

# Compass IL

## Title VI/ADA Nondiscrimination Plan

**Revised on:** 11/17/25

**Adopted by:** Compass IL Board of Directors

Original Plan Date:

**Adopted on:** September 9, 2012

*This plan is hereby adopted and signed by:*

**Compass IL**

**Executive Name/Title:** Kyle Kleist

**Executive Signature:** \_\_\_\_\_

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

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

## Policy Statement

**Compass IL** 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 **Compass IL** in accordance with Title VI of the Civil Rights Act of 1964<sup>1</sup> and related nondiscrimination authorities.

**Compass IL** receives federal financial assistance to provide transportation service in the Compass IL located in Jefferson and Walworth counties.

## Policy Updates – Activity Log

**Compass IL** 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 **Compass IL**.

**Compass IL** 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
11/17/2025	Update Title VI/ADA Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Minority Representation Information with current US Census data	Bobbi Craig	
1/28/2013	Revise Title VI Plan	Denise Larson	
9/24/2012	Develop Title VI Plan	Denise Larson	

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

## Contact Information/Program Administration

### Chief Executive

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

<b>Name:</b>	Kyle Kleist
<b>Email:</b>	Kleistk@compassil.org
<b>Phone:</b>	715-233-1070 x209

### Civil Rights Coordinator

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

<b>Name:</b>	Bobbi Hegna
<b>Email:</b>	craigb@compassil.org
<b>Phone:</b>	715-233-1070 x211

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

- ✓ Program Administration
  - Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
  - Develop and implement **Compass IL's** Title VI/Nondiscrimination and LEP Plan
  - Update and maintain Title VI/Nondiscrimination and LEP program policies and procedures
- ✓ Complaints
  - Review, track, investigate and close Title VI/Nondiscrimination and LEP complaints
- ✓ Employee Training
  - Educate staff on Title VI/Nondiscrimination and LEP requirements and procedures
- ✓ Reporting
  - Prepare and submit Title VI/Nondiscrimination reports per state and federal regulations
- ✓ Public Dissemination
  - Notify the public of **Compass IL's** Nondiscrimination requirements via **Compass IL's** public area, on its website, in vehicles, etc.
- ✓ Oversight
  - Ensure volunteers, lessees, and contractors adhere to Title VI/Nondiscrimination and LEP requirements

## Notice of Nondiscrimination

[FTA Title VI Circular 4702.1B](#) requires **Compass IL** 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 **Compass IL** 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.

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

- ✓ Agency website - <https://compassil.org/services/transportation/>
- ✓ Agency office – Lunch room first floor
- ✓ Inside vehicles-SMV –Vans

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **Compass IL** at 715-233-1070 or 800-228-3287 if additional information is needed in another language.

To view a copy of **Compass IL's** *Notice of Nondiscrimination*, please see **Appendix 1**.

## Complaint Procedure, Complaint Log, and Complaint Form

**Compass IL**, 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 have been discriminated against based on race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by **Compass IL** may file a civil rights complaint.

### Scope of Civil Rights Complaints

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

**Compass IL's** complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency Office –Director of Transportations office

### Civil Rights Investigations

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by the recipient in response, and final findings related to the complaint, investigation, or lawsuit.

**Appendix 3** is the **Compass IL's Complaint Log** procedure and tracking mechanism to investigate, track and resolve complaints.

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

### Complaint Form

**Compass IL's Complaint Form** is shown in **Appendix 4**.

## **Public Involvement Plan**

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

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

**Compass IL's Public Involvement Plan** is shown in **Appendix 5**.

## Limited English Proficiency (LEP) Plan

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

**Compass IL's** *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

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

## Demographic Representation Information

**Compass IL** 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](#) 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.

