

This in-person location will meet the legal requirement for our open meetings.

We will have a virtual option available, but the technology for the hybrid style meeting may not be reliable all of the time.

**City of Stevens Point
Transportation Commission Meeting
July 14, 2025 - 5:00 PM
Central Transportation
2700 Week Street, Stevens Point**

OR

Zoom

<https://us06web.zoom.us/j/87539037302?pwd=2LLID40E3iY16aNWf1UjKAaSchPzeh.1>

Meeting ID: 875 3903 7302

Passcode: 123567

By Phone: +1-312-626-6799 (US Chicago)

AGENDA

Discussion and Possible Action on:

1. Roll Call.
2. Approval of June 9, 2025 minutes.
3. Approval of the June 2025 Financial/Claims Report.
4. Approval of Title VI Plan.
5. Next meeting date: *August 11, 2025 5:00pm*
6. Adjournment.

Meeting Rider

Any person who has special needs while attending this meeting or needing agenda materials for this meeting should contact the City Clerk as soon as possible to ensure a reasonable accommodation can be made. The City Clerk can be reached by telephone at (715) 346-1569, TDD # 346-1556 or by mail at 1515 Strongs Ave., Stevens Point, WI 54481.

Copies of ordinances, resolutions, reports and minutes of the committee meetings are on file at the office of the City Clerk for inspection during normal business hours from 7:30 a.m. to 4:00p.m.

SPECIAL NOTICE

Please take notice that a quorum of the Common Council, City Boards/Commissions may attend this meeting.

**City of Stevens Point
Transportation Commission Meeting**

June 9, 2025 - 5:00pm
2700 Week Street, Stevens Point, Wisconsin
Or
Zoom Teleconferencing

Minutes

1. Roll Call

Present: Ald. Jacqui Guthrie, Karalyn Peterson, Nichole Lysne, Tom Bertram
Present via Zoom: Ald. Allison Birr, Neil Prendergast, Heidi Oberstadt
Others Present: Talin Scheuermann, Tom Carroll

2. Approval of April 14, 2025 minutes

Tom Bertram made a motion to approve the April 14, 2025 minutes. Karalyn Peterson seconded.
All in favor; none opposed. Motion carried.

3. Approval April and May 2025 Financial/Claims Report.

Karalyn Peterson made a motion to approve the April and May 2025 financial/claims reports.
Tom Bertram seconded. All in favor; none opposed. Motion carried

4. Nomination and Election of Transportation Commission Chairperson

Tom Bertram nominated Nichole Lysne for Transportation Commission Chairperson. Heidi Oberstadt seconded the nomination. With no further nominations, a vote was taken; all in favor, none opposed. Nichole Lysne unanimously elected Chairperson.

5. Nomination and Election of Transportation Commission Vice-Chairperson

Tom Bertram nominated Neil Prendergast for Transportation Commission Vice-Chairperson. Heidi Oberstadt seconded the nomination. With no further nominations, a vote was taken; all in favor, none opposed. Neil Prendergast unanimously elected Vice-Chairperson.

6. Updates: Staffing, Funding, and Downtown Planning

Superintendent Scheuermann reported on Downtown Planning Feedback, State Funding, 5310 Funding, and Staffing Positions.

7. Approval to provide lifelong bus passes to employees retiring with a minimum of 20 years of service.

Karalyn Peterson moved to approve providing lifelong bus passes to employees retiring with at least 20 years of service. Neil Prendergast seconded. In favor; Karalyn Peterson, Nichole Lysne, Tom Bertram, Ald. Allison Birr, Neil Prendergast, Heidi Oberstadt. Opposed; Ald. Jacqui Guthrie. Motion carried.

8. Next Meeting Date - Monday, July 14, 2025, at 5:00 PM

9. Adjournment

5:30pm

**Report to the July 2025
Meeting of the Transportation Commission**

Finances:

Bank Balance as of June 1, 2025	2,023,238.27
Bank Deposits recorded in June 2025	19,346.52
	<hr/> 2,042,584.79

Checks Issued since the last meeting:

