

La Crosse County

Title VI/ADA Nondiscrimination Plan

Revised on: January 24th, 2025

Adopted by: Christina Tryggestad, Board Chair

Original Plan

Adopted on: April 29, 2014

This plan is hereby adopted and signed by:

La Crosse County

Executive Name/Title: Christina Tryggestad / Board Chair

Executive Signature: 

As a recipient of USDOT Federal Transit Administration (FTA) funding, per FTA Circular 4702.1B **La Crosse County** is required to prepare a Title VI/ADA Nondiscrimination Plan including the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Policy Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint Log (**Appendix 3**)
- Complaint Form (**Appendix 4**)
- Public Involvement Plan (**Appendix 5**)
- Limited English Proficiency (LEP) Plan (**Appendix 6**)
- Limited English Proficiency LEP Tools (**Appendix 7**)
- Demographic Representation Information (**Appendix 8**)
- Deviated Fixed Route Service Policy (**Appendix 9**) and Fixed Route Service Standards (**Appendix 10**)
- Translated Documents – Spanish and Hmong
 - Notice of Nondiscrimination
 - Complaint Procedure
 - Complaint Form

La Crosse County

Title VI/ADA Nondiscrimination Plan

Revised on: January 25th, 2025

Adopted by: Christina Tryggestad, Board Chair

Original Plan

Adopted on: April 29, 2014

This plan is hereby adopted and signed by:

La Crosse County

Executive Name/Title: Christina Tryggestad / Board Chair

Executive Signature: _____

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Policy Statement

La Crosse County is committed to ensuring that no person is excluded from the participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by **La Crosse County** in accordance with Title VI of the Civil Rights Act of 1964¹ and related nondiscrimination authorities.

La Crosse County receives federal financial assistance to provide a Commuter Bus System serving Southwest, Wisconsin in Crawford, Vernon, Monroe, and La Crosse Counties.

Policy Updates – Activity Log

La Crosse County will review its policy on an annual basis to determine if modifications are necessary. The table below outlines the Title VI/ADA Plan reviews/revisions made by **La Crosse County**.

Additionally, **La Crosse County** will discuss Title VI/ADA Nondiscrimination Plan requirements with its third-party transit providers on an annual basis to ensure compliance with civil rights requirements.

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Notes
January 25, 2025	Updated Title VI/ADA Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Minority Representation Information with current US Census data	Charlie Handy	Provide Title VI Plan/Notice of Nondiscrimination to Transit Provider.
February 20, 2020	Update Title VI/ADA Plan	Charlie Handy	
April 29, 2014	Develop Title VI Plan	Noreen Holmes	

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

Contact Information/Program Administration

Chief Executive

La Crosse County's Chief Executive will ensure compliance with [Title VI of the Civil Rights Act of 1964 \(42 U.S.C. 2000d\)](#) and the U.S. Department of Transportation implementing regulations.

Name:	Christina Tryggestad
Email:	Ctryggestad@lacrossecounty.org
Phone:	608-785-9782

Civil Rights Coordinator

La Crosse County's Civil Rights Coordinator ensures Title VI/Nondiscrimination and LEP compliance in accordance with **La Crosse County's** federally funded transportation activities. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/Nondiscrimination and LEP compliance. This position has a direct reporting relationship and access to **La Crosse County's** Chief Executive.

Name:	Charlie Handy, County Planner/Transit Manager
Email:	chandy@lacrossecounty.org
Phone:	608-785-5919

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

- ✓ Program Administration
 - Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements.
 - Develop and implement **La Crosse County'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
 - Educate 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 **La Crosse County's** Nondiscrimination requirements via **La Crosse County's** public area, on its website, in vehicles, etc.
- ✓ Oversight
 - Ensure contractors and lessees adhere to Title VI/Nondiscrimination and LEP requirements.

Notice of Nondiscrimination

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

Title VI and ADA regulations require **La Crosse County** to inform the public of their rights under Title VI and ADA by posting a *Notice of Nondiscrimination*. The *Notice of Nondiscrimination* should be posted in the following locations: agency website, public areas 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 and ADA obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI and ADA information in another language.

La Crosse County's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website <http://www.co.la-crosse.wi.us/smrt-bus>
- ✓ Public area of the agency office (Transit Manager's Office)
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **La Crosse County** at (608)785-5919 if additional information is needed in another language.

To view a copy of **La Crosse County's** *Notice of Nondiscrimination*, please see **Appendix 1**.

Complaint Procedure, Complaint Log, and Complaint Form

La Crosse County, as a recipient 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 they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by **La Crosse County** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **La Crosse County** 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 as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents.

Complaints can also originate from individuals or firms alleging inability to bid upon or obtain a contract with **La Crosse County** for the furnishing of goods and services. Examples include advertising for bid proposals; prequalification or qualification requirements; bid awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, etc.

La Crosse County's complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency office (Transit Manager's Office Rm 1314)

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 3 is **La Crosse County's** *Complain Log* procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI/ADA Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with the **La Crosse County**.

Complaint Form

La Crosse County's *Complaint Form* is shown in **Appendix 4**.