**Compass IL's** *Minority Representation Information* is shown in **Appendix 7**.

## Notice of Nondiscrimination to the Public

**Compass IL's Notice of Nondiscrimination** is posted in the following areas:

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

### Notice of Nondiscrimination Compass IL

- ✓ **Compass IL** 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 **Compass IL** 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 **Compass IL**
- ✓ For more information on **Compass IL's** civil rights program, and the procedures to file a complaint, contact 715-233-1070 or 800-228-3287, (for hearing impaired, please use [Wisconsin Relay 711 - https://wisconsinrelay.com](https://wisconsinrelay.com)); email [craigb@compassil.org](mailto:craigb@compassil.org) or visit our administrative office at 2920 Schneider Ave, SE, Menomonie, WI 54751. For more information, visit <https://compassil.org/services/transportation/>
- ✓ 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, 5<sup>th</sup> 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 715-233-1070 or 800-228-3287.  
Si se necesita informacion en otro idioma de contacto, 715-233-1070 or 800-228-3287.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-233-1070 or 800-228-3287.

### Website Statement:

**Compass IL** 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 **Compass IL's** civil rights program, ADA obligations, and the procedures to file a complaint, contact the Human Resources Office at [craigb@compassil.org](mailto:craigb@compassil.org), 715-233-1070 or 800-228-3287. For hearing impaired, please use Wisconsin Relay 711 service <https://wisconsinrelay.com>.

### Complaint Procedure

**Compass IL's** Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
  - ✓ Agency Office – Director of Transportations office, kitchen and upstairs conference room.
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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 **Compass IL** may file a complaint by completing and submitting **Compass IL's** Complaint Form.

The Complaint Form may also be used to submit general complaints to **Compass IL**

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

Once the complaint is received, **Compass IL** will review the complaint and work to resolve the complaint informally, if possible.

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

**Compass IL** has **30 business** days to investigate the civil rights complaint. If more information is needed to resolve the case, **Compass IL** 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, **Compass IL** 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 715-233-1070 or 800-228-3287.

Si se necesita informacion en otro idioma de contacto, 715-233-1070 or 800-228-3287.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-233-1070 or 800-228-3287.



## Appendix 3

### Complaint Log List of Complaints, Investigations and Lawsuits<sup>2</sup>

**Compass IL** 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 **Compass IL**

- Because **Compass IL** has had no transportation related civil rights complaints, investigations, or lawsuits, the table below has no entries.

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

**Note:** The performance measure for tracking when an investigation begins and when its administratively closed is documented in the **Complaint Log** table below. **Compass IL** will strive to complete the investigation within the timeframe specified in its **Complaint Procedure (Appendix 2)**.

Type Complaint Investigation Lawsuit	Date Complaint Received (Month, Day, Year)	Complainant's Contact Information Name/Phone/ Email/Address	Basis of Complaint <sup>3</sup>	Summary Complaint Description	Action Taken/ Final Outcome if Resolved  List dates of action steps including the dates complaint/ investigation begins and is administratively closed.	Status

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

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

## Complaint/Comment Form

**Compass IL** 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 [craigb@compassil.org](mailto:craigb@compassil.org) or in person at the address below.

### Compass IL

2920 Schneider Ave SE,  
Menomonie, WI 54751

You may also call us at 715-233-1070 or 800-228-3287. Please make sure to provide your contact information.

### Section B: Contact Information

Name <input type="text"/>	Telephone Number (including area code) <input type="text"/>	
Address <input type="text"/>	City <input type="text"/>	
State <input type="text"/>	Zip Code <input type="text"/>	
Email Address <input type="text"/>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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.		
<input type="text"/>		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Section C: Type of Comment

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

<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Compliment	<input type="checkbox"/> Other
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Which of the following describes the nature of the comment? Please check one or more of the check boxes.

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

## Section D: Comment Details

Please answer the questions below regarding your comment

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

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

Click or tap here to enter text.

## Section E: Follow-up

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

☐ Yes

☐ No

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

☐ Phone

☐ Email

☐ Mail

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

Click here to add your preferred time

Click here to add your preferred day

## Section F: Desired Outcome

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

Click or tap here to enter text.

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

Click or tap here to enter text.

## Section G: Signature

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

Name Click or tap here to enter text.

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

Signature Click or tap here to enter text.

### Public Involvement Plan

The purpose of the **Public Involvement Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within **Compass IL** 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 **Compass IL** service area to participate in the development of plans, programs, and services.

#### Strategies

To promote inclusive public participation, **Compass IL** 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 **Compass IL** service area.
- Training
  - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
  - Document and maintain records of public outreach efforts.
  - Review the effectiveness of public participation activities.
  - Seek new ways to providing public input opportunities.

## Participation Techniques

**Compass IL** 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

**Compass IL** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, **Compass IL** 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 **Compass IL** 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	Agency Staff	<a href="https://oppinc.com">https://oppinc.com</a>
Ongoing	Transportation Routes Update	Website	Advertisement/ Transportation Route Summary	Agency staff	
Ongoing	Outreach to the ADRC's	ADRC's advertise the meeting /outreach	Focus groups as well as the public	Independent Living director	
Ongoing	Advocating at the capital for those who cannot.	Emails from agency who will be attending as well.	Advocating with Senators and legislators	Directors of all 3 programs	
Ongoing	TCC meeting	Emails from ADRC of Barron, St Croix and other counties we provide service in,	Meeting is for anyone who is involved with transportation	Agency Board Members	
Annually	Yearly surveys	Printed surveys sent to riders	Survey	Bobbi Hegna	

### Limited English Proficiency (LEP) Plan

#### **Overview**

As a recipient of federal financial assistance, **Compass IL** is required to prepare a Limited English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq.](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency”](#), issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English, for some individuals English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

The US DOT “[Policy Guidance Concerning Recipients’ Responsibilities to LEP Persons](#)” discusses the concept of “safe harbor” with respect to the requirements for translation of written materials. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the county. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) **Compass IL** must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for non-English speaking persons.

Recipients of federal financial assistance are also required to implement LEP plans in accordance with guidelines of the federal agency from which the funds are provided. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

#### **Plan Summary**

**Compass IL** 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 **Compass IL**

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, **Compass IL** 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, **Compass IL** 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 Compass IL program or service.**

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

**Compass IL** provides transportation services in over 42 counties in northern Wisconsin. The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in these counties. Some of the languages include Spanish, Hmong, German, Native North American Languages, African Languages, Tagalog, Arabic, and Japanese. After English, the second and third largest language groups are Spanish and Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), **Compass IL** 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 Marathon County – 1,081 individuals are identified as speaking Spanish and speaks English less than ‘very well’ and 1,831 individuals are identified as speaking Hmong and speaks English less than ‘very well’. Since, these two language groups are greater than the 1,000 persons threshold of the population to be served, this means **Compass IL** 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, **Compass IL** is not required to provide written translation of vital documents in these languages.

2011-2015 American Community Survey – 5 Year Estimates			
County	Total Population	Number of Individuals that Speaks English less than 'very well'	
		Spanish	Hmong
Adams	19,707	194	0
Ashland	15,073	45	0
Barron	43,111	294	7
Bayfield	14,431	69	0
Buffalo	12,597	143	0
Burnett	14,656	40	3
Chippewa	59,573	205	194
Clark	31,372	362	0
Douglas	41,395	52	34
Dunn	41,904	182	181
Eau Claire	95,379	505	771
Florence	4,283	12	0
Forest	8,652	49	0
Iron	5,695	11	0
Langlade	18,572	67	13
Lincoln	26,985	57	9
Marathon	126,787	1,081	1,831
Monroe	42,065	730	0
Oneida	34,069	50	0
Pepin	6,959	30	0
Pierce	38,628	151	54
Polk	41,230	253	7
Portage	66,801	560	496
Price	13,255	32	0
Rusk	13,627	31	0
Sawyer	15,577	20	7
St. Croix	80,478	402	116
Taylor	19,337	78	0
Vilas	20,551	34	0
Washburn	14,908	20	0
Wood	69,938	379	242
Source: US Census Data - <a href="https://www.wisconsin.gov/demographics/limited-english-proficient-lep-demographic-data-by-county">Wisconsin Limited-English Proficient (LEP) Demographic Data by County (wisconsin.gov)</a>			

The Spanish language is greater than the 1,000 persons threshold of the population to be served. This means **Compass IL** is required to provide written translation of its vital documents (Notice of Nondiscrimination, Complaint Procedure, and Complaint Form) translated in Spanish. All other language groups listed above are below the Safe Harbor Threshold. This means, at this time, **Compass IL** is not required to provide written translation of vital documents in these languages.

In the future, if **Compass IL** 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.

