

Title VI Plan

City of Baraboo

Adopted on: October 24, 2017

Adopted by: Baraboo City Council

Revised on: October 13, 2017

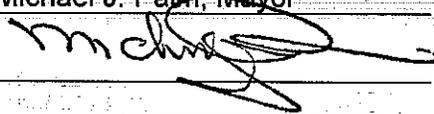
This policy is hereby adopted and signed by:

City of Baraboo

Executive Name/Title:

Michael J. Palm, Mayor

Executive Signature:



Policy Statement

The **City of Baraboo** as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wisconsin Department of Transportation (WisDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Title VI Plan Elements

The **City of Baraboo's** Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

Note: Additional materials will be attached, if required.

The City of Baraboo will review its policy at least once a year to determine if modifications are necessary. As applicable, the City of Baraboo will meet with its third party contractor (transit provider) or lessee on an annual basis to ensure compliance with Title VI plan requirements.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks
05/13/2014	Adopted by City Council	Mayor Mike Palm	None
	Revisions Adopted by City Council	Mayor Mike Palm	None
	<i>See below for</i>		

Title VI Notice to the Public

The City of Baraboo's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

THE CITY OF BARABOO

- ✓ The City of Baraboo operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Baraboo.
- ✓ For more information on the City of Baraboo's civil rights program, and the procedures to file a complaint, contact Emily Truman at 608-355-2700, email etruman@cityofbaraboo.com; or visit our administrative office at 135 Fourth Street, Baraboo WI 53913. For more information, visit www.cityofbaraboo.com.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-355-2700.
Si se necesita informacion en otro idioma de contacto, 608-355-2700.

The City of Baraboo's Notice to the Public is posted in the following locations: (check all that apply)

- Agency website, www.cityofbaraboo.com
- Public areas of the agency office (common area, public meeting rooms, etc.)
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

Title VI Complaint Procedure

The **City of Baraboo's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- On the City's website, www.cityofbaraboo.com
- City Clerk's Office at 135 Fourth Street Baraboo WI 53913
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **City of Baraboo** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

The **City of Baraboo** investigates complaints received no more than 180 days after the alleged incident. The **City of Baraboo** will process complaints that are complete.

Once the complaint is received, the **City of Baraboo** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **City of Baraboo** has 30 days to investigate the complaint. If more information is needed to resolve the case, the city 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, the city 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, she/he will issue one of two (2) letters 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 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, she/he has 30 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 608-355-2700.

Title VI Complaint Form

The City of Baraboo's Title VI Complaint Procedure is made available in the following locations: (check all that apply)

- On the City's website, www.cityofbaraboo.com
- City Clerk's office at 135 Fourth Street, Baraboo WI 53913
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
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 III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____

State Court _____

State Agency _____

Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

City of Baraboo
Emily Truman, Title VI Coordinator
135 Fourth Street
Baraboo, WI 53913

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **City of Baraboo** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint, race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the **City of Baraboo** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way 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.

Public Outreach Activities

The **City of Baraboo** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, the **City of Baraboo** 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 the **City of Baraboo** are summarized in the table below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	City of Baraboo Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc)	Notes
On Going	City Clerk		Newspaper	Article/advertising	Service Announcements
On Going	City Clerk		Cable Channel	Information	Service Announcements
On Going	City Clerk		Posters	Information	Service Announcements
On Going	City Clerk		Facebook	Information	Service Announcements
On Going	City Clerk		Website	Information/Agendas	Service Announcements
On Going	City Clerk		Posters	Local Retailers	Service Announcements

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **City of Baraboo** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **City of Baraboo's** Language Assistance 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 how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **City of Baraboo** has conducted a *Four Factor Analysis*¹ of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP Four Factor Analysis

Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires the **City of Baraboo** to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census and American Community Survey (ACS) Data²

The **City of Baraboo** did the following:

1. Inserted a copy of the **City of Baraboo's** county LEP data in the Title VI plan. This data was found at the WisDOT website <http://www.dot.wisconsin.gov/localgov/docs/title6-lep.pdf> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

¹ DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

² The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

2. Analyzed the LEP demographic data for the **City of Baraboo's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
 - a. 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.
 - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) the **City of Baraboo** must provide translation of vital documents in written format for the non-English users.
 - ii. Examples of written translation of vital documents include the Title VI policy statement and/or Notice to the Public (Appendix 2), Title VI Complaint Procedure (Appendix 3), Title VI Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

Factor 2: Frequency: Identifies the frequency staff (and transit provider/lessee, if applicable) comes into contact with LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The summary below discusses the frequency with which **City of Baraboo** staff, and/or its contractor/lessee come into contact with LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. **City of Baraboo** staff persons are encouraged to use LEP resource materials to assist LEP persons.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

The summary below discusses how the **City of Baraboo's** program and services impact the lives of person's within the community. The **City of Baraboo** will specify the community organizations that serve LEP persons, if available.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

The summary below discusses the low cost methods the **City of Baraboo** uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis* (listed below as item #1), the **City of Baraboo** addresses the following elements:

- Item #2:* A description of how language assistance services are provided by language

- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

City of Baraboo – Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1 – Demography

The **City of Baraboo** contracts with **Running, Inc.** to provide transportation service for the **City of Baraboo** and in Sauk County.

The US Census Bureau – American Fact Finder (2011-2015) reports there are numerous languages spoken in Sauk County. Some of these languages include Spanish, German, Russian, Chinese, Japanese, Korean, Vietnamese, Gujarati, Tagalog, and Native North American Languages. After English, the second largest language group is Spanish.



