

# **Title VI Plan**

## **City of Rhinelander**

Adopted on:         JUNE 9, 2014        

Adopted by:         Rhinelander Common Council        

Revised on:   

*This policy is hereby adopted and signed by:*

### **City of RHINELANDER**

Executive Name/Title:         RICHARD JOHNS, MAYOR        

Executive Signature:         Richard Johns        

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### **Policy Statement**

The **City of RHINELANDER** 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 RHINELANDER'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

## TITLE VI Notice to the Public

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

Notifying the Public of Rights Under Title VI

**THE CITY OF RHINELANDER**

- ✓ The City of RHINELANDER 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 RHINELANDER.
- ✓ For more information on the City of RHINELANDER's civil rights program, and the procedures to file a complaint, contact Administrator, (715-365-8600); email [jostrander@rhinelandercityhall.org](mailto:jostrander@rhinelandercityhall.org); or visit our administrative office at 135 S Stevens Street, Rhinelander, WI 54501. [www.ci.rhinelander.wi.gov](http://www.ci.rhinelander.wi.gov)
- ✓ 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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-365-8600.  
*Si se necesita informacion en otro idioma de contacto, 715-369-2444*

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

- Agency website [www.ci.rhinelander.wi.gov](http://www.ci.rhinelander.wi.gov)
- 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 RHINELANDER's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website, either as a reference in the Notice to Public or in its entirety
  - Hard copy in the central office
  - 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 RHINELANDER** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

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

Once the complaint is received, the **City of RHINELANDER** 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 RHINELANDER** 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 10 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 715-365-8600.

## Title VI Complaint Form

## Title VI Complaint Form

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

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy posted at City Hall
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, \_\_\_\_\_

|   |             |  |                   |    |
|---|-------------|--|-------------------|----|
| <b>Section I:</b>   |             |  |                   |    |
| Name:   |             |  |                   |    |
| Address:  |             |  |                   |    |
| Telephone (Home):   |             |  | Telephone (Work): |    |
| Electronic Mail Address:  |             |  |                   |    |
| Accessible Format Requirements?   | Large Print |  | Audio Tape        |    |
|   | TDD         |  | Other             |    |
| <b>Section II:</b>  |             |  |                   |    |
| 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:<br>_____   |             |  |                   |    |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.   |             |  | Yes               | No |
| <b>Section III:</b>   |             |  |                   |    |
| 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.<br><br>_____<br><br>_____ |             |  |                   |    |
| <b>Section IV</b>   |             |  |                   |    |
| Have you previously filed a Title VI complaint with this agency?  |             |  | Yes               | No |

|  |   |
|--|---|
| <input type="checkbox"/> Yes   | <input type="checkbox"/> No                 |
| If yes, check all that apply:  |   |
| <input type="checkbox"/> Federal Agency: _____   |   |
| <input type="checkbox"/> Federal Court _____   | <input type="checkbox"/> State Agency _____ |
| <input type="checkbox"/> State Court _____   | <input type="checkbox"/> Local Agency _____ |
| Please provide information about a contact person at the agency/court where the complaint was filed. |   |
| Name:  |   |
| Title:   |   |
| Agency:  |   |
| Address:   |   |
| Telephone:   |   |
| <b>Section VI</b>  |   |
| 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 RHINELANDER Title VI Coordinator  
 135 S Stevens Street  
 Rhinelander, WI, 54501

## List of Transit Related Title VI Investigations, Complaints and Lawsuits

|  |  |                      |
|--|--|----------------------|
| <b>Subrecipient:</b><br>Rapid Cab<br>Company |  |                      |
| <b>Contact Person:</b> Gregg Bruso           | <b>Signature:</b>  | <b>Date:</b> 1-23-15 |


**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<br>(Month, Day, Year) | Summary<br>(include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|-----------------------|----------------------------|--|--------|-----------------|
| <b>Investigations</b> |                            |  |        |                 |
| 1.                    |                            |  |        |                 |
| 2.                    |                            |  |        |                 |
| <b>Lawsuits</b>       |                            |  |        |                 |
| 1.                    |                            |  |        |                 |
| 2.                    |                            |  |        |                 |
| <b>Complaints</b>     |                            |  |        |                 |
| 1.                    |                            |  |        |                 |
| 2.                    |                            |  |        |                 |

## Public Participation Plan

|  |  |                      |
|--|--|----------------------|
| <b>Subrecipient:</b><br>Rapid Cab<br>Company |  |                      |
| <b>Contact Person:</b> Gregg Bruso           | <b>Signature:</b>  | <b>Date:</b> 1-23-15 |

### Strategies and Desired Outcomes

To promote inclusive public participation, the **City of RHINELANDER** will use its resources available to employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Expand traditional outreach methods. Think outside the box: go to hair salons, barbershops, street fairs, faith-based institutions, libraries, etc.
- ✓ 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.

### Documented Public Outreach

The direct public outreach and involvement activities conducted by the **City of RHINELANDER** are summarized in the table below. Efforts include *meetings, surveys, focus groups, etc.*

Information pertinent to each event and/or activity will be provided to WisDOT upon request. Examples include copies of: meeting announcements, agendas, posters, attendee list, etc.

| Event Date                             | City of RHINELANDER Staffer(s) | Event                             | Date Publicized and Communication Method<br>(Public Notice, Posters, Social Media) | Outreach Method<br>(Meeting, Focus Group, Survey, etc). | Notes<br>(Meeting size and format, location, Number of Attendees, etc.) |
|--|--------------------------------|-----------------------------------|--|---|---|
| 1 <sup>st</sup><br>Tuesday<br>of April | Finance Director/Treasurer     | Finance Wage and Salary Committee | Last week of March<br>Public Notice to Media and posting at City Hall              | Meeting   | City Hall open meeting about 25 people                                  |
|  | Aldermen                       |                                   |  |   |   |
|  | Administrator                  |                                   |  |   |   |
|  | Department Heads               |                                   |  |   |   |
|  |                                |                                   |  |   |   |
|  |                                |                                   |  |   |   |

## Language Assistance Plan

### Plan Components

As a recipient of federal US DOT funding, the **City of RHINELANDER** 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.