## **Factor 2 – Frequency**

### **Frequency of contact with LEP persons.**

**Compass IL** provides transportation service over 41 counties in Northern Wisconsin.

**Compass IL** reviewed the frequency with which its staff, volunteers, and policy board have, or could have, contact with LEP persons in the conduct of **Compass IL** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **Compass IL** staff, volunteers, and policy board members have had 1 request for interpreters and 1 request for translated program documents in any setting.

**Compass IL** staff, volunteers, and policy board members are trained on what to do when they encounter a person with limited English proficiency.

**Compass IL** staff and volunteers 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 **Compass IL's** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters.

**Compass IL** brochures are available in Hmong, Somali and Spanish.

### **Log of LEP Encounters**

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

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

## ***“I Speak” Language Identification Card***

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

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

### **Factor 3 – Importance**

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

**Compass IL** 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.

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

### **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. **Compass IL** will contact state and local units of government and community resources for assistance in translation services.

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

## Language Assistance Services

### Overview - Language Assistance Services

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

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

**Compass IL** strives to offer the following measures when encountering LEP persons:

- ✓ Utilize the *"I Speak" Language Identification Card* or posters to identify the language and communication need of LEP persons.
- ✓ Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Utilize translation services via the following:
  - **Compass IL**
    - Language Translation Device –staff use a language translation device in instances when the LEP encounters occur.
    - Language Line Service Provider (insert contact information)
  - H2N – Hmong and Hispanic Communication Network - <https://wipps.org/programs/h2n/>
  - Hmong American Center - <https://www.hmongamericancenter.org>
  - Casa Hispana - <https://www.casahispanawi.org>, 920-257--5699
  - Hmong American Partnership – Fox Valley - <https://www.hapfv.org>, 920-205-4020
- ✓ 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>
- ✓ Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by **Compass IL** on limited basis. Instead, **Compass IL** will seek assistance from fluent speakers.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Prioritize the hiring of bilingual staff, as needed.

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

**Compass IL** 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 providing instructions on how to contact **Compass IL** to request information in another language.
- ✓ When encountering LEP persons directly, **Compass IL** will use the *"I Speak" Language Identification Card* to identify the language and communication needs of LEP persons. **Compass IL** 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 via the following:
  - **Compass IL**
    - Language Translation Device –staff use a language translation device in instances when the LEP encounters occur.  
Language Line Service Provider (insert contact information)
  - H2N – Hmong and Hispanic Communication Network - <https://wipps.org/programs/h2n/>
  - Hmong American Center - <https://www.hmongamericancenter.org>
  - Casa Hispana - <https://www.casahispanawi.org>, 920-257--5699
  - Hmong American Partnership – Fox Valley - <https://www.hapfv.org>, 920-205-4020
- ✓ 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**

**Compass IL** 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 the **Compass IL's** failure to meet the needs of LEP individuals.
- ✓ Sufficiency of staff training.
- ✓ Review of any new opportunities for LEP communication.
- ✓ Determine whether financial resources are needed to fund language assistance services.

### **Training Staff**

The following training will be provided to **Compass IL** staff:

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

## Demographic Representation Information<sup>4</sup>

### A. Demographic Representation Table<sup>5</sup>

The table below depicts US Census population data by race in Dunn County. **Compass IL** does not have transit-related, non-elected councils, committees, or similar bodies. The membership of the Compass IL 's Common Council is by election.



Dunn  
County - ...

Body	Caucasian	Hispanic/ Latino	Black/ African American	Asian American	Native American	Some Other Race	No Response
Dunn County Population	92.4%	1.97%	0.6%	3.05%	0.2%	1.81%	---
Compass IL Board of Directors	100%	0%	0%	0%	0%	0%	---

### B. Efforts to Encourage Minority Participation

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

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

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

<sup>4</sup> If **Compass IL** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Compass IL**, Title VI regulations require **Compass IL** 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.

<sup>5</sup> 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>

**Note:** The use of this form is not required because the Common Council is by election.

## *Demographic Representation Data Collection Form<sup>6</sup>*

**Name of board, commission, council, etc.**

Date:

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Dear Member,

**Compass IL**, as a recipient of federal funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

### **Anti-Discrimination Notice**

It is unlawful for **Compass IL** 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 **Compass IL**, 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.

