



## Transportation Services Title VI Plan October 2024

### I. Plan Statement

Curative Connections' Transportation Services is committed to ensuring that no person be excluded from participation in, be denied benefits of Transportation services based on race, color, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) circular 4702.1.B. Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall on the grounds of race, color, national origin be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance (42 U.S.C. Section 200d). In addition, the Civil Rights Restoration Act of 1987 expanded the definition of terms "programs and activities" to include Federal Aid recipients, sub recipients and contractors of such programs/activities whether they are federally assisted.

Curative Connections Transportation Services Director is authorized as the Title VI Coordinator, responsibilities of the Title VI Coordinator include but are not limited to ensuring compliance of non - discrimination and its policy by all employees/volunteers of Curative Connections Transportation Services. To ensure compliance, the Title VI Coordinator will be responsible to provide a copy of the plan to all current and new employees and volunteers. Informational posters will also be displayed in our office and in our vehicles and included in the Ridership Manual.

Title VI Coordinator will review all written Title VI complaints that may be received. In addition, the Title VI Coordinator will maintain copies of any/all Title VI complaints, any related documentation, records of correspondence to and from complainants, and Title VI investigations per Curative Connections Records Retention Policy. In addition, the coordinator will work to ensure every effort is made to resolve complaints informally at the local level.

#### **Transportation Services Title VI Coordinator Contact Information:**

*Curative Connections*

*Attn: Tina E Whetung*

*2900 Curry Ln*

*Green Bay, WI 54311*

*(920) 227-4273*

[twhetung@curativeconnections.org](mailto:twhetung@curativeconnections.org)

### II. Definitions

Color: Skin color or complexion.

Discrimination: Refers to any action or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or origin.

Disparate Treatment: Refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e. less favorably) than others because of race, color, or national origin.

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. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

National Origin: Refers to the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race (as defined by the U.S. Census): A social classification of people which includes, at a minimum, White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander. Based on the demographics for our area, other races may be included.

### **III. Policy of Nondiscrimination and Title VI Information Distribution**

To comply with 49 CFR 21.9(d), Curative Connections Transportation Services must make available information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI.

Title VI informational posters are publicly displayed in the Curative Connections Transportation facility at 121 Bader St, in each of our transportation vehicles and in our Ridership Manual.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

Curative Connections is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

It is Curative Connections objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction, or delay in benefits relating to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by person with limited English proficiency.

Any person who believes that he or she has been subjected to discriminations under Title VI on the basis of race, color, or national origin may file a Title VI complaint with GBM.

Any such complaint can be verbal or written to the Green Bay Metro Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available by calling 920-227-4273. Complaints should be addressed to:

*Curative Connections  
Attn: Tina E Whetung  
2900 Curry Ln  
Green Bay, WI 54311*

We offer an online version of the complaint form on our website: <https://www.curativeconnections.org/>

Or you may complete and return this [printable complaint form \(PDF\)](#)

A complainant may also file a complaint directly with the Federal Transit Administration by submitting it to the Office of Civil Rights at the address below or emailed at [FTA Title VI Complaint Email](#)

Office of Civil Rights  
Federal Transit Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States  
Phone: 888-446-4511

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

If information is needed in another language, contact (920) 468-1161.  
Si necesita más información por favor llame a este número: (920) 468-1161

Title VI Plan Document available in other languages:  
[Title VI 2024 Curative Connections Plan – Spanish \(PDF\)](#)

Title VI 2024 Complaint Forms and Example letters available in other languages:  
[Title VI 2024 Complaint Form and Letters – English \(PDF\)](#)  
[Title VI 2024 Complaint Form and Letters – Spanish or Español \(PDF\)](#)  
[Title VI 2024 Complaint Form and Letters – Hmong \(PDF\)](#)  
[Title VI 2024 Complaint Form and Letters – Somali \(PDF\)](#)

