



La Crosse Area Planning Committee

*Metropolitan Planning Organization
Serving the La Crosse/La Crescent Urbanized Area*

Peter Fletcher, Director Jackie Eastwood, Transportation Planner
La Crosse County Administrative Center
212 6th Street North ☎ Room 2300 ☎ La Crosse, WI 54601
PH: 608.785.5977 Website: www.lacrossecounty.org/mpo

LA CROSSE COUNTY NOTICE OF MEETING

COMMITTEE OR BOARD:	LA CROSSE AREA PLANNING COMMITTEE
DATE OF MEETING:	WEDNESDAY, May 17, 2023
MEETING PLACE:	ROOM 1107 ADMINISTRATIVE CENTER 212 6TH STREET N, LA CROSSE, WI 54601 THE MEETING WILL BE HELD IN PERSON WITH THE OPTION TO ATTEND VIRTUALLY VIA TEAMS – SEE MEETING ACCESS/ MONITORING INSTRUCTIONS DETAILED BELOW
TIME OF MEETING:	4:30 P.M.
PURPOSE OF MEETING:	Bi-Monthly Meeting
1.	Call to Order and Roll Call
2.	Public comment (5 minutes time limit per comment)
3.	Approval of minutes of the March 15, 2023 LAPC meeting
4.	Introduction of MPO Transportation Planner
5.	Election of LAPC Chair and Vice-Chair
6.	Recognition of Linda Seidel, Town of Medary and Joshua Johnson, Town of Campbell for their service on the LAPC
7.	Recognition of Bob Fisher for years of support to the La Crosse Area Planning Committee and planning in the region
8.	Approve amending the 2023-2026 Transportation Improvement Program - <i>Resolution 4-2023</i>
9.	Approve amending the 2023 LAPC Unified Planning Work Program - <i>Resolution 5-2023</i>
10.	Approve the LAPC Title VI Plan – <i>Resolution 6-2023</i>
11.	Approve Minnesota DOT 2024 Carbon Reduction Program application – La Crescent
12.	MPO Staffing Discussion
13.	Other Business
14.	Future Agenda Items <ul style="list-style-type: none"> – 2023-2026 TIP amendment – 2024-2027 MN TIP – MPO staffing discussion
15.	Next Regular Meeting of LAPC: Wednesday, June 21, 2023
16.	Adjourn

Public Access: Any person may access/monitor the meeting utilizing the following options.

MEETING ACCESS/MONITORING INSTRUCTIONS:

Option 1: Use the link below to join the TEAMS meeting on your desktop/laptop/phone to stream audio, video or both. If you do not have TEAMS on your desktop/laptop/phone, after you activate the link “Click here to join the meeting” you will have to follow several prompts to join the meeting.

[Click here to join the meeting](#)

Option 2: Join by phone (audio only): 1-262-683-8845, and enter 899216761# at the prompt

[+1 262-683-8845](tel:+12626838845),[899216761#](tel:+12626838845) United States, Kenosha

Phone Conference ID: 899 216 761#

If you need assistance accessing or participating in this meeting, please contact LAPC staff as soon as possible by phone at 608-785-6141, by email at jeastwood@lacrossecounty.org, or in person at 212 6th St N, Room 2300, La Crosse, WI 54601.

Yog tias koj xav tau kev pabcuam kom nkag mus lossis koom nrog hauv lub rooj sib tham no, thov hu rau LAPC cov neeg ua haujlwm kom sai li sai tau hauv xovtooj ntawm 608-785-6141, lossis email rau jeastwood@lacrossecounty.org, lossis tus kheej rau 212 6th St N, Room 2300, La Crosse, WI 54601.



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Si necesita ayuda para acceder o participar en esta reunión, comuníquese con el personal de LAPC lo antes posible por teléfono al 608-785-6141, por correo electrónico a jeastwood@lacrossecounty.org, o en persona en 212 6th St N, Room 2300, La Crosse, WI 54601.

NOTICES FAXED/MAILED TO:

NEWS MEDIA

La Crosse Tribune
Other Media

OTHERS

LAPC Technical Committees
Public Participation Process List

DEPARTMENTS

County Administrator
Corporation Counsel
County Clerk
Facilities

COMMITTEE MEMBERS

Vacant, Chair
Patrick Barlow, Vice Chair
Monica Kruse
Mitch Reynolds/Barb Janssen
Scott Schumacher
Mike Poellinger
Tim Candahl
Stan Hauser/Jerry Monti
Dan Kapanke
Kim Smith
Bob Stupi

MEMBERS: If unable to attend, please contact Peter Fletcher, MPO Director at 608-785-5977.

***PUBLIC COMMENT:** The Committee may receive information from the public, but the Committee reserves the right to limit the time that the public may comment and the degree to which members of the public may participate in the meeting.

PERSONS WITH DISABILITY: If you need accommodation to access/monitor this meeting, please contact the County Clerk's Office at (608)785-9581 as soon as possible.

The LAPC reserves the right to reconsider issues taken up at previous meetings. Documents are emailed and/or mailed to LAPC Policy Board members; please contact the LAPC office to obtain copies. If you have a disability and need assistance participating in this meeting, please contact Jackie Eastwood at 608.785.6141 or at jeastwood@lacrossecounty.org as soon as possible in advance of the meeting.

DATE NOTICE FAXED/MAILED/POSTED: May 10, 2023

**This meeting may be recorded and any such recording is subject to
Disclosure under the Wisconsin Open Records Law**



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**LA CROSSE AREA PLANNING COMMITTEE
MINUTES OF MARCH 15, 2023
Held in person and via Microsoft Teams**

MEMBERS PRESENT:	Patrick Barlow, Linda Seidel, Mike Poellinger, Stan Hauser, Bob Stupi, Josh Johnson, Mitch Reynolds, Monica Kruse, Tim Candahl, Scott Schumacher, Kim Smith
MEMBERS EXCUSED:	
OTHERS PRESENT:	Peter Fletcher, Jackie Eastwood, Erin Klar (Recorder), Jane Klekamp, Kathleen Stewart, Sam Bachmeier, Dillon Constant, Larry Kirch, Ken Harwood, Matthew Sorensen

CALL TO ORDER

Chair Linda Seidel called the meeting to order at 4:30 p.m. Roll call was taken and a quorum was called.

PUBLIC COMMENT: None.

APPROVAL OF MINUTES OF THE JANUARY 18, 2023 LAPC MEETING

MOTION by Poellinger/Hauser to approve the minutes of the January 18, 2023 La Crosse Area Planning Committee meeting. **Motion carried unanimously.**

APPROVE AMENDING THE 2023-2026 TRANSPORTATION IMPROVEMENT PROGRAM (RESOLUTION 3-2023)

The U. S. Department of Transportation regulations require the development and approval of a Transportation Improvement Program (TIP) for the metropolitan planning area by the Metropolitan Planning Organization (MPO). The La Crosse Area Planning Committee approved the 2023-2026 TIP on November 16, 2022. Since adoption of the TIP, five (5) projects have been added to the TIP project list: La Crosse County: CTH O, CTH OA - CTH M, Bridge Replacement of B-32-020. Design Anticipated in 2023. Construction not Currently Scheduled/Obligated; Town of Shelby: Safe Public Rail Access (EFL App# WI 98), New access road, parking lot and railroad crossing signals to Upper Mississippi National Wildlife Refuge (0.1 miles north of B-32- 0163 on WIS 35) USF&W providing match funding; Aptiv, Inc.: One (1) Bariatric Van, Side-load. Vehicle Replacement. Serves La Crosse, Monroe, Jackson, and Walworth Counties; Center for Independent Living: Call Center, Mobility Management and Operating Assistance. Serves La Crosse County and 41 Other Wisconsin Counties; Tri-State Ambulance: One (1) Rear-Entry Minivan. Vehicle Replacement. Serves Vernon and La Crosse Counties. The amendment also includes adding the Wisconsin Department of Transportation targets for pavement and bridge condition (PM2) and travel time performance (PM3) into the document.

MOTION by Poellinger/Candahl to approve. **Motion carried unanimously.**

APPROVE MINNESOTA DEPARTMENT OF TRANSPORTATION CARBON REDUCTION PROGRAM PROJECT APPLICATION – LA CRESCENT

The City of La Crescent proposes to replace a current police cruiser using Carbon Reduction Program funds. The existing police cruiser is used approximately 365 days a year and travels on average 50 miles per day with a gas mileage of 17 mpg, thereby utilizing 1,060 gallons of gas a year. The vehicle is used for patrol at all hours of the day. Gas savings do not consider



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idle time that will be saved. Utilizing the La Crescent fleet study, completed by Sawatch Labs, replacing the existing police cruiser with a fully electric powered police cruiser would result in a 93% GHG emission reduction. The city will install electric vehicle charging infrastructure at City Hall for charging the electric vehicle. This charging infrastructure will be funded using city funds. The city will use the \$12,000 CRP allocation and match that with \$2,400 from city funds for 2023. The city intends on using future CRP funds (2024-2026) for similar purposes.