06/06/2025	8519 Employee	Wages	1,548.07
06/06/2025	8520 Employee	Wages	1,352.60
06/03/2025	8521 United Way of Portage Cty	United Way	8.00
06/03/2025	8522 WI Council 32 Per Capita Tax Trust	Union Dues	483.32
06/05/2025	8523 Cintas Corp #442	Uniforms/Facility Supplies	268.03
06/05/2025	8524 City of Stevens Point	Workers comp premiums	2,641.37
06/05/2025	8525 eGauge Systems	WIFI monitored water gauge	1,447.40
06/05/2025	8526 Employee Resource	monthly EAP premiums	92.69
06/05/2025	8527 FleetPride	Air brake parts	595.94
06/05/2025	8528 Gillig LLC	front axle parts	860.11
06/05/2025	8529 Heartland Business Systems. LLC	Managed IT Services	329.29
06/05/2025	8530 Livewire	Server consolidation	2,708.55
06/05/2025	8531 NAPA	Brake shoes	613.86
06/05/2025	8532 Employee	Shoe reimbursement	150.00
06/05/2025	8533 Pomp's Tire Service, Inc.	Tires	864.49
06/05/2025	8534 Stevens Point Auto Center	Window switch	114.92
06/05/2025	8535 Summit Companies	Annual fire sprinkler inspection	462.00
06/05/2025	8536 UWSP Printing & Design	Monthly passes	267.01
06/12/2025	8537 Baker Tilly Virchow Krause, LLP	Audit	3,788.00
06/12/2025	8538 Cintas Corp #442	Uniforms/Facility Supplies	156.73
06/12/2025	8539 City of Stevens Point	Insurance, fuel, WRS, IT monthly	71,308.48
06/12/2025	8540 Courtesy Cab	May subsidized taxi rides	666.50
06/12/2025	8541 FleetPride	Pins	23.91
06/12/2025	8542 Gillig LLC	Slack Adjusters	649.12
06/12/2025	8543 Hub City Garagedoor	Door 9 repair	1,523.59
06/12/2025	8544 Mada Custom Apparel & Sporting Goods	Screenprint polos	317.30
06/12/2025	8545 Marshfield Clinic	DOT random	79.00
06/12/2025	8546 O'Reilly Auto Parts	Brakes	172.66
06/12/2025	8547 PassioTechnologies LLC - CID 253	Monthly Passio subscription	911.50
06/12/2025	8548 Talin Scheuermann	Annual shoe reimbursement	150.00
06/12/2025	8549 TJ TJs Tire and Auto	Tires	3,480.00
06/12/2025	8550 UWSP Printing & Design	Campus Brochures	391.00
06/20/2025	8551 Employee	Wages	1,548.07
06/20/2025	8552 Employee	Wages	1,172.80
06/17/2025	8553 United Way of Portage Cty	United Way	8.00
06/17/2025	8554 WI Council 32 Per Capita Tax Trust	Union Dues	483.32
06/17/2025	8555 Securian Financial	MN Life Insurance Policy	238.70
06/26/2025	8556 Ascendance Truck Centers	Exhaust temp sensor	742.14
06/26/2025	8557 Cintas Corp #442	Uniforms/Facility Supplies	251.73
06/26/2025	8558 Fastenal Company	Screws and nuts	30.56
06/26/2025	8559 FleetPride	Brake parts	1,842.99
06/26/2025	8560 Gillig LLC	Brake drums and torque arm	1,873.32
06/26/2025	8561 Halron Lubricants Inc	Drum return	1,580.17
06/26/2025	8562 Heartland Business Systems. LLC	Monthly managed IT	332.04
06/26/2025	8563 NAPA	Fuse	8.98
06/26/2025	8564 OnSolve	Automated call-in software	795.31
06/26/2025	8565 Per Mar Security Services	Annual Per Mar	1,174.44
06/26/2025	8566 Stevens Point Auto Center	U-Joint	81.18
06/26/2025	8567 Transport Refrigeration, Inc.	Hose and clips	317.62
06/26/2025	8568 U.S. Bank	Battery terminals, safety vests, leak tester,	3,127.07
06/26/2025	8569 UWSP Printing & Design	Title 6 bus posters	22.68
6/2/2025	Delta Dental	Insurance premiums	751.66
6/5/2025	Payroll	Payroll	42,968.15
6/5/2025	Volunteer Reimbursement	Volunteer Reimbursement	2,981.31
6/6/2025	IRS	Payroll Taxes - Fed	14,210.85
6/6/2025	WI Dept of Revenue	Payroll Taxes - State	2,470.87

