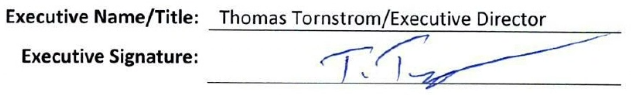
Tri-State Regional Ambulance d.b.a. ‘Gundersen Coulee Trails’

**Title VI/ADA Nondiscrimination Plan**

|  |  |
| --- | --- |
| **Revised on:** | 05/13/2024 |
| **Adopted by:** | Gundersen Tri-State Regional Ambulance  Board of Directors |
| Original Plan  **Adopted on:** | August 28, 2014 |

*This plan is hereby adopted and signed by*:

**Gundersen Coulee Trails**



|  |
| --- |
|  |

As a recipient of USDOT Federal Transit Administration (FTA) funding, per [FTA Circular 4702.1B](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf) **Gundersen Coulee Trails** 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 Form (**Appendix 3**)

Recording and Reporting Civil Rights Investigations, Complaints and, and Lawsuits (**Appendix 4**)

Public Involvement Plan (**Appendix 5**)

Limited English Proficiency (LEP) Plan (**Appendix 6**)

Demographic Representation Information (**Appendix 7**)

Additional information, as required.

**Policy Statement**

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** in accordance with Title VI of the Civil Rights Act of 1964**[[1]](#footnote-1)** and related nondiscrimination authorities.

**Gundersen Coulee Trails** receives federal financial assistance to provide transportation service in La Crosse and Vernon counties to purchase vehicles to provide rides to elderly and disabled individuals.

**Policy Updates – Activity Log**

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails**

As applicable, **Gundersen Coulee Trails** 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** |
| --- | --- | --- | --- |
| March 29, 2024 | 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 | Keighley DeFlorian |  |
| October 31, 2018 | Update Title VI Plan per WisDOT requirement. | Heather Liethen |  |
| August 28, 2014 | Develop Title VI Plan | Tom Tornstrom |  |
|  |  |  |  |
|  |  |  |  |

**Contact Information/Program Administration**

Chief Executive

**Gundersen Coulee Trails** Chief Executive will ensure compliance with [Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d)](https://www.justice.gov/crt/fcs/TitleVI-Overview) and the U.S. Department of Transportation implementing regulations.

|  |  |
| --- | --- |
| **Name:** | Tom Tornstrom |
| **Email:** | [tetornst@gundersenhalth.org](mailto:tetornst@gundersenhalth.org) |
| **Phone:** | 608-784-8827 |

Civil Rights Coordinator

**Gundersen Coulee Trails’** Civil Rights Coordinator ensures Title VI/Nondiscrimination and LEP compliance in accordance with **Gundersen Coulee Trails’** 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 **Gundersen Coulee Trails’** Chief Executive.

|  |  |
| --- | --- |
| **Name:** | Keighley DeFlorian |
| **Email:** | [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org) |
| **Phone:** | 608-637-8884 |

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of **Gundersen Coulee Trails’** nondiscrimination requirements, including the following activities:

* Program Administration
  + Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
  + Develop and implement **Gundersen Coulee Trails’** 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 **Gundersen Coulee Trails’** Nondiscrimination requirements via **Gundersen Coulee Trails’** 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](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf) requires **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** 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.

**Gundersen Coulee Trails’** *Notice of Nondiscrimination* is provided in the following locations:

Agency website <https://www.tristateambulance.org/coulee-trails/>

Public area of the agency office (common areas, public meeting rooms, etc.)

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **Gundersen Coulee Trails** at (608)637-8884 if additional information is needed in another language.

To view a copy of the **Gundersen Coulee Trails’** *Notice of Nondiscrimination*, please see **Appendix 1**.

# Complaint Procedure and Complaint Form

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** 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.

**Gundersen Coulee Trails’** 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 (common areas, public meeting rooms, etc.)

A copy of **Gundersen Coulee Trails’** *Complaint Form* is shown in **Appendix 3**.

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 4** is **Gundersen Coulee Trails’** procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI/ADA Nondiscrimination Plan, there have been no transportation related civil rights investigations, complaints, or lawsuits filed with **Gundersen Coulee Trails**

**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.

A copy of **Gundersen Coulee Trails’** *Public Involvement Plan* is shown in **Appendix 5**.