MOTION by Kruse/Candahl to approve. **Motion carried unanimously.**

INTRODUCTION OF LA CROSSE COUNTY PLANNING AND ECONOMIC DEVELOPMENT STAFF

Kathleen Stewart, Director of Zoning, introduced herself and staff. Sam Bachmeier is the new Community Development Specialist. Dillon Constant is the new County Planner. Feel free to reach out to them with any questions.

MPO URBANIZED AREA UPDATE

The new boundary has been released and a map is available on the MPO website. Because the criteria for defining urban areas changed, the La Crosse-La Crescent Urban Area decreased in size and population. The biggest impact is that the Village of West Salem is no longer in the La Crosse/La Crescent urbanized area but is now its own urban area. In 2024 the Village will no longer be eligible for funding from the STP-Urban program or other urban programs such as the 5307 for urban transit. This change will impact the shared ride program. The Village of West Salem is still in the MPO planning area and can remain a dues-paying member of the LAPC if they so choose.

MPO STAFFING DISCUSSION

Peter presented information on hiring an additional staff person for the MPO office. The MPO projected budget for 2024 could support an additional staff member, but it would impact funding for the local studies program. Staff will continue gathering information on establishing the new position.

2024 MEMBER DUES

Peter presented an overview of what 2024 dues would be for each municipality. Dues are based on equalized value of members. **MOTION** by Poellinger/Reynolds to approve dues. **Motion carried unanimously.**

OTHER BUSINESS –

Wisconsin Carbon Reduction Program (CRP) applications are due April 7, 2023. The Title VI Plan draft plan is available for viewing on the MPO website. It is an administrative plan and we will be seeking approval at the May meeting. A June meeting may be needed to get Wisconsin CRP projects into the TIP.

FUTURE AGENDA ITEMS

- Election of officers
- Title VI Plan
- TIP amendment
- MPO Staffing Discussion



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NEXT MEETING DATE: Wednesday, May 17, 2023 at 4:30 p.m.

MOTION by Poellinger/Hauser to adjourn the meeting at 5:10 p.m. **Motion carried unanimously.**

Disclaimer: The above minutes may be approved, amended or corrected at the next committee meeting.

Recorded by Erin Klar

La Crosse Area Planning Committee
RESOLUTION 4 – 2023

AMENDING THE

2023 - 2026 Transportation Improvement Program (TIP) for the La Crosse / La Crescent Planning Area

WHEREAS, the U. S. Department of Transportation regulations require the development and approval of a Transportation Improvement Program (TIP) for the metropolitan planning area by the Metropolitan Planning Organization (MPO); and

WHEREAS, the La Crosse Area Planning Committee approved the 2023-2026 TIP on November 16, 2022; and

WHEREAS, since adoption of the TIP, eight (8) projects have been added to the TIP projects list:

- 243-23-020 STH 16, La Crosse - Sparta (USH 53 to STH 35), Preliminary Engineering/NEPA, Reconstruct, Design anticipated in 2023, Master Group TIP #: 243-22-021
- 243-23-021 STH 16, La Crosse - Sparta (STH 35 to IH 90), includes Wis 157 from Wis 16 to IH 90, Preliminary Engineering/NEPA, Reconstruct, Design anticipated in 2023, Master Group TIP #: 243-22-021
- 243-23-022 STH 35, La Crosse - Trempealeau (USH 14/61 to USH 53), Preliminary Engineering/NEPA, Reconstruct, Design anticipated in 2023, Master Group TIP #: 243-22-021
- 243-23-023 USH 53, La Crosse - Galesville (STH 35 to IH 90), Preliminary Engineering/NEPA, Reconstruct, Design anticipated in 2023, Master Group TIP #: 243-22-021
- 243-23-024 Green Bay Street, 22nd Street South to Losey Blvd, Reconstruct, Design Anticipated in 2023, Construction Anticipated in 2024-2025
- 243-23-025 Monitor Street, Rose Street to Lang Drive, Reconstruct, Design Anticipated in 2023, Construction Anticipated in 2026
- 243-23-026 **CRP** City of La Crescent: Lease 1 Electric Vehicle to Replace Police Cruiser
- 243-23-028 Lease - Replacement <30' Buses

And,

WHEREAS, since adoption of the TIP, one (1) 5311 project for Couleecap has been updated with a new TIP number (243-23-027) and funding amounts; and

WHEREAS, since adoption of the TIP, three (3) NHPP projects have been removed:

- 243-18-017 IH 90, STH 16 to CTH C, Pavement & Bridge Replacements (B-32-23, 24, 25, 26, 27, 28), Design Anticipated 2023, Construction Anticipated after 2030
- 243-13-011 IH 90, STH 16 Interchange Area. (S Kinney Coulee Rd to CTH OS) interchange improvements. Bridge replacements B-32-0053, -0054. Design anticipated in 2023. Construction anticipated after 2030
- 243-18-018 IH 90, STH 157 Interchange Reconstruction, Design Anticipated 2023, Construction Anticipated after 2030

And,

WHEREAS, since adoption of the TIP, four (4) other projects (243-23-015, 243-21-022, 243-13-013, 243-22-018) have had the project numbers, project description, funding source, and/ or funding shares modified; and

NOW, THEREFORE, BE IT RESOLVED that the La Crosse Area Planning Committee, hereby, approves an amendment to the 2023-2026 TIP table as reflected in the attachment.

LA CROSSE AREA PLANNING COMMITTEE

Chair

Peter Fletcher, Executive Director
Dated: May 17, 2023

2023 - 2026 Transportation Improvement Program Project List

May 17, 2023

Project Number	State ID Number	Sponsoring Agency	Project Description	Project Type	Exp-Type	2023 (x\$1000)				2024 (x\$1000)				2025 (x\$1000)				2026 (x\$1000)				Source of Funds				
						Fed	WI	MN	Local / Other	Total	Fed	WI	MN	Local / Other	Total	Fed	WI	MN	Local / Other	Total	Fed		WI	MN	Local / Other	Total
						2023				2024				2025				2026								
MINNESOTA PROJECTS																										
243-09-015	TRF-0780-23, 24, 25, 26	City of La Crosse	SECT 5307: City of La Crosse Transit Operating Assistance	Transit	PE																					
					OA	78.1		312.5	390.7	78.1		312.5	390.7	78.1		312.5	390.7	78.1		312.5	390.7	5307				
					CAPT																					
					TOTAL	78.1		312.5	390.7	78.1		312.5	390.7	78.1		312.5	390.7	78.1		312.5	390.7					
243-23-026	236-080-004	City of La Crosse	**CRP** City of La Crosse: Lease 1 Electric Vehicle to Replace Police Cruiser	Other	PE																	CRP				
					OA																					
					CAPT	19.0		2.4	14.4																	
					TOTAL	19.0		2.4	14.4																	
WISCONSIN TRANSIT PROJECTS																										
243-03-037		La Crosse County	MiniBus, Volunteer Driver	Transit	PE																	5307				
					OA	293.8		58.8	352.6	293.8		58.8	352.6	293.8		58.8	352.6	293.8		58.8	352.6	5307				
					CAPT																					
					TOTAL	293.8		58.8	352.6	293.8		58.8	352.6	293.8		58.8	352.6	293.8		58.8	352.6					
243-03-039		City of LaCrosse	MTU Operating Assistance	Transit	PE	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7	5307				
					OA																					
					CAPT																					
					TOTAL	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7	2,556.7	1,459.2	1,668.8	5,684.7					
243-23-012		City of LaCrosse	Two (2) Hybrid Replacement Buses	Transit	PE																	5339				
					OA	1,280.0		320.0	1,600.0																	
					CAPT																					
					TOTAL	1,280.0		320.0	1,600.0																	
243-21-001		City of La Crosse	Two (2) Replacement Fixed-Route Low-Floor Diesel-Electric Hybrid Buses. (The Local Share will be paid over 10 years through shared revenue reduction.)	Transit	PE																	VW				
					OA																					
					CAPT																					
					TOTAL																					
243-19-019		City of La Crosse	MTU Low- or No-Emission - 2 Electric Buses, 2 Charging Stations, Infrastructure on Electric Grid; funds obligated in 2019; capital will be acquired in 2021 due to delays created by COVID-19	Transit	PE																	5339(c)				
					OA																					
					CAPT																					
					TOTAL																					
243-23-013		City of La Crosse	Two (2) Clean Diesel Buses, City of La Crosse, Public Transportation, Obligation Anticipated in 2023	Transit	PE																	5339				
					OA	884.6		221.1	1,105.7																	
					CAPT																					
					TOTAL	884.6		221.1	1,105.7																	
243-23-027		Coufécacp	Vehicle Loans, Operating Assistance (WETAP), Crawford, La Crosse, and Vernon Counties	Transit	PE	33.5		33.5	67.0													5307				
					OA	55.3		13.8	69.1													85.24				
					CAPT																					
					TOTAL	88.8		47.3	136.2																	
243-22-013		Vernon County	Mobility Management, Volunteer Driver Program and Vernon County Mini Bus. Serves locations in La Crosse Area	Transit	PE																	5310				
					OA																					
					CAPT																					
					TOTAL																					
243-22-014		Vernon Area Rehabilitation Center	One (1) medium-large bus replacement vehicle.	Transit	PE																	5310				
					OA																					
					CAPT																					
					TOTAL																					
243-22-015		Apév, Inc.	One (1) Bariatric Van, Side-load. Serves La Crosse, Monroe, Jackson, and Walworth Counties	Transit	PE																	5310				
					OA																					
					CAPT																					
					TOTAL																					
243-23-017		Apév, Inc.	One (1) Bariatric Van, Side-load. Vehicle Replacement. Serves La Crosse, Monroe, Jackson, and Walworth Counties	Transit	PE																	5310				
					OA	61.3		15.3	76.6																	
					CAPT																					
					TOTAL	61.3		15.3	76.6																	
243-22-016		Monroe County	One (1) Bariatric Van, Side-load. Serves La Crosse and Monroe Counties	Transit	PE																	5310				
					OA																					
					CAPT																					
					TOTAL																					
243-23-018		Center for Independent Living	Call Center, Mobility Management and Operating Assistance. Serves La Crosse County and 41 Other Wisconsin Counties	Transit	PE	400.2		400.2	800.5													5310				
					OA	195.8		26.4	132.2																	
					CAPT																					
					TOTAL	596.0		426.7	932.7																	
243-23-019		Tri-State Ambulance	One (1) Rear-Entry Minivan. Vehicle Replacement. Serves Vernon and La Crosse Counties	Transit	PE																	5310				
					OA	53.3		13.3	66.6																	
					CAPT																					
					TOTAL	53.3		13.3	66.6																	
243-20-013		La Crosse County	Two battery electric cutaway buses and associated infrastructure equipment for Scenic Mississippi Regional Transit (SMRT) service.	Transit	PE																	VW				
					OA																					
					CAPT																					
					TOTAL																					
243-23-028	5311523-26a	La Crosse County	Lease - Replacement <30' Buses	Transit	PE																	5311				
					OA	189.0		37.8	189.2																	
					CAPT																					
					TOTAL	189.0		37.8	189.2																	
243-20-026		City of La Crosse	Two (2) Standard 35-ft Bus Replacements, Obligation in 2022.	Transit	PE																	5339				
					OA																					
					CAPT																					
					TOTAL																					
243-23-014		City of Onataska	Four (4) Transit Vans, City of Onataska, OHWS Public Transit, Obligation Anticipated in 2023	Transit	PE	169.7		42.4	212.1													5339				
					OA																					
					CAPT																					
					TOTAL	169.7		42.4	212.1																	
243-13-013		La Crosse County																								

