迪遜地區 MPO 第六章協調員將盡一切努力儘早以最低級別解決投訴。在流程的任何階段, 受影響方和麥迪遜地區 MPO 第六章協調員之間可以選擇舉行非正式調解會議來解決問題。麥迪遜地區 MPO 第六章協調員將盡一切努力尋求解決投訴。

投訴可以以書面形式通過電子郵件或以電話提交給麥迪遜地區 MPO。我們鼓勵投訴人填寫《投訴錄附錄 C》。通過電話收到的投訴將被簡化為書面形式, 併在處理前提供給投訴人進行確認或修改。

投訴應包含以下信息:

- ✓ 投訴人的聯繫信息, 如果有的話, 包括: 全名、郵政地址、電話號碼和電子郵件地址。
- ✓ 投訴的依據 (例如種族、膚色、國籍、殘疾等)。
- ✓ 所指控的歧視行為的日期以及所指控的歧視行為是否持續。
- ✓ 具體被指控進行歧視的人或回應方 (如機構/組織) 的姓名或名稱。
- ✓ 提供充分的信息來了解使申訴人相信在接受聯邦財政援助的項目或活動中有歧視行為發生的事實。

一旦投訴人繼續投訴的意圖確定, 收到的投訴將得到確認和處理。

投訴調查

麥迪遜地區 MPO 為回應方 (即歧視投訴所針對的收件方/實體) 的投訴應轉發給相應的州或聯邦機構, 併根據其程序進行適當處理。

麥迪遜地區 MPO 將負責調查針對其任何承包商、顧問、租戶等的投訴。

民權申訴必須符合以下標準才能被受理:

1. 申訴應在指稱的事件發生後或在申訴人得知有指稱的歧視行為發生的 **180** 個日歷日內提出。
2. 指控應涉及不得歧視性保護，如種族、膚色、民族血統、殘疾等。
3. 指控必須涉及聯邦援助接受者、承包商、顧問或租戶的項目或活動。

麥迪遜地區 MPO 對每項投訴進行審查並確定適當的行動。

收到投訴後，麥迪遜地區 MPO 將在 **10** 個工作日內嚮投訴人提供書面確認。投訴人將被告知處理指控而擬採取的行動。通知函/電子郵件應包含：

- ✓ 投訴的依據。
- ✓ 一段關於麥迪遜地區 MPO 對於指控有管轄權的簡短陳述。
- ✓ 表明何時會聯繫各方。

麥迪遜地區 MPO 進行的調查會包括一次與投訴人的面談。本次面談所收集的信息會包括但不限於投訴錶**附錄 C** 中填寫的信息。

如果需要更多信息來處理投訴，麥迪遜地區 MPO 可能會聯繫投訴人。

如果投訴被認為不完整或要求提供額外信息，投訴人將有 **10** 個工作日提交所需信息。如果未能完成要求，可能會被視為確定沒有調查價值的充分理由。

在接受投訴後的 **60** 個工作日內，麥迪遜地區 MPO 將準備出一份調查報告。該報告應包括事件的敘述性描述、受訪者的身份、調查結果和處置建議。只有具有合理資格和培訓的調查人員才能進行調查。

在麥迪遜地區 MPO 審查過投訴後，將向投訴人發出兩種信件中的一封：一封結案函或調查結果函（LOF）。

- ✓ 結案信會總結這些指控，併錶示不存在有侵犯公民權利的情況，案件將結案。
- ✓ 調查結果函（LOF）會總結有關指控事件的指控和採訪，併會解釋是否會採取任何紀律處分、會對工作人員進行額外培訓還是會採取其他行動。

如果投訴人希望對裁決提出上訴，投訴人可以在裁決函發出後 **30** 個工作日內提出上訴。

投訴被駁回

基於以下原因，可能會建議駁回民權投訴：

1. 投訴人請求撤回投訴。
2. 投訴人未能對處理投訴所需的額外信息的多次請求作出回應。
3. 在合理嘗試後無法找到投訴人。

投訴清單

麥迪遜地區 MPO 保存了一份投訴日誌，如**附錄 C** 所示，列出了指控歧視的投訴、調查和訴訟清單。該清單應包括民權投訴、調查或訴訟的提交日期、指控摘要、投訴、調查和訴訟的狀態、麥迪遜地區 MPO 採取的回應行動以及與投訴、調查或者訴訟相關的最終調查結果。