6/12/2025	Verizon	Verizon Bill	135.18
6/16/2025	Great America Financ Services	Copier Lease	95.00
6/18/2025	Payroll	Payroll	43,803.29
6/18/2025	Volunteer Reimbursement	Volunteer Reimbursement	3,054.27
6/20/2025	IRS	Payroll Taxes - Fed	14,349.26
6/20/2025	WI Dept of Revenue	Payroll Taxes - State	2,498.46
6/20/2025	Wisconsin Public Service	Utility Payment	1,940.57
	Total of checks listed		<u>243,315.43</u>
	Balance on hand June 30, 2025		<u>1,799,269.36</u>
	Plus uncleared checks		14,331.06
	Less checks previously written clearing this month		-6,598.34
	Ending Cash Balance matching Bank Statements		<u><u>1,807,002.08</u></u>

Central Transportation - City of Stevens Point

Title VI/ADA Nondiscrimination Plan

Revised on: _____

Adopted by: Central Transportation - City of Stevens Point

Original Plan

Adopted on: _____

This plan is hereby adopted and signed by:

Central Transportation - City of Stevens Point

Executive Name/Title: _____

Executive Signature: _____

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

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

Policy Statement

Central Transportation 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, religion, sex, or age in any and all programs, activities or services administered by **Central Transportation** in accordance with Title VI of the Civil Rights Act of 1964¹ and related nondiscrimination authorities.

Central Transportation receives federal financial assistance to provide transportation services in the city of Stevens Point.

Policy Updates – Activity Log

Central Transportation 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 **Central Transportation**.

As applicable, **Central Transportation** 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
July 14, 2025	Updated Title VI/ADA Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Demographic Representation Information with current US Census data	Talin Scheuermann	
March 11, 2021	Update Title VI/ADA Plan per WisDOT requirement.	Susan Lemke	
March 17, 2014	Develop Title VI/ADA Plan	Susan Lemke	

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

Contact Information/Program Administration

Chief Executive

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

Name:	Mike Wiza
Email:	mwiza@stevenspoint.com
Phone:	(715) 346-1570

Civil Rights Coordinator

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

Name:	Talin Scheuermann
Email:	tscheuermann@stevenspoint.com
Phone:	715-341-4490

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

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

Notice of Nondiscrimination

[FTA Title VI Circular 4702.1B](#) requires **Central Transportation** 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 **Central Transportation** 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.

Central Transportation's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website - <https://stevenspoint.com/257/Central-Transportation>
- ✓ Public area of the agency office (2700 Week Street, Stevens Point, WI 54482)
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **Central Transportation** at 715-341-4490 if additional information is needed in another language.

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

Complaint Procedure, Complaint Log, and Complaint Form

Central Transportation, as a recipient of federal financial assistance must develop a procedure for investigating, tracking, and resolving Title VI/Nondiscrimination complaints and make the procedures available to the public upon request.

Any person, group or firm that believes they've been discriminated against on the basis of race, color, national origin, sex, age, or disability by **Central Transportation** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **Central Transportation** 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 **Central Transportation** 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.

Central Transportation'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 (2700 Week Street, Stevens Point, WI 54482)

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 **Central Transportation's** *Complain Log* procedure and tracking mechanism to investigate, track and resolve complaints.

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

Complaint Form

Central Transportation'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 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.

Central Transportation's *Public Involvement Plan* is shown in **Appendix 5**.

Limited English Proficiency (LEP) Plan

Recipients of federal financial assistance are required to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

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

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

Demographic Representation Information

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

Appendix 7 presents **Central Transportation's** *Limited English Proficient (LEP) Tools*.

Appendix 8 presents **Central Transportation's** *Demographic Representation Information*.

Fixed Route Service Standards and Service Policy

[FTA Title VI Circular 4702.1B](#) requires fixed route transit providers of public transportation to develop *quantitative* standards for vehicle load, vehicle headway, on-time performance, and service availability. **Central**

Transportation's (CT) Fixed Route Service Standards is shown in **Appendix 9**. Providers of fixed route public transportation must also develop *qualitative* policies for vehicle assignment and transit amenities. **Central**

Transportation's (CT) Fixed Route Service policy is shown in **Appendix 10**.