Sauk County LEP
Data 2015 Esti...

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), the **City of Baraboo** must provide translation of vital documents in written format for non-English speaking persons.

In Sauk County, with a population estimate of 59,078, 494 persons have identified themselves as Spanish speaking and “speaks English less than well”. This language group is less than 1% and below the 5% or 1,000 person threshold of the population to be served. This means the **City of Baraboo** is not required to provide written translation of vital documents. All the other language groups listed above are also below the Safe Harbor Threshold. This means, the **City of Baraboo** is also not required to provide written translation of vital documents in these languages.

In the future, if the **City of Baraboo** meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and will also consider measures needed for oral interpretation.

Factor 2 – Frequency

The **City of Baraboo** and **Running, Inc.** will be trained on what to do when they encounter a person that speaks English less than well. The **City of Baraboo** and **Running, Inc.** will track the number of encounters and consider making adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **City of Baraboo’s** programs and services.

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

The **City of Baraboo's** transit provider, **Running, Inc.** provides rides to 51,000 persons per year. While formal data has not been collected, **Running, Inc.** has indicated it has encountered less than 1% of LEP persons using the service within the last six months.

The **City of Baraboo** and its transit provider, **Running, Inc.** has an open door policy and provides rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **City of Baraboo** to ensure the individual receives access to the transportation service.

The "I Speak" Language identification card listed below is a document that can be placed in **Running, Inc's** vehicles and used by the **City of Baraboo** staff to assist LEP individuals. Additional languages can be added as needed to match the demographic changes of the **City of Baraboo's** service area.

"I Speak" Language Identification Card

Mark this Box if you speak	Language Identification Chart	Language
<input type="checkbox"/>	Mark this box if you read or speak English	English
<input type="checkbox"/>	Marque esta casilla si lee o habla español	Spanish
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
<input type="checkbox"/>	如果说中国在方框内打勾	Chinese
<input type="checkbox"/>	Xin ñaunh daáu vaø oâ naøy neáu quyù vò bieát ñoic vaø noui ñoôic Vieät Ngöð.	Vietnamese
<input type="checkbox"/>	당신이한국어말할경우이 상자를표시	Korean
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
<input type="checkbox"/>	માર્ક આ બોક્સ તમે વાંચી અથવા ગુજરાતી બોલે તો	Gujarati
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
<input type="checkbox"/>	Отметить этот флажок, если вы говорите по-русски	Russian

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

Factor 3 – Importance

The **City of Baraboo** and **Running, Inc.** 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. A transportation system is a key link to connecting LEP persons to these essential services.

The **City of Baraboo** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities and vehicles and providing information to the public on security awareness or emergency preparedness.

The **City of Baraboo's** assessment of the programs, activities and services that are most critical include 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.

Factor 4 – Resources and Costs

Even though the **City of Baraboo** does not have a separate budget for LEP outreach, a variety of low cost outreach methods are used to promote the available of transit service to LEP persons such as posting informational materials on its website, in ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions and by participating in local events and festivals. The cost is relatively low but the ability to reach the LEP population is high.

Another low-cost method that helps reach LEP persons is staff training. The **City of Baraboo** and **Running, Inc.** provide Title VI and LEP training internally to staff. Staff are educated so they are aware of LEP needs and requirements. This allows staff to respond to and act appropriately to questions, concerns and input. At this point, no additional training costs are incurred except for the cost of printing/photocopying materials.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The **City of Baraboo** and **Running, Inc.** has a person on staff with limited abilities to speak Spanish. In addition, the City of Baraboo works with **Running, Inc.** to ensure mechanisms are in place to reach LEP persons in the service area. If brochures and other printed materials are published, they will be available at Spanish speaking businesses within the city.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

The **City of Baraboo** and **Running, Inc.** does the following to inform LEP persons of the availability of language assistance services:

- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed
- ✓ Utilize the bilingual speaking person on staff to assist with the development of bilingual outreach materials, including pictograms and other symbols
- ✓ Prioritize the hiring of bilingual staff, as needed
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

The **City of Baraboo** reviews its plan on an annual basis or more frequently as needed. In particular, the **City of Baraboo** will evaluate the information collected during LEP public outreach efforts as well as encounters with LEP persons to determine if adjustments should be made to the delivery of programs and services to ensure meaningful access to minority and LEP persons.

In addition, the **City of Baraboo** meets with its transit provider on an annual basis to ensure the Title VI requirements are met. The last approval and site-visit of the contractor/transit provider was on 10/12/2017.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

City of Baraboo employees are oriented on the principles of Title VI and the LEP needs and requirements identified in the **City of Baraboo's** Title VI Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. The **City of Baraboo** will ensure its transit provider/lessee also educates its staff on Title VI requirements, and specifically LEP provisions.

If a driver, dispatcher or employee needs further assistance related to LEP individuals, her/she will work with the **City of Baraboo's** and/or **Running, Inc's** Transit Manager to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, the **City of Baraboo** will meet with its transit provider to discuss updates the **City of Baraboo's** Title VI plan and LEP principles and requirements.

Minority Representation Information

A. Minority Representation Table

The City of Baraboo does not have a committee related to transit. These activities are overseen by the elected City Council members.

B. Efforts to Encourage Minority Participation

The City of Baraboo understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the City of Baraboo encourages participation of all its citizens. As of January 2017, there are no appointed or volunteer committees related to transit.