

CITY OF ONALASKA MEETING NOTICE

COMMITTEE/BOARD: Utilities Committee
DATE OF MEETING: February 7, 2018 (Wednesday)
PLACE OF MEETING: City Hall – 415 Main Street (Common Council Chambers)
TIME OF MEETING: 7:00 PM

PURPOSE OF MEETING

1. Call to Order and roll call.
2. Approval of minutes from the previous meeting.
3. Public Input (Limited to 3 minutes per individual)

Consideration and possible action on the following items:

4. **MASS TRANSIT**
 - a. MTU Transit financials (Jim Krueger)
 - b. Shared Ride Transit:
 1. Financials (Justin Running or Jeff Burkhart/ Fred Buehler)
 2. Update regarding any issues with the shared ride program
 3. Policy regarding Public Comment Process for Fare and Service Changes
 4. Approval regarding Title VI Plan
 - c. Holmen Transit Input (Holmen Rep.)
 - d. West Salem Transit Input (West Salem Rep.)
 - e. Onalaska Transit Input (Onalaska Rep.)
5. **UTILITIES**
No Report.

Adjournment.

PLEASE TAKE FURTHER NOTICE that members of the Common Council of the City of Onalaska who do not serve on the committee may attend this meeting to gather information about a subject over which they have decision making responsibility.

Therefore, further notice is hereby given that the above meeting may constitute a meeting of the Common Council and is hereby noticed as such, even though it is not contemplated that the Common Council will take any formal action at this meeting.

NOTICES MAILED TO:

Mayor Joe Chilsen
Ald. Jim Binash
*Ald. Jim Olson – Chair
Ald. Jerry Every
*Ald. Harvey Bertrand
Ald. Ron Gjertsen
*Ald. Bob Muth – Vice Chair
City Administrator City Attorney
Dept. Heads La Crosse Tribune
Coulee Courier Life FOX
WKTY WLXR WLAX WKBT WXOW

*Committee Members

***Mass Transit Members**

*Dawn Kulcinski – Village of Holmen Trustee
*Leroy Brown - Village of West Salem Trustee

Jim Krueger, Interim MTU
Richard Running
Village of Holmen
Village of West Salem
Onalaska Public Library Omni Center

Date Notices Posted and Mailed: 2-1-18

In compliance with the Americans with Disabilities Act of 1990, the City of Onalaska will provide reasonable accommodations to qualified individuals with a disability to ensure equal access to public meetings provided notification is given to the City Clerk within seventy-two (72) hours prior to the public meeting and that the requested accommodation does not create an undue hardship for the City.