La Crosse Area Planning Committee

RESOLUTION 5 - 2023

AMENDING THE

2023 Planning Work Program for the La Crosse Area Planning Committee

WHEREAS, the U. S. Department of Transportation regulations require the development and annual approval of a Planning Work Program (PWP) for the metropolitan planning area by the Metropolitan Planning Organization (MPO); and

WHEREAS, the La Crosse Area Planning Committee (LAPC) approved its 2023 Unified Planning Work Program on November 16, 2022; and

WHEREAS, since approval of the 2023 Planning Work Program, the City of La Crosse has requested \$5,000 in “Consultant Studies Funding” (500 Element) to hire a consultant to prepare a planning study for the southern portion of Losey Boulevard; and

WHEREAS, the 2023 budget for the 500 Element “Consultant Studies Funding” has adequate funds to pay for the planning study; and

WHEREAS, a Unified Planning Work Program amendment is required to add the planning study to the 2023 LAPC Planning Work Program; and

NOW, THEREFORE, BE IT RESOLVED: that the LAPC approves amending the 2023 Planning Work Program for the La Crosse Area Planning Committee to include the City of La Crosse planning study for the southern portion of Losey Boulevard in the 500 Element of the 2023 Planning Work Program as amended on page 14 (attached).

LA CROSSE AREA PLANNING COMMITTEE

Chair

Peter Fletcher, Executive Director

Dated: May 17, 2023

500 Consultant Studies Funding

2023 Staff Hours: 0

2023 Budget: \$34,124

Objective

This element accounts for the LAPC studies funded by federal planning funds and local dues. Funding is made available to local units of government in the planning area to assist in transportation/land use related studies.

Previous Work

Past projects completed through Consultant Studies include *Coulee Vision 2050*, *Bicycle Impact Analysis for the City of La Crosse*, *Regional Transit Development Plan (2021)* and the *Town of Holland Bike and Pedestrian Plan (2022)*.

2023 Work Goals

New for 2023

- The City of La Crescent will utilize “Consultant Studies Funding” to contract services for the development of the Walnut Street Corridor Plan.
- The City of La Crosse will utilize “Consultant Studies Funding” to contract services for a planning study for the southern portion of Losey Boulevard.

Process

Local studies are funded from a combination of federal planning funds and annual local dues, and the budgeted reserve fund.

In 2023 the City of La Crescent will contract with a planning consultant to develop the Walnut Street Corridor Plan for the City. The corridor plan will be prepared through a public process engaging residents and property owners in the planning of a complete street connection, including options to provide for safe driving, transit, truck route, parking, walking and biking in the corridor while balancing the needs of all stakeholders.

La Crosse Area Planning Committee

RESOLUTION 6 - 2023

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 La Crosse Area Planning Committee (LAPC) 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 La Crosse Area Planning Committee (LAPC) 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 LAPC program or activity, regardless of funding source; and

WHEREAS, the LAPC 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 RESOLVED: that the LAPC approves the ***Title VI Non-Discrimination Program and Limited-English Proficiency Plan*** as being consistent with metropolitan plans and policies.

LA CROSSE AREA PLANNING COMMITTEE

Chair

Peter Fletcher, Executive Director

Dated: May 17, 2023



TITLE VI NON- DISCRIMINATION PROGRAM AND LIMITED-ENGLISH PROFICIENCY PLAN

La Crosse Area Planning Committee
May 17, 2023

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

CONTACTS:

All questions, comments, or requests for documents and services may be directed to:

Peter Fletcher, Executive Director
Phone: 608.785.5977
E-mail: pfletcher@lacrossecounty.org

La Crosse Area Planning Committee
La Crosse County Administrative Center
212 6th St N, Room 2300, La Crosse, WI 54601

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

To request this document in an alternate format, please contact:

Peter Fletcher, Executive Director
Phone: 608.785.5977
E-mail: pfletcher@lacrossecounty.org

Si se necesita informacion en otro idioma de contacto (608) 785-5977.

Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm hom lus, hu rau (608) 785-5977.

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, Wisconsin Department of Transportation, and Minnesota 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.

La Crosse Area Planning Committee Policy Board

Linda Seidel, Chair
Chair, Town of Medary

Patrick Barlow, Vice-Chair
President, Village of Holmen

Mike Poellinger
Mayor, City of La Crescent

Mitch Reynolds
Mayor, City of La Crosse

Kim Smith
Mayor, City of Onalaska

Scott Schumacher
President, Village of West Salem

Timothy Candahl
Chair, Town of Shelby

Joshua Johnson
Chair, Town of Campbell

Stan Hauser
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Table of Contents

Title VI Non-Discrimination Program	1
Introduction	1
Organizational Responsibilities.....	1
Title VI Non-Discrimination Responsibilities.....	1
Content of Title VI Program	2
General Requirements.....	3
A. Providing Title VI Assurances.....	3
B. Preparing and Submitting a Title VI Program	3
C. Notifying Beneficiaries of Protection Under Title VI	3
D. Developing Title VI/Non-Discrimination Complaint Procedures and Complaint Form.....	4
E. Complaint Log	5
F. Promoting Inclusive Public Involvement	5
G. DEMOGRAPHIC Representation on Planning and Advisory Bodies	5
H. Providing Meaningful Access to Limited-English Proficient Persons.....	6
Demographic Profile, Procedures, and Impacts	6
Demographic Profile.....	6
Procedures for the Planning Process	7
Analysis of Impacts of the Distribution of State and Federal Transit Funds	8
Limited-English Proficiency (LEP) Plan	10
Overview	10
Plan Summary	10
Plan Components.....	11
Four-Factor Analysis	11
Description of Services, Monitoring, and Training	13
Appendix A: Title VI Approvals and Administration.....	17
Resolution Approving Title VI Plan	17
Log of Policy Updates.....	18
Contact Information and Program Administration.....	18
Appendix B: Title VI/Nondiscrimination Assurances.....	19
Policy Statement and Authorities	19

Title VI Assurances 20

Appendix C: Protections Under Title VI25

 Public Notice of Non-Discrimination.....25

 Complaint Procedure25

 Complaint and Comment Form..... 29

 Complaint Log32

Appendix D: Vital Documents for Hmong Speakers 33

Appendix E: Vital Documents for Spanish Speakers..... 39

Appendix F: Limited-English Proficient Tools..... 45

 “I Speak” Language Identification Card..... 45

 Log of LEP Encounters..... 45

 Language Translation Request Log 46

Table 1: Ethnic and Racial Composition of LAPC Committees and Planning Area 6

Table 2: Minority Population for Planning Area Communities 7

Table 3: Obligated and Projected Federal and State Transit Investment, 2023-2026 8

Table 4: Estimate of Limited-English Proficient Persons in the LAPC Planning Area..... 12

Table 5: Log of Policy Updates18

Table 6: Complaint Log.....32

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 La Crosse Area Planning Committee (LAPC), 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 LAPC acknowledges it is subject to and will comply with Federal Highway Administration Title VI Assurances.