Notice of Nondiscrimination to the Public

Central Transportation's *Notice of Nondiscrimination* is posted in the following areas:

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

Notice of Nondiscrimination

Central Transportation

- ✓ **Central Transportation** 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, religion, sex, or age in any and all programs, activities, or services administered by **Central Transportation** 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 **Central Transportation**.
- ✓ For more information on **Central Transportation's** civil rights program, and the procedures to file a complaint, contact ct@stevenspoint.com, 715-341-4490, (for hearing impaired, please use [Wisconsin Relay 711 - https://wisconsinrelay.com](https://wisconsinrelay.com) or visit our administrative office at 2700 Week Street, Stevens Point, WI 54482. For more information, visit <https://stevenspoint.com/1380/Stevens-Point-City-Bus>
- ✓ A complaint may also be filed directly with the following:
 - Wisconsin Department of Transportation (WisDOT), Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 53705. For more information, visit <https://wisconsindot.gov/Pages/doing-bus/civil-rights/titlevi-ada/filingcomplaint.aspx>
 - U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov
- ✓ If information is needed in another language, contact 715-341-4490.
Si se necesita informacion en otro idioma de contacto, 715-341-4490.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-341-4490.

Website Statement:

Central Transportation operates its programs and services without regard to race, color, national origin, disability, religion, sex, or age in accordance with Title VI of the Civil Rights Act, Americans with Disabilities Act (ADA), and related nondiscrimination authorities. For more information on **Central Transportation's** civil rights program, ADA obligations, and the procedures to file a complaint, contact ct@stevenspoint.com, 715-341-4490. For hearing impaired, please use Wisconsin Relay 711 service <https://wisconsinrelay.com>.

Complaint Procedure

Central Transportation'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 (2700 Week Street, Stevens Point, WI 54482)
-

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, religion, sex, or age by the **Central Transportation** may file a complaint by completing and submitting **Central Transportation's** Complaint Form.

The Complaint Form may also be used to submit general complaints to the **Central Transportation**.

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

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

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

Central Transportation has **45** business days to investigate the civil rights complaint. If more information is needed to resolve the case, **Central Transportation** 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, **Central Transportation** 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 **10** 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 715-341-4490.

Si se necesita informacion en otro idioma de contacto, 715-341-4490.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-341-4490.

Complaint Log
List of Complaints, Investigations and Lawsuits²

Central Transportation 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 **Central Transportation**.

- Because **Central Transportation** 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. **Stevens Point Central Transportation** will strive to complete the investigation within the timeframe specified in its **Complaint Procedure**.

Type Complaint Investigation Lawsuit	Date Complaint Received (Month, Day, Year)	Complainant's Contact Information Name/Phone/ Email/Address	Basis of Complaint³	Summary Complaint Description	Action Taken/ Final Outcome if Resolved List dates of action steps including the dates complaint/ investigation begins and is administratively closed.	Status Open/ Closed

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

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

Complaint/Comment Form

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

Central Transportation
2700 Week Street
Stevens Point, WI 54482

You may also call us at 715-341-4490. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
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Click or tap here to enter text.

Section B: Contact Information

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

Email Address

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

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

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

<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Compliment	<input type="checkbox"/> Other
Which of the following describes the nature of the comment? Please check one or more of the check boxes.			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Sex	<input type="checkbox"/> Transportation Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> Americans with Disability Act (A.D.A)	

Section D: Comment Details

Please answer the questions below regarding your comment

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

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

Click or tap here to enter text.

Section E: Follow-up

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

Yes

No

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

Phone

Email

Mail

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

Click here to add your preferred time

Click here to add your preferred day

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

Yes

No

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

Click or tap here to enter text.

Section F: Desired Outcome

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

Click or tap here to enter text.

Section G: Signature

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

Name

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

Signature

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 **Central Transportation** 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 **Central Transportation** service area to participate in the development of plans, programs, and services.

Strategies

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

Participation Techniques

Central Transportation 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

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

The direct public outreach and involvement activities conducted by **Central Transportation** 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	www.stevenspoint.com
Monthly	Council Meetings	Publish/Post Meeting on Website, social media, and three public places	Public Meeting	Transportation Superintendent, Director of Public Utilities and CT Staff	Discussion Transportation Route Changes – Service and Fares, as applicable
Various	Public Events	Public notice in newspapers, City CIVIC website postings, City/County Annex, Social Media Sites	Group Presentations	Transportation Superintendent, Director of Public Utilities and CT Staff	Various
Ongoing	Marketing – Transportation Vehicle Signage	Ongoing	Advertise on Vehicles	Transportation Superintendent, Director of Public Utilities and CT Staff	See the city's Central Transportation website for information on how to advertise on city vehicles
Monthly	Transportation Commission Meetings	Publish/Post Meeting on Website, social media, and three public places	Public Meeting	Transportation Superintendent, Director of Public Utilities and CT Staff	Discussion Transportation Route Changes – Service and Fares, as applicable
Quarterly	Transportation Coordinating Committee	Publish/Post Meeting on Website, social media, and three public places	Public Meeting	Transportation Superintendent, Director of ADRC and CT Staff	Discussion Transportation Route Changes – Service and Fares, as applicable