**IV. Demographic Profile**  
**Persons Self-Identified as White/Caucasian and non-White/Caucasian**

**Population**  
**US Census**  
**Brown County, Wisconsin**

| <b>Identification</b>                          | <b>2010<br/>US Census</b> |                | <b>2020<br/>US Census</b> |                |
|--|---------------------------|----------------|---------------------------|----------------|
|  | <b>Total</b>              | <b>Percent</b> | <b>Total</b>              | <b>Percent</b> |
| White alone                                    | 207,702                   | 83.7%          | 208,440                   | 77.6%          |
| Hispanic or Latino                             | 17,985                    | 7.3%           | 26,216                    | 9.8%           |
| Asian alone                                    | 6,657                     | 2.7%           | 8,445                     | 3.1%           |
| Two or More Races                              | 4,146                     | 1.7%           | 10,405                    | 3.9%           |
| American Indian & Alaska Native alone          | 5,968                     | 2.4%           | 6,329                     | 2.4%           |
| Black or African American alone                | 5,286                     | 2.1%           | 8,154                     | 3.0%           |
| Some Other Race                                | 175                       | 0.1%           | 637                       | 0.2%           |
| Native Hawaiian & Other Pacific Islander alone | 88                        | 0.0%           | 114                       | 0.0%           |
| <b>Total:</b>                                  | <b>248,007</b>            | <b>100.0%</b>  | <b>268,740</b>            | <b>100.0%</b>  |

**Population Over the Age of Five and Language  
2021 ACS Estimates  
Brown County, Wisconsin**

| <b>Primary Language other than English</b> | <b>Population of over the age of five speaks English less than “very well”</b> | <b>Percent over the age of five speaks English less than “very well”</b> |
|--|--|--|
| Spanish                                    | 6,053  | 2.5%   |
| Asian & Pacific Island languages           | 2,181  | 0.9%   |
| Other Indo-European languages              | 1,692  | 0.7%   |
| Other languages                            | 355  | 0.1%   |
| <b>Totals:</b>                             | <b>10,281</b>  | <b>4.2%</b>  |

**V. Title VI Complaint Procedures**

**How to File a Title VI Complaint**

Curative Connections Transportation services is committed to a policy of nondiscrimination in the conduct of business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that they have been subjected to discrimination under Title VI on the basis of race, color, national origin, may file a complaint with the Title VI Coordinator. Please see **APPENDIX A of this plan.**

We also offer an online version of the complaint form in English, Spanish, Hmong and Somali on our website: <https://www.curativeconnections.org/>

The complainant is advised to file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Complainant name, mailing address, phone number and information on how to best contact (i.e., telephone number, e-mail address, etc.)
- How, when, where, and why the complainant believes they were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that deemed significant.

The Title VI Complaint Form (see APPENDIX A or our website online form) should be used to submit the complaint information. The completed and signed complaint form should be filed in writing with Curative Connections to the Title VI Coordinator at the following address:

Curative Connections

Attn: Tina Whetung  
2900 Curry Ln  
Green Bay, WI 54311

The completed and signed complaint form must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of the discrimination. Curative Connections encourages all complaints be sent via certified mail through the U.S. Postal Service. This is to ensure that all written correspondence can be tracked easily. If questions, please email: [twhetung@curativeconnections.org](mailto:twhetung@curativeconnections.org).

### **What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color, national origin that occur while receiving a service provided by Curative Connections Transportation Services will be directly addressed by Curative Connections' Transportation Services Director, Title VI Coordinator. Curative Connections Transportation Services shall make every effort to address all complaints in an expeditious and thorough manner to respond to the Title VI complaint within 60 working days.

A letter acknowledging receipt of the complaint will be mailed to complainant within seven days of being received. Please note that a complainant's failure to provide the requested information may result in the administrative closure of the complaint. Please see **APPENDIX B**

### **How will the Complainant be notified of the outcome of the complaint?**

Complainant will receive a final written response letter from Curative Connections' Transportation Services Director, Title VI Coordinator. The letter from the Title VI coordinator will notify complainant whether the claim was found to be substantiated or not substantiated. Please see **APPENDIX C AND APPENDIX D**.