This plan explains the how the LAPC incorporates the requirements of Title VI and related legal authorities into its operations. The plan will be used a reference for the LAPC 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 LAPC. 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.

LAPC's Executive Director is responsible for ensuring the implementation of the LAPC's overall Title VI Non-Discrimination Program.

Peter Fletcher, Executive Director

Phone: 608.785,5977

Email: pfletcher@lacrossecounty.org

Title VI Non-Discrimination Responsibilities

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

- Program Administration
 - Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
 - Develop and implement **LAPC'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 **LAPC's** Nondiscrimination requirements via **LAPC'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 LAPC, as a subrecipient of FTA funds, must submit to the Wisconsin and Minnesota Departments of Transportation, which are the primary recipients of transit funds:

- 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, 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 LAPC 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 LAPC Title VI Assurances are included with this program in [Appendix B](#).

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
- [Demographic maps and Analysis of Impacts](#)
- [Limited-English Proficiency \(LEP\) Plan](#)
- [LEP Tools](#) ([Appendix F](#))
- Translated Vital Documents in Hmong ([Appendix D](#)) and Spanish ([Appendix E](#))

C. NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI

[FTA Title VI Circular 4702.1B](#) requires LAPC as a subrecipient 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 LAPC 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, if required.

LAPC's *Notice of Nondiscrimination* is provided in the following locations:

- Agency website <https://www.lacrossecounty.org/metropolitan-planning-organization/ada-and-title-vi>
- Agency office, room 2300, La Crosse County Administrative Center, 212 6th St N, La Crosse, WI¹

In English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact the LAPC at (608) 785-5977 if additional information is needed in another language.

To view a copy of LAPC's *Notice of Nondiscrimination*, please see [Appendix C](#).

LAPC's *Notice of Nondiscrimination* is translated in Hmong and Spanish and is included in [Appendix D](#) and [Appendix E](#), respectively.

D. DEVELOPING TITLE VI/NON-DISCRIMINATION COMPLAINT PROCEDURES AND COMPLAINT FORM

LAPC, 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 **LAPC** may file a civil rights complaint.

The scope of civil rights complaints covers all internal and external **LAPC** 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 LAPC 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.

LAPC's *Complaint Procedure* and *Complaint Form* are shown in [Appendix C](#) and are made available in the following locations:

- Agency website at <https://www.lacrossecounty.org/metropolitan-planning-organization/ada-and-title-vi>

¹ La Crosse County policy does not allow departmental materials to be posted on walls outside of department offices.

- Agency office, room 2300, La Crosse County Administrative Center, 212 6th St N, La Crosse, WI

The LAPC's Complaint Procedure and Complaint Form are translated in Hmong and Spanish and are included in [Appendix D](#) and [Appendix E](#), 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 LAPC's procedure and tracking mechanism to investigate, track, and resolve civil rights complaints.

Since the last update of this [Title VI/Nondiscrimination Program/LEP Plan](#), there has been no transportation-related civil rights investigations, complaints, or lawsuits filed with the La Crosse Area Planning Committee.

F. PROMOTING INCLUSIVE PUBLIC INVOLVEMENT

The **LAPC** 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., [Metropolitan Transportation Plan](#) and [Transportation Improvement Program](#))
- Conducting general transportation plans and studies (e.g., neighborhood or corridor studies, [modal plans](#) such as the Transit Development Plan)

LAPC maintains and conducts its planning activities in accordance with a [Public Participation Plan](#) (PPP), available on the [LAPC website](#). The LAPC's Title VI Program is integrated into the PPP by reference.

G. DEMOGRAPHIC REPRESENTATION ON PLANNING AND ADVISORY BODIES

LAPC's [Public Participation Plan](#) outlines the organizational structure of the LAPC. The LAPC is comprised of three committees: [LAPC Policy Board](#); the Technical Advisory Committee (TAC); and the Committee on Transit and Active Transportation (CTAT). The LAPC Board is made up of the highest elected officials from member communities making the demographic representation under the control of the electorate. As the highest authority, the Policy Board makes the final approvals.

The TAC and CTAT serve in an advisor role by reviewing, prioritizing, and recommending policies, projects, plans, and programs to the LAPC Policy Board.

Committee meetings are open to the public and the public is invited to attend. LAPC staff encourages participation by all groups on the advisory committees by invitation to monthly meetings, public information meetings, etc. as outlined in LAPC's [Public Participation Plan](#). Contacts are maintained in email distribution lists and mail address lists.

Demographic representation on LAPC committees is illustrated in Table 1. LAPC 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, LAPC strives to expand its efforts with more direct and better targeting.

Table 1: Ethnic and Racial Composition of LAPC 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	2.1% +/- 0.3%	88.9% +/- 0.8%	1.6% +/- 0.3%	4.2% +/- 0.6%	0.2% +/- 0.1%	0.03% +/- 0.04%	0.08% +/- 0.06%	2.9% +/- 0.5%
Policy Board		100%						
TAC		100%						
CTAT		100%						

Source: B03002 Hispanic or Latino Origin by Race, 2017-2021 ACS 5-year estimates, [U.S. Census Bureau](#).

H. PROVIDING MEANINGFUL ACCESS TO LIMITED-ENGLISH PROFICIENT PERSONS

Please see the [Limited-English Proficiency Plan](#) included in this document.

Demographic Profile, Procedures, and Impacts

DEMOGRAPHIC PROFILE

A minority person in the LAPC planning area 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.

As calculated from B03002 Hispanic or Latino by Race, 2017-2021, minorities make up 11.1%±1.1% of the planning area population. Areas defined to have a high percentage of minority persons are tracts whose lower bound (estimate minus the margin of error) is greater than the upper bound (estimate plus the margin of error) for the planning area. No tracts in the planning area are found to have a high percentage of minority persons. Figure 1 shows the tracts identified as having a high percentage relative to the planning area of minority, low-income, limited-English proficient, and/or disabled populations.

Our Transportation Improvement Program (TIP) projects, Justice40 layers, minority and LEP layers, and other disadvantaged populations layers 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 2: Minority¹ Population for Planning Area Communities

Community	Total Population Estimate	Total Population MOE ²	Minority Population Estimate	Minority Population MOE	Percent Minority Estimate	Percent Minority MOE
<i>Cities</i>						
La Crescent, MN	5,333	112	553	263	10.4	4.9
La Crosse, WI	52,505	31	6,090	547	11.6	1.0
Onalaska, WI	18,760	37	2,655	443	14.2	2.4
<i>Villages</i>						
Holmen, WI	10,613	49	1,576	366	14.8	3.4
West Salem	5,225	25	534	339	10.2	6.5
<i>Towns/Townships</i>						
Barre, WI	1,327	213	82	291	6.2	21.9
Campbell, WI	4,281	15	215	218	5.0	5.1
Dresbach, MN	389	81	14	113	3.6	29.0
Greenfield, WI	2,235	296	297	382	13.3	17.0
Hamilton, WI	2,766	425	229	573	8.3	20.7
Holland, WI	4,438	18	334	211	7.5	4.8
La Crescent, MN	1,237	205	23	289	1.9	23.4
Medary, WI	1,698	267	195	360	11.5	21.1
Onalaska, WI	5,788	64	293	202	5.1	3.5
Shelby, WI	4,794	29	412	196	8.6	4.1
Planning Area	121,389	676	13,502	1,331	11.1	1.1

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

²Margin of error.

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

NOTE: The LAPC has a very small section of the town of Bergen in Vernon County, but this population is not included in any of our estimates because the data are not available at the block level.

PROCEDURES FOR THE PLANNING PROCESS

The procedures by which the mobility needs of minority populations are identified and considered in the LAPC 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). Participation, however, has been underwhelming. The 2022 [Public Participation Plan](#) outlines expanded processes for increasing participation.
- 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 [Metropolitan Transportation Plan \(MTP\)](#) and every ten years with the update of the La Crosse MTU [Transit Development Plan \(TDP\)](#). All plans and programs are available on the LAPC website at <https://lacrossecounty.org/mpo>.

ANALYSIS OF IMPACTS OF THE DISTRIBUTION OF STATE AND FEDERAL TRANSIT FUNDS
Table 3 illustrates the distribution of federal and state transit funds as reported in the [2023-2026 Transportation Improvement Program](#).