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<sup>6</sup> This form is an optional tool **Compass IL** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.



# Translated - Vital Documents

## Título VI– El aviso de no discriminación a el público

El aviso de no discriminación de la **Compass IL** es el siguiente:

### Aviso de No Discriminación

#### Compass IL

- ✓ El **Compass IL** esta comprometido a garantizar que ninguna persona sea excluida de participar, se le nieguen los beneficios o de cualquier otra forma sea sujeta a discriminación en las bases de raza, color, nacionalidad de origen, discapacidad, sexo, edad, religión, estado de ingresos o Domino Limitado del Inglés (LEP por sus siglas en inglés) en todos y cada uno de los programas, actividades o servicios administrados por **Compass IL** de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas. **Compass IL** asegura además que se harán todos los esfuerzos posibles para garantizar la no discriminación en todas las actividades de su programa financiado con fondos federales.
- ✓ Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal puede presentar una queja con **Compass IL**
- ✓ Para obtener más información acerca del programa de derechos civiles de **Compass IL**, y los procedimientos para presentar una queja, comuníquese 715-233-1070 or 800-228-3287 (para las personas con problemas de audición, por favor utilice [Wisconsin Relay 711](#)), correo electrónico [craigb@compassil.org](mailto:craigb@compassil.org) o visite nuestra oficina en 2920 Schneider Ave SE, Menomonie, WI 54751. Para obtener más información, visite <https://compassil.org/services/transportation/>
- ✓ También se puede presentar una queja directamente ante cualquiera de los siguientes:
  - Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947- 3529, Fax: (608)267-3641, Correo electrónico: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov), 4822 Madison Yards Way, 5<sup>th</sup> Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
  - Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711 (Relay), correo electrónico: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)
  - Si se necesita informacion en otro idioma de contacto, 715-233-1070 or 800-228-3287.

El aviso de no discriminación la **Compass IL** se publica en los siguientes lugares

- ✓ Sitio web de la agencia <https://oppinc.com>
- ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)

## El Procedimiento de Quejas

El Procedimiento de Quejas de la **Compass IL** 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 **Compass IL** puede completar un formulario de queja y entregar el a de la **Compass IL**

El formulario de queja también se puede usar para entregar quejas generales a la **Compass IL**

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

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

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

El/La demandante tiene **10** días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no enviar la información adicional dentro de los **10** días hábiles, la **Compass IL** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

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

- ✓ Una carta de conclusión resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará.
- ✓ Una carta de descubrimiento resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, tiene **10** días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

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

If information is needed in another language, then contact 715-233-1070 or 800-228-3287.

Si se necesita información en otro idioma de contacto, 715-233-1070 or 800-228-3287.

Yog muaj lus qhia ntxiv rau lwmm hom lus, hu rau 715-233-1070 or 800-228-3287.

## Compass IL – Formulario de Complementos/Quejas

**Compass IL** comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos.

Por favor, entregar este formulario electrónicamente a [craigb@compassil.org](mailto:craigb@compassil.org) o en persona a la dirección debajo.

**Compass IL**  
2920 Schneider Ave SE  
Menomonie, WI 54751

También, puede nos llamar a 715-233-1070 or 800-228-3287. Por favor, provea su información de contacto para recibir una respuesta.

### Sección A: Requisitos de formato accesible

Por favor, verifique el formato preferido para este documento.

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

Haga clic o toque aquí para introducir el texto

### Sección B: Información de contacto

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

Correo electrónico

¿Está presentado esta queja en su propio nombre?	<input type="checkbox"/> Sí	<input type="checkbox"/> 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.

Por favor, confirme que ha obtenido el permiso del partido agraviado si está completando por un tercer partido.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
---	-----------------------------	-----------------------------

## Sección C: Tipo de comento

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

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Complemento	<input type="checkbox"/> Otra
¿Cual de los siguiente describe la natura del comentario? Por favor, marque uno o más de las casillas de verificación.			
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Competente limitado del inglés (C.L.I)		<input type="checkbox"/> 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.	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Taxi compartido	<input type="checkbox"/> 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?	<input type="checkbox"/> Sí	<input type="checkbox"/> No	
Por favor, añada detallas descriptivas sobre el suceso.	Haga clic o toque aquí para introducir el texto		

---

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

---

Haga clic o toque aquí para introducir el texto

---

### Sección E: El seguimiento

¿Podemos contactarlo si necesitamos más detalles o información?