ONALASKA/HOLMEN/WEST SALEM PUBLIC TRANSIT
 MONTHLY TOTALS
 CALENDAR YEAR 2017

FINAL

<u>Month</u>	<u>2017 Miles</u>	<u>2016 Miles</u>	<u>Onalaska Trips</u>	<u>Holmen Trips</u>	<u>West Salem Trips</u>	<u>Total 2017 Trips</u>	<u>Total 2016 Trips</u>	<u>2017 Agency Trips</u>	<u>2016 Agency Trips</u>	<u>2017 MTU Passes</u>	<u>2016 MTU Passes</u>	<u>Ave. Fare</u>	<u>2017 Operating Stats Hours</u>	<u>2016 Operating Stats Hours</u>	<u>Gallons</u>	<u>Fares</u>	<u>Freight Package</u>	<u>Agency Revenue</u>
January	33,509	38,868	3,649	1,020	376	5,045	5,667	729	828	610	715	\$3.34	2,451.98	2,474.00	2,301.327	\$ 11,995.00	\$ -	\$ 4,840.00
February	32,288	36,542	3,383	1,005	411	4,799	5,642	668	731	699	750	\$3.48	2,271.38	2,398.00	2,080.216	\$ 11,615.25	\$ -	\$ 5,080.00
March	35,201	39,373	3,615	1,122	485	5,222	5,692	761	754	723	762	\$3.52	2,575.78	2,606.00	2,354.850	\$ 12,355.75	\$ -	\$ 6,020.00
1st Qtr Total	100,998	114,783	10,647	3,147	1,272	15,066	17,001	2,158	2,313	2,032	2,227	\$3.45	7,299.14	7,478.00	6,736.393	\$ 35,966.00	\$ -	\$ 15,940.00
April	33,279	38,596	3,366	1,016	436	4,818	5,631	813	747	703	795	\$3.52	2,442.75	2,510.00	2,112.208	\$ 10,796.75	\$ -	\$ 6,175.00
May	34,596	37,644	3,387	1,141	498	5,026	5,282	847	677	670	746	\$3.41	2,657.77	2,510.00	2,261.069	\$ 11,892.25	\$ -	\$ 5,260.00
June	34,959	38,065	3,196	1,191	499	4,886	5,259	814	710	646	828	\$3.36	3,006.90	2,467.00	2,416.286	\$ 11,359.75	\$ -	\$ 5,050.00
2nd Qtr Total	102,834	114,305	9,949	3,348	1,433	14,730	16,172	2,474	2,134	2,019	2,369	\$3.43	8,107.42	7,487.00	6,789.563	\$34,048.75	\$0.00	\$16,485.00
Y.T.D.	203,832	229,088	20,596	6,495	2,705	29,796	33,173	4,632	4,447	4,051	4,596	\$3.44	15,406.56	14,965.00	13,525.956	\$70,014.75	\$0.00	\$32,425.00
July	36,400	37,424	3,265	884	426	4,575	4,998	832	785	611	722	\$3.51	2,654.78	2,415.00	2,530.718	\$ 9,662.75	\$ -	\$ 6,375.00
August	37,768	37,953	3,444	967	432	4,843	5,169	953	699	723	728	\$3.73	2,704.36	2,591.00	2,515.554	\$ 10,488.00	\$ -	\$ 7,555.00
September	35,377	35,989	3,163	1,088	522	4,773	4,918	899	779	734	671	\$3.09	2,649.20	2,465.00	2,330.341	\$ 10,278.25	\$ -	\$ 4,455.00
3rd Qtr Total	109,545	111,346	9,872	2,939	1,380	14,191	15,085	2,684	2,263	2,068	2,121	\$3.44	8,008.34	7,471.00	7,376.613	\$30,429.00	\$0.00	\$18,385.00
Y.T.D.	313,377	340,434	30,468	9,434	4,085	43,987	48,258	7,316	6,710	6,119	6,717	\$3.44	23,414.90	22,436.00	20,902.569	\$100,443.75	\$0.00	\$50,810.00
October	36,054	35,919	3,214	1,239	547	5,000	5,046	923	768	748	731	\$3.63	2,528.68	2,509.00	2,303.125	\$ 11,203.00	\$ -	\$ 6,955.00
November	36,217	34,485	3,203	1,172	546	4,921	4,895	982	779	682	677	\$3.66	2,544.73	2,402.00	2,343.747	\$ 10,504.50	\$ -	\$ 7,500.00
December	35,507	35,181	2,960	1,262	579	4,801	5,135	938	696	674	646	\$3.22	2,641.01	3,452.92	2,398.606	\$ 9,840.75	\$ -	\$ 5,595.00
4th Qtr Total	107,778	105,585	9,377	3,673	1,672	14,722	15,075	2,843	2,243	2,104	2,054	\$3.50	7,714.42	8,363.92	7,045.478	\$31,548.25	\$0.00	\$20,050.00
Y.T.D.	421,155	446,019	39,845	13,107	5,757	58,709	63,334	10,159	8,953	8,223	8,771	\$3.46	31,129.32	30,799.92	27,948.047	\$131,992.00	\$0.00	\$70,860.00