麥迪遜地區 MPO 將根據要求向 WisDOT 第六章辦公室提交收到的所有第六章投訴的日誌以及任何其他相關記錄。

欲了解更多信息，請聯繫：

1. 麥迪遜地區 MPO, Alexandra Andros, 第六章協調員，電話：(608) 266-4336, (對於聽力障礙人士，請使用 [威斯康星殘疾人電話中轉 711 服務](#)); 郵箱 mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703

投訴和意見表

麥迪遜地區 MPO 的願景是“建立一個永續性的、公平的區域交通系統，將人、地方以及為所有人實現卓越生活質量的機會連接起來”，我們希望您提供反饋。請使用此錶格提出建議、錶揚和投訴。填寫完整的錶格可以提交給以下任何一處：

- Alexandra Andros, 第六章協調員, 電話: (608) 266-4336, (對於聽力障礙人士, 請使用[威斯康星殘疾人電話中轉 711 服務](#), 郵箱 mpo@cityofmadison.com, 或訪問我們的辦公室位於 100 State Street, Ste. 400, Madison, WI 53703. 請注意, 我們的辦公室僅接受預約。有關更多信息, 請訪問 [MPO 民權網站](#)。
- 威斯康辛州交通部 (WisDOT), Taqwanya Smith, 高級第六章和 ADA (美國殘疾人法) 協調員, 電話: (608) 266-8129, TTY (800) 947-3529, 傳真: (608) 267-3641, 郵箱: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5 樓 - 南樓, Madison, WI 535705. 有關更多信息, 請訪問 [WisDOT Title VI-ADA 網站](#)。
- 美國交通部、聯邦公路管理局 (FHWA)、民權辦公室, 1200 New Jersey Avenue, SE, 8 樓 E81-105, Washington, DC 20590, 電話: (202) 366-0693, 郵箱: FHWA.TitleVIcomplaints@dot.gov
- 美國交通部、聯邦運輸管理局 (FTA)、民權辦公室, 1200 New Jersey Avenue SE, Washington, DC 20590, 電話: 1-888-446-4511 或 711(中轉), 郵箱: FTACivilRightsCommunications@dot.gov

部分 A: 無障礙格式要求

請勾選本文檔的首選格式

<input type="checkbox"/> 大字本	<input type="checkbox"/> TDD 或中轉	<input type="checkbox"/> 錄音	<input type="checkbox"/> 其他 (如果選擇, 請在下面的框中說明您需要的格式類型)
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單擊或點擊此處輸入文字。

部分 B: 聯繫信息

姓名 <input type="text"/>	電話號碼 (包括區號) <input type="text"/>
地址 <input type="text"/>	市 <input type="text"/>
州 <input type="text"/>	郵政編碼 <input type="text"/>

電子郵件地址

您是否代錶自己提出此投訴?	<input type="checkbox"/> 是	<input type="checkbox"/> 否
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如果不是, 請在下面的框中提供您所代錶的投訴人的姓名和您們的關繫, 以及您代填錶格的原因。

單擊或點擊此處輸入文字。

如果您代錶第三方提交申訴，請確認您已獲得受害方的許可。

是

否

部分 C: 評論類型

您提供的評論是什麼類型的？請勾選最適用的類別。

投訴

建議

錶揚

其他

以下哪項描述了該評論的性質？請勾選一個或多個復選框。

種族

膚色

民族血統

宗教

年齡

性別

服務

收入狀況

英語水平有限(L.E.P)

美國殘疾人法案(A.D.A)

部分 D: 評論的詳細信息

請回答以下與您的評論有關的問題

該事件是否發生在以下類型的服務上？請勾選任何可能適用的框。

輔助公交
(Paratransit)