**Limited English Proficiency (LEP) Plan**

As a recipient of federal USDOT funding, **Gundersen Coulee Trails** is required under [Title VI of the Civil Rights Act of 1964](https://www.justice.gov/crt/fcs/TitleVI) and [Executive Order 13166](https://www.justice.gov/crt/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.

A copy of **Gundersen Coulee Trails’** *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures **Gundersen Coulee Trails** will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in **Gundersen Coulee Trails’** services.

**Demographic Representation Information**

**Gundersen Coulee Trails** understands that diverse representation on boards, councils, and committees help results in sound policy reflective of the needs of the entire population. [FTA Title VI Circular 4702.1B](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf) 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.

A copy of **Gundersen Coulee Trails’** *Minority Representation Information* is shown in **Appendix 7**.

# Appendix 1

# Notice of Nondiscrimination to the Public

**Gundersen Coulee Trails’** *Notice of Nondiscrimination* is posted in the following areas:

Public area of the agency office

Inside vehicles

|  |
| --- |
| **Notice of Nondiscrimination**  **Gundersen Coulee Trails, Inc.**  **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails.**  For more information on **Gundersen Coulee Trails’** civil rights program, and the procedures to file a complaint, contact Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org), 608-637-8884, (for hearing impaired, please use [Wisconsin Relay 711](https://wisconsinrelay.com/) - https://wisconsinrelay.com); or visit our administrative office at 110 Brendel Lane, Viroqua, WI 54665. For more information, visit <https://www.tristateambulance.org/coulee-trails/>  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](mailto: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](mailto:FTACivilRightsCommunications@dot.gov)   If information is needed in another language, contact 608-637-8884.  Si se necesita informacion en otro idioma de contacto, 608-637-8884.  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-8884. |

**Website Statement**:

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails’** civil rights program, ADA obligations, and the procedures to file a complaint, contact Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org), 608-782-7300. For hearing impaired, please use Wisconsin Relay 711 service [https://wisconsinrelay.com](https://secure-web.cisco.com/19QB8PnU9Ll33nyrcwqMvKwsP8N8gMEtPOp5v1IYOpTbbm535b3fxc7B5to02AGvJfGsEpvGA9W6GFOiq-zkNDFX1nXqEagbR_GuVh3H3OLAOmRDlu-Gl5UtASHmDme_0YjmJzA5EbomVP2UycgTAqj2rC-Y5Of-37xUpmWSlWO3IBcvLJJwXUp-oe0_B5C1hoaSovkfN0mq6r4KZ3eVwqNze6fecmNMzDaSoHzr5IXzfl5cxRVI2L9PHeTcj-EVXPU9LW8SrbQrhKBF3HLfpK0uTkNCY4hgwhPluduus7oJCAs5Xn8Wxc3NUGSPw3Oyz/https%3A%2F%2Fwisconsinrelay.com).

# Appendix 2

# Complaint Procedure

**Gundersen Coulee Trails’** 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 (common areas, public meeting rooms, etc.)

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 **Gundersen Coulee Trails** may file a complaint by completing and submitting **Gundersen Coulee Trails’** Complaint Form.

The Complaint Form may also be used to submit general complaints to **Gundersen Coulee Trails**

**Gundersen Coulee Trails** investigates complaints received no more than 180 calendar days after the alleged incident. **Gundersen Coulee Trails** will process complaints that are complete.

Once the complaint is received, **Gundersen Coulee Trails** will review the complaint and work to resolve the complaint informally, if possible.

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

**Gundersen Coulee Trails** has **30** business days to investigate the civil rights complaint. If more information is needed to resolve the case, **Gundersen Coulee Trails** may contact the complainant.

The complainant has **15** 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 **15** business days, **Gundersen Coulee Trails** 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 608-637-8884.

Si se necesita informacion en otro idioma de contacto, 608-637-8884.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-8884.

**Appendix 3**

**Complaint/Comment Form**

**Gundersen Coulee Trails** is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org) or in person at the address below.