☐ Sí

☐ No

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

☐ Teléfono

☐ Correo electrónico

☐ Correo

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

Haga clic para agregar su hora preferido

Haga clic para agregar su día preferido

---

### Sección F: Resultado deseado

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

Haga clic o toque aquí para introducir el texto

---

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

---

Haga clic o toque aquí para introducir el texto

---

### Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Compass IL .

Nombre Haga clic o toque aquí para introducir el texto

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

Firma Haga clic o toque aquí para introducir el texto

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# Vital Documents for Hmong Speakers

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

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

#### Compass IL

- ✓ **Compass IL** tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug cais tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **Compass IL** 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 **Compass IL**.
- ✓ Yog xav paub **Compass IL's** cov ntaub ntawv ntau ntiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj [craigb@compassil.org](mailto:craigb@compassil.org), 715-233-1070 or 800-228-3287, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); lossis tuaj ntsib peb chav lis haujlwm ntawm 2920 Schneider Ave SE, Menomonie, WI 54751. Yog xav paub ntau ntiv, mus saib <https://compassil.org/services/transportation/>
- ✓ 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, 5<sup>th</sup> 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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 715-233-1070 or 800-228-3287.

## Txheej Txheem Tsis Txaus Siab

Lub **Compass IL's** txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

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

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

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **Compass IL**.

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

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

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

Lub **Compass IL** muaj **30** hnub ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeeem cov cai. Yog xav tau ntiv cov ntaub ntawv los daws qhov teebmeem, lub **Compass IL** yuav hu rau tus neeg tsis txaus siab.

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

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

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

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

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

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj **10** 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, Title VI Program Coordinator, 1200 New Jersey Avenue SE, East Building, 5<sup>th</sup> Floor-TCR, Washington, DC 20590.

Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 715-233-1070 or 800-228-3287.

# Compass IL - Lus Yws/Lus Hais Daim Foos

Peb xav tau koj lub tswv yim. Yog tias koj xav xa ib qho kev tsis txaus siab lossis kev tawm tswv yim, thov ua kom tiav daim foos no, thiab xa tuaj ntawm email [titlevi.complaint@cityofusa.com](mailto:titlevi.complaint@cityofusa.com) lossis hauv tus neeg ntwam qhov chaw nyob hauv qab no.

## Compass IL

2920 Schneider Ave SE  
Menomonie, WI 54751

Koj tseem tuaj yeem hu peb ntawm 715-233-1070 or 800-228-3287. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

### Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

<input type="checkbox"/> Ntawv Log	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Kev kaw suab	<input type="checkbox"/> Lwm yam (yog tau xaiv thov qhia tseeb txog tus qauv koj xav tau rau hauv lub plaub fab hauv qab)
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Ntaus ntawv ntawm no

### Ntu B: Cov ntaub ntawv tiv toj

Lub npe: Ntaus ntawv ntawm no	Xov tooj: Ntaus ntawv ntawm no
Chaw nyob: Ntaus ntawv ntawm no	Nroog: Ntaus ntawv ntawm no
Xeev: Ntaus ntawv ntawm no	Tus Zauv Zip: Ntaus ntawv ntawm no

Email: Ntaus ntawv ntawm no

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

Ntaus ntawv ntawm no

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

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

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

## Ntu D: Cov Ntsiab Lus

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

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

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

Ntaus ntawv ntawm no

### Ntu E: Soj qab

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

☐ Yog

☐ Tsis Yog

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

☐ Xov tooj

☐ Email

☐ Xa ntawv

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

Nias ntawm no kom ntiv lub sij hawm tiv tauj koj

Nias ntawm no kom ntiv hnuv tiv tauj koj

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

☐ Yog

☐ Tsis Yog

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

Ntaus ntawv ntawm no

### Ntu F: Xav tau qhov tshwm sim

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

Ntaus ntawv ntawm no

### Ntu G: Kos npe

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

Lub npe Ntaus ntawv ntawm no

**Hnuv tim:** Ntawm hnuv tim ntawm no

Kos npe