Table 3: Obligated and Projected Federal and State Transit Investment, 2023-2026

Transit Revenues ¹	2023	2024	2025	2026
FTA 5307 ²	\$3,021,500	\$3,081,900	\$3,143,500	\$3,206,400
FTA 5311 ³	\$237,500	\$242,250	\$247,095	\$252,037
State Operating Assistance ⁴	\$2,079,100	\$2,120,682	\$2,163,096	\$2,206,358
¹ 2024-2026 annually inflated by 2.00%. ² La Crosse Municipal Transit Utility; Onalaska Shared Ride. ³ Scenic Mississippi Regional Transit. ⁴ Includes 85.21 for County Elderly and Disabled Transportation. Source: 2023-2026 Transportation Improvement Program approved November 16, 2022				

Figure 1, which is linked to our [Online map](#), shows 2023-2026 Transportation Improvement Program (TIP) projects as of the May 2023 in relation to tracts with a high percentage² of environmental justice (EJ) populations (minority, low-income, limited-English proficient, and disabled populations). The figure does not show projects that do not have a physical location (e.g., transit operations).

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. We have four reconstruction projects in the planning area that may impact low-income and disabled populations:

- 23020: STH 16, USH 53 to STH 35 (Cass St and 7th St)
- 23021: STH 16, STH 35 (West Ave/Lang Dr) to IH 90, includes WIS 157 from WIS 16 to IH 90
- 23022: STH 35 (George St/Lang Dr/West Ave), USH 14/61 (South Ave) to USH 53 (Rose St)
- 23023: USH 53 (Copeland Ave/Rose St/3rd St/4th St/South Ave)

These projects will be undergoing preliminary engineering over the four years of the 2023-2026 TIP (and probably beyond) and so not much detail is known.

The [Online map](#) will provide greater detail than can be shown in Figure 1.

² A “high percentage” tract is one where the lower bound percentage of the EJ population is greater than the upper bound percentage for the planning area.

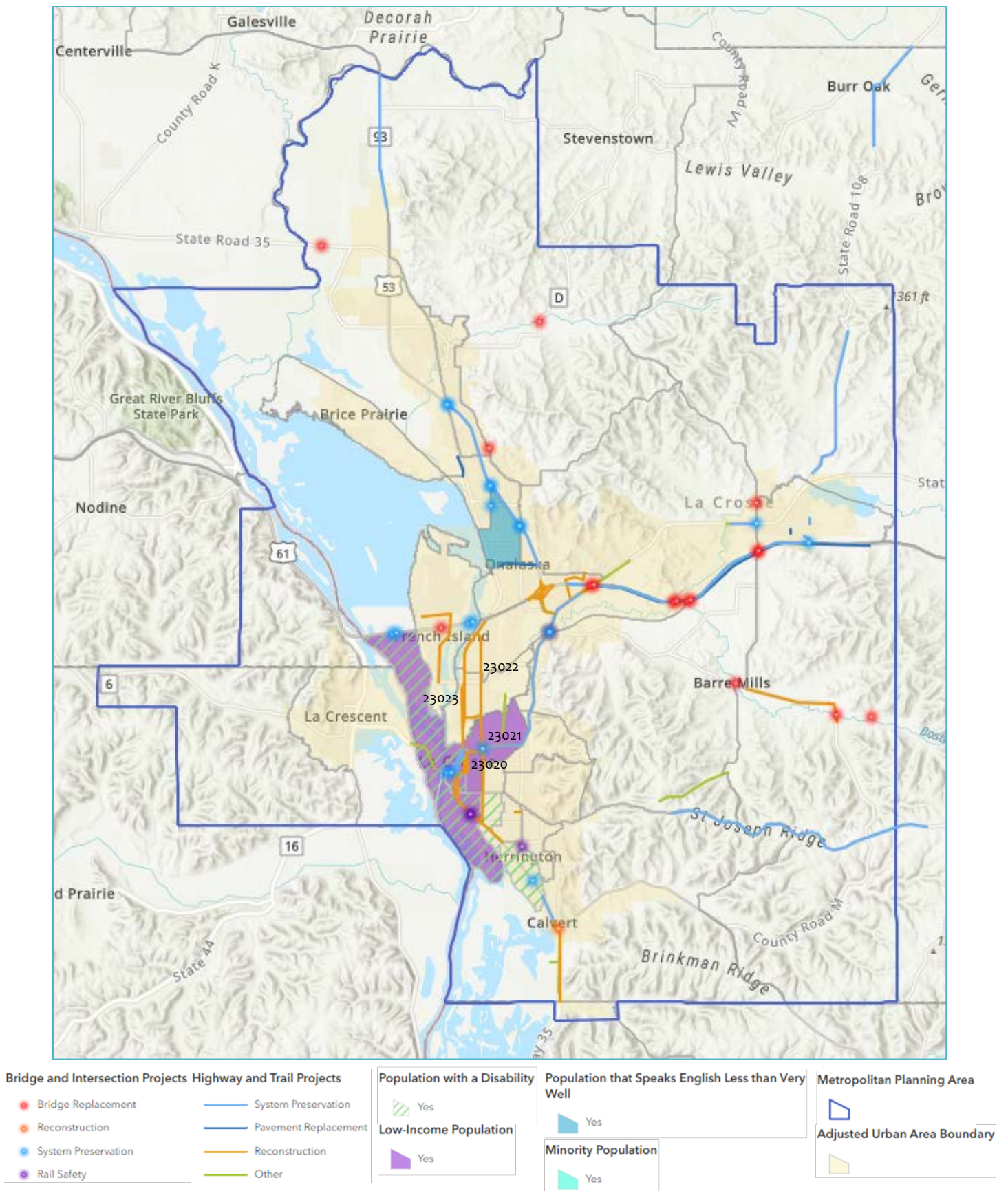


Figure 1: 2023-2026 Transportation improvement program projects.

Limited-English Proficiency (LEP) Plan

Overview

As a subrecipient of federal financial assistance, the LAPC 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 LAPC 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 LAPC 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 LAPC. 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 subrecipient of federal US DOT funding, the LAPC 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 LAPC conducted a four-factor analysis which considers:

- **Demography** of LEP persons who may be served or are likely to encounter an LAPC 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 AN LAPC PROGRAM OR SERVICE.

Data were obtained using Census variable S1601 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over by municipality and aggregated to the LAPC planning area. The data in this plan are from ACS (2017-2021) 5-year estimates.

The most recent five-year estimates report the municipalities of the planning area include residents grouped as speaking Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages. The most prevalent non-English language group is Asian and Pacific Island (mainly Hmong) followed by Spanish.

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 S1601) 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 LAPC must provide translation of vital documents in written format for non-English speaking persons.

Table 4 shows that the LAPC planning area has a population estimate of 115,446³ and a limited-English proficient (LEP)⁴ population of 2,533 (2.2%). Only Spanish language speakers who speak English less than very well (LEP) has an estimate (1,250) that exceeds the minimum threshold of 1,000 persons. The estimate for LEP Asian and Pacific Island language speakers (966), which includes Hmong, is less than the threshold. This is a change from the previous Title VI Plan. Because the estimate goes above the threshold when the margin of error is considered, we will continue to provide vital documents in Hmong.

The LEP estimate of all other other-than-English-language speakers in the planning area is less than both Safe Harbor thresholds (1,000 persons or 5%). This means the LAPC is not required at this time to provide written translation of vital documents in any other language.

To respond to the needs of LEP Hmong and Spanish speakers, the LAPC translated its vital documents (Notice of Nondiscrimination, Complaint Procedure, and Complaint Form) into Hmong and Spanish. These documents are shown in Appendices D and E. These documents, as well as the request for assistance statements in Hmong and Spanish, are available on the [LAPC website](#).

Table 4: Estimate of Limited-English Proficient Persons in the LAPC Planning Area

Attribute	Estimate	Margin of Error	% Estimate	% Margin of Error
Planning Area Population ¹	115,446	759	-----	-----
Limited-English Proficient (LEP) ²	2,533	522	2.2	0.5
Asian and Pacific Island language speakers (includes Hmong)	966	333	0.8	0.3
Spanish language speakers	1,250	365	1.1	0.3
All other other-than-English speakers	317	178	0.3	0.2

¹ Population 5 years and over.
² Speaks English less than very well.
 Source: S1601 Language Spoken at Home, 2018-2021 ACS 5-year estimates, [U.S. Census Bureau](#).

FACTOR 2 – FREQUENCY OF CONTACT WITH LEP PERSONS.

LAPC staff reviewed the frequency with which its 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 2020 LEP Plan, the LAPC has had no requests for interpreters and no requests for translated program documents. The LAPC Policy Board, LAPC staff, and LAPC contractors have had no known contact with LEP persons.

LAPC staff have been trained to track the number of LEP encounters using the LEP tools shown in [Appendix F](#). Staff considers adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the LAPC’s programs and services.

³ Population 5 years and over; universe for S1601.

⁴ Speaks English “less than very well.”

FACTOR 3 – IMPORTANCE OF PROGRAM TO LEP PERSONS.

Understanding that an LEP person with a language barrier can face difficulties accessing essential services, the LAPC 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, LAPC staff, and LAPC 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). An ArcGIS Online map is created 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 with new Census data as they become available.

The most recent ACS data (2017-2021) show that tract 104.03 in the city of Onalaska has a high percentage⁵ of LEP persons (6.0%±3.0%) compared to the planning area (2.2%±0.5%).

FACTOR 4 – RESOURCES AND COSTS TO PROVIDE LEP ASSISTANCE

Given the small size of LEP encounters and small LEP populations, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request.

