

Title VI Notice to the Public

The **COUNTY OF DOOR'S** Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

THE COUNTY OF DOOR

- ✓ The **COUNTY OF DOOR** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **COUNTY OF DOOR**.
- ✓ For more information on the **COUNTY OF DOOR'S** civil rights program, and the procedures to file a complaint, contact 920-746-2401, (TTY 855-828-2372); email rmark@co.door.wi.us; or visit our administrative office at Door County Government Center, 421 Nebraska Street, Sturgeon Bay, WI 54235. For more information, visit www.co.door.wi.gov
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-746-7155.
Si se necesita informacion en otro idioma de contacto, 920-746-7155.

The **COUNTY OF DOOR'S** Notice to the Public is posted in the following locations: *(check all that apply)*

- X Agency website [www.co.door.wi.gov]
- X Public areas of the agency office (common area, public meeting rooms, etc.)
- X Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- X Other, Door2DoorRides public transit website [www.door2doorrides.com]

Title VI Complaint Procedure

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

- Agency website, and Public Transit System website, either as a reference in the Notice to Public or in its entirety
 - Hard copy in the central office
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **County of Door (or any of its contracted providers in the Door County Public Transit System)** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The **County of Door** investigates complaints received no more than 180 days after the alleged incident. The **County of Door** will process complaints that are complete.

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

The **County of Door** has 60 days to investigate the complaint. If more information is needed to resolve the case, the county may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the County of Door can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 920-746-7155.
Si se necesita informacion en otro idioma de contacto, 920-746-7155.

Title VI Complaint Form

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

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

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

<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

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

Signature and date required below

Signature Date

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

County of Door - Title VI Coordinator
 Door County Government Center
 421 Nebraska St.
 Sturgeon Bay, WI 54235

The **County of Door's** transit providers provide rides to >40,000 persons per year. While formal data has not been collected, the transit providers have indicated they have encountered (1) one LEP person(s) using the service within the last year.

The **County of Door** and our transit providers has an open door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **County of Door** to ensure the individual receives access to the transportation service.

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

"I Speak" Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	如果说中国在方框内打勾	Chinese
	Marchi questa casella se legge o parla italiano.	Italian
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	日本語を読んだり、話せる場合はここに印を付けてください。	Japanese
	Отметить этот флажок, если вы говорите по-русски	Russian
	Assinale este quadrado se você lê ou fala português.	Portuguese
	Cocher ici si vous lisez ou parlez le français.	French
	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	Polish
	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	Slovak
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñõõic Vieät Ngõõ.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu
	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	Yiddish
	Σημειώστε αυτό το πλαίσιο αν διαβάχετε ή μιλάτε Ελληνικά.	Greek
	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	Hungarian

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

Factor 3 – Importance

The **County of Door** and our transit providers understand an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

The **County of Door** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The

activities and services include providing emergency evacuation instructions in our facilities and vehicles and providing information to the public on security awareness or emergency preparedness.

The **County of Door's** assessment of the programs, activities and services that are most critical include contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations. In the case of the **County of Door**, the Department of Human Services acts as the WisDOT sub-recipient for public transit services. Many of these individuals first come to our attention when they apply for various forms of public assistance, public benefits, or emergency assistance through the Department of Human Services.

Factor 4 – Resources and Costs

Even though the **County of Door** does not have a separate budget for LEP outreach, the county has worked with our transit providers to implement low cost methods of reaching LEP persons. The **County of Door** has ongoing contracts with two Spanish speaking interpreters for both our own and public transit riders. We also utilize "Language Line", a telephone translation service, and a nearby private college which assists us with translation services for less frequently encountered languages when they occur. In addition to those, we work with our transit providers to ensure mechanisms are in place to reach LEP persons in the service area.

Training of **County of Door** and our transit providers' staff as to Title VI and LEP requirements is conducted internally. Given that the County of Door has such a small LEP population, these measures have proven to be adequate for meeting the needs of our LEP program users at this time.

Item # 2 – Description of how Language Assistance Services are Provided, by Language
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As noted above, in the demographics section, the **County of Door** is primarily English speaking with less than 5% of residents non-English speaking.

The **County of Door** has ongoing contracts with two Spanish speaking interpreters for both our own and public transit riders. We also utilize "Language Line", a telephone translation service, and a nearby private college which assists us with translation services for less frequently encountered languages when they occur. In addition, we work with our transit providers to ensure mechanisms are in place to reach LEP persons in the service area.

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

The **County of Door** and our transit providers does the following to inform LEP persons of the availability of language assistance services:

- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed
- ✓ Utilize the services of contracted translation services.
- ✓ Utilize "Language Line" telephone translation service.
- ✓ Utilize a nearby private college to assist with any needed translation services.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

The **County of Door's** Title VI notice includes a contact number, if language assistance with transit is needed, and the reference line itself is written in Spanish. All drivers of transit vehicles and all dispatch personnel do their best to communicate with potential public transit riders since the service is open to all. All public transit fares are clearly posted and all handled as simple, flat fares; so that they are relatively easy to figure out for persons who have some LEP issues. If language does appear to be a barrier, then drivers and dispatchers have been instructed to contact Door County Department of Human Services to request translation assistance.

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

*The **County of Door**, and our transit providers, employees are educated on the principles of Title VI and the **County of Door's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. An important discussion point is that of language assistance. If a driver, dispatcher or employee needs further assistance related to LEP program participants, he/she will work with the **County of Door's** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.*

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

*In addition, the **County of Door** meets with our transit providers on an annual basis to ensure the Title VI requirements are met. The last approval and site-visit of the contractor/transit provider was on 09/15/2016.*

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

***County of Door** employees are oriented on the principles of Title VI and the **County of Door's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. The **County of Door** will ensure its transit providers also educates its staff on Title VI requirements, and specifically LEP provisions.*

*If a driver, dispatcher or employee needs further assistance related to LEP individuals, he/she will work with the **County of Door's** and/or our transit providers' Transit Manager to identify strategies to meet the language needs of the participants of the program or service.*

*As part of our annual check in meeting, the **County of Door** will meet with our transit providers to discuss updates of the **County of Door's** Language Assistance Plan.*