**Gundersen Coulee Trails**

**110 Brendel Lane**

**Viroqua, WI 54665**

|  |  |  |  |
| --- | --- | --- | --- |
| **Section A: Accessible Format Requirements** | | | |
| Please check the preferred format for this document | | | |
| Large Print | TDD or Relay | Audio Recording | Other (if selected please state what type of format you need in the box below) |
| Click or tap here to enter text. | | | |

You may also call us at 608-637-8884 Please make sure to provide your contact information in order to receive a response.

|  |  |  |  |
| --- | --- | --- | --- |
| **Section B: Contact Information** | | | |
| Name Click or tap here to enter text. | Telephone Number (including area code) Click or tap here to enter text. | | |
| Address Click or tap here to enter text. | City Click or tap here to enter text. | | |
| State Click or tap here to enter text. | Zip Code Click or tap here to enter text. | | |
| Email Address Click or tap here to enter text. | | | |
| Are you filing this complaint on your own behalf? | | 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.** | | | |
| Complaint | Suggestion | Compliment | Other |
| **Which of the following describes the nature of the comment? Please check one or more of the check boxes.** | | | |
| Race | Color | National Origin | Religion |
| Age | Sex | Service | Income Status |
| Limited English Proficient (L.E.P) | | 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.* | Paratransit | Shared Ride Taxi | | Bus |
| What was the date of the occurrence? | Click to add datein 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? | Yes | | 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 Gundersen Coulee Trails.** | |
| Name Click or tap here to enter text. | **Date:** Click to add datein the following format**:** Day, month, year |
| Signature Click or tap here to enter text. | |

**Appendix 4**

# List of Complaints, Investigations and Lawsuits[[2]](#footnote-2)

**Gundersen Coulee Trails** maintains a log to track and resolve transportation related civil rights complaints, investigations, and lawsuits.

|  |  |
| --- | --- |
| **Check One:** | |
| **X** | 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 **Gundersen Coulee Trails.** |
|  | There has been transportation related civil rights investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.* |

| **Type**  Complaint  Investigation  Lawsuit | **Date**  (Month,  Day, Year) | **Complainant’s** Name/Address | **Basis of Complaint[[3]](#footnote-3)** | **Summary**  Complaint Description | **Status** | **Action Taken/**  **Final Outcome**  **if Resolved** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Appendix 5**

**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 **Gundersen Coulee Trails’** 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 **Gundersen Coulee Trails’** service area to participate in the development of plans, programs, and services.

**Strategies**

To promote inclusive public participation, **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails’** 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 news ways to providing public input opportunities.

**Participation Techniques**

**Gundersen Coulee Trails** 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 (telephone, internet, and public information meetings)
* Work with partner organizations

**Public Outreach Activities**

**Gundersen Coulee Trails** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** 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 | Website and Social Media Materials | Website and Social Media Materials | Keighley De Florian | [www.tristate](http://www.tristate)  ambulance.org |
| Ongoing | Transportation  Routes Update | Newspaper, Website, Social Media, Community Resource Guides | Advertisement, Website, Social Media | Keighley De Florian |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Appendix 6**

**Limited English Proficiency (LEP) Plan**

**Overview**

As a recipient of federal financial assistance, **Gundersen Coulee Trails** 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*](https://www.justice.gov/crt/fcs/TitleVI), 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”](https://www.justice.gov/crt/executive-order-13166), 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](https://www.transportation.gov/civil-rights/civil-rights-library/policy-guidance-concerning-recipients-responsibilities-limited)” 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) **Gundersen Coulee Trails** 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](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf) provides guidance and instructions for LEP Plan development.

**Plan Summary**

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails.**

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, **Gundersen Coulee Trails** 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.
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, **Gundersen Coulee Trails** 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 Gundersen Coulee Trails service.**

This plan uses [US Census Bureau – American Fact Finder (2011-2015)](https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-lep.pdf) language data available by Wisconsin county. More data is available on the [US Census Bureau ACS website](https://www.census.gov/programs-surveys/acs.html).

The US Census Bureau – American Fact Finder (2017) data shows there are numerous languages spoken in La Crosse and Vernon counties. Some of these languages include Spanish, Hmong, German, Russian, Chinese, Urdu, Korean, Other Native North American Languages, and Arabic. After English, the second and third largest language groups are Hmong and Spanish.

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

The table below outlines the number of Spanish and Hmong speaking individuals that speak English less than ‘very well’ by county. It’s useful to examine the ACS data in La Crosse County – 1,183 individuals are identified as speaking Spanish and speaks English 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 more than the 1,000 persons threshold of the population to be served, **Gundersen Coulee Trails** is required to provide written translation of vital documents (Notice of Non-Discrimination, Complaint Procedure and Complaint Form) in Spanish and Hmong.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | 100,490 | 1,183 | 1,495 |
| Vernon | 28,165 | 133 | 1 |
| Source: US Census Data - [Wisconsin Limited-English Proficient (LEP) Demographic Data by County (wisconsindot.gov)](https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-lep.pdf) | | | |

***Factor 2*** *–* ***Frequency***

**Frequency of contact with LEP persons.**

**Gundersen Coulee Trails** provides transportation service in La Crosse and Vernon counties.

**Gundersen Coulee Trails** reviewed the frequency with which its staff and policy board have or could have, contact with LEP persons in the conduct of **Gundersen Coulee Trails’** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **Gundersen Coulee Trails** staff and policy board members have had 0 requests for interpreters and 0 requests for translated program documents in any setting.

**Gundersen Coulee Trails** staff and policy board members are trained on what to do when they encounter a person with limited English proficiency. **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters.

**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, **Gundersen Coulee Trails** would work to provide a reasonable accommodation. The *“Your Right to an Interpreter”* isshown below is a document that is used by **Gundersen Coulee Trails’** staff to assist LEP individuals. Additional languages can be added, as needed, to match the demographic changes of **Gundersen Coulee Trails’** service area. The languages included in the *“Your Right to an Interpreter”* below represent many of the languages spoken within **Gundersen Coulee Trails’** service area.

***Factor 3 - Importance***

**Nature and importance of program to LEPs.**

**Gundersen Coulee Trails** receives federal financial assistance to provide transportation service in eight counties in northeastern Wisconsin for its program and services for seniors and individuals with disabilities.

**Gundersen Coulee Trails** understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services, and socialization. Transportation services provides a key role in connecting LEP persons to these essential services.

***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. **Gundersen Coulee Trails** will contact state and local units of government and community resources for assistance in translation services.

Even though **Gundersen Coulee Trails** does not have a separate budget for LEP outreach, it continuously explores ways to implement low-cost methods of notifying LEP persons of transportation services. Outreach 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 low-cost outreach methods to reach LEP communities include but are not limited to activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

|  |
| --- |
| **Language Assistance Services** |

**Overview - 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 **Gundersen Coulee Trails’** programs and services. Language assistance can include interpretation and/or translation from one language into another language.

**Gundersen Coulee Trails** takes reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

**Gundersen Coulee Trails** strives to offer the following measures when encountering LEP persons:

At public meetings or other community events:

* Greet participants as they arrive at **Gundersen Coulee Trails’** 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 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 Language Line Services to provide interpreter services for our consumers. Phone number: 1-608-775-3454
* Seek translation assistance from community organizations such as:
  + **Hmong Cultural & Community Center** [www.hmoobagency.org](http://www.hmoobagency.org/), 608-781-5744
  + **Centro Latino** - [centrolatinolacrosse@gmail.com](mailto:centrolatinolacrosse@gmail.com), 608-515-9134
  + **La Crosse Area Chinese Association -** [lacawi.weebly.com](http://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 **Gundersen Coulee Trails** on a limited basis. Instead, **Gundersen Coulee Trails** will seek assistance from fluent speakers.
* Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon request, within a reasonable time frame.
* Prioritize the hiring of bilingual staff, as needed.

**Public Outreach – Informing LEP Persons of Language Assistance Services**

**Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** to request information in another language.
* When encountering LEP persons directly, **Gundersen Coulee Trails** will use the *“I Speak” Language Identification Card* to identify the language and communication needs of LEP persons.
  + **Gundersen Coulee Trails** 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:
  + Provide assistance with language translation/interpretation by calling Language Line Services to provide interpreter services for our consumers. Phone number: 1-608-775-3454
  + **Hmong Cultural & Community Center** [www.hmoobagency.org](http://www.hmoobagency.org/), 608-781-5744
  + **Centro Latino** - [centrolatinolacrosse@gmail.com](mailto:centrolatinolacrosse@gmail.com), 608-515-9134
  + **La Crosse Area Chinese Association -** [lacawi.weebly.com](http://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**

**Gundersen Coulee Trails** will review the LEP Plan on an annual basis. Review and updates will include the following:

* The number of documented LEP person contacts.
* How the needs of LEP persons have been addressed.
* Determine whether the need for translation services has changed.
* Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
* Determine whether complaints have been received concerning **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** staff:

* Information on the **Gundersen Coulee Trails** 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.