共乘出租車

公交車

事件發生的日期是什麼？

單擊以添加以下格式的日期：日、月、年

事件發生的時間是什麼？

單擊以添加時間

所涉員工的姓名或身份是什麼？

單擊或點擊此處輸入文字。

如果適用，其他相關人員的姓名或身份是什麼？

單擊或點擊此處輸入文字。

如果適用的話，您乘坐的路線或名稱是什麼？

單擊或點擊此處輸入文字。

如果適用的話，事故發生時您要去的方嚮或目的地是什麼？

單擊或點擊此處輸入文字。

事發地點在哪裡？

單擊或點擊此處輸入文字。

事件中是否涉及使用行動輔助？

是

否

請添加有關該事件的任何其他描述性詳細信息。

單擊或點擊此處輸入文字。

在下面的方框中，請盡可能清楚地解釋發生了什麼，以及您認為自己受到歧視的原因。

單擊或點擊此處輸入文字。

部分 E：後續行動

如果我們需要更多的細節或信息，我們可以聯繫您嗎？

是

否

如果是，您最希望如何聯繫？請在下面選擇您首選的聯繫方式

電話

電子郵件

郵件

如果您希望通過電話聯繫，請列出聯繫您的最佳日期和時間。

單擊此處添加您的首選時間

單擊此處添加您的首選日期

部分 F：期望的結果

請在下面列出您希望通過採取哪些步驟來解決沖突或問題。

單擊或點擊此處輸入文字。

如果適用，請在下面列出您嚮其提交此投訴的所有其他機構，例如聯邦、州、地方機構或任何聯邦或州法院。請提供投訴發送地的聯繫信息。

單擊或點擊此處輸入文字。

部分 G：簽名

請附上您所掌握的任何支持指控的文件。然後在本錶格上註明日期併簽字，然後將其發送給麥迪遜地區 MPO 或本錶格首頁列出的其他機構。

姓名 單擊或點擊此處輸入文字。

日期: 單擊以添加以下格式的日期: 日、月、年

簽名 單擊或點擊此處輸入文字。

Appendix 7: Limited English Proficient (LEP) Tools

Language Identification Chart

City of Madison
Language Identification Chart

Interpreter Services

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

<p><i>Albanian</i> Shqip</p> <p>Keni të drejtën për përkthyes falas gjatë vizitës mjekësore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.</p>	<p><i>Haitian Creole</i> Kreyòl Ayisyen</p> <p>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap relé yon entèprèt pou ou. Tanpri ret tann.</p>	<p><i>Russian</i> Русский</p> <p>Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.</p>
<p><i>Amharic</i> አማርኛ</p> <p>የለምንም ወዘተ እስተርጓሚ የግጥም ሙሉት አለምት ፡፡ የሚናገሩትን የሚረዱበትን ቋንቋ በመጠቀም የመልክቱ ፡፡ እስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገቡ ፡፡</p>	<p><i>Hebrew</i> עברית</p> <p>יש לך זכות השתמש בשירותיו של מתורגמן ללא תשלום. אנא הצבע על השפה שלך. מיד ניצור שרשך עם מתורגמן. אנא המתן.</p>	<p><i>Serbo-Croatian</i> Srpsko-Hrvatski jezik</p> <p>Vi imate pravo na besplatnog prevodioca. Molimo vas da pokazete na vas govorni jezik. Lagalan prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.</p>
<p><i>Arabic</i> عربي</p> <p>يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك إلى لُغتك كي نستدعي المترجم المعني. يُرجى منك الانتظار لحين استدعاء المترجم.</p>	<p><i>Hindi</i> हिन्दी</p> <p>आपको नि:शुल्क दुभाषिया (अनुवादक) प्रप्त करने का अधिकार है कृपया अपनी भाषा की ओर इशारा करें एक दुभाषिया (अनुवादक) को बुलवाया जाएगा कृपया प्रतीक्षा करें </p>	<p><i>Somali</i> Soomaali</p> <p>Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sugt</p>
<p><i>Armenian</i> Հայերեն</p> <p>Վերջ ունեք բարձրագույն ունենալու իրավունք ստանալ արևել գնալու: Խնդրում ենք մասնագետներ ձեր լեզուն և բարձրագույնը կոնսուլին: Խնդրում ենք սպասել:</p>	<p><i>Hmong</i> Hmoob</p> <p>Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov thaw tsis rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>	<p><i>Spanish</i> Español</p> <p>Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>