Public Involvement Plan

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

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

La Crosse County's *Public Involvement Plan* is shown in **Appendix 5**.

Limited English Proficiency (LEP) Plan

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

La Crosse County's *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures the **La Crosse County** will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in **La Crosse County** programs and services.

Demographic Representation Information

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

La Crosse County's *Minority Representation Information* is shown in **Appendix 7**.

Notice of Nondiscrimination to the Public

La Crosse County's *Notice of Nondiscrimination* is posted in the following areas:

- ✓ Public area of the agency office
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules

Notice of Nondiscrimination

La Crosse County

- ✓ **La Crosse County** is committed to ensuring that no person is excluded from the participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities, or services administered by the **La Crosse County** 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 **La Crosse County**.
- ✓ For more information on **La Crosse County's** civil rights program, and the procedures to file a complaint, contact Human Services Director's Office, 212 6th Street N, La Crosse, WI 54601, contactus@lacrossecounty.org, (608)785-5919, (for hearing impaired, please use Wisconsin Relay 711 - <https://wisconsinrelay.com>). For more information, visit <http://www.co.la-crosse.wi.us/smrt-bus>
- ✓ A complaint may also be filed directly with the following:
 - Wisconsin Department of Transportation (WisDOT), 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 53705. For more information, visit <https://wisconsindot.gov/Pages/doing-bus/civil-rights/titlevi-ada/filingcomplaint.aspx>
 - U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov
- ✓ If information is needed in another language, contact (608)785-5919.
Si se necesita informacion en otro idioma de contacto, (608)785-5919.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau (608)785-5919.

Website Statement:

La Crosse County operates its programs and services without regard to race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in accordance with Title VI of the Civil Rights Act, Americans with Disabilities Act (ADA), and related nondiscrimination authorities. For more information on **La Crosse County's** civil rights program, ADA obligations, and the procedures to file a complaint, contact contactus@lacrossecounty.org or (608)785-5919. For hearing impaired, please use Wisconsin Relay 711 service <https://wisconsinrelay.com>.

Complaint Procedure

La Crosse County's Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Agency office (Transit Manager's Office, room 1314)
-

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

The Complaint Form may also be used to submit general complaints to **La Crosse County**.

La Crosse County investigates complaints received no more than **180** calendar days after the alleged incident. **La Crosse County** will process complaints that are complete.

Once the complaint is received, **La Crosse County** will review the complaint and work to resolve the complaint informally, if possible.

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

La Crosse County has **45** business days to investigate the civil rights complaint. If more information is needed to resolve the case, **La Crosse County** may contact the complainant.

The complainant has **10** business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within **10** business days, **La Crosse County** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

If the complainant wishes to appeal the decision, the complainant has **30** business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact (608)785-5919.

Si se necesita informacion en otro idioma de contacto, (608)785-5919.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau (608)785-5919.

Appendix 3

Complaint Log List of Complaints, Investigations and Lawsuits²

La Crosse County maintains a log to track and resolve transportation related civil rights complaints, investigations, and lawsuits.

Check One:

Since the last update of this Title VI/ADA Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with **La Crosse County**.

X Because **La Crosse County** has had no transportation related civil rights complaints, investigations, or lawsuits, the table below has no entries.

There has been transportation related civil rights investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

Type Complaint Investigation Lawsuit	Date Complaint Received (Month, Day, Year)	Complainant's Contact Information Name/Phone/ Email/Address	Basis of Complaint ³	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 Open/ Closed

² **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

³ **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Complaint/Comment Form

We want your feedback. If you would like to submit a complaint or comment, please complete this form, and submit it via email to contactus@lacrossecounty.org or in person at the address below.

La Crosse County

Human Services Directors Office
212 6th Street N
La Crosse, Wisconsin 54601

You may also call us at (608)785-5919. 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)
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Click or tap here to enter text.

Section B: Contact Information

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

Email Address

Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

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

Have you filed a complaint with any other federal, state, or local agencies?

☐ Yes

☐ No

If yes, list agencies and contact information (agency name, address, email, phone).

Click or tap here to enter text.

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.

Section G: Signature

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

Name Click or tap here to enter text.

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

Signature Click or tap here to enter text.

Public Involvement Plan

The purpose of the **Public Involvement Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within **La Crosse County** service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

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

Goal

The goal of public involvement is to offer real opportunities for the engagement of all citizens within **La Crosse County** service area to participate in the development of plans, programs, and services.

Strategies

To promote inclusive public participation, **La Crosse County** uses the following strategies, as appropriate.