Limited English Proficiency (LEP) Plan

Overview

As a recipient of federal financial assistance, **Central Transportation** 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.

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) **Central Transportation** 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

Central Transportation 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 **Central Transportation**.

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, **Central Transportation** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
 - ✓ **Demography** of LEP persons who may be served or are likely to encounter an LAPC program or service.
 - ✓ **Frequency** of contact with LEP persons
 - ✓ **Importance** of program to LEP persons
 - ✓ **Resources and costs** to provide LEP assistance

2. A description of the following:

- ✓ How language assistance services are provided.
- ✓ How LEP persons are informed of the availability of language assistance services.
- ✓ How the language assistance plan is monitored and updated.
- ✓ How employees are trained to provide language assistance to LEP persons.

Meaningful Access - Four Factor Analysis

To prepare this plan, **Central Transportation** 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 Central Transportation program or service.

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



Portage County LEP
Data 2015 Estimate.pr

The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in Portage County. Some of these languages include Spanish, Hmong, German, Polish, Chinese, Other Native North American Languages, Arabic. 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), **Central Transportation** must provide translation of vital documents in written format for non-English speaking persons.

In Portage County, with a population estimate of 66,801, 560 persons have identified themselves as Spanish speaking and “speaks English less than very well” and 496 persons have identified themselves as speaking Hmong and “speaks English less than very well”. This language group is less than 1% and below the 5%, or 1,000 persons threshold of the population to be served. This means Stevens Point Central Transportation is not required to provide written translation of vital documents. Even though Stevens Point Central Transportation is below the Safe Harbor Threshold and is not required to provide written translation of vital documents, it has translated its Notice of Nondiscrimination, Complaint Procedure and Compliant Form in Spanish and Hmong.

All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, Stevens Point Central Transportation is not required to provide written translation of vital documents in these languages. In the future, if **Central Transportation** 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.

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

Central Transportation staff are trained on what to do when they encounter a person with limited English proficiency.

Central Transportation staff tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically to LEP populations of **Central Transportation’s** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters (**Appendix 7**).

Log of LEP Encounters

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

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

“I Speak” Language Identification Card

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

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

Factor 3 – Importance

Nature and importance of program to LEPs.

Transportation plays a key role in connecting LEP persons to essential services. Language assistance is provided to ensure LEP individuals have access to essential services. With improving outreach activities, **Central Transportation** is working to increase contact with LEP individuals at public involvement meetings and activities.

Central Transportation assessment of critical needs includes contact with community organization(s) that serve LEP persons, as well as contact with LEP persons to obtain information on the importance of the modes or the types of services provided to the LEP populations. Public transportation fare/service changes and eligibility requirements should be communicated to LEP individuals so they can access the essential programs and services.

Factor 4 – Resources and Costs

Resources available and overall cost to provide LEP assistance.

Given the small size of LEP encounters and small LEP populations, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request. **Central Transportation** will contact state and local units of government and community resources for assistance in translation services, as needed.

Even though **Central Transportation** 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 may include activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

Language Assistance Services

Overview - Language Assistance Services

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

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

Central Transportation strives to offer the following measures when encountering LEP persons:

- ✓ Post Title VI, LEP, and ADA information on the **Central Transportation** website.
- ✓ Day to day operations:
 - Utilize the *"I Speak" Language Identification Card* or posters to identify the language and communication need of LEP persons.
 - Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ At public meetings or other community events:
 - Greet participants as they arrive at **Central Transportation** public meetings or community events.
 - Make "I Speak" language identification cards available at sponsored events.
 - By informally engaging participants in conversation or by using language identification "I Speak" Language identification Card, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need at future events.
 - Maintain a Log of LEP Encounters at public meetings or other community events.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs for individuals that are deaf, hard of hearing, deafblind, or those with a speech disability <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- ✓ Translation Services
 - Seek translation assistance from community organizations such as:
 - Multicultural Community Center – (715)907-7082, wausauinfo@ecdcus.org <https://www.ecdcwausau.org>
 - H2N – Hmong and Hispanic Communication Network - <https://wipps.org/programs/h2n/>
 - Hmong American Center - <https://www.hmongamericancenter.org>