Information advising the complainant of their rights will be provide on letters sent out stating the claim is not substantiated. Complainant has the right to:

- 1) Appeal within seven (7) calendar days of the receipt of the final written decision.
- 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA at:

**Federal Transit Administration Office of Civil Rights**  
**Attention: Title VI Program Coordinator**  
**East Building, 5<sup>th</sup> Floor-TCR**  
**1200 New Jersey Ave. SE**  
**Washington DC 20590**

**List of investigations, complaints, or lawsuits**

|  |      |
|--|------|
| Curative Connections Transportation Services |      |
| Tina E Whetung                               | Date |

  X   There have been no investigations, complaint and/or lawsuits against Curative Connections during the report period

       There have been investigations, complaints and/or lawsuits filed against Curative Connections. See list below, attached will be additional information as needed.

|                      | Date | Complainants Name & Address | Summary<br>(Basis of complaint race, color, national origin) | Status | Action(s) Taken |
|----------------------|------|-----------------------------|--|--------|-----------------|
| <b>Complaint</b>     |      |                             |  |        |                 |
|                      |      |                             |  |        |                 |
| <b>Investigation</b> |      |                             |  |        |                 |
|                      |      |                             |  |        |                 |
| <b>Lawsuits</b>      |      |                             |  |        |                 |
|                      |      |                             |  |        |                 |

**Public Participation Plan**

|  |             |
|--|-------------|
| Curative Connections Transportation Services |             |
| <b>Contact person:</b><br>Tina E Whetung     | <b>Date</b> |

To promote public participation Curative Connections does the following:

- Articles in local newspaper, senior center newsletters informing readers about the transportation service offered as well as the need for volunteer drivers.
- Posting on local social media sites, such as Facebook, X showing talking about the transportation service offered by Curative Connections as well as the need for volunteer drivers.
- Public Presentations regarding the services we offer are performed for agencies including but not limited Brown County Aging and Disability Resource Center (ADRC) and at other events or facilities that serve the elderly and/or the disabled individuals within Brown County.
- Curative Connections submits an annual Federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant application for capital (vehicles) and/or operating assistance to the Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO). If awarded, the capital and operating project(s) are included in the Transportation Improvement Program (TIP) for the Green Bay Metropolitan Area. The TIP has a 30-day public review and comment period, and a public hearing is held. The TIP meets the federal fiscal constraint requirements. As part of the application process, Curative Connections is required to post a legal notice in a local newspaper. The MPO’s extensive public outreach process found here: [MPO Public Participation document](#) is used to communicate the grant request with the public.

- Curative Connections submits an annual State Section 85.21 Specialized Transportation Assistance Program grant application to the MPO. The annual Section 85.21 process includes a 30-day public review and comment period, and a public hearing is held by MPO staff. Again, the MPO’s extensive public outreach process found here: [MPO Public Participation document](#) is used to communicate the grant request with the public.
- Curative Connections Transportation Services are included in the Brown County Coordinated Public Transit-Human Services Transportation Plan. Curative Connections staff participates, and have served as presenters, at the public meeting which is required as part of the plan development process.
- Curative Connections staff serve as members for the Brown County Transportation Coordinating Committee (TCC). The TCC provides recommendations to the Brown County Planning Commission Board or Directors regarding specialized transportation programs.
- Curative Connections staff serve as members of the Northeast Wisconsin Regional Access to Transportation Committee (NEWRATC). The purpose of the committee is to address issues relating to transportation for low- income populations, seniors, and individuals with disabilities. Emphasis is placed on coordination and funding.
- Segments on local news stations letting the public know of the Transportation Service offered by Curative Connections and our need for volunteer drivers.