- Coordination and Consultation
 - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
 - Seek guidance and input from WisDOT on public involvement mechanisms and strategies.
 - Maintain an electronic distribution list of all potential program participants, partners, stakeholders, etc.
- Accessibility and Information
 - Meetings
 - Adhere to state and federal public hearing requirements
 - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
 - Hold meetings in locations which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
 - Employ different meeting sizes and formats
 - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
 - Make public information available in electronically accessible formats
 - Use social media in addition to other resources to gain public involvement
 - Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

- Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
 - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
 - Provide adequate notice of public involvement activities and time for public review and comment.
- Public Comment
 - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
 - Provide for early, frequent and continuous engagement by the public
- Social/Environmental Justice
 - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, limited English Proficient individuals, and low-income households.
 - Determine what non-English languages and other cultural barriers exist to public participation within **La Crosse County** service area.
- Training
 - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
 - Document and maintain records of public outreach efforts.
 - Review the effectiveness of public participation activities.
 - Seek new ways to providing public input opportunities.

Participation Techniques

La Crosse County will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year, as necessary. If new techniques are tried and found to be successful, this list will be updated to include the new techniques.

- Booth at Community events (craft fair, festival, farmers market, parades, etc.)
- Advisory meetings and committees
- Direct mailings (letters, fliers, etc.)
- Website and social media
- Project-specific newsletter articles
- Public information meetings
- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (on-bus, telephone, internet, and public information meetings)
- Work with partner organizations

Public Outreach Activities

La Crosse County maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, **La Crosse County** reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by **La Crosse County** are summarized below. Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (e.g., information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Staff Members Responsible	Notes
Ongoing	Website, Facebook, Twitter	Update minimum once per month	Website and Social Media Materials	Agency Staff	
Ongoing	Transportation Planning meetings, E.g. La Crosse Area Planning Committee Meetings	Publish/Post Meeting on Website, social media	Public input Meetings including workgroups, stakeholder meetings, project updates and etc.	Agency Staff	
Ongoing	Transportation Routes Update	Website, Social Media, Community Resource Guides (ADRC)	Transportation Route Summary	Agency Staff	
Quarterly	regular text alerts to subscribed rider	Facebook Post, text alert, same day notice	Facebook Post, text alert to subscribed list	Agency Staff	
See web site for meeting dates	Board Meetings	Advertise Board Meeting on website and newspaper	Public Meeting	County Clerk	
See web site for dates	ADRC Meetings, Transportation Coordination Committee Meetings	Advertise Board Meeting on website and newspaper	Public Meeting	ADRC Staff	
January, annually	Yearly Surveys	Printed survey and distributed to riders/program participants	Survey	County and Running, Inc. Staff	
Ongoing	Informational letters Program Participants	Ongoing	Letters and Flyers	County Staff	

Limited English Proficiency (LEP) Plan

Overview

As a recipient of federal financial assistance, **La Crosse County** 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, for some individuals 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 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) **La Crosse County** must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for non-English speaking persons.

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. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

Plan Summary

La Crosse County 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 **La Crosse County**.

This plan outlines how to identify a person who may need language assistance, how to inform LEP persons language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a recipient of federal US DOT funding, **La Crosse County** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
 - ✓ **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
2. A description of the following:
 - ✓ 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.

Meaningful Access - Four Factor Analysis

To prepare this plan, **La Crosse County** conducted a four-factor analysis which considers the following:

Factor 1 - Demography

Number and proportion of LEP persons who may be served or are likely to encounter a La Crosse County program or service.

This plan uses [US Census Bureau – American Fact Finder \(2011-2015\)](#) language data available at the county level in Wisconsin. More data is available on the [US Census Bureau ACS website](#).



~~La Crosse County~~ ~~Vernon County~~ ~~Monroe County~~ ~~Crawford County~~
~~LEP Data 2015...~~ ~~LEP Data 2015 E...~~ ~~LEP Data 2015 E...~~ ~~LEP Data 2015 ...~~

The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in La Crosse, Vernon, Crawford, Vernon, and county. Some of these languages include Spanish, Hmong, Chinese, Korean, Vietnamese, German, Urdu, Native North American Languages, Arabic, and Dutch, especially by our significant Amish populations. The Amish population is particularly important because of their frequent use of this service. After English, the next largest language groups are Spanish and Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), **La Crosse County** must provide translation of vital documents in written format for non-English speaking persons.

The following table outlines the number of Spanish and Hmong speaking individuals that speak English less than ‘very well’ by county. The ACS data shows that in La Crosse County – 1,183 individuals are identified as speaking Spanish and speaks English less than ‘very well’ and 1,495 individuals are identified as speaking Hmong and speaks English less than ‘very well’. Since, these two language groups are greater than the 1,000 persons threshold of the population to be served, this means La Crosse County is required to provide written translation of vital documents (Notice of Non-Discrimination, Complaint Procedure and Complaint Form) in Spanish and Hmong.

2011-2015 American Community Survey – 5 Year Estimates			
County	Total Population	Number of Individuals that Speaks English less than ‘very well’	
		Spanish	Hmong
La Crosse	110,490	1,183	1,495
Monroe	42,065	730	0
Crawford	15,644	53	0
Vernon	28,165	133	1
Source: US Census Data - Wisconsin Limited-English Proficient (LEP) Demographic Data by County (wisconsin.gov)			

All other language groups listed above are below the Safe Harbor Threshold. This means, at this time, **La Crosse County** is not required to provide written translation of vital documents in these languages. In the future, if **La Crosse County** meets the Safe Harbor Threshold for any other language group, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation.