Most individuals in Wisconsin read, write, speak and understand English. There are some individuals for whom 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, or "LEP."

The **City of RHINELANDER'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 RHINELANDER** has conducted a *Four Factor Analysis*<sup>1</sup> of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

#### *LEP Four Factor Analysis*

- **Factor 1: Demography:** What is the number or proportion of LEP persons served and the languages spoken in the service area?

#### Overview

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

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<sup>1</sup> DOT LEP guidance <https://www.civilrights.dot.gov/page/dots-lep-guidance>



## US Census and American Community Survey (ACS) Data<sup>2</sup>

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

1. Inserted a copy of the **City of RHINELANDER's** county LEP data in the Title VI plan. This data was found at the WisDOT website at:  
<http://www.dot.wisconsin.gov/localgov/docs/title6-lep.pdf>
  2. Analyzed the LEP demographic data for the **City of RHINELANDER'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) the **City of RHINELANDER** 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:** How often does your staff (and/or contractor/lessee) come into contact with LEP persons?

### Overview

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 RHINELANDER** 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.

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<sup>2</sup> 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>

- ✓ **Factor 3: Importance:** How does the program, service or activity affect people's lives?

Overview

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

- ✓ **Factor 4: Resources and Costs:** What funding and other resources are available for LEP outreach?

Overview

The summary below discusses the low cost methods used by the **City of RHINELANDER** to provide outreach to LEP persons as well as train staff (and/or its contractor/lessee) on Title VI and LEP principles.

*Additional Required Elements*

In addition to the *Four Factor Analysis (listed below as item #1)*, the City of RHINELANDER will address 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

*And, any additional information deemed necessary.*

**City of RHINELANDER – Summary of the Language Assistance Plan Components**

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

*Example*

Factor 1 – Demography

*The City of RHINELANDER contracts with a transit provider to provide shared-ride taxi (SRT) service. The contractor/transit provider provides service for the City of RHINELANDER in Oneida County. Census 2010 reports a population of 7,798. The American Community Survey (ACS) reports a population estimate of 7,653. The City of RHINELANDER is below the Safe Harbor threshold. The largest LEP*

population is Spanish or Spanish Creole, which represents 0.20% (69) of the population. Spanish or Spanish Creole speakers make up 0.91% (311) of the total population. German LEP speakers make up 0.096% (33) of the population.

The **City of RHINELANDER** is below the safe harbor threshold and is not required to provide written translation of vital documents.

In the future, if the **City of RHINELANDER** meets the Safe Harbor Threshold for written translation of vital documents, it will also consider measures needed for oral interpretation.

#### Factor 2 – Frequency

The **City of RHINELANDER** (and its contractor/lessee, if relevant) will be trained on what to do when they encounter a person that speaks English less than well. The **City of RHINELANDER** and/or its contractor/lessee will track the number of encounters and consider making adjustments as needed to outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **City of RHINELANDER's** programs and services.

The **City of RHINELANDER's** contractor/transit provider provides rides to 74,780 persons per year. While formal data has not been collected, the contractor has indicated it has encountered (0) zero LEP persons using the service within the last six months. Our contractor/transit provider has an open door policy and will provide 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 RHINELANDER**, if needed to ensure the individual receives access to the transit service.

#### Factor 3 – Importance

The **City of RHINELANDER** and our contractor/transit provider understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education or access to employment. A public transit system is a key link to connecting LEP persons to these essential services.

The **City of RHINELANDER** 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, stations and vehicles and providing information to the public on security awareness or emergency preparedness.

The **City of RHINELANDER's** assessment of what programs, activities and services that are most critical included 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

The **City of RHINELANDER** does not have a separate budget for LEP outreach.

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

*The **City of Rhinelander** and its contractor/transit provider does the following to inform LEP persons of the availability of language assistance services: publishing timetables and route maps in languages other than English, provide pictograms and other symbols in relevant published materials, and creating and posting multi-language announcements, posters and other information.*

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

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

*In addition, if relevant, the **City of RHINELANDER** will meet with its contractor/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 05/30/2014.*

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

***City of RHINELANDER** employees are educated on the principles of Title VI and the **City of RHINELANDER's** Language Assistance Plan. We affirm that employees who might be contacted by a potential rider with English proficiency are trained to either put that person in touch with a translator or direct her/him to the materials referenced under item #3.*

## Minority Representation Information

### A. Minority Representation Table

The table below depicts that the *City of Rhinelander* does not have committees and councils related to transit.

| Body       | Caucasian | Hispanic | African American | Asian American | Native American |
|------------|-----------|----------|------------------|----------------|-----------------|
| Population | 0%        | 0%       | 0%               | 0%             | 0%              |
|            | 0%        | 0%       | 0%               | 0%             | 0%              |
|            | 0%        | 0%       | 0%               | 0%             | 0%              |
|            | 0%        | 0%       | 0%               | 0%             | 0%              |