



GREATER MADISON
mpo

2023 DRAFT

Title VI Non-Discrimination Program and Language Assistance Plan

Greater Madison Metropolitan Planning Organization

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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

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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.

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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 the how the Greater Madison MPO incorporates the requirements of Title VI and related legal authorities into its operations. The plan will be used 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.

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Title VI Non-Discrimination Responsibilities

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of 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 Nondiscrimination requirements via Greater Madison MPO's public area, on its website, in vehicles, etc.

Oversight

- Ensure contractors and lessees adhere to Title VI/Nondiscrimination 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 A**)
- Contact Information/Program Administration (**Appendix A**)
- Public Notice of Nondiscrimination (**Appendix C**)
- Discrimination Complaint Procedure and Complaint Form (**Appendix C**)
- Complaint Log (**Appendix C**)
- [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 **Attachment D**)
- Limited-English Proficiency (LEP) Plan and LEP Tools (**Appendix G**)
- Translated Vital Documents in Hmong (**Appendix D**), Spanish (**Appendix E**), and Chinese (**Appendix F**).

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 Nondiscrimination*. The *Notice of Nondiscrimination* 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 Nondiscrimination* 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 Nondiscrimination*, please see [Appendix C](#).

Greater Madison MPO's *Notice of Nondiscrimination* is translated in Hmong, Spanish, and Chinese, and is included in [Appendix D](#), [Appendix E](#), and [Appendix F](#), 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 C](#) 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 D](#), [Appendix E](#), and [Appendix F](#), 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)

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

The Greater Madison MPO is comprised of two committees: 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 Engagement Methods | | | | | | | | | |
|--|---|------------|---------|----------|---------|---------------|------------------|------------|--------------------|
| General MPO Outreach | | RTP | TIP | UPWP | PPP | Title VI & EJ | Coordinated Plan | TDP | Bicycle Plan |
| | | | | | | | | | Round Trip 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 | 5 Years | 3 Years | 5 Years | 5-10 Years | 10 Years |
| Public Comment Period | | N/A | 30 Days | 30 Days | 45 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 5 alternates and 2 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 recommendation 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 | | | | | | | |
|---|--------------------|-------------|---------------------------------|-------------|--|--|-----------------------|-------------------|
| | 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 | * | * | * | * | * | * | * | * |
| Technical Coordinating Committee | * | * | * | * | * | * | * | * |
| Planning Area Source: DP1 Profile of General Population and Housing Characteristics, 2020 Decennial Census, U.S. Census Bureau . | | | | | | | | |

* Board and Committee members have been asked to complete self-identification forms, but these have not yet been submitted by the majority of Board or Committee members. This table will be updated for the final plan.

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.

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. In order 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 percentage of minority (Hispanic and/or non-white) residents in 2010 Census block group based on 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 lunch.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. Because of

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

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 |
|------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------|
| Cities | | | | |
| 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% |
| Villages | | | | |
| 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% |
| Towns/Townships | | | | |
| 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, 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 which 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 | | | | | |