- ✓ Utilize online resources such as Google Translate to assist with translation requests. The main downside of this approach is accuracy. As such, this option will be used by **Central Transportation** on limited basis. Instead, **Central Transportation** 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

Central Transportation uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ Posts the Title VI/ADA *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish and Hmong providing instructions on how to contact **Central Transportation** to request information in another language.
- ✓ When encountering LEP persons directly, **Central Transportation** staff will use the “*I Speak*” *Language Identification Card* to identify the language and communication needs of LEP persons.
 - **Central Transportation** may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.
- ✓ Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develop and maintain cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
 - Utilize translation services such as:
 - Multicultural Community Center – (715)907-7082, wausauinfo@ecdcus.org
<https://www.ecdcwausau.org>
 - H2N – Hmong and Hispanic Communication Network -
<https://wipps.org/programs/h2n/>
 - Hmong American Center - <https://www.hmongamericancenter.org>
- ✓ 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

Central Transportation will review the LEP Plan on an annual basis and examine the following:

- ✓ The number of documented LEP person contacts.
- ✓ How the needs of LEP persons have been addressed.
- ✓ Determine whether the need for translation services has changed.

- ✓ Determine which existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning **Central Transportation Transportation'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 **Central Transportation** staff:

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

Limited English Proficient (LEP) Tools

“I Speak” Language Identification Card

“I Speak” Language Identification Card

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

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

Log of LEP Encounters

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

Language Translation Request Log

Date	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Actions (Was Translation Services Provided?)	Staff Member Providing Assistance	Notes

Demographic Representation Information⁴

A. Demographic Representation Table⁵

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

The table below depicts US Census population data by race in Portage County. The city of Stevens Point does not have transit-related, non-elected councils, committees, or similar bodies. The membership of the city of Stevens Point is by election.



Portage County - Data by Race.pdf

Body	Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American	Some Other Race	No Response
Portage County Population	90.8%	3.36%	0.7%	3.11%	0.2%	1.78%	---
Stevens Point Common Council	The membership of the City of Stevens Point’s Common Council is by election.						

B. Efforts to Encourage Participation

The city of Stevens Point understands broad representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the city of Stevens Point encourages participation of all its citizens. As vacancies on non-elected committees, councils, and boards become available, the city of Stevens Point will make efforts to encourage and promote diversity.

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

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

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

Fixed Route Service Standards⁶

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

Vehicle Load⁷

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities. **Central Transportation's** fixed route bus fleet consists of (10) ten, (30') thirty-foot Low Floor Gillig buses. The passenger capacity is 23 seated with (2) two wheelchairs. **Central Transportation** operates an in-house paratransit service. The fleet for the paratransit services consists of (4) four Supreme Buses, with (4) four ambulatory and (2) two wheelchair capacities.

Vehicle Headway⁸

Central Transportation transit service operates (4) four main fixed routes year-round and adds additional fixed route service when the University of Wisconsin Stevens Point is in full session. Service and route information is available on the [Stevens Point Central Transportation](#) website.

On-Time Performance⁹

Ninety-five (95) percent of **Central Transportation's** transit vehicles will complete their established runs not more than (5) five minutes early or late in comparison to the established scheduled/published timetables. A vehicle is considered on time if it departs a scheduled time point no more than (1) one minute early and not more than (5) five minutes late. **Central Transportation** on-time performance objective is 90% or greater. **Central Transportation** continuously monitors on-time performance standards.

Service Availability¹⁰

Central Transportation will distribute transit service so that 90% of all residents in the service area are within a 1/2 mile walk of bus service. Local bus stops will not be more than (3) three blocks apart. Fixed bus stop will be 1/2 to 3/4ths of a mile apart.

⁶ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix G.

⁷ **Vehicle Load:** Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. Transit providers can specify loads for peak. vs. off-peak times.

⁸ **Vehicle Headway:** The amount of time between two vehicles traveling the same direction on a given route.

⁹ **On-Time Performance:** A measure of runs completed as scheduled.