La Crosse County has a contract with Certified Languages International for language interpreter services. Anyone in need of language interpretation may call the LAPC staff office at 608-785-5977 for assistance.

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 may be entitled to language assistance with respect to LAPC's programs and services. Language assistance can include interpretation and/or translation from one language into another language.

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

LAPC strives to offer the following measures:

- Post Title VI, LEP, and ADA information on the [LAPC website](#).

⁵ A tract is flagged as having a high percentage of a disadvantaged population when the lower bound of the estimate is greater than the upper bound for the planning area.

- Post a statement on the [LAPC website](#) stating, “If you need special accommodation or translation into another language to view LAPC plans or programs, please contact Peter Fletcher at 608-785-5977.” This sentence is also translated in Spanish and Hmong.
- Includes a Translate feature on the LAPC website to assist LEP individuals access LAPC website information.
- When encountering LEP persons directly, LAPC staff use the “*I Speak*” *Language Identification Card* ([Appendix F](#)) or posters to identify the language and communication need of LEP persons.
- Maintain a *Log of LEP Encounters* ([Appendix F](#)) to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- Provide assistance with language interpretation by calling LAPC staff at 608-785-5977. La Crosse County has a contract with Certified Languages International for language interpreter services.
- Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <https://wisconsinrelay.com>.
- Prioritize the hiring of bilingual staff, as needed.

INFORMING LEP PERSONS OF LANGUAGE ASSISTANCE SERVICES

The LAPC uses the following steps to inform LEP persons of the availability of language assistance services:

- Posts a statement on the [LAPC website](#) stating, “If you need special accommodation or translation into another language to view LAPC plans or programs, please contact Peter Fletcher at 608-785-5977.” This sentence is also translated in Spanish and Hmong.
- Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish and Hmong providing instructions on how to contact the LAPC to request information in another language.
- Includes a Translate feature on the LAPC website to assist LEP individuals access LAPC website information.
- When encountering LEP persons directly, as needed LAPC staff will use the “*I Speak*” *Language Identification Card* ([Appendix F](#)) to identify the language and communication need of LEP persons. The LAPC 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* ([Appendix F](#)) 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.
- Utilizes translation services such a fluent speaker on staff, seeking out language assistance from community organizations, Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <https://wisconsinrelay.com>.

MONITORING, EVALUATING AND UPDATING THE LEP PLAN

The LAPC 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 which existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- Determine whether complaints have been received concerning the LAPC'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 LAPC staff:

- Information on the LAPC's Title VI/Nondiscrimination Plan and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I-Speak Card" ([Appendix F](#)) as a tool to assist LEP individuals.
- Documentation of language assistance requests using the *Language Translation Request Log* ([Appendix F](#)).
- How to handle potential Title VI/Nondiscrimination and LEP complaints.

DISSEMINATION OF LEP PLAN

LAPC 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, and Hmong on the LAPC website.
- Posting the Plan to the LAPC 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, and Hmong.

The *Title VI Non-Discrimination Program and Limited-English Proficiency Plan* is currently only available online as a PDF. Staff will work to provide the LEP Plan as HTML so that LEP persons can access the Plan using the Translate tool included in our website.

Appendix A: Title VI Approvals and Administration

Resolution Approving Title VI Plan

La Crosse Area Planning Committee

RESOLUTION 17-2020

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 LAPC 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 La Crosse Area Planning Committee (LAPC) 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 LAPC program or activity, regardless of funding source; and

WHEREAS, the LAPC 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 LAPC approves the ***Title VI Non-Discrimination Program and Limited-English Proficiency Plan*** as being consistent with metropolitan plans and policies.

LA CROSSE AREA PLANNING COMMITTEE

Mike Poellinger, Chair

Peter Fletcher, Executive Director

Dated: November 18, 2020

Log of Policy Updates

The **LAPC** will review its policy on an annual basis to determine if modifications are necessary. Table 5 is current as of this approval and will be used to record future updates.

Table 5: Log of Policy Updates

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks/Notes
5/17/2023	Update approved by Policy Board; noticed and posted to website	Peter Fletcher	Plan revisions include status updates on LEP encounters, complaints, and requests; update of complaint procedure; addition of LEP Tools appendix
10/18/2020	Update approved by Policy Board; noticed and posted to website	Peter Fletcher	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
9/20/2017	Update approved by Policy Board; noticed and posted to website	Tom Faella (retired)	Plan revisions include reviewing and analyzing LEP encounters, US Census data, providing a status update on investigations, and lawsuits, public outreach efforts.
11/19/2014	First Plan approved by Policy Board; noticed and posted to website.	Tom Faella (retired)	

Contact Information and Program Administration

LAPC Title VI/ADA Coordinator

Peter Fletcher, Executive Director

La Crosse County Administrative Center

212 6th St N, Room 2300

La Crosse, WI 54601

LAPC Title VI / ADA Tus Kws Lis Haujlwm

Peter Fletcher, Tus Thawj Coj Tus Thawj Coj

La Crosse County Chaw Tswj Xyuas Chaw

212 6th St N, Chaw 2300

La Crosse, WI 54601

Coordinador de Título VI / ADA de LAPC

Peter Fletcher, director ejecutivo

Centro administrativo del condado de La Crosse

212 6th St N, habitación 2300

La Crosse, WI 54601

Appendix B: Title VI/Nondiscrimination Assurances

Policy Statement and Authorities

Title VI Policy Statement

The La Crosse Area Planning Committee, 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*

Title VI Assurances

The United States Department of Transportation (USDOT)

Standard Title VI/Non-Discrimination Assurances DOT Order No. 1050.2A

The La Crosse Area Planning Committee (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 *MPO Planning 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 Long-Range Transportation Planning, Short-Range Multimodal Planning, and Transportation Improvement Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The La Crosse Area Planning Committee 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
 - b. 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**, La Crosse Area Planning Committee 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.

La Crosse Area Planning Committee 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 Long-Range Transportation Planning, Short-Range Multimodal Planning, and Transportation Improvement 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 Long-Range Transportation Planning, Short-Range Multimodal Planning, and Transportation Improvement Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

La Crosse Area Planning Committee

By 

Peter Fletcher, Executive Director

DATED: September 15, 2022

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Appendix C: Protections Under Title VI

Public Notice of Non-Discrimination

Notice of Nondiscrimination

La Crosse Area Planning Committee, MPO

- ✓ The LAPC is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **LAPC** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **LAPC**.
- For more information on the **LAPC's** civil rights program, and the procedures to file a complaint, contact 608-785-5977 (for hearing impaired, please use Wisconsin Relay 711 service), e-mail pfletcher@lacrossecounty.org, or visit our administrative office at 212 6th St N, La Crosse, WI 54601. For more information, visit <https://www.lacrossecounty.org/mpo>.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Complaint Procedure

The LAPC's Complaint Procedure is made available in the following locations:

- LAPC [website](#) in its entirety
- LAPC office at La Crosse County Administrative Center, 212 6th St N, Room 2300, La Crosse, WI 54601

OVERVIEW

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

RIGHT TO FILE COMPLAINTS

LAPC uses the following procedures for prompt processing of all civil rights complaints relating to any program, activity or service administered by LAPC 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 LAPC may file a complaint with the following:

- LAPC, Peter Fletcher, Title VI Coordinator at 608-785-6141, (for hearing impaired, please use Wisconsin Relay 711 service - <https://wisconsinrelay.com>; email pfletcher@lacrossecounty.org; or visit our administrative office at 212 6th St N, Room 2300, La Crosse, WI 54601.
- 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

PROCEDURES

Any person who believes they've been discriminated against by LAPC may file a complaint by completing and submitting LAPC's Complaint Form in Appendix C.

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

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

Complaints can be submitted to LAPC in writing via email or by phone. Complainants are encouraged to complete the Complaint Form in Appendix C. 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 LAPC is named as the Respondent (i.e., the recipient/entity 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.

LAPC 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.

LAPC reviews and determines the appropriate action regarding every complaint.

When a complaint is received, LAPC will provide written acknowledgment to the Complainant within 60 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 LAPC has jurisdiction.
- An indication of when the parties will be contacted.

The investigation conducted by LAPC 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 in Appendix C.

If more information is needed to address the complaint, LAPC may contact the Complainant.

If a complaint is deemed incomplete or if additional information is requested, the Complainant will be provided 30 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within 30 business days of the acceptance of the complaint, LAPC 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 LAPC reviews the complaint, one of two (2) letters will be issued to the Complainant: a closure letter or a letter of finding (LOF).

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

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

DISMISSAL

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

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

LIST OF COMPLAINTS

LAPC maintains a Complaint Log as shown in Appendix C 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 LAPC in response, and final findings related to the complaint, investigation, or lawsuit.

LAPC 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:

LAPC, Title VI Coordinator

Peter Fletcher

Email: Pfletcher@lacrossecounty.org

Phone: 608-785-5977

Complaint and Comment Form

The **La Crosse Area Planning Committee** is committed to assisting public transportation providers in providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically to pletcher@lacrossecounty.org or in person at the address below.