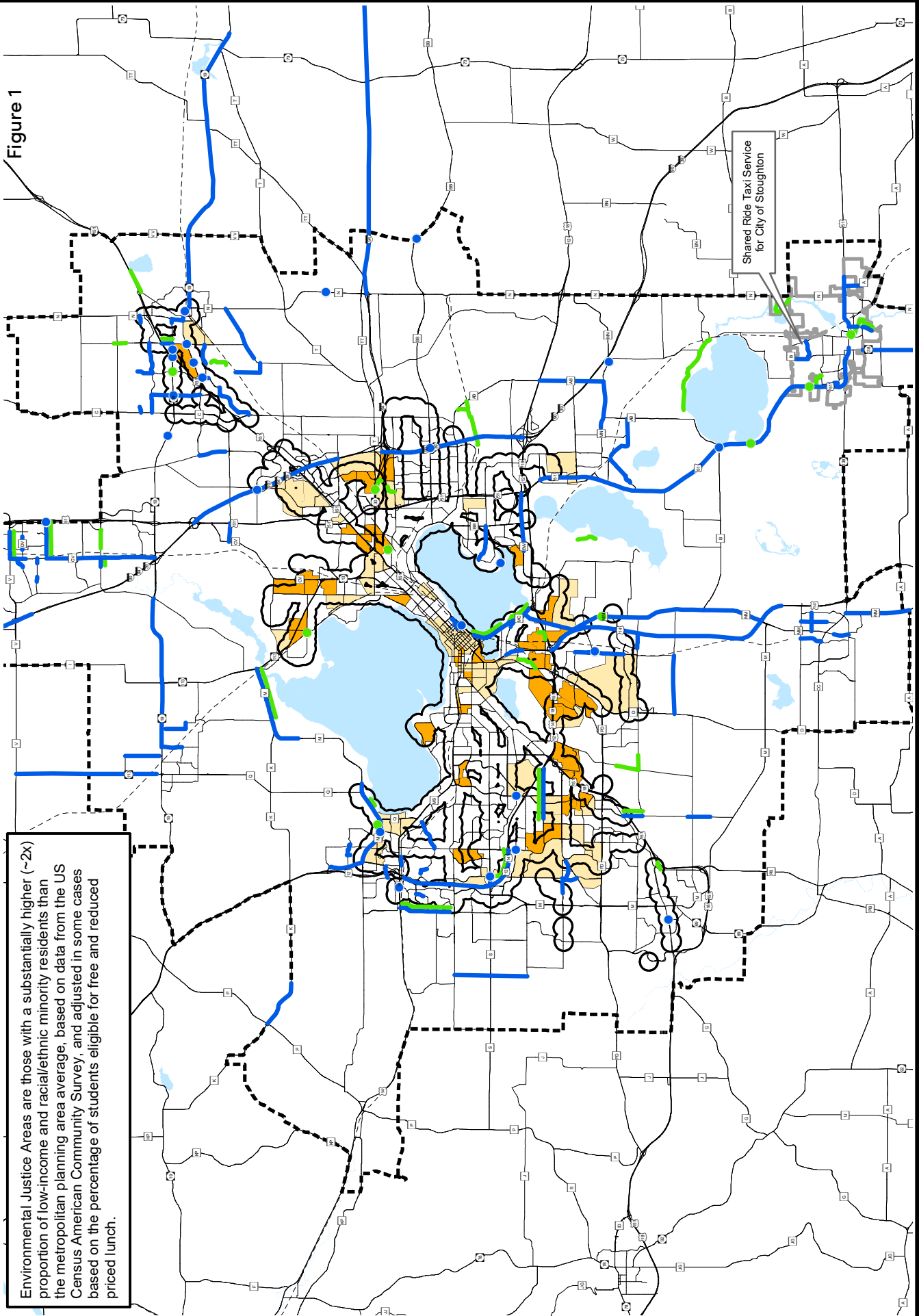
Figure 1 shows 2024–2028 Transportation Improvement Program (TIP) projects in relation to MPO-identified Environmental Justice (EJ) areas, with the transit service area. The MPO’s [TIP, EJ, and Justice40 map](#) provides greater detail than can be shown in Figure 1, and allows viewers to modify or add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

Figure 1

Environmental Justice Areas are those with a substantially higher (~2x) proportion of low-income and racial/ethnic minority residents than the metropolitan planning area average, based on data from the US Census American Community Survey, and adjusted in some cases based on the percentage of students eligible for free and reduced priced lunch.



Environmental Justice Analysis

Source: U.S. Census Bureau and MATPB

Environmental Justice Areas: Tier 1
Environmental Justice Areas: Tier 2

Major Roadway Projects in 2024-2028 TIP
Major Bikeway Projects in 2024-2028 TIP
Metropolitan Planning Area Boundary (2013)
Transit Service Area Boundary (6/23)

Prepared by staff to the:
mpo
Date Revised: 8/7/2023

Author: plmms

Path: M:\MPO_GIS\GIS_Users\Dan_S\ArcMapProj\TransitTIP\2024TIP_EJ_2024.mxd

Date Printed: 8/7/2023

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 who 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 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 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 which 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 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 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 considers 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 mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.

Amharic

አማርኛ

ያለምንም ወጪ እስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትንና የሚረዱበትን ቋንቋ በመጠቀም ያመልክቱ። እስተርጓሚ እስኪመጡ ድረስ እባክዎ ይታገቡ።

Arabic

عربي

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

Armenian

Հայերեն

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

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন পোতাষী 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 δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιηθούνε 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 yon entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך זכות להשתמש בשירותיו של מתורגמן 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-អ្នកមានសិទ្ធិឱ្យមានអ្នកបកប្រែម្នាក់យោងមិនគិតថ្លៃ។ សូមប្រើភ្លាមៗ ទៅរកសារបស់លោក-អ្នក។ គេនឹងព្រោះលើឱ្យអ្នកបកប្រែម្នាក់មក។ សូមប្រើភ្លាមៗតាម។

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

ທ່ານມີສິດຂໍນາຍແປພາສາໄດຍບໍ່ເສັຽຄ່າ. ກະຮຸ້ນາຊື່ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະລຸ້ນາລໍຖ້າ.

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 fiig 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

ท่านมีสิทธิ์ขอล่ามแปลภาษาไทยไม่เสียค่าใช้จ่ายใดๆ
กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่
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 need 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.
- Reviews 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 with 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 a LEP Plan and language assistance is 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

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.

Insert Signatures and Date here

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 |
|-----------|--|-------------------------------|---|
| X/XX/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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[Add Chinese header]

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pandros@cityofmadison.com

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 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 ***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, policy, 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, 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 recommendation for disposition. Only reasonably qualified and trained investigators should conduct the investigation.