Factor 2 – Frequency

Frequency of contact with LEP persons.

La Crosse County and its contractor provides Commuter Bus Service in La Crosse, Monroe, Crawford, and Vernon counties.

La Crosse County reviewed the frequency with which its staff, planning committee, and contractor have or could have contact with LEP persons in the conduct of **La Crosse County** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **La Crosse County** staff, planning committee, and contractor had Zero (0) requests for interpreters and zero (0) requests for translated program documents in any setting.

La Crosse County staff, planning committee, and contractor are trained on what to do when they encounter a person with limited English proficiency.

La Crosse County staff with assistance from its planning committee, and contractor tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of **La Crosse County’s** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters (**Appendix 7**).

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

If a language barrier were to exist, **La Crosse County** works to provide a reasonable accommodation. The “*I Speak*” *Language Identification Card* listed shown below is a document that can be used by **La Crosse County** staff to assist LEP individuals. Additional languages can be added, as needed, to match the demographic changes of **La Crosse County’s** service area. The languages included in the “*I Speak*” *Language Identification Card* below represent languages spoken within **La Crosse County** service area.

“I Speak” Language Identification Card

Mark this box if you speak....	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese Simplified
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	Ja говорим српски	Serbian
	मैं हिंदी बोलते हूँ	Hindi
	میں نے اردو بولتے ہیں	Urdu

Note: For additional languages visit the LEP.gov website
<https://www.lep.gov/sites/lep/files/media/document/2022-06/i-speak-booklet.pdf>

Factor 3 – Importance

Nature and importance of program to LEPs.

It is imperative that language assistance be provided to ensure LEP individuals have access to essential services, and transportation plays a key role in connecting LEP persons to these services. Public transportation fare/service changes and eligibility requirements should be communicated to LEP individuals so they can access the essential programs and services. It is also important that LEP individuals understand their full rights and benefits when accessing transportation program and services to ensure they have been treated fairly and can identify and report discrimination if they are not.

La Crosse County assessment of critical needs includes contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

With improving outreach activities, **La Crosse County** is working to increase contact with LEP individuals at public involvement meetings and activities.

Factor 4 – Resources and Costs

Resources available and overall cost 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** will contact state and local units of government and community resources for assistance in translation services.

Even though **La Crosse County** does not have a separate budget for LEP outreach, it continuously explores ways to implement methods of notifying LEP persons of transportation services. Outreach efforts include maintaining a website, utilizing social media, developing, and printing brochure/materials, and having a visible presence in our community (e.g., participating in job fairs, parades, community events, etc.) to promote transportation services. Additional outreach methods to reach LEP communities include but are not limited to activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

Language Assistance Services

Overview - Language Assistance Services

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

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

La Crosse County strives to offer the following measures when encountering LEP persons:

- ✓ Post Title VI, LEP, and ADA information on the **La Crosse County** website.
- ✓ Day to day operations:
 - Utilize the *"I Speak" Language Identification Card* or posters to identify the language and communication need of LEP persons.

- Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ At public meetings or other community events:
 - On public meeting notice, include the statement “language interpretation or translation services are available with 7 days’ advance notice.
 - Greet participants as they arrive at **La Crosse County** public meetings or community events.
 - Make “I Speak” language identification cards available at sponsored events.
 - By informally engaging participants in conversation or by using language identification “I Speak” Language identification Card, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need at future events.
 - Maintain a Log of LEP Encounters at public meetings or other community events.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs for individuals that are deaf, hard of hearing, deafblind, or those with a speech disability <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- ✓ Translation Services
 - Provide assistance with language translation/interpretation by calling **La Crosse County** staff at (608)785-5919. **La Crosse County** has a contract with Certified Languages International for language interpreter services.
 - The following community organizations can be contacted to provide guidance on engaging with LEP populations.
 - **Hmong Cultural & Community Center** www.hmoobagency.org, 608-781-5744
 - **Centro Latino** - centrolatinolacrosse@gmail.com, 608-515-9134
 - **La Crosse Area Chinese Association** - lacawi.weebly.com
 - **Additional resources are shown in the La Crosse Multicultural Resource Guidance** - <https://www.glaxdiversitycouncil.com/multicultural-resource-guide/>
- ✓ Utilize online resources such as Google Translate to assist with translation requests. The main downside of this approach is accuracy. As such, this option will be used by **La Crosse County** on limited basis. Instead, **La Crosse County** will seek assistance from fluent speakers.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Prioritize the hiring of bilingual staff, as needed.

Public Outreach – Informing LEP Persons of Language Assistance Services

La Crosse County uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ Posts the Title VI/ADA *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish and Hmong providing instructions on how to contact **La Crosse County** to request information in another language.