***Agency Trips are included in total trips

OK

2017 Onalaska/Holmen/West Salem Shared Ride Recap

206-53520-290

*100-21901

	<u>Hours</u>	<u>Rate</u>	<u>Hours/Rate</u>	<u>Revenue</u>	<u>* Coupons</u>	<u>Net</u>
Jan	2451.98	26.34	64,585.15	16,835.00	130.00	47,750.15
Feb	2271.38	26.34	59,828.15	16,695.25	130.00	43,132.90
Mar	2575.78	26.34	67,846.05	18,375.75	40.00	49,470.30
Apr	2442.75	26.34	64,342.04	16,971.75	20.00	47,370.29
May	2657.77	26.34	70,005.66	17,152.25	70.00	52,853.41
Jun	3006.90	26.34	79,201.75	16,409.75	190.00	62,792.00
Jul	2654.78	26.34	69,926.91	16,037.75	70.00	53,889.16
Aug	2704.36	26.34	71,232.84	18,043.00	80.00	53,189.84
Sep	2649.20	26.34	69,779.93	14,733.25	-	55,046.68
Oct	2528.68	26.34	66,605.43	18,158.00	50.00	48,447.43
Nov	2544.73	26.34	67,028.19	18,004.50	-	49,023.69
Dec	2641.01	26.34	69,564.20	15,435.75	30.00	54,128.45
					Payment for December	54,128.45
TOTALS	<u>31129.32</u>		<u>819,946.29</u>	<u>202,852.00</u>	<u>810.00</u>	<u>617,094.29</u> 617,094.29

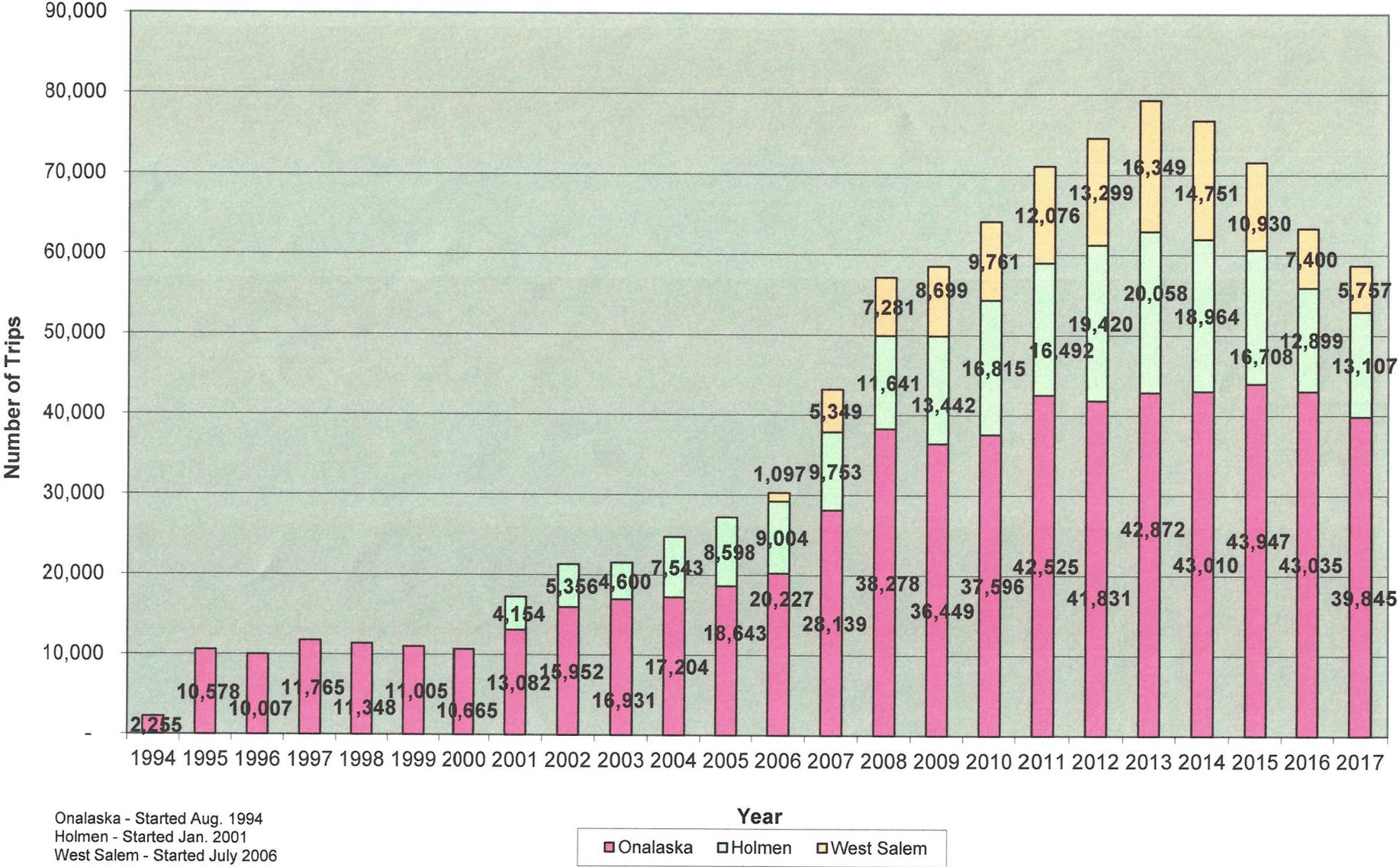
2017 rate calculated as such:	BUDGET
26.34 X 31,604 HRS = \$831,501.24	
Per WIS-Dot: Actual Hrs * Rate less actual mos rev	