After Greater Madison MPO reviews the complaint, one of two (2) letters and 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 Click or tap here to enter text. | Telephone Number (including area code) Click or tap here to enter text. |
| Address Click or tap here to enter text. | City Click or tap here to enter text. |
| State Click or tap here to enter text. | Zip Code Click or tap here to enter text. |

Email Address Click or tap here to enter text.

| | | |
|---|------------------------------|-----------------------------|
| Are you filing this complaint on your own behalf? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|---|------------------------------|-----------------------------|

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

Click or tap here to enter text.

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

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? <i>Please check any box that may apply.</i> | <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 Click or tap here to enter text.

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

Signature Click or tap here to enter text.

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

Notice of Nondiscrimination- To Be Added

Complaint Procedure- To Be Added

Complaint Form- To Be Added

Appendix 5: Vital Documents for Spanish Speakers

Notice of Nondiscrimination- To Be Added

Complaint Procedure- To Be Added

Complaint Form-To Be Added

Appendix 6: Vital Documents for Chinese Speakers

Notice of Nondiscrimination- To Be Added

Complaint Procedure- To Be Added

Complaint Form- To Be Added

”” 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>Albanian</p> <p>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 vizitën mjekësore.</p> <p>Amharic</p> <p>አማርኛ</p> <p>የልማንም ወጪ አስተርጓሚ የማጥኛት ሙብት አለምት ፡፡ የሚናገሩትንና የሚረዱበትን ቋንቋ በመጠቀም የመልክቱ ፡፡ አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገቡ ፡፡</p> <p>Arabic</p> <p>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>Armenian</p> <p>Հայերեն</p> <p>Վերջին անգամ խնդրում ենք նշանակալից իրավունք ստանալով որևէ վճարի: Խնդրում ենք մատնանշել ձեր լեզուն և խորհրդանշելը կոմունեն: Խնդրում ենք սպասել:</p> <p>Bengali</p> <p>বাংলা</p> <p>আপনার অধিকার রয়েছে বিনামূল্যে একজন পোড়ায়ী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন পোড়ায়ীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p> <p>Cape Verdean Creole</p> <p>Criolu di Cabu Verdi</p> <p>Nhòs tem direito a um intérprete gratuito di nhòs língua. Mostra qual qui nhòs língua pa nò podi tchoma intérprete. Nhòs aguarda um momento, por favor.</p> <p>Chinese</p> <p>中文</p> <p>Cantonese Mandarin Toisanese Taiwanese/Fukienese Min 广东话 国语 台山话 台湾话/福建话 闽语</p> <p>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。</p> <p>French</p> <p>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>German</p> <p>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>Greek</p> <p>Ελληνικά</p> <p>Είναι δικαίωμά σας να χρησιμοποιήσετε δωρεάν έναν/μία χρηματικό επιφόρονο. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιησουμε ένα δωρεάν. Παρακαλώ περιμένετε.</p> | <p>Haitian Creole</p> <p>Kreyòl Ayisyen</p> <p>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap relé youn entèprèt pou ou. Tanpri ret tann.</p> <p>Hebrew</p> <p>עברית</p> <p>יש לך זכות להשתמש בשירותיו של מתורגמן ללא תשלום. אנא הצבע על השפה שלך. מיד ניצור קשר עם מתורגמן. אנא המתן.</p> <p>Hindi</p> <p>हिन्दी</p> <p>आपको नि:शुल्क दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है। कृपया अपनी भाषा की ओर इशारा करें। एक दुभाषिया (अनुवादक) को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p> <p>Hmong</p> <p>Hmoob</p> <p>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.</p> <p>Italian</p> <p>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>Japanese</p> <p>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>Khmer</p> <p>ខ្មែរ</p> <p>លោក-អ្នកមានសិទ្ធិស្នើរឲ្យអ្នកបកប្រែម្នាក់មកជួយបំភ្លឺការសួរដេញដោល ដោយឥតគិតថ្លៃ។ សូមប្រាប់ឲ្យស្តាប់ ដោយស្របច្បាប់។ អ្នកដេញដោលនឹងសួរអ្នកបកប្រែម្នាក់មក។ សូមរង់ចាំ។</p> <p>Korean</p> <p>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>Laotian</p> <p>ລາວ</p> <p>ທ່ານມີສິດຂໍ້ມາຍແປພາສາໂດຍບໍ່ເສື່ອ້າ. ກະລຸນາລໍໃສ່ພາສາຂອງທ່ານ. ມາຍພາສາຈະຖືກເອີ້ນມາ. ກະລຸນາລໍຖ້າ.</p> <p>Polish</p> <p>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>Portuguese</p> <p>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> | <p>Russian</p> <p>Русский</p> <p>Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.</p> <p>Serbo-Croatian</p> <p>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>Somali</p> <p>Soomaali</p> <p>Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sugi!</p> <p>Spanish</p> <p>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>Swahili</p> <p>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>Tagalog</p> <p>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>Thai</p> <p>ไทย</p> <p>ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่มีเสียค่าใช้จ่ายใด ๆ กรุณาชี้ที่ภาษาของท่าน กรุณาอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน</p> <p>Ukrainian</p> <p>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>Urdu</p> <p>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>Vietnamese</p> <p>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> |
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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 |
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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 |
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