- ✓ When encountering LEP persons directly, **La Crosse County** staff will use the “*I Speak*” *Language Identification Card* to identify the language and communication needs of LEP persons.
 - **La Crosse County** may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.
- ✓ Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develop and maintain 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.
 - Utilize translation services such as:
 - **La Crosse County’s** contract with Vendor (Certified Languages International) to provide translation services
 - **Hmong Cultural & Community Center** www.hmoobagency.org, 608-781-5744
 - **Centro Latino** - centrolatinolacrosse@gmail.com, 608-515-9134
 - **La Crosse Area Chinese Association** - lacawi.weebly.com
 - **Additional resources are shown in the La Crosse Multicultural Resource Guidance** - <https://www.glaxdiversitycouncil.com/multicultural-resource-guide/>
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs for individuals that are deaf, hard of hearing, deafblind, or those with a speech disability <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

Monitoring, Evaluating and Updating the Plan

La Crosse County will review the LEP Plan on an annual basis and examine 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 **La Crosse County’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 **La Crosse County** staff:

- ✓ Information on **La Crosse County’s** Title VI/ADA Non-Discrimination Plan and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the “I-Speak Card” as a tool to assist LEP individuals.
- ✓ Documentation of language assistance requests using the *Log of LEP Encounters*.
- ✓ How to handle Title VI/ADA Non-Discrimination and LEP complaints.

Limited English Proficient (LEP) Tools

“I Speak” Language Identification Card

“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 Simplified
	E nói tiếng Việt	Vietnamese
	나는한국어를	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 the US Census Bureau website
<https://www.lep.gov/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	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Actions (Was Translation Services Provided?)	Staff Member Providing Assistance	Notes

Demographic Representation Information⁴

A. Demographic Representation Table⁵

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

The table below depicts US Census county population data by race in La Crosse, Vernon, Monroe, and Crawford counties and the membership of **La Crosse County's** transportation related non-elected committees/councils/boards.



Body	Caucasian	Hispanic/ Latino	Black/ African American	Asian American	Native American	Some Other Race	No Response
La Crosse County Population	89.4%	1.99%	1.6%	4.31%	0.01%	2.49%	---
Vernon County Population	96.3%	1.6%	.44%	.47%	.28%	.91%	---
Monroe County Population	90.1%	4.79%	1.8%	1.0%	1.0%	1.31%	---
Crawford County Population	94.1%	1.67%	1.9%	0.5%	0%	1.57%	---
La Crosse County Board	100%	0%	0%	0%	0%	0%	---
LAPC MPO	100%	0%	0%	0%	0%	0%	---

⁴ If **La Crosse County** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **La Crosse County**, Title VI regulations require **La Crosse County** to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

⁵ County data by race is available at the WisDOT website <https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-race.pdf> or the US Census Bureau website <http://data.census.gov>

B. Efforts to Encourage Minority Participation

La Crosse County understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **La Crosse County** encourages participation of all its citizens. As vacancies on non-elected committees, councils, and boards become available, **La Crosse County** will make efforts to encourage and promote diversity.

To encourage participation on its committees, councils, and boards the **La Crosse County** will continue to reach out to community organizations to connect with all population groups in its service area. In addition, **La Crosse County** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

Demographic Representation Data Collection Form⁶

Name of board, commission, council, etc.

Date:

NA - This is an optional tool to gather information on the racial composition of Board members.

Dear Member,

La Crosse County, as a recipient of federal funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc. Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for **La Crosse County** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability, or veteran status.

As a council under the jurisdiction of **La Crosse County**, we invite council members to voluntarily self-identify their race/ethnicity for us to comply with FTA Title VI and LEP requirements. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

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

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

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

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

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

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

⁶ This form is an optional tool **La Crosse County** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.

Appendix 9

Fixed Route Service Policy⁷

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for vehicle assignment and transit amenities. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

Vehicle Assignment Policy

Vehicles will be assigned such that the average age of the fleet does not exceed 3 years. Bus assignments consider the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Routes with lower ridership may be assigned smaller vans rather than 30-foot or 40-foot buses. All buses are ADA accessible

Transit Amenities Policy

SMRT does not have transit amenities along bus routes, other than signage and shared stop facilities provided by other transit services.

Appendix 10

Deviated Fixed Route Service Standards⁸

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for vehicle load, vehicle headway, on-time performance, and service availability. Individual public transportation providers set these standards; therefore, these standards apply to each individual agency rather than across the entire transit industry.

Vehicle Load⁹

La Crosse County operates a contracted transportation service. The fleet for the transportation service consists of **(3)** mini-buses, and **(4)** standard medium (35') buses.

⁷ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix H.

⁸ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix G.

⁹ **Vehicle Load:** Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. Transit providers can specify loads for peak. vs. off-peak times.

***Vehicle Headway*¹⁰**

Service and route information is available on the **La Crosse County** website at <http://www.co.la-crosse.wi.us/smrt-bus>

Service operates on local and regional routes that range from 60 minutes or better from early morning to late in the evening, five days a week, Monday to Friday, service should begin no later than 6:00 a.m. and continue until 6:00 p.m.

Scheduling involves the consideration of a number of factors including - ridership productivity, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

***On-Time Performance*¹¹**

A vehicle is considered on time if it departs a scheduled time point no more than (1) one minute early and not more than (5) five minutes late. **La Crosse County** on-time performance objective is 90% or greater. **La Crosse County** continuously monitors on-time performance standards.