* Coupon Revenue recorded by Running in the following month except for December.

31,129.32 +
 31,604.00 -
 474.68 - x

 474.68 - x
 26.34 =
 12,503.07 - x

Onalaska/Holmen/West Salem Public Transit Trip Totals



Onalaska - Started Aug. 1994
 Holmen - Started Jan. 2001
 West Salem - Started July 2006

MTy 6₃

City of Onalaska Policy

Onalaska/Holmen Public Transit

Public Comment Process for Fare and Service Changes

General Information

The Federal Transit Administration (FTA) requires that recipients of federal financial assistance have a locally developed process to solicit and consider public comment prior to increasing the basic fare structure or implementing a major change of transit service. A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comments must be given.

Therefore, the following are general policy provisions regarding fare and service changes:

Fare Increases

1. A fare increase is defined as:
 - a. Any changes to an existing, established fare rate or fare type which results in a higher rate than is currently in effect;
 - b. Experimental fare rates or fare types that would increase, discontinue or replace an existing rate or fare type, regardless of the experimental period.
2. The following are *not* considered fare increases:
 - a. A new fare instrument (such as a new pass, pass thru with MTU, permit, ticket or other rate) introduced to the existing, established fare structure where there is no other change to the existing, established fare structure;
 - b. Fares for seasonal services or special promotions that are in addition to the existing, established fare structure; and
 - c. Experimental fare rates or fare instruments that are in addition to the existing, established fare structure.

Service Changes

1. Definition. Since the Onalaska/Holmen Public Transit System is a demand response door-to-door system, there are no fixed routes. Therefore, a service change shall be:
 - a. Any change that reduces 25 percent or more of the number of service hours the Transit system will operate; or
 - b. Any change that reduces 25 percent or more the service area out of the Onalaska/Holmen and local zone area.
2. For emergency or experimental situations, a service change may be implemented without holding a public hearing. A public hearing must be held if the emergency or experimental change is to be in effect for more than 180 days and if the change meets the 25 percent rule noted above.

The following are general policy provisions regarding the local process to solicit and consider public comments:

Solicitation and consideration of public comment will occur prior to the Common Council's adoption of any fare increase or major service reduction as defined above.

The solicitation process will consist of the opportunity for written comment from the public and, at the City of Onalaska's determination, a public hearing or the opportunity for a public hearing. Prior to raising fares or implementing a major change in service, a public notice will be published in the City's official newspaper, and copies of the notice will be distributed to riders in all vehicles. This notice will indicate the method that the City of Onalaska will follow to solicit public comments for the specific item under consideration. The methods are as follows:

1. In cases *where there are public hearings*, there will be at least a 15-day period from the date of the publication to the date of the public hearing. Any comments received prior to the hearing will be included with any testimony presented at the public hearing by the Mass Transit Committee at the Utilities/Mass Transit Meeting.
2. *Where the opportunity for a public hearing* is provided, a public hearing may be requested in writing within a two-week period from the date of publication. Ten individual requests will be adequate reason to conduct a hearing. If less than ten requests are received, no hearing will be required, and those individuals will be notified that no public hearing will be held. However, those individuals may attend the Utilities/Mass Transit meeting and state their concerns during the public comment period as stated on the agenda, or as always, submit their comments in writing.
3. In cases *where only written comments* are solicited from the public, there will be a two-week period from the date of publication during which written comments may be submitted to the City of Onalaska.

The location of the public hearings will normally be in the Common Council Chambers at Onalaska City Hall, 415 Main Street, Onalaska, Wisconsin, 54650, and will be set by the Mass Transit Committee.

The Utility/Mass Transit Committee will furnish a summary of all written comments received in response to the solicitation process, along with committee recommendations regarding the proposed changes. The Common Council will make a final determination after reviewing comments and/or testimony.

Public notification in the form of a press release, and written materials for distribution to riders will be used to announce adopted changes in the new fare structure or service. The City of Onalaska will provide these notices in alternative formats, if available, upon request.

Title VI Plan
City of Onalaska

MT 4 6 4

Adopted on: February 7, 2018

Adopted by: City of Onalaska

Revised on: January 20, 2018

This policy is hereby adopted and signed by:

City of Onalaska

Executive Name/Title: Jim Olson, Utility Chairperson

Executive Signature:

Policy Statement

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

Title VI Plan Elements

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

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

Title VI Appendix #2

Note: Additional materials will be attached, if required.

TITLE VI Notice to the Public

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

Notifying the Public of Rights Under Title VI

THE CITY OF ONALASKA

- ✓ The City of Onalaska operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Onalaska.
- ✓ For more information on the City of Onalaska's civil rights program, and the procedures to file a complaint, Hope Burchell 608-781-9530; email hburchell@cityofonalaska.com; or visit our administrative office at 415 Main Street, Onalaska, WI 54650 www.cityofonalaska.com/
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-781-9530.
Si se necesita informacion en otro idioma de contacto, 608-781-9530.

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

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

Title VI Appendix #3

Title VI Complaint Procedure

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

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

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

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

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

The **City of Onalaska** has 30 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has 30 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 30 days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

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

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

If information is needed in another language, then contact 608-781-9530.

Title VI Complaint Form

The City of Onalaska'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:

City of Onalaska
 Fred Buehler
 415 Main Street
 Onalaska, WI 54650

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Sub-recipient: Onalaska-Holmen-West Salem		
Contact Person: Fred Buehler	Signature: <i>Fred P. Buehler</i>	Date: 1/20/2018

Check One:

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

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

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

Public Participation Plan

Sub-recipient: Onalaska-Holmen-West Salem		
Contact Person: Fred Buehler	Signature: <i>Fred P. Buehler</i>	Date: 1/20/18

Strategies and Desired Outcomes

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

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Expand traditional outreach methods. Think outside the box: go to hair salons, barbershops, street fairs, faith-based institutions, libraries, etc.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

Documented Public Outreach

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

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

Event Date	City of Onalaska Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc)	Notes (Meeting size and format, location, Number of Attendees, etc.)
To Be Scheduled					

Language Assistance Plan

Plan Components

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

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

Most individuals in Wisconsin read, write, speak and understand English. There are some individuals for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they are considered limited English proficient, or "LEP."