<p><i>Bengali</i> বাংলা</p> <p>আপনার অধিকার রয়েছে বিনামূল্যে একজন পোতাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন পোতাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p><i>Italian</i> Italiano</p> <p>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p><i>Swahili</i> Swahili</p> <p>Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.</p>
<p><i>Cape Verdean Creole</i> Criolu di Cabu Verdi</p> <p>Nhós tem direito a um intérprete gratuito di nhós língua. Mostra qual qui nhós língua pa nó podi tchoma intérprete. Nhós aguarda um momento, por favor.</p>	<p><i>Japanese</i> 日本語</p> <p>通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。</p>	<p><i>Tagalog</i> Tagalog</p> <p>Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</p>
<p><i>Chinese</i> 中文</p> <p>Cantonese Mandarin Taiwanese Taiwanese/Fukienese Min 广东话 国语 台语 台湾话/福建话 闽语</p> <p>你有权要求一位免费的传译员。 请指出你的语言。传译员将为你服务，请稍候。</p>	<p><i>Khmer</i> ខ្មែរ</p> <p>លោក-អ្នកមានសិទ្ធិស្នើសុំអ្នកបកប្រែឃ្លាត់ដោយមិនគិតថ្លៃ។ សូមប្រើស្លាក ដើម្បីបញ្ជាក់ភាសាដែលអ្នក-អ្នក ចង់ប្រើស្រាប់តែ។ សូមរង់ចាំ។</p>	<p><i>Thai</i> ไทย</p> <p>ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่มีค่าใช้จ่ายจ่าโดยจากรัฐบาลไทยที่ภาษาของท่าน กรุณาใช้ป้ายแสดงภาษาที่ท่านจะขอใช้เพื่อที่เรียกล่ามให้ท่าน</p>
<p><i>French</i> Français</p> <p>Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter s'il vous plaît!</p>	<p><i>Korean</i> 언어</p> <p>여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 "한국어"를 손가락으로 가리켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>	<p><i>Ukrainian</i> Українська</p> <p>У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам поклинуть перекладача. Почекайте, будь ласка.</p>
<p><i>German</i> Deutsch</p> <p>Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p><i>Laotian</i> ລາວ</p> <p>ທ່ານມີສິດຂໍຮ້ອງມາຍຸດຕິກຳໂດຍບໍ່ເສັຽຄ່າ. ກະລຸນາໃຊ້ສັນຍາສາຂອງທ່ານ. ມາຍຸດຕິກຳຈະຖືກເອ້ນມາ. ກະລຸນາລໍຖ້າ.</p>	<p><i>Urdu</i> اردو</p> <p>آپ مفت ترجمانی کی خدمات کے مستحق ہیں براہ کرم اپنی زبان کی طرف اشارہ کیجئے آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا براہ کرم انتظار کیجئے</p>
<p><i>Greek</i> Ελληνικά</p> <p>Είναι δικαίωμά σας να χρησιμοποιήσετε δωρεάν χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξετε τη γλώσσα που μιλάτε. Θα ειδοποιησουμε ένα δωρεάν. Παρακαλώ περιμένετε.</p>	<p><i>Polish</i> Język polski</p> <p>Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.</p>	<p><i>Vietnamese</i> Tiếng Việt</p> <p>Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.</p>
<p><i>Portuguese</i> Português</p> <p>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>		

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

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

Language Translation Request Log

Date	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Actions (Was Translation Services Provided?)	Staff Member Providing Assistance	Notes