### **Curative Connections Limited English Proficiency (LEP) plan**

As a recipient of federal US DOT funding, Curative Connections is required to take reasonable steps to ensure meaningful access to the Transportation Service offered. To do so we will use the FTA’s Four Factor Analysis to design a plan that ensures that our Transportation Service provides equal opportunity to persons with limited English proficiency.

#### **Four Factor Analysis**

##### **1. Determine the number of LEP persons who may be served or likely to encounter Curative Connections, Inc.**

Curative Connections provides a door-to-door shared ride service to Brown County, WI residents who are either/and elderly (over 60) and to individuals with a qualifying disability. According to DATA USA: Brown County, WI is home to a population of 260,401 people, from which 97.1% are citizens. The ethnic composition of the population of Brown County, WI is composed of 211,723 White residents (81.3%), 22,228 Hispanic residents (8.54%), 7,972 Asian residents (3.06%), 6,662 Native residents (2.56%), and 6,027 Two+ residents (2.31%). The most common foreign languages in Brown County, WI are Spanish (15,498 speakers), Hmong (3,965 speakers), and German (886 speakers), but compared to other places, Brown County, WI has a relative high number of Hmong (3,965 speakers), Other Native North American (377 speakers), and Laotian (260 speakers). QuickFacts Brown County, Wisconsin states that 14.3% or approximately 37,237 are persons over the age of 65 and 8.3% or approximately 21,613 are under the age of 65 with a disability.

##### **2. Determine the frequency with which the LEP persons encounter the program.**

To assist with the language barrier, Curative Connections has a full-time bilingual coordinator to answer calls and schedule rides.

##### **3. The nature and importance of the program, activity or service provided to people’s lives.**



Curative Connections provides a low cost means of Transportation for the elderly and disabled of our community, allowing them to lead a more fulfilling self-sufficient lifestyle. This much needed service is vital to those we serve, for many of them this is their only form of transportation. Riders can use the service for medical, nutritional, employment, educational and social appointments. More than half of the rides we provide are for necessary medical appointments including dialysis, chemotherapy, radiation, hyperbaric wound treatment, physical therapy, and doctor appointments.

#### **4. Determine the resources available and cost**

Curative Connections Transportation Services provides a great number of services that may involve individuals with Limited English Proficiency. To prepare for such interaction, Curative Connections has bi-lingual staff and volunteers who can assist with specific bi-lingual individuals at no cost to the rider. Complaint forms are available in English, Spanish, Hmong, and Somali in the office of transportation at 121 Bader St., Green Bay, WI, and online versions on our website <https://www.curativeconnections.org/>

#### **LEP Plan:**

#### **Minority Representation on Advisory Bodies**

Curative Connections, Inc., is the name of the Corporation and is a tax-exempt, not-for-profit, non-sectarian corporation under the laws of the state of Wisconsin and the United States of America. The Corporation has one (1) class of Members known as Corporate Members. Corporate membership consists of 20 – 50 members. The Recruitment and Engagement Committee (REC) is responsible to identify prospective Corporate Members through a skill assessment process for expertise needed to best serve the agency. The prospective candidates are nominated by the REC for election at the annual meeting of the Corporation. In addition, the REC nominates 15 Corporate Members to serve as the Board of Directors. Such members are elected by a majority of the voting Corporate membership. It is the Board of Directors that provide direction and oversight of general business operations to ensure shareholder and broader stakeholder interests are well looked after. Once elected to the Corporation and/or Board of Directors, the REC provides orientation, engagement opportunities, and evaluation of performance of all members. Curative Connections staff encourages participation by all members and committees by invitation to meetings, events, and community functions to serve as ambassadors and representatives of the agency.

Prospective members may not be denied the opportunity to participate based on the grounds of race, color, and national origin. Diversity recruitment is a priority and supports the agency's DEIB statement as published in the employee handbook and on their website <https://www.curativeconnections.org/about/who-we-are/>:

#### **DEIB: Curative Connections Commitment to Diversity, Equity, Inclusion, and Belonging *Making an Impact Together***

*At Curative Connections, our mission and values are at the core of who we are and what we do. We start with the person first. Diverse backgrounds, experiences, and perspectives make us better, create new ideas, empower growth, and support our belief in equal access to opportunities and resources so every person can achieve their goals.*

*Through hiring, training, continuing education, and intentional focus on our culture, we nurture an inclusive environment where all feel safe, respected, and supported, and that they belong to the greater good of who we are, what we do, and how we make an impact: together.*

*We look at our differences as being our strength and the foundation of our core values - compassion, empathy, fairness, honesty, respect, and trust. We are committed to these values and treat every person as a*

*special and distinct being with purpose. We strive to build a successful, empowered, and enriched team: We start with the person first.*

The table below details Board and Corporation membership as self-identified.

**Board and Corporation Membership  
As of September 1, 2024**

| <b>Self-Identification</b> | <b>Board of Directors<br/>(15 members)</b> | <b>Corporation<br/>(27 members)</b> | <b>TOTAL</b> | <b>Percent<br/>of Total</b> |
|----------------------------|--|-------------------------------------|--------------|-----------------------------|
| Caucasian                  | 12   | 21                                  | 33           | 78.6%                       |
| Asian                      |  | 2                                   | 2            | 4.8%                        |
| African American           |  |                                     | 0            | 0.0%                        |
| Hispanic                   |  |                                     | 0            | 0.0%                        |
| American Indian            | 1  |                                     | 1            | 2.4%                        |
| Two or More Races          |  | 1                                   | 1            | 2.4%                        |
| Requested/No response      | 2  | 3                                   | 5            | 11.9%                       |
| <b>Total</b>               | <b>15</b>                                  | <b>27</b>                           | <b>42</b>    | <b>100.0%</b>               |

**Effort to Encourage Minority Participation**

Curative Connections understands diverse representation on boards and committees results in sound policy reflective of its entire population. As such, Curative Connections encourages participation of all citizens. As vacancies on the Corporation, Board and committees become available, the agency will make efforts to encourage, recruit and promote diversity. To encourage participation on its boards and committees, Curative Connections actively reaches out to community, ethnic, and faith-based organizations to connect and build relationships with all populations.

**How language assistance services are provided**

Bi-lingual staff and volunteers are available at the agency and by telephone. During the registration process we can clarify LEP needs and inform riders of the availability of language assistance on a case-by-case basis.

**Monitoring and Updating Language Assistance Plan**

The LEP plan will be updated as required by the WI DOT, or at minimum, reviewed and updated when data from the U.S. Census changes. Updates will also happen if the concentration of LEP individuals increases and warrants change.

**Dissemination of the LEP Plan**

Copies of the LEP Plan will be kept at our office, be available so staff, volunteers and any other agency or individual that requests a copy.

Any questions or comments regarding this plan please contact:

Curative Connections

Attn: Tina Whetung

2900 Curry Ln

Green Bay, WI 54311

(920) 227-4273, [twhetung@curativeconnections.org](mailto:twhetung@curativeconnections.org)

APPENDIX A



**Title VI Complaint Form**

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

Curative Connections  
Attn: Tina E Whetung/Title VI Coordinator  
2900 Curry Ln  
Green Bay, WI 54311

1. Complainant's Name \_\_\_\_\_

2. Address \_\_\_\_\_

3. City, State and Zip Code \_\_\_\_\_

4. Telephone Number (home) \_\_\_\_\_ (business) \_\_\_\_\_

5. Person discriminated against (if someone other than the complainant)

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race/Color \_\_\_\_\_

b. National Origin \_\_\_\_\_

c. Other \_\_\_\_\_

7. What date did the alleged discrimination take place? \_\_\_\_\_

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, check all that apply:

\_\_\_\_\_ Federal agency \_\_\_\_\_ Federal court \_\_\_\_\_ State agency \_\_\_\_\_ State court  
\_\_\_\_\_ Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

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

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

## APPENDIX B



### **Letter Acknowledging Receipt of Complaint**

Complainant Name  
Complainant Address  
City, State, Zip code

Dear Complainant:

This letter is to acknowledge receipt of your complaint against Curative Connections Transportation Services program.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact the office at (920) 227-4273 or by email at [twhetung@curativeconnections.org](mailto:twhetung@curativeconnections.org) or mail additional information/ comments questions to:

**Curative Connections**  
**Attn: Tina Whetung**  
**2900 Curry Lane**  
**Green Bay, WI 54311**

Sincerely,

Tina E Whetung  
Transportation Services Director, Title IV Coordinator  
Curative Connections

APPENDIX C



**LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS SUBSTANTIATED**

Complainant Name  
Complainant Address  
City, State, Zip code

Dear Complainant:

With regards to the Title VI violation referenced in the complaint we received on \_\_\_\_\_. Curative Connections Transportation Services Title VI coordinator has investigated the claim and came to the following conclusion.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct (this/these) deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program.

Sincerely,

Tina E Whetung  
Transportation Services Director, Title IV Coordinator  
Curative Connections

**APPENDIX D**



**LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS NOT SUBSTANTIATED**

Complainant Name  
Complainant Address  
City, State, Zip code

Dear Complainant:

With regards to the Title VI violation referenced in the complaint we received on \_\_\_\_\_. Curative Connections Transportation Services Title VI coordinator has investigated the claim and came to the following conclusion.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color or national origin in any program receiving federal financial assistance. Curative Connections Transportation Services has reviewed the materials and facts pertaining to your case for evidence of our organizations failure to comply. Based on the information provided in hour complaint we have found that there was no evidence found that any of the Title VI of the Civil Rights Act have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files. You have the right to:

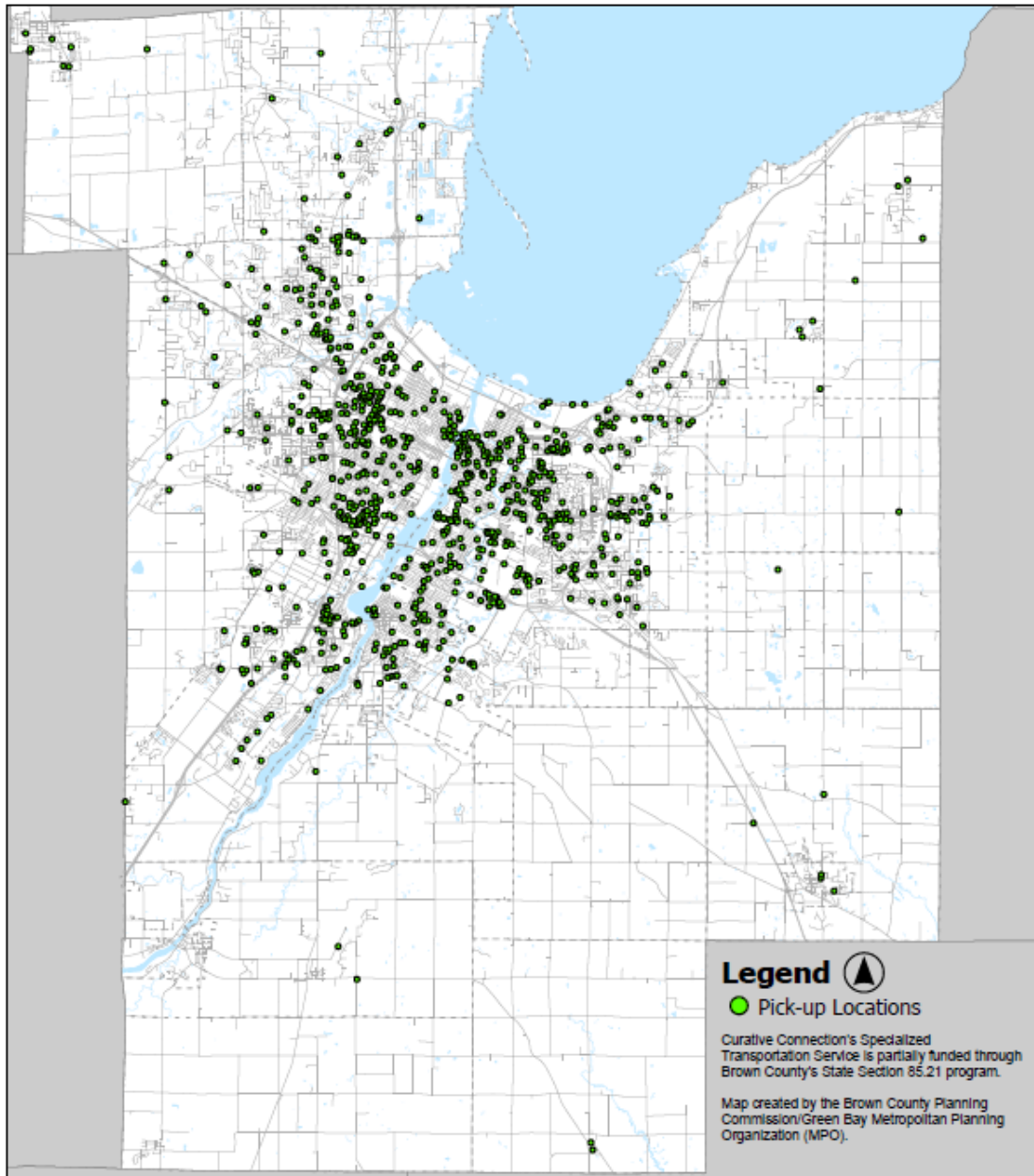
- 1) Appeal within seven calendar days of the receipt of the final written decision from Curative Connections Transportation Services.
- 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA at:  
Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave. SE  
Washington DC 20590

Thank you for taking the time to contact us.

Sincerely,

Tina E Whetung  
Transportation Services Director, Title IV Coordinator

**Curative Connections Specialized Transportation Service  
for Seniors and Individuals with Disabilities  
46,288 One-Way Trips Provided in 2023**



**Top Pick-up Locations**

|  |       |   |     |
|--|-------|---|-----|
| Curative Connections (2900 Curry Ln)           | 8,041 | Curative Connections Family Center (1538 Western Ave) | 783 |
| Aspiro (1673 Dousman St)                       | 945   | DaVita Dialysis Center (1751 Deckner Ave)             | 643 |
| Nicolet Terrace Housing (850 Morning Glory Ln) | 856   |   |     |

**Pick-up Location by Municipality**

|                        |        |                        |       |                   |     |                     |     |
|------------------------|--------|------------------------|-------|-------------------|-----|---------------------|-----|
| City of Green Bay      | 26,309 | Village of Hobart      | 611   | Town of Glenmore  | 0   | Town of Morrison    | 30  |
| City of De Pere        | 4,668  | Village of Howard      | 3,581 | Town of Green Bay | 39  | Town of New Denmark | 153 |
| Village of Allouez     | 2,406  | Village of Pulaski     | 63    | Town of Holland   | 0   | Town of Pittsfield  | 7   |
| Village of Ashwaubenon | 3,742  | Village of Suamico     | 441   | Town of Humboldt  | 149 | Town of Rockland    | 85  |
| Village of Bellevue    | 2,594  | Village of Wrightstown | 0     | Town of Lawrence  | 296 | Town of Scott       | 75  |
| Village of Denmark     | 142    | Town of Eaton          | 94    | Town of Ledgeview | 794 | Town of Wrightstown | 9   |



# Minority Population as a Percent of Total Population

Brown County, WI