The **City of Onalaska's** Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Methodology

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

LEP Four Factor Analysis

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

Overview

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

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

US Census and American Community Survey (ACS) Data²

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

1. Inserted a copy of the **City of Onalaska's** county LEP data in the Title VI plan. This data was found at the WisDOT website at:
<http://www.dot.wisconsin.gov/localgov/docs/title6-lep.pdf>
 2. Analyzed the LEP demographic data for the **City of Onalaska's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
 - a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.
 - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less) the **City of Onalaska** must provide translation of vital documents in written format for the non-English users.
 - ii. Examples of written translation of vital documents include the Title VI policy statement and/or Notice to the Public (Appendix 2), Title VI Complaint Procedure (Appendix 3), Title VI Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
 3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.
- ✓ **Factor 2: Frequency:** How often does your staff (and/or contractor/lessee) come into contact with LEP persons?

Overview

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP. The summary below discusses the frequency with which **City of Onalaska** staff, and/or its contractor/lessee come into contact with LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons.

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

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

Overview

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

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

Overview

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

Additional Required Elements

In addition to the *Four Factor Analysis (listed below as Item #1*, the City of Onalaska will address the following elements:

- Item #2:* A description of how language assistance services are provided by language
- Item #3:* A description of how LEP persons are informed of the availability of language assistance service
- Item #4:* A description of how the language assistance plan is monitored and updated
- Item #5:* A description of how employees are trained to provide language assistance to LEP persons

And, any additional information deemed necessary.

City of Onalaska – Summary of the Language Assistance Plan Components

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

Example

Factor 1 – Demography

	Population	Language Spoken at Home: Spanish	Language Spoken at Home: Spanish (less than very well)	Language Spoken at Home: Other Indo European	Language Spoken at Home: Other Indo European (less than very well)	Language Spoken at Home: Asian & Pacific Islander	Language Spoken at Home: Asian & Pacific Islander (less than very well)
City of Onalaska	18,694	4.5%	2.0%	2.2%	0.5%	1.6%	0.7%
		72	13	228	55	673	359
Village of Holmen	9628	4.5%	2.0%	2.2%	0.5%	1.6%	0.7%
		65	9	32	0	477	106
Village of West Salem	4967	N/A	N/A	N/A	N/A	N/A	N/A

The **City of Onalaska, Village of Holmen, and Village of West Salem** contracts with a transit provider to provide shared-ride taxi (SRT) service. The contractor/transit provider provides service for the **City of Onalaska**. Census 2010 reports a La Crosse County population of 18,694. The largest LEP population is Asian and Pacific Islander languages, which represents 1.6% (673) of the population. Asian and Pacific Islander speakers make up 0.7% (359) of the total population. Spanish or Spanish Creole, which represents 4.5% (72) of the population. Spanish or Spanish Creole speakers make up 2.0% (13) of the population. Other Indo-European, which represents 2.2% (228) of the population. Other Indo-European speakers make up 0.5% (55) of the population.

The contractor/transit provider provides service for the **Village of Holmen**. Census 2010 reports a La Crosse County population of 9628. The largest LEP population is Asian and Pacific Islander languages, which represents 1.6% (477) of the population. Asian and Pacific Islander speakers make up 0.7% (106) of the total population. Spanish or Spanish Creole, which represents 4.5% (65) of the population. Spanish or Spanish Creole speakers make up 2.0% (9) of the population. Other Indo-European, which represents 2.2% (32) of the population. Other Indo-European speakers make up 0.5% (0) of the population.

The contractor/transit provider provides service for the **Village of West Salem** Census 2010 reports a La Crosse County population of 4967. The largest LEP population information is unavailable for this municipality.

The **City of Onalaska, Village of Holmen, and Village of West Salem** are below the safe harbor threshold and is not required to provide written translation of vital document.

In the future, if the **City of Onalaska, Village of Holmen, and Village of West Salem** meets the Safe Harbor Threshold for written translation of vital documents, it will also consider measures needed for oral interpretation.

Factor 2 – Frequency

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

The **City of Onalaska's** contractor/transit provider provides rides to 58,709 persons per year. While formal data has not been collected, the contractor has indicated it has encountered (0) LEP persons using the service within the last six months. Our contractor/transit provider has an open door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **City of Onalaska**, if needed to ensure the individual receives access to the transit service.