¹⁰ **Service Availability:** A general measure of the distribution of routes within an agency's service area.

Fixed Route Service Policy¹¹

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

Vehicle Assignment Policy

Vehicles are assigned to routes on a daily rotation basis by the Transit mechanic. The rotation of vehicles allows for equitable mile distribution on all buses.

Transit Amenities Policy

Installation of transit amenities along bus routes are based on the number of passenger boarding's at the stops along those routes.

¹¹ For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](#), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix H.

Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

El aviso de no discriminación de la **Central Transportation** es el siguiente:

Aviso de No Discriminación

Central Transportation

- ✓ **Central Transportation** 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, en todos y cada uno de los programas, actividades o servicios administrados por **Central Transportation** de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas. **Central Transportation** 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 **Central Transportation**.
- ✓ Para obtener más información acerca del programa de derechos civiles de **Central Transportation**, y los procedimientos para presentar una queja, comuníquese Talin Scheuermann, 715-341-4490 (para las personas con problemas de audición, por favor utilice [Wisconsin Relay 711](#)), correo electrónico ct@stevenspoint.com, o visite nuestra oficina en 2700 Week Street, Stevens Point, WI 54482. Para obtener más información, visite <https://stevenspoint.com/1380/Stevens-Point-City-Bus>
- ✓ También se puede presentar una queja directamente ante cualquiera de los siguientes:
 - Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947- 3529, Fax: (608)267-3641, Correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
 - Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711 (Relay), correo electrónico: FTACivilRightsCommunications@dot.gov
 - Si se necesita informacion en otro idioma de contacto, 715-341-4490.

El Procedimiento de Quejas

El Procedimiento de Quejas de la **Central Transportation** 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.)
 - ✓ Disponible en idiomas apropiadas para poblaciones LEP, cumpliendo con el umbral de puerto seguro.
-

Cualquier persona que crea haber sido discriminado por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión por parte **Central Transportation** puede completar un formulario de queja y entregar **Central Transportation**.

El formulario de queja también se puede usar para entregar quejas generales **Central Transportation**.

Central Transportation investiga las quejas recibidas no más de **180** días hábiles después del presunto incidente. **Central Transportation** procesará las quejas que estén completas.

Una vez que se recibe la queja, **Central Transportation** la revisará y trabajará para resolverla de manera informal, si es posible.

Si la queja garantiza un proceso formal de queja de derechos civiles, **Central Transportation** seguirá los pasos enumerados en este procedimiento de queja. **Central Transportation** también puede utilizar este procedimiento formal para atender quejas generales. Si la **Central Transportation** determina que tiene jurisdicción, el demandante recibirá una carta de reconocimiento que indica que la queja será investigada por la **Central Transportation** como una queja de derechos civiles.

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

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

Si el demandante no contacta al investigador o no envía la información adicional dentro de los **10** días hábiles, **Central Transportation** 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.

Si se necesita información en otro idioma de contacto, 715-341-4490.

Central Transportation – Formulario de Complemento/Queja

Queremos sus comentarios. Si desea enviar una queja o comentario, complete este formulario y envíelo por correo electrónico a [Talin Scheuermann](mailto:ct@stevenspoint.com) o en persona a la dirección que aparece a continuación.

Por favor, entregar este formulario electrónicamente a ct@stevenspoint.com o en persona a la dirección debajo.

Central Transportation

2700 Week Street
Stevens Point, WI 54482

También, puede nos llamar a 715-341-4490. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor marque el formato preferido para este documento.

<input type="checkbox"/> Letra grande	<input checked="" type="checkbox"/> TDD o Retransmisión	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otra (si lo selecciona, indique qué tipo de formato necesita en la casilla a continuación)
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Haga clic o toque aquí para ingresar el texto

Sección B: Información de contacto

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

Correo electrónico

¿Está usted presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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Si la respuesta es No, por favor proporcione el nombre y la relación de la persona por quien está presentando la queja y por qué está usted completando el formulario en su nombre en la casilla a continuación.

Haga clic o toque aquí para ingresar el texto

Por favor, confirme que usted ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.

Sí

No

Sección C: Tipo de comentario

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

Queja

Sugerencia

Cumplido

Otra

¿Cual de las siguiente describe la naturaleza del comentario? Por favor, marque uno o más de las casillas de verificación.