**Appendix 7**

**Demographic Representation Information[[4]](#footnote-4)**

1. **Demographic Representation Table[[5]](#footnote-5)**

The table below depicts US Census county population data by race and **Gundersen Coulee Trails** non-elected committees/councils related to transit. After Caucasian, the second largest racial category is Asian/American, and the third largest racial category is Hispanic/Latino in La Crosse and Vernon Counties.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Population Data by Race | Caucasian | Hispanic/ Latino | Black/ African American | Asian American | Native American | Two or  More Races | No Response |
| La Crosse County | 89.4% | 1.99% | 1.6% | 4.31% | 0.2% | 2.49% | ---- |
| Vernon County | 95.8% | 1.5% | 0.2% | 0.4% | 0.1% | 1.84% | ---- |
| **Board of Directors** | **100%** | **0** | **0** | **0** | **0** | **0** | **----** |

**B. Efforts to Encourage Minority Participation**

**Gundersen Coulee Trails** understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **Gundersen Coulee Trails** encourages participation of all its citizens.

As vacancies on non-elected boards, committees and councils become available, **Gundersen Coulee Trails** will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees, and councils, **Gundersen Coulee Trails** will continue to reach out to community organizations to connect with all population groups in its service area. In addition, **Gundersen Coulee Trails** 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 Form***[[6]](#footnote-6)**

**Gundersen Coulee Trails Board of Directors**

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

Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Member,

**Gundersen Coulee Trails** as a recipient of federal funds is required under Title VI of the Civil Rights statue 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 **Gundersen Coulee trails** 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 **Gundersen Coulee Trails,** we invite council members to voluntarily self-identify their race/ethnicity in order 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.

**Translated Documents**

|  |
| --- |
| **El Aviso de no discriminación**  **Gundersen Coulee Trails**  La **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails**.  Para obtener más información sobre el programa de derechos civiles de la **Gundersen Coulee Trails**, y los procedimientos para presentar una queja, comuníquese con Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org), 608-637-8884 (para personas con problemas de audición, por favor utilice el servicio [Wisconsin Relay 711](https://wisconsinrelay.com/) - https://wisconsinrelay.com) o visite nuestra oficina administrativa a la dirección 110 Brendel Lane, Viroqua, WI 54665. Para obtener más información, visite <https://www.tristateambulance.org/coulee-trails/>  Una demandante puede presentar una queja directamente con:  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](mailto:taqwanya.smith@dot.wi.gov), 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705.  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 608-637-8884.  Si se necesita informacion en otro idioma de contacto, 608-637-8884.  Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-8884. |

# El Procedimiento de Quejas

El Procedimiento de Quejas de la **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** puede completar un formulario de queja y entregar el a de la **Gundersen Coulee Trails**.

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

De la **Gundersen Coulee Trails** investiga las quejas recibidas no más de 180 días hábiles después del presunto incidente. De la **Gundersen Coulee Trails** procesará las quejas que estén completes.

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

La **Gundersen Coulee Trails** tiene **30** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **Gundersen Coulee Trails** puede contactar al demandante.

El/La demandante tiene **15** 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 enviar la información adicional dentro de los **15** días hábiles, la **Gundersen Coulee Trails** 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 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 disciplinarían, 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.

Si se necesita información en otro idioma de contacto, 608-637-8884.

**Gundersen Coulee Trails** – Formulario de Complementos/Quejas

Queremos sus comentarios. Si desea enviar una queja o comentario, complete este formulario y envíelo por correo electrónico a Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org) o en persona a la dirección que aparece a continuación.

**Gundersen Coulee Trails**

110 Brendel Lane

Viroqua, WI 54665

kmdeflor@gundersenhealth.org

También, puede nos llamar a 608-637-8884. 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. | | | |
| Letra grande | TDD o Relé | Grabación de audio | 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 comento** | | | |
| **¿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 detallas 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 | | | |
| ¿Ha presentado una queja ante otras agencias federales, estatales o locales? | | | | Sí | No |
| **En caso afirmativo, indique las agencias y la información de contacto (nombre de la agencia, dirección, correo electrónico, teléfono)** | | | | | |
| Haga clic o toque aquí para introducir el texto | | | | | |

|  |
| --- |
| **Sección F: Resultado deseado** |
| **Por favor, haga una lista de baja los pasos le gustarían tomar para que tratar con el conflicto o el problema.** |
| Haga clic o toque aquí para introducir el texto |

|  |  |
| --- | --- |
| **Sección G: Firma** | |
| **Por favor, adjunte algunos documentas que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Gundersen Coulee Trails.** | |
| 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 | |

# Title VI - Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug rau Cov Pej Xeem

|  |
| --- |
| **Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug**  **Gundersen Coulee Trails**  **Gundersen Coulee Trails** 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, hnub 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 **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails**.    Yog xav paub **Gundersen Coulee Trails’s** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org), 608-637-8884 (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam);,lossis tuaj ntsib peb chav lis haujlwm ntawm 110 Brendel Lane, Viroqua, WI 54665. Yog xav paub ntau ntxiv, mus saib <https://www.tristateambulance.org/coulee-trails/>  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](mailto: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 608-637-8884. |

**Txheej Txheem Tsis Txaus Siab**

Lub **Gundersen Coulee Trails’s** txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.