Fixed Route Service Standards (continued)

***Service Availability*¹²**

La Crosse County provides a regional transit service. Most communities have only one stop. Our service will deviate from these limited stops according to a written policy of deviation found on our web site, which is: SMRT will allow one (1) route deviation per day as follows: For addresses in City or Village corporate limits, up to a maximum of a 2-block round trip deviation, unless the bus is late, or service has been negatively affected; For addresses outside City or Village corporate limits up to a maximum of 1/2 mile round trip deviation, unless the bus is late, or service has been negatively affected.

¹⁰ **Vehicle Headway:** The amount of time between two vehicles traveling the same direction on a given route.

¹¹ **On-Time Performance:** A measure of runs completed as scheduled.

¹² **Service Availability:** A general measure of the distribution of routes within an agency's service area.

Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

El aviso de no discriminación de la **La Crosse County** es el siguiente:

Aviso de No Discriminación

La Crosse County

- ✓ El **La Crosse County** esta comprometido a garantizar que ninguna persona sea excluida de participar, se le nieguen los beneficios o de cualquier otra forma sea sujeta a discriminación en las bases de raza, color, nacionalidad de origen, discapacidad, sexo, edad, religión, estado de ingresos o Domino Limitado del Inglés (LEP por sus siglas en inglés) en todos y cada uno de los programas, actividades o servicios administrados por **La Crosse County** de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas. **La Crosse County** asegura además que se harán todos los esfuerzos posibles para garantizar la no discriminación en todas las actividades de su programa financiado con fondos federales.
- ✓ Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal puede presentar una queja con **La Crosse County**.
- ✓ Para obtener más información acerca del programa de derechos civiles de **La Crosse County**, y los procedimientos para presentar una queja, comuníquese contactus@lacrossecounty.org or at (608)785-5919 (para las personas con problemas de audición, por favor utilice [Wisconsin Relay 711](#)), o visite nuestra oficina en 300 4th Street N, La Crosse, WI 54601. Para obtener más información, visite <http://www.co.la-crosse.wi.us/smrt-bus>
- ✓ También se puede presentar una queja directamente ante cualquiera de los siguientes:
 - Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947- 3529, Fax: (608)267-3641, Correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
 - Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711 (Relay), correo electrónico: FTACivilRightsCommunications@dot.gov
 - Si se necesita informacion en otro idioma de contacto, (608)785-5919.

El Procedimiento de Quejas

El Procedimiento de Quejas de la **La Crosse County** está disponible en los siguientes lugares:

- ✓ Sitio web de la agencia, ya sea como referencia en el aviso al público o en su totalidad.
 - ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
-

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 County** puede completar un formulario de queja y entregar el a de la **La Crosse County**.

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

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

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

La **La Crosse County** tiene **45** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **La Crosse County** puede contactar al demandante.

El/La demandante tiene **10** 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 **10** días hábiles, la **La Crosse County** 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 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 **45** 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.

Si se necesita información en otro idioma de contacto (608)785-5919.

La Crosse County – Formulario de Complemento/Queja

Queremos sus comentarios. Si desea enviar una queja o comentario, complete este formulario y envíelo por correo electrónico a contactus@lacrossecounty.org o en persona a la dirección que aparece a continuación.

Por favor, entregar este formulario electrónicamente o en persona a la dirección debajo.

La Crosse County

212 6th Street N
La Crosse, WI 54601

También, puede nos llamar a 608-785-5919. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor marque el formato preferido para este documento.

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

Haga clic o toque aquí para ingresar el texto

Sección B: Información de contacto

Nombre <input type="text"/>	Número de teléfono (incluyendo el Código de área) <input type="text"/>
Dirección <input type="text"/>	Ciudad <input type="text"/>
Estado <input type="text"/>	Código postal <input type="text"/>

Correo electrónico

¿Está usted presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
---	-----------------------------	-----------------------------

Si la respuesta es No, por favor proporcione el nombre y la relación de la persona por quien está presentando la queja y por qué está usted completando el formulario en su nombre en la casilla a continuación.

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

Sección C: Tipo de comentario

¿Qué tipo de comentario estás usted proveyendo? Por favor, marque qué la categoría que mejor corresponde.

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Cumplido	<input type="checkbox"/> Otra
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¿Cual de las siguiente describe la naturaleza del comentario? Por favor, marque uno o más de las casillas de verificación.