La Crosse Area Planning Committee

La Crosse County Administrative Center

212 6th St North, Room 2300

La Crosse, WI 54601

You may also call us at 608-785-5977. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
--------------------------------------	---------------------------------------	--	---

Click or tap here to enter text.

Section B: Contact Information

Name <input type="text"/>	Telephone Number (including area code) <input type="text"/>
Address <input type="text"/>	City <input type="text"/>
State <input type="text"/>	Zip Code <input type="text"/>
Email Address <input type="text"/>	

Are you filing this complaint on your own behalf?

Yes

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.

Yes

No

Section C: Type of Comment

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

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

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

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

Section D: Comment Details

Please answer the questions below regarding your comment

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

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

Click or tap here to enter text.

Section E: Follow-up

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

Yes

No

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

Phone

Email

Mail

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

Click here to add your preferred time

Click here to add your preferred day

Section F: Desired Outcome

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

Click or tap here to enter text.

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

Click or tap here to enter text.

Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the La Crosse Area Planning Committee

Name

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

Signature

Complaint Log

LAPC maintains a list or log to track and resolve all complaints, investigations, and lawsuits.

Check One:

X	Because the LAPC has had no Title VI-related filings against it, the log of complaints, investigations, and lawsuits illustrated in Table 6 has no entries.
	There have been investigations, complaints and/or lawsuits filed against us. <i>See list below. Attach additional information as needed.</i>

Note: The performance measure for tracking when an investigation begins and when its administratively closed is documented in the **Complaint Log** in Table 6. LAPC will strive to complete the investigation within the timeframe specified in its **Complaint Procedure**.

Table 6: Complaint Log.

Type Complaint Investigation Lawsuit ¹	Date Complaint Received (Month, Day, Year)	Complainant's Contact Information Name/Phone/Email/Address	Basis of Complaint ²	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 D: Vital Documents for Hmong Speakers

Laj Mej Pej Xeem Ceeb Toom Txog Kev Tsis Casi Leej Twg

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

Ceeb Toom Tsis Muaj Kev Ntxub

La Crosse Area Planning Committee, MPO

LAPC tau cog lus los xyuas kom txhua tus neeg tsis raug cais tawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis Askiv tsawg. paub (LEP) nyob rau ib qho thiab txhua qhov haujlwm, kev ua lossis kev pabcuam uas tswj los ntawm LAPC raws li Txoj Cai VI ntawm Txoj Cai Txoj Cai rau Xyoo 1964 thiab cov neeg muaj feem cuam tshuam cais txoj cai.

Txhua tus neeg uas ntseeg tias lawv tau raug thum los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau LAPC.

Yog xav paub ntau ntxiv txog LAPC qhov kev pabcuam pej xeem txoj cai, thiab cov txheej txheem los sau ntawv kev tsis txaus siab, hu rau 608-785-5977 (rau cov tsis hnov lus, thov siv Wisconsin Relay 711 kev pabcuam), email pletcher@lacrossecounty.org, lossis mus saib peb cov thawj coj chav lis haujlwm ntawm 212 6th St N, La Crosse, WI 54601. Yog xav paub ntau ntxiv, mus saib hauv <https://www.lacrossecounty.org/mpo>.

Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfwv Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Cov Txheej Txheem Hais Qhov Tsis Txaus Siab

Txhua tus neeg uas ntseeg tias lawv tau raug kev ntxub ntxaug vim yog neeg txawv, neeg tawv nqaij, neeg tuaj tebchaws no, kev xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, kev

khwv tau nyiaj lossis kev hais lus Askiv tsis txaus (LEP) los ntawm LAPC yuav foob hais qhov tsis txaus siab los ntawm ua tiav thiab xa LAPC Daim Ntawv Tsis Txaus Siab.

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tag mus rau LAPC.

LAPC tshawb nrhiav cov lus tsis txaus siab tau txais tsis pub dhau 180 hnuv ua haujlwm tom qab qhov raug iab liam. LAPC yuav ua cov kev tsis txaus siab uas ua tiav.

Thaum txais tau daim ntawm tsis txaus siab, lub LAPC yuav tshuaj xyuas qhov tsis txaus siab thiab ua haujlwm los daws qhov tsis txaus siab tsis raws cai, yog tias ua tau.

Yog tias qhov kev tsis txaus siab lees paub txog txheej txheem kev tsis txaus siab txog pej xeev cov cai, LAPC yuav ua raws cov theem hauv cov txheej txheem kev tsis txaus siab no. LAPC kuj tseem yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoo plaws. Yog LAPC pom tias nws muaj cai kav tus neeg tsis txaus siab yuav tau txais ib tsab ntawv lees paub tias qhov kev tsis txaus siab yuav raug tshuaj xyuas los ntawm LAPC Tus Thawj Coj Saib Xyuas yog tsab ntawv foob hais qhov tsis txaus siab.

LAPC muaj 60 hnuv los mus tshawb nug txog kev tsis txaus siab ntawm cov pej xeev. Yog tias xav paub ntau ntxiv los daws qhov teebmeem, LAPC yuav hu rau tus tsis txaus siab.

Tus neeg tsis txaus siab muaj 30 hnuv suav txij hnuv ntawv sau xa cov ntaub ntawv xav tau rau tus kws tshawb nrhiav uas xa mus rau rooj plaub.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais xov xwm ntxiv nyob hauv 30 hnuv, LAPC tuaj yeem tswj hwm qhov xwm txheej tau. Ib rooj plaub tuaj yeem raug kaw kaw tau thiab yog tus tsis txaus siab tsis xav nrhiav lawv rooj plaub ntxiv.

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

Tomqab kws cov kws tshuaj xyuas tshawb xyuas daim ntawv foob qhov tsis txaus siab, ib tsab ntawm 2 tsab ntawv yuav xa rau tus neeg foob: tsab ntawv kaw lossis tsab ntawv tshawb pom (LOF).

- ✓ Letter Daim ntawv kaw no piav txog cov kev liam thiab cov xeev tias tsis muaj kev ua txhaum Tsab Cai VI / ADA thiab rooj plaub yuav raug kaw.
- ✓ Tsab ntawv tshawb pom (LOF) sau cov lus liam thiab tuaj xam phaj txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntxiv ntawm cov neeg lis haujlwm, lossis lwm yam kev ua yuav tshwm sim.

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj 30 hnuv tom qab hnuv uas sau tsab ntawv lossis LOF kom ua.

Ib tus neeg tseem sau tau ntawv tsis txaus siab ncaj qha mus rau Tsoomfwv Qib Saib Xyuas Chaw Hla Tebchaws, ntawm FTA Lub Chaw Haujlwm Saib Xyuas Tib Neeg, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 608-785-5977.

Si se necesita informacion en otro idioma de contacto, 608-785-5977.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Kev Yws thiab Cov Lus Qhia Tawm

La Crosse Area Planning Committee (LAPC) tau cog lus tias yuav muab cov kev pabcuam thauj mus los uas nyab xeeb thiab txhim khu kev qha thiab peb xav tau koj lub tswv yim. Thov siv daim ntawv no rau lub tswv yim, qhuas thiab tsis txaus siab.

Thov xa daim ntawv no hauv email rau pfletcher@lacrossecounty.org los yog xa rau tim qhov chaw nyob hauv qab no.

La Crosse Area Planning Committee

La Crosse County Administrative Center

212 6th St, North, Room 2300

La Crosse, WI 54607

Koj tseem tuaj yeem hu peb ntawm 608-785-5977. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

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

Ntu B: Cov ntaub ntawv tiv toj

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

Email: Ntaus ntawv ntawm no

Puas yog koj ua daim ntawv tsis txaus siab no rau koj tus kheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
--	------------------------------	-----------------------------------

Yog tsis yog, thov qhia tus neeg tsis txaus siab lub npe thiab koj kev txheeb ze thiab vim li cas koj ua daim ntawv rau lawv sawv cev hauv qab no.

Ntaus ntawv ntawm no

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

Ntu C: Hom lus**Cov lus koj muab? Thov kos pawg twg koj hom lus yog dab tsi.** Kev yws Lus ntuas Hais lus qhuas Lwm yam**Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.** Haiv neeg Tawv nqaij Haiv neeg twg Kev ntseeg Hnub nyoog Tub los ntxhais Kev pab cuam Muaj pluag Tsis Paub Lus Askiv Zoo Txaus Txoj cai mikas xiam oob qhab (A.D.A)**Ntu D: Lus txhawb ntxiv****Thov teb cov lus nug hauv qab no hais txog koj cov lus muab***Puas yog qhov xwm txheej tshwm sim rau hom kev pab cuam txuas ntxiv no? Thov khij lub npov.* Tsheb rau neeg xiam oob qhab Tsheb ntiav ua ke Tsheb npav

Hnub tim ntawm qhov tshwm sim yog dab tsi?

Ntaus hnub tim ntawm no

Lub sijhawm ntawm qhov tshwm sim yog dab tsi?

Ntaus sijhawm ntawm no

Lub npe ntawm tus neeg lossis cov neeg ua haujlwm koom tes hu li cas?

Ntaus ntawv ntawm no

Lub npe ntawm tus neeg lossis lwm cov neeg koom tes hu li cas?