Raza

Color

Nacionalidad de Origen

Religión

Edad

Sexo

Servicio

Estado de Ingresos

Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)

Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)

Sección D: Detalles de comentario

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

¿El incidente ocurrió en el siguiente tipo de servicio? Por favor marque cualquier casilla que corresponda.

Paratransito

Autobús

¿Cuál fue la fecha de la ocurrencia?

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

¿Cuál fue la hora de la ocurrencia?

Haga clic para agregar la hora

¿Cuál es el nombre o identificación del empleado o empleados involucrados?

Haga clic o toque aquí para ingresar el texto

¿Cuál es el nombre o identificación de otros involucrados, si corresponde?

Haga clic o toque aquí para ingresar el texto

¿Cuál es el numero o nombre de la ruta en la que usted viajaba, si corresponde?

Haga clic o toque aquí para ingresar el texto

¿Cuál era la dirección o destino al que usted se dirigía cuando ocurrió el incidente, si corresponde?

Haga clic o toque aquí para ingresar el texto

¿Dónde fue el lugar de la ocurrencia?	Haga clic o toque aquí para ingresar el texto	
¿Estuvo involucrado el uso de una ayuda de movilidad en el incidente?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Por favor, agregue cualquier detalle descriptivo adicional acerca del incidente.	Haga clic o toque aquí para ingresar el texto	

En la casilla a continuación, por favor explique tan claro como le sea posible lo que sucedió y por qué cree que fue discriminado.

Haga clic o toque aquí para ingresar el texto

Sección E: El seguimiento

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

Si prefiere que nos comuniquemos por teléfono, indique el mejor día y hora para comunicarnos con usted.

Haga clic para agregar su horario preferido

Haga clic aquí para agregar su día preferido

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

Haga clic o toque aquí para introducir el texto

Sección F: Resultado deseado

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

Haga clic o toque aquí para ingresar el texto

Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoye la denuncia. Luego, feche y firme este formulario y envíelo Central Transportation.

Nombre Haga clic o toque aquí para ingresar 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

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

Central Transportation

- ✓ **Central Transportation** 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, nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **Central Transportation** 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 **Central Transportation**.
- ✓ Yog xav paub **Central Transportation's** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj Talin Scheuermann, ct@stevenspoint.com, 715-341-4490, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); lossis tuaj ntsib peb chav lis haujlwm ntawm 2700 Week Street, Stevens Point, WI 54482. Yog xav paub ntau ntxiv, mus saib <https://stevenspoint.com/1380/Stevens-Point-City-Bus>
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfww:
 - Wisconsin Department of Transportation (WisDOT), atención: Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705.
 - Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-341-4490.

Txheej Txheem Tsis Txaus Siab

Central Transportation's txheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- ✓ Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.
 - ✓ Cov chaw hauv thaj chaw ntawm chaw haujlwm hauv koom haum (thaj chaw ib txwm, chaw sib tham rau pej xeem, 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, hnuv nyoog, kev ntseeg, ntawm tuaj yeem sau daim foos tsis txaus siab thiab xa tuaj rau **Central Transportation**.

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

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

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

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

Central Transportation muaj **45** hnuv ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeem cov cai. Yog xav tau ntiv cov ntaub ntawv los daws qhov teebmeem, lub **Central Transportation** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li **10** hnuv ua haujlwm los ntawm hnuv 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** hnuv ua haujlwm, **Central Transportation** 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** hnuv ua haujlwm tom qab hnuv 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, 5th Floor-TCR, Washington, DC 20590.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-341-4490.

Central Transportation - 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 ct@stevenspoint.com lossis hauv tus neeg ntwam qhov chaw nyob hauv qab no.

Central Transportation

2700 Week Street
Stevens Point, WI 54482

Koj tseem tuaj yeem hu peb ntawm 715-341-4490. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

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

Ntu B: Cov ntaub ntawv tiv toj

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

Email: Ntaus ntawv ntawm no

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

Ntaus ntawv ntawm no

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

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

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

Ntu D: Cov Ntsiab Lus

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

Qhov xwm txheej tshwm sim nrog hom kev pab cuam twg hauv qab no? Thov kos cim rau txhua qhov uas tuaj yeem siv tau.	<input type="checkbox"/> Tsheb rau neeg xiam oob qhab	<input type="checkbox"/> Tsheb 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 Central Transportation 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: Ntaus ntawv ntawm no

Kos npe