Factor 3 – Importance

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

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

The **City of Onalaska's** assessment of what programs, activities and services that are most critical included contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – Resources and Costs

Even though the **City of Onalaska** does not have a separate budget for LEP outreach, the city has worked with our contractor/transit provider to implement low cost methods of reaching LEP person. For example, the **City of Onalaska** and our contractor/transit provider work with local advocacy groups to reach LEP populations. The City of Onalaska is a member of The Greater La Crosse Area Diversity Council and has a variety of resources from that membership to assist with methods of reaching LEP persons. These resources would be able to assist the City of Onalaska and our contractor/transit provider in providing brochures and information with translations for Hmong and Spanish speaking languages. The Greater La Crosse Area Diversity Council also provides training for its members and would be able to assist with additional training needs of employees for LEP outreach.

La Crosse County would also be another viable resource to obtain information on putting together language identification cards and what the best ways to utilize these services should those services be needed. They would also be able to assist us in the most cost effective ways of implementation.

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

Example

*The **City of Onalaska** works with our contractor/transit provider to ensure mechanisms are in place to reach LEP persons in the service area. At this time there have been no requests, but the City of Onalaska is prepared by utilizing its resources with La Crosse County and The Greater La Crosse Area Diversity Council to assist in helping us with providing LEP resources.*

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

Example

*The **City of Onalaska** and its contractor/transit provider strives to employ multilingual staff, and create and post multi-language announcements, posters and other information.*

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

Example

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

*In addition, if relevant, the **City of Onalaska** will meet with its contractor/transit provider on an annual basis to ensure the Title VI requirements are met.*

Although there has been no LEP individuals in the City of Onalaska service area, that is, persons who self-identified as speaking English "less than Very Well", the City of Onalaska will ensure that the following measures are in place:

- *Language Identification cards are available at all times in the City of Onalaska transit vehicles and the contractor/transit provider and City of Onalaska offices.*
- *The City of Onalaska Title VI Policy and Limited English proficiency plan will be posted on its website, www.cityofonalaska.com.*
- *When an interpreter is needed, either in person, or on the telephone, staff will attempt to determine what language is required and then access language services from La Crosse County resources or from The Greater La Crosse Area Diversity Council resource manual, or by contacting the Title VI Coordinator for a listing of other available translation services.*

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

Example

City of Onalaska employees are educated on the principles of Title VI and the **City of Onalaska'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, her/she will work with the **City of Onalaska's** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, if relevant, the **City of Onalaska** will meet with its contractor/transit provider to discuss updates the **City of Onalaska's** Language Assistance Plan.

The following training will be provided to the contractor/transit company staff:

- Information on the City of Onalaska Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the Language Identification Cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

The City of Onalaska does not have a formal outreach procedure in place. However, it has taken the following approach to outreach:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas are printed in alternative language based on the known LEP population.
- The City of Onalaska's Guide and most other transit publications will be made available in alternative language, based on the known LEP population.

Dissemination of the City of Onalaska LEP Plan

Any person or agency with internet access will be able to access and download the plan from the City of Onalaska website, www.cityofonalaska.com. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, which will be provided at no cost. LEP individuals may request copies of the plan in translation, which the City of Onalaska will provide, if feasible.

Questions or comments regarding the LEP Plan, or requests for copies of the Plan may be submitted to the City of Onalaska Title VI Officer at:

City of Onalaska
 Attn: Human Resources
 415 Main St.
 Onalaska, WI 54650
 (608) 781-9530
 Fax: (608) 781-9534
 Email: hburchell@cityofonalaska.com

Minority Representation Information

A. Minority Representation Table

The table below depicts the *City of Onalaska, Village of Holmen, and Village of West Salem.*