Cov chaw hauv thaj chaw ntawm chav haujlwm hauv koom haum (thaj chaw ib txwm, chav sib tham rau pej xeem, thiab lwm yam)

Muaj cov lus tsim nyog rau cov pej xeem tsis paub hais lus Askiv, ua kom tau Kev Nyab Xeeb Thaj Chaw Pov Hwm.

Lwm yam, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **Gundersen Coulee Trails**.

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

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

Yog tias qhov kev tsis txaus siab tsim nyog saib raws li kev cai lij choj pej xeem, lub **Gundersen Coulee Trails** yuav ua raws li cov theem teev tseg hauv cov txheej txheem kev tsis txaus siab no. Lub **Gundersen Coulee Trails** yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yos tias lub **Gundersen Coulee Trails** 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 **Gundersen Coulee Trails** rawsli kev cai lij choj pej xeem tsis txaus siab.

Lub **Gundersen Coulee Trails** muaj **30** hnub ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeem cov cai. Yog xav tau ntxiv cov ntaub ntawv los daws qhov teebmeem, lub **Gundersen Coulee Trails** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li **15** 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 ntxiv nyob rau ntawm **15** hnub ua haujlwm, lub **Gundersen Coulee Trails** tuaj yeem kaw rooj plaub foob.

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

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

* Tsab ntawv kaw hais txog cov lus sib liam thiab cov xeev tias tsis muaj kev ua txhaum txoj cai Title VI thiab rooj plaub yuav raug kaw.
* Tsab Ntawv Tshawb Pom qhia cov lus sib liam thiab sib tham txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntxiv ntawm cov neeg lis haujlwm, lossis lwm yam kev ua yuav tshwm sim.

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj **30** 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 ncaj qha rau Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-8884.

Gundersen Coulee Trails - 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 Keighley DeFlorian, [kmdeflor@gundersenhealth.org](mailto:kmdeflor@gundersenhealth.org) lossis hauv tus neeg ntwam qhov chaw nyob hauv qab no.

**Gundersen Coulee Trails**

110 Brendel Lane

Viroqua, WI 54665

Koj tseem tuaj yeem hu peb ntawm 608-637-8884. 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. | | | |
| Ntawv Log | TDD or Relay | Kaw suab | Lwm yam (yog xaiv tau thov qhia yam koj xav tau hom twg hauv qab no) |
| 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? | | Yog | 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. | | Yog | 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 hnub zoo thiab sijhawm zoo tshaj plaws tuaj yeem tham nrog koj.** | | | | | | |
| Sijhawm zoo rau koj | | Hnub zoo rau koj | | | | |
| Koj puas tau ua ntawv tsis txasu siab nrog lwm lub tseem fwv, xeev, lossis cov koom haum hauv zos? | | | | Kam | | Tsis Kam |
| **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** | |
| **Thov rhais cov ntawv uas koj muaj uas txhawb nqa qhov iab liam. Tom qab ntawv sau hnub tim thiab kos npe rau daim foos no thiab muab xa rau Gundersen Coulee Trails.** | |
| Lub npe Ntaus ntawv ntawm no | **Hnub tim:** Ntawm hnub tim ntawm no |
| Kos npe | |

1. **Title VI of the Civil Rights Act of 1964** states “No person in the United Sates 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](https://www.justice.gov/crt/fcs/TitleVI-Overview) [↑](#footnote-ref-1)
2. **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin. [↑](#footnote-ref-2)
3. **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other [↑](#footnote-ref-3)
4. If **Gundersen Coulee Trails** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Gundersen Coulee Trails** Title VI regulations require **Gundersen Coulee Trails** 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. [↑](#footnote-ref-4)
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> [↑](#footnote-ref-5)
6. This form is an optional tool **Gundersen Coulee Trails** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.  [↑](#footnote-ref-6)