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad de Origen	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)		<input checked="" type="checkbox"/> Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)	

Sección D: Detalles de comentario

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

¿El incidente ocurrió en el siguiente tipo de servicio? Por favor marque cualquier casilla que corresponda.	<input type="checkbox"/> Paratránsito	<input checked="" type="checkbox"/> Viajes Compartidos en Taxi	<input type="checkbox"/> Autobús
¿Cuál fue la fecha de la ocurrencia?	Haga clic para agregar la fecha en el siguiente formato: Día, mes, año		
¿Cuál fue la hora de la ocurrencia?	Haga clic para agregar la hora		
¿Cuál es el nombre o identificación del empleado o empleados involucrados?	Haga clic o toque aquí para ingresar el texto		
¿Cuál es el nombre o identificación de otros involucrados, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Cuál es el numero o nombre de la ruta en la que usted viajaba, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Cuál era la dirección o destino al que usted se dirigía cuando ocurrió el incidente, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Donde fue el lugar de la ocurrencia?	Haga clic o toque aquí para ingresar el texto		
¿Estuvo involucrado el uso de una ayuda de movilidad en el incidente?	<input type="checkbox"/> Sí	<input type="checkbox"/> No	

Por favor, agregue cualquier detalle descriptivo adicional acerca del incidente.	Haga clic o toque aquí para ingresar el texto
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En la casilla a continuación, por favor explique tan claro como le sea posible lo que sucedió y por qué cree que fue discriminado.

Haga clic o toque aquí para ingresar el texto

Sección E: El seguimiento

¿Podemos comunicarnos con usted si necesitamos más detalles o información?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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Si la respuesta es Sí, ¿Cómo le gustaría que nos comunicáramos con usted? Por favor seleccione su forma de comunicación preferida a continuación

<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Correo Postal
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Si prefiere que nos comuniquemos por teléfono, indique el mejor día y hora para comunicarnos con usted.

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

Haga clic o toque aquí para introducir el texto

Sección F: Resultado deseado

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

Haga clic o toque aquí para ingresar el texto

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 County.

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

Vital Documents for Hmong Speakers

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

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

La Crosse County

- ✓ **La Crosse County** tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug cais tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **La Crosse County** raws li txoj cai Title VI ntawm txoj cai Li Civil Rights Act of 1964 thiab cov tsis muaj kev txwv tsis pub cais tawm.
- ✓ Ib tug neeg twg uas ntseeg tias lawv tau raug kev txom nyem los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau **La Crosse County**.
- ✓ Yog xav paub **La Crosse County's** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj contactus@lacrossecounty.org, 608-785-5919, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); lossis tuaj ntsib peb chav lis haujlwm ntawm 300 4th Street N, La Crosse, WI 54601. Yog xav paub ntau ntxiv, mus saib <http://www.co.la-crosse.wi.us/smrt-bus>
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfwv:
 - Wisconsin Department of Transportation (WisDOT), atención: 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.
 - 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.
- ✓ Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-785-5919.

Txheej Txheem Tsis Txaus Siab

Lub **La Crosse County's** txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- ✓ Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeeem lossis hauv nws qhov tseeb.
 - ✓ Cov chaw hauv thaj chaw ntawm chaw haujlwm hauv koom haum (thaj chaw ib txwm, chaw sib tham rau pej xeeem, thiab lwm yam)
-

Ib tug neeg twg uas ntseeg tias lawv tau raug cais tshwj vim haiv neeg, xim tawv nqaij, haiv neeg twg, xiam oob qhab, poj niam txiv neej, hnub nyoog, kev ntseeg, muaj pluag los yog lus Askiv tsis txaus los ntawm **La Crosse County** tuaj yeem sau daim foos tsis txaus siab thiab xa tuaj rau **La Crosse County**.

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **La Crosse County**.

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

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

Yog tias qhov kev tsis txaus siab tsim nyog saib raws li kev cai lij choj pej xeeem, lub **La Crosse County** yuav ua raws li cov theem teev tseg hauv cov txheej txheem kev tsis txaus siab no. Lub **La Crosse County** yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yos tias lub **La Crosse County** txiav txim tias nws muaj cai cheeb tsam tus tsis txaus siab yuav tau txais ib tsab ntawv lees paub tias daim ntawv tsis txaus siab yuav raug soj ntsuam los ntawm lub **La Crosse County** raws li kev cai lij choj pej xeeem.

Lub **La Crosse County** muaj **45** hnub ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeeem cov cai. Yog xav tau ntiv cov ntaub ntawv los daws qhov teebmeem, lub **La Crosse County** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li **10** hnub ua haujlwm los ntawm hnub tim tsab ntawv xa yuav tsum xa ntaub ntawv rau tus kws tshawb xyuas cov ntaub ntawv.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais cov ntaub ntawv ntiv nyob rau ntawm **10** hnub ua haujlwm, lub **La Crosse County** tuaj yeem kaw rooj plaub foob.

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

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

- ✓ Tsab ntawv kaw hais txog cov lus sib liam thiab cov xeev tias tsis muaj kev ua txhaum txoj cai Title VI thiab rooj plaub yuav raug kaw.
- ✓ Tsab Ntawv Tshawb Pom qhia cov lus sib liam thiab sib tham txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntiv 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 **45** hnub ua haujlwm tom qab hnub tim ntawm xa tsab ntawv lossis xa Tsab Ntawv Tshawb Pom.

Ib tus neeg tseem sau tau ntawv tsis txaus siab ncwj qha rau Federal Transit Administration, at FTA Office of Civil Rights, Title VI Program Coordinator, 1200 New Jersey Avenue SE, East Building, 5th Floor-TCR, Washington, DC 20590.