Body	Caucasian	Hispanic	African American	Asian American	Native American
Population of City of Onalaska	90.7%	1.6%	1.1%	5.7%	0.3%
Population of Village of Holmen	90.4%	1.1%	0.6%	7.0%	0.2%
Population of Village of West Salem	96.7%	1.2%	0.4%	0.7%	0.6%

B. Efforts to Encourage Minority Participation

The *City of Onalaska* understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the *City of Onalaska* encourages participation of all its citizens. As vacancies on boards, committees and councils become available, the *City of Onalaska* will make efforts to encourage and promote diversity. To encourage participation on its boards, committees and councils, the *City of Onalaska* will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In an effort to encourage participation in our boards, committees, and councils the *City of Onalaska* approved a Resolution 12-2014 on February 11, 2014 to promote diversity on City committees, boards and commissions. In addition, the *City of Onalaska* will use creative ways to make participating realistic and reasonable. Such as, scheduling meetings at times best suited to its members.

Minority Representation Data Collection Form

Utility Committee (Representatives from Onalaska, Holmen, & West Salem)

Date:

Dear Member,

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

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

Anti-Discrimination Notice

It is unlawful for the **City of Onalaska** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a council under the jurisdiction of the **City of Onalaska**, we invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

Asian or Pacific Islander: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

Black and/or African American (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

American Indian or Alaskan Native: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Caucasian (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

*Note appendixes 9 – 12 do not apply to the City of Onalaska.

LA CROSSE MUNICIPAL TRANSIT UTILITY	2017
ONALASKA SERVICE AREA	

Includes Route 9 - Onalaska Route, other bus routes serving Onalaska destinations, and an estimate of the ADA Paratransit riders with Onalaska destinations.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2017	2016	%
							Chng
Adult Tokens	87	73	73	74	307	268	
Youth Tokens	6	7	7	7	26	27	
# of Special Fares	10	0	0	0	10	8	
Cash	\$1,084	\$1,175	\$1,303	\$1,313	\$4,874	\$5,094	
Farebox Revenue	\$1,227	\$1,288	\$1,416	\$1,428	\$5,360	\$5,524	
Pass Revenue	\$2,433	\$2,369	\$2,147	\$2,322	\$9,271	\$9,692	
Total Revenue	\$3,661	\$3,657	\$3,563	\$3,750	\$14,631	\$15,217	
Farebox Passengers	811	895	976	948	3,630	3,857	
Adult Monthly Passes	811	935	757	827	3,330	4,158	
Youth Monthly Passes	85	96	85	115	381	684	
D&S Monthly Passes	655	828	926	879	3,288	3,632	
Work's Passes	47	131	224	183	585	297	
WWTC Passes	331	160	169	147	807	715	
Viterbo Passes	8	13	9	15	45	89	
UWL Passes	61	32	83	139	315	276	
Special Fares	207	230	310	304	1,051	1,178	
Total Farebox Passengers	3,016	3,320	3,539	3,557	13,432	14,886	
Transfer Passengers	600	549	565	665	2,379	2,968	
Free Fare Passengers	90	100	106	107	403	447	
Total Route 9 Passengers	<u>3,706</u>	<u>3,969</u>	<u>4,210</u>	<u>4,329</u>	<u>16,214</u>	<u>18,301</u>	-11%
Rt. 5 & Rt. 8 Passengers *	13,936	11,371	10,483	12,419	48,209	54,610	-12%
Paratransit Passengers **	267	232			499	781	-36%
Transfers from OHWSPT ***	214	354	358	370	587	1,111	-47%
Total Onalaska Passengers	<u>18,123</u>	<u>15,926</u>	<u>15,051</u>	<u>17,118</u>	<u>66,218</u>	<u>74,022</u>	-11%
Revenue Hours	553	545	536	900	2,534	2,162	17%
Total Hours	639	629	619	970	2,857	2,497	14%
Revenue Miles	9,454	9,170	9,174	12,518	40,316	36,856	9%
Total Miles	10,559	10,258	10,245	13,445	44,507	41,174	8%

2017

2017

372

360

3460

3333