Ntaus ntawv ntawm no

Lub npe ntawm txoj kev koj caij tsheb yog li cas? Yog koj paub?

Ntaus ntawv ntawm no

Lub hom phiaj koj tau mus rau thaum qhov teeb meem tshwm sim yog li cas?

Ntaus ntawv ntawm no

Lub chaw thaum qhov teeb meem tshwm sim nyob rau qhov twg?

Ntaus ntawv ntawm no

Puas yog kev siv lub tshuab pabcuam txav tau koom nrog hauv qhov xwm txheej?

 Yog Tsis Yog

Yog muaj lus ntxiv, thov ntxiv ib qho lus piav qhia ntxiv txog qhov xwm txheej.

Ntaus ntawv ntawm no

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

Ntaus ntawv ntawm no

Ntu E: Rov qab taug

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

Kam

Tsis Kam

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

Xov tooj

Email

Xa ntawv

Yog peb siv xov tooj hu, thov sau hnuv zoo thiab sijhawm zoo tshaj plaws tuaj yeem tham nrog koj.

Sijhawm zoo rau koj

Hnuv zoo rau koj

Ntu F: Xav tau qhov tshwm sim

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

Ntaus ntawv ntawm no

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

Ntaus ntawv ntawm no

Ntu G: Kos npe

Thov rhais cov ntawv uas koj muaj uas txhawb nqa qhov iab liam. Tom qab ntawv sau hnuv tim thiab kos npe rau daim foos no thiab muab xa rau La Crosse Area Planning Committee.

Lub npe Ntaus ntawv ntawm no

Hnuv tim: Ntawm hnuv tim ntawm no

Kos npe

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Appendix E: Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

El Aviso de no discriminación

La Crosse Area Planning Committee, MPO

La LAPC se compromete a garantizar que ninguna persona sea excluida, participe, se le nieguen los beneficios o se la discrimine por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o competente limitado del inglés en todos y cada uno de los programas, actividades o servicios administrados por la LAPC de conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades de no discriminación relacionadas.

Cualquier persona que crea que ha sido agraviada por práctica discriminatoria ilegal puede presentar una queja con la LAPC.

Para obtener más información sobre el programa de derechos civiles de la LAPC, y los procedimientos para presentar una queja, comuníquese con 608-785-5977, (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a pfletcher@lacrossecounty.org; o visite nuestra oficina administrativa a la dirección 212 6th St N, La Crosse, WI 54601. Para obtener más información, visite <https://www.lacrossecounty.org/mpo>.

Una demandante puede presentar una queja directamente con la Administración de Federal de Tránsito por presentado una queja con la Oficina de Derechos Civiles, atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 608-785-5977.
Si se necesita informacion en otro idioma de contacto, 608-785-5977.
Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 608-785-5977.

Procedimiento de Quejas

Cualquier persona que crea haber sido discriminado por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o dominio limitado del inglés (LEP) por parte de la **La Crosse Area Planning Committee (LAPC)** puede completar un formulario de queja y entregar el a de la **LAPC**.

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

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

Una vez que se recibe la queja, la **LAPC** la revisará y trabajará para resolverla de manera informal, si es posible.

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

La **LAPC** tiene **60** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **LAPC** puede contactar al demandante.

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

Si el demandante no contacta al investigador o no envía la información adicional dentro de los **30** días hábiles, la **LAPC** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

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

Una carta de conclusión resume las acusaciones y establece que no hubo una violación del Título VI/ADA y que el caso se cerrará.

Una carta de descubrimiento resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

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

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

If information is needed in another language, then contact 608-785-5977.

Si se necesita información en otro idioma de contacto, 608-785-5977.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5977.

Formulario de Quejas y Comentarios

La Crosse Area Planning Committee (LAPC) comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos.

Por favor, entregar este formulario electrónicamente a pletcher@lacrossecounty.org o en persona a la dirección debajo.

La Crosse Area Planning Committee

La Crosse County Administrative Center

212 6th Street North, Room 2300

La Crosse, WI 54607

También, puede nos llamar a 608-785-5977. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor, verifique el formato preferido para este documento.

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

Haga clic o toque aquí para introducir el texto

Sección B: Información de contacto

Nombre Haga clic o toque aquí para introducir el texto	Número de teléfono (incluyendo el Código de área) Haga clic o toque aquí para introducir el texto
Dirección Haga clic o toque aquí para introducir el texto	Ciudad Haga clic o toque aquí para introducir el texto
Estado Haga clic o toque aquí para introducir el texto	Código postal Haga clic o toque aquí para introducir el texto

Correo electrónico Haga clic o toque aquí para introducir el texto

¿Está presentado esta queja en su propio nombre?

Sí

No

Si no, por favor provea el nombre y la relación de la persona por la que se queja y por qué está completando el formulario en su nombre en el cuadro a continuación.

Haga clic o toque aquí para introducir el texto

Por favor, confirme que ha obtenido el permiso del partido agraviado si está completando por un tercer partido.

Sí

No

Sección C: Tipo de comentario

¿Qué tipo de comentario estás proveyendo? Por favor, marque qué categoría se aplica mejor.

 Queja

 Sugerencia

 Complemento

 Otra

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

 Raza

 Color

 Origen Nacional

 Religión

 Edad

 Sexo

 Servicio

 Estado de Ingresos

 Competente limitado del inglés (C.L.I)

 Ley de estadounidenses con discapacidad (L.E.D.)

Sección D: Detalles de comento

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

¿Ocurrió el incidente en el siguiente tipo de servicio? Por favor marque cualquier casilla que pueda aplicar.

 Paratransit

 Taxi compartido

 Autobús

¿Cuál fue la fecha del suceso?

Haga clic para agregar la fecha en el siguiente formato: Día, mes, año

¿Cuál fue la hora del suceso?

Haga clic para agregar su hora preferido

¿Qué es el nombre o la identificación del empleado o empleados involucrados?

Haga clic o toque aquí para introducir el texto

¿Qué es el nombre o la identificación del otros involucrados, si procede?

Haga clic o toque aquí para introducir el texto

¿Qué es el numero o el nombre de la ruta en la que estaba, si procede?

Haga clic o toque aquí para introducir el texto

¿Qué era la dirección o el destino al que se dirigía ocurrió el suceso, si procede?

Haga clic o toque aquí para introducir el texto

¿Donde estaba la ubicación del suceso?

Haga clic o toque aquí para introducir el texto

¿El uso de una ayuda de movilidad estuvo involucrado en el suceso?

 Sí

 No

Por favor, añada detallas descriptivas sobre el suceso.

Haga clic o toque aquí para introducir el texto

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

Haga clic o toque aquí para introducir el texto

Sección E: El seguimiento

¿Podemos contactarlo si necesitamos más detalles o información?

Sí

No

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

Teléfono

Correo electrónico

Correo

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

Haga clic para agregar su hora preferido

Haga clic para agregar su día preferido

Sección F: Resultado deseado

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

Haga clic o toque aquí para introducir el texto

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

Haga clic o toque aquí para introducir el texto

Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Crosse Area Planniing Committee.

Nombre Haga clic o toque aquí para introducir el texto

Fecha: Haga clic para agregar la fecha en el siguiente formato: Día, mes, año

Firma Haga clic o toque aquí para introducir el texto

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Appendix F: Limited-English Proficient Tools

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese
	E nói tiếng Việt	Vietnamese
	나는 한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	o magsalita ng Tagalog	Tagalog
	मैं हिंदी बोलते हैं	Hindi
	میں نے اردو بولتے ہیں	Urdu

Note: For additional languages visit:

<https://www.lep.gov/sites/lep/files/resources/ISpeakCards2004.pdf>

Log of LEP Encounters

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

Language Translation Request Log

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

TO: Peter Fletcher Executive Director LAPC
FROM: Jason Ludwigson, Sustainability Coordinator
DATE: April 17th, 2023
RE: Carbon Reduction Program Application FY 2024 – EV Leasing

The City of La Crescent is in the process of utilizing 2023 Carbon Reduction Program funds to replace their current police cruiser with a fully electric powered police cruiser (via 4 or 5 year lease). The existing police cruiser is used approximately 365 days a year and travels on average 50 miles per day with a gas mileage of 17 mpg, thereby utilizing 1,060 gallons of gas a year. The vehicle is used for patrol at all hours of the day. Gas savings do not consider idle time that will be saved. Utilizing the La Crescent fleet study, completed by Sawatch Labs, replacement of the existing police cruiser in 2023 with a fully electric powered police cruiser will result in a 93% GHG emission reduction.

The City of La Crescent will use FY 2024 Carbon Reduction funds (\$12,000) for continued lease payments on the fully electric powered police cruiser (same EV vehicle leased with 2023 CRP funds). The city intends to purchase the EV vehicle at the end of the lease term. The city is installing electric vehicle charging infrastructure at City Hall for charging the electric vehicle. This charging infrastructure will be funded using city funds. The city will match the FY 2024 Carbon Reduction Program funds with city funds (20%) for 2024. The city intends on using future CRP funds (2025-2026) for similar purposes. Usage of this proposed electric vehicle will provide the city data to demonstrate how future electric vehicle purchases would benefit the city.