Yog muaj lus qhia ntawv rau lwm hom lus, hu rau 608-785-5919

La Crosse County - Lus Yws/Lus Hais Daim Foos

Peb xav tau koj lub tswv yim. Yog tias koj xav xa ib qho kev tsis txaus siab lossis kev tawm tswv yim, thov ua kom tiav daim foos no, thiab xa tuaj ntawm email contactus@lacrossecounty.org lossis hauv tus neeg ntwam qhov chaw nyob hauv qab no.

La Crosse County

212 6th Street N

La Crosse, WI 54601

Koj tseem tuaj yeem hu peb ntawm 608-785-5919. 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"/> Kev kaw suab	<input type="checkbox"/> Lwm yam (yog tau xaiv thov qhia tseeb txog tus qauv koj xav tau rau hauv lub plaub fab hauv qab)
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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	Tus Zauv Zip: Ntaus ntawv ntawm no

Email: Ntaus ntawv ntawm no

Puas yog koj ua daim ntawv tsis txaus siab no rau koj tus kheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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Yog tsis yog, thov qhia tus neeg tsis txaus siab lub npe thiab koj kev txheeb ze thiab vim li cas koj ua daim ntawv rau lawv sawv cev hauv qab no.

Ntaus ntawv ntawm no

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

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

<input type="checkbox"/> Tsis txaus siab	<input type="checkbox"/> Lus ntuas	<input type="checkbox"/> Hais lus qhuas	<input type="checkbox"/> Lwm yam
Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.			
<input type="checkbox"/> Haiv neeg	<input type="checkbox"/> Tawv nqaij	<input type="checkbox"/> Keeb Kwm HaivNeeg	<input type="checkbox"/> Kev ntseeg
<input type="checkbox"/> Hnub Nyug	<input type="checkbox"/> Poj Niam Txiv Neej	<input type="checkbox"/> Kev Pab Cuam	<input type="checkbox"/> Qib Nyiaj Khwv Tau
<input type="checkbox"/> Kev Paub Lus Askiv (LEP)		<input type="checkbox"/> Txoj Cai Txog Neeg Mekas Xiam Oob Qhab (Americans with Disability, ADA)	

Ntu D: Cov Ntsiab Lus

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

Qhov xwm txheej tshwm sim nrog hom kev pab cuam twg hauv qab no? Thov kos cim rau txhua qhov uas tuaj yeem siv tau.	<input type="checkbox"/> Tsheb rau neeg xiam oob qhab	<input type="checkbox"/> Tsheb ntiav ua ke	<input type="checkbox"/> Tsheb Npav
Hnub tshwm sim yog dab tsi?	Ntaus hnub tim ntawm no		
Qhov kev tshwm sim yog thaum twg?	Ntaus sijhawm ntawm no		
Npe los sis kev txheeb xyuas ntawm tus neeg ua hauj lwm los sis cov muaj feem cuam ua hauj lwm yog dab tsi?	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		
Qhov kev uas koj yuav mus los sis qhov chaw koj tau mus rau yog qhov twg ntawm qhov xwm txheej tshwm sim, yog tias muaj?	Ntaus ntawv ntawm no		
Lub chaw thaum qhov teeb meem tshwm sim nyob rau qhov twg?	Ntaus ntawv ntawm no		
Puas yog kev siv lub tshuab pabcuam txav tau koom nrog hauv qhov xwm txheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis Yog	
Yog muaj lus ntxiv, thov ntxiv ib qho lus piav qhia ntxiv txog qhov xwm txheej.	Ntaus ntawv ntawm no		

Nyob rau hauv lub plaub fab hauv qab no, thov piav qhia txhua yam tau tshwm sim thiab vim li cas koj thiaj ntseeg tias koj raug muaj kev ntsub ntxaug.

Ntaus ntawv ntawm no

Ntu E: Soj qab

Peb puas tuaj yeem tiv tauj tau koj yog tias peb xav tau qhov tseeb los sis cov ntaub ntawv ntau tshaj no?

☐ Yog

☐ Tsis Yog

Yog tias yog, qhov zoo tshaj yuav tiv tauj koj tau li cas? Thov mus xaiv daim foos tiv tauj koj li hauv qab

☐ Xov tooj

☐ Email

☐ Xa ntawv

Yog koj xav kom tiv tauj los ntawm hu xov tooj, thov qhia hnuv thiab sij hawm zoo tshaj tiv tauj koj.

Nias ntawm no kom ntiv lub sij hawm tiv tauj koj

Nias ntawm no kom ntiv hnuv tiv tauj koj

Koj puas tau ua ntawv tsis txasu siab nrog lwm lub tseem fww, xeev, lossis cov koom haum hauv zos?

☐ Yog

☐ Tsis Yog

Yog tias muaj, sau cov koom haum thiab cov ntaub ntawv tiv tauj (lub npe chaw haujlwm, chaw nyob, email, xov tooj).

Ntaus ntawv ntawm no

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

Ntu G: Kos npe

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

Lub npe Ntaus ntawv ntawm no

Hnuv tim: Ntawm hnuv tim ntawm no

Kos npe