

City of Madison

Title VI & Civil Rights Compliance Plan



Department of Civil Rights & Affirmative Action Commission
July 2012

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The City of Madison Department of Civil Rights

Vision

We see the City of Madison as a dynamic place, where the inherent worth of each individual is esteemed and fostered, enabling them to reach their full potential.

Mission

The City of Madison's Department of Civil Rights, as a catalyst for change, strives to improve the quality of life for all people. We promote equality and the prevention and elimination of discrimination through education and enforcement.

Values

- Integrity
- Compassion
- Equality
- Courage

For more information contact:

Lucía Nuñez, Director
City-County Building, Room 523
210 Martin Luther King Jr. Blvd.
Madison, WI 53703

Website: <http://www.cityofmadison.com/dcr/index.cfm>
Telephone: (608) 266-4910
Fax: (608) 266-6514



Title VI/Civil Rights Compliance Legal Requirements

[Title VI of the 1964 Civil Rights Act](#) provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to [23 CFR 200.9](#) and [49 CFR 21](#)).

Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms “programs and activities” to include all programs and activities of Federal Aid Recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964; 42 United States Code 2000d-1 to 2000d-7; 23 United States Code 324; Department of Transportation Order 1050.2; Executive Order 12250; Executive Order 12898.

Madison General Ordinance (M.G.O.) Sec. 39.02 states:

(8) Civil Rights Compliance Plan.

- (a) In order to maintain City compliance with Title VI of the Civil Rights Act of 1964, as amended, the Division of Affirmative Action shall coordinate the development and implementation of individual department plans for civil rights compliance. Department plans shall be incorporated into a composite, citywide Civil Rights Compliance Plan which includes policies and procedures governing equal access to public services and the City of Madison informal citizen complaint procedure. The Civil Rights Compliance Plan shall be submitted to the Affirmative Action Commission for approval. (Am. by Ord-06-00078, 6-30-06)
- (b) Upon approval by the Affirmative Action Commission, the Civil Rights Compliance Plan shall be submitted to the Mayor and Common Council for approval, and upon approval by the Mayor and Common Council, the Compliance Plan shall be incorporated into the citywide Affirmative Action Plan. Once adopted, the Compliance Plan shall be distributed to all department heads who shall be responsible for effective implementation, to include information dissemination and training for employees and members of commissions, boards and committees. Department heads shall also be responsible for complaint processing consistent with the Civil Rights Compliance Plan policies and procedures.

(New Sec. 3.58(8) Cr. by Ord. 11,929, 9-12-97)

Citywide Title VI & Civil Rights Compliance Plans

All Departments/Divisions will ensure that the following initiatives will be implemented city-wide.

Policy Statement and Notification

The policy statement will be disseminated in the following ways:

- a. The policy is published in the Department of Civil Rights Ordinance where it may be reviewed by both current customers and applicants for services.
- b. The policy is reviewed annually by managers, supervisors and staff.
- c. New employees and managers are informed of the policy as part of their orientation program and in-service trainings.
- d. Staff will receive training on the policy, along with instruction on the laws and regulations concerning equal opportunity in employment and service delivery. Copies of the laws and regulations are made available to staff.
- e. The policy is available in alternate formats.
- f. Publications include pictures of staff from diverse racial/ethnic backgrounds and staff who have disabilities.

Designation of Civil Rights Coordinator

Our Civil Rights Coordinator has direct access to the organization head to discuss equal opportunity issues or activities. In addition, they have received civil rights training and have the following responsibilities:

- a. Handling service delivery and employment discrimination complaints of agency employees or applicants for employment with the agency.
- b. Disseminating equal opportunity information to provider staff and interested persons.
- c. Preparing equal opportunity plans and reports.
- d. Acting as equal opportunity liaison between the Department, federal agencies and community.
- e. Monitoring, conducting compliance reviews, and evaluating equal opportunity activities in the organization.
- f. Providing, monitoring, and evaluating civil rights, cultural awareness, disability sensitivity, and language needs for provider staff training.
- g. Maintaining equal opportunity files and confidential records. Monitoring the records and files relative to the civil rights program of the agency, and ensuring that the agency vendors and subgrantees are maintaining records uniformly for all individuals regardless of protected status.

Access to Services

Our department/division assures that services are equally available to everyone by:

- a. Providing equal access to all programs, services or activities, including but not limited to eligibility, treatment, staff assignments, outreach, intake, diagnosis, assessment, evaluation, research, days and hours of service, facilities assignments, communication of information, and referrals to other services.
- b. Assuring physical access to the facilities by allowing persons with functional limitations caused by impairments of sight, hearing, coordination or perception, or persons with semi-ambulatory or non-ambulatory disabilities to enter, leave, circulate within, use public toilet facilities, and elevators.
- c. Providing translators and/or sign language interpreters to assist applicants and customers with hearing impairments or with limited ability to read, speak, or understand English.
- d. Providing literature, posting information and audio-visual materials in language(s) understood by customers, and in formats which are understandable to persons with visual or hearing impairments.
- e. Providing readers for persons with visual impairments.
- f. Providing special assistance for persons with developmental or learning disabilities.
- g. Ensuring that the membership of the Equal Opportunities Commission, the citizen body that sets policy for the agency, is diverse with regard to race, color, national origin or ancestry, sex, religion, age, and disability.
- h. Ensuring that members of protected classes have equal opportunity to participate on planning and advisory boards on local levels through notification of membership opportunities.
- i. Allocating funds in a non-discriminatory manner.
- j. Providing equal opportunity for applicants to become vendors, subgrantees, and contractors. Using non-discriminatory factors in determining awards, sizes of grants, contracts, projects, and the quality, quantity, range of benefits provided hereunder proportionate to the number of such members in the service area.
- k. Treating protected class members with full courtesy and respect in all personal, oral, written, and other forms of communication and contact.
- l. Providing culturally competent qualified staff and specialized services to maximize use and completion of the program by the protected class.
- m. Ensuring that sanctions and terminations are applied in a culturally sensitive, non-discriminatory manner, without regard to protected status.

Title VI Civil Rights Discrimination Complaint Process

Our department/division will implement the following procedures:

- a. The complaint resolution procedure, including the name, address, and phone number of the complaint investigator, is publicly posted in language(s) understood by our customers, and is in a format or formats accessible to persons with visual or hearing impairments.
- b. There is written documentation of all investigations conducted.
- c. All participants in complaint investigations are protected from retaliation.
- d. Complaints are responded to in writing within 30 calendar days with appropriate appeal rights. Corrective actions are taken when evidence of discrimination has been found.
- e. Translators, interpreters, and/or readers who meet the communications needs of our customers are provided by the organization during the complaint process.
- f. Customers are permitted to have representatives of their choice during the complaint process.
- g. Customer complainants are made aware of other avenues of redress, including the right to file a complaint with the Department of Civil Rights or to the appropriate federal Office for Civil Rights (depending on the source of federal funding).
- h. Agency staff will assist complainants during the complaint process if necessary.
- i. Complainants are informed that the complaint must be filed within 180 days from the alleged discriminatory act. Filing times may be extended if deemed necessary.

Policy Statement

The City of Madison ensures that no person shall on the grounds of race, color, sex, and national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100-259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Madison General Ordinance (M.G.O.) Sec. 39.02(8) (a) (b) also includes religion, age, marital status, and disability as protected classes regarding equal access to public services and the notification of the City of Madison's complaint process.

We are committed to provide equal opportunities in all programs, services, and activities to persons with limited English proficiency (LEP). Program access for LEP persons is covered in Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on national origin; these protections are further affirmed in Executive Order 13166. Services include providing written translation and oral interpretation, free of cost, to LEP persons to ensure meaningful, accurate, and equal access to programs, benefits, and activities. We monitor the changing demographics and population trends on an annual basis to ensure awareness of the changing demographics and language needs in our service area. We discourage the use of family members or friends as an interpreter because this may violate the persons' privacy and disclose sensitive and confidential information. It is our policy to inform all LEP customer of the right to free language assistance and interpreter services at no cost to the LEP customer.

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI of the Civil Rights Act of 1964 or equal access to public services may file a complaint with the Department of Civil Rights, Civil Rights Coordinator at (608) 266-4910 or visit the Department of Civil Rights, Affirmative Action Division, City-County Bldg., RM. 523, 210 Martin Luther King, Jr. Blvd, Madison, WI 53703. For more information, visit <http://www.cityofmadison.com/dcr/civilRights.cfm#equal>. Information about our discrimination complaint resolution process is available upon request.

Mayor's Statement

The City of Madison ensures that no person shall on the grounds of race, color, sex, age, disability, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City further ensures every effort will be made to ensure nondiscrimination in all of its program activities whether those programs and activities are federally funded or not.

The Director of Civil Rights, Lucía Nuñez, shall have the overall responsibility and authority for implementing and promoting Chapter 39 of the Madison General Ordinances. The City of Madison Department Heads shall be responsible for effective implementation and complaint processing consistent with the Civil Rights Compliance Plan policies.

Paul R. Soglin
Mayor

Department/Division Services & Civil Rights Coordinator Information

ASSESSOR'S OFFICE

- Services:
1. Ensure the Fair and Equitable Distribution of the Property Tax - The highest priority for the assessor is to develop accurate and equitable assessments, so that no property owner pays more, or less, than their fair share of property taxes.
 2. Process Assessment Appeals - Through our Open Book Inspection period, Board of Assessors and Board of Review, the Assessor's Office provides property taxpayers with many opportunities for review of their assessment.
 3. Maintain and Provide Property Information - The Assessor's Office maintains complete and accurate records for all taxable property and allows convenient access to information that is of interest to the public.

Contact:

DEPARTMENT Assessor's Office	
TELEPHONE NUMBER (608) 266-4531	MAILING ADDRESS City-County Bldg., Rm 101 210 Martin Luther King, Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Mark Hanson	
TELEPHONE NUMBER (608) 266-4545	DEPARTMENT WEBSITE http://www.cityofmadison.com/assessor/
NAME OF CIVIL RIGHTS COORDINATOR Sally Sweeney	
TELEPHONE NUMBER (608) 267-8747	EMAIL ssweeney@cityofmadison.com

ATTORNEY'S OFFICE

- Services:
- The City Attorney provides legal representation to the City of Madison as an entity. As the City's lawyers, the Office of the City Attorney engages in three major activities. First, we prosecute violations of the City's laws, enforcing ordinances adopted by the Common Council. Second, we provide legislative counsel, drafting and revising the City's code of ordinances and advising the Common Council and City Boards, Committees and Commissions on the meaning of legislative enactments. Third, we provide general legal counsel and representation to the City, drafting documents, advising City officials and managers on compliance with the law, representing the City in court, negotiating on the City's behalf, and otherwise using legal procedures to support and defend the lawful decisions of City officials and agencies.

Contact:

DEPARTMENT Office of City Attorney	
TELEPHONE NUMBER (608) 266-4511	MAILING ADDRESS City -County Bldg., Rm. 401 210 Martin Luther King Jr. Blvd. Madison, WI 53703

NAME OF DEPARTMENT/DIVISION HEAD Michael May	
TELEPHONE NUMBER (608) 266-4511	DEPARTMENT WEBSITE http://www.cityofmadison.com/attorney/
NAME OF CIVIL RIGHTS COORDINATOR Adriana Peguero	
TELEPHONE NUMBER (608) 267-4942	EMAIL apeguero@cityofmadison.com

CIVIL RIGHTS, DEPARTMENT OF

Services:

1. Provides educational opportunities and technical assistance to assure people know and understand their rights and responsibilities in the form of customized presentations and technical assistance for the public, employers, businesses, housing providers and community based organizations.
2. Processes external complaints of discrimination brought by individuals in the areas of employment, housing, and public accommodations in the City of Madison by performing intakes, mediating/conciliating, investigating, and holding hearings.
3. Monitors prevailing wage requirements by performing on-site compliance reviews, maintaining and overseeing the maintenance of records, providing technical assistance, performing outreach and information dissemination, and preparing audit and activity reports.
4. Stimulates economic growth, promotes the establishment of new businesses and provides employment opportunities through the implementation of its Targeted Business Programs which include small business enterprises (SBE), minority business enterprises (MBE), women business enterprises (WBE) and disadvantaged business enterprises (DBE) so that all businesses are afforded the maximum feasible opportunity to do business with the City.
5. Sponsors AASPIRE internships to attract under-represented groups engaged in public administration college studies to provide a meaningful exposure to public sector careers and to provide the City with a future professional applicant pool of affirmative action group members.
6. Coordinates the Language Assistance program to ensure equal access of services to people with disabilities and Limited English Proficiency.

Contact:

DEPARTMENT Department of Civil Rights	
TELEPHONE NUMBER (608) 266-4910	MAILING ADDRESS City -County Bldg., Rm. 523 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Lucía Nuñez	
TELEPHONE NUMBER (608) 266-4910	DEPARTMENT WEBSITE http://www.cityofmadison.com/dcr/
NAME OF CIVIL RIGHTS COORDINATOR Lucía Nuñez	
TELEPHONE NUMBER 608 266-4910	EMAIL lnunez@cityofmadison.com

CITY CLERK'S OFFICE

- Services:
1. Posts meeting agendas to ensure compliance with the state's Open Records Law
 2. Creates online weekly meeting schedule
 3. Trains committee staff to create agendas and minutes in Legistar
 4. Prepares Common Council agendas and proceedings
 5. Records keeper for the City of Madison
 6. Processes health license applications for all Dane County establishments
 7. Processes applications for City of Madison licenses and permits
 8. Administers licensing for over 600 liquor/beer establishments
 9. Supports the Alcohol License Review Committee with agendas and minutes
 10. Processes lobbyist registrations
 11. Publishes legal notices for City of Madison Zoning
 12. Files city records with the Dane County Register of Deeds
 13. Registers City of Madison voters and facilitates their right to vote
 14. Recruits and trains Election Officials for every election
 15. Sets up City of Madison polling places
 16. Issues absentee ballots to City of Madison voters
 17. Enters election data in the Statewide Voter Registration System
 18. Certifies the results of local elections
 19. Certifies ballot status for local candidates and the Madison Metropolitan School District
 20. Processes campaign finance filings for local candidates and MMSD
 21. Provides voter education throughout the community
 22. Collects Statement of Interest forms from committee members and some city employees
 23. Fills information requests regarding city, county, and state government
 24. Routes and files City of Madison contracts

Contact:

DEPARTMENT City Clerk's Office	
TELEPHONE NUMBER (608) 266-4601	MAILING ADDRESS City -County Bldg., Rm. 103 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Maribeth Witzel-Behl	
TELEPHONE NUMBER (608) 266-4601	DEPARTMENT WEBSITE www.cityofmadison.com/clerk
NAME OF CIVIL RIGHTS COORDINATOR Maribeth Witzel-Behl	
TELEPHONE NUMBER (608) 266-4601	EMAIL clerk@cityofmadison.com

COMMON COUNCIL

Services: Representing the citizens of the city of Madison, the Common Council will promote the safety, health and general well-being of our community within the bounds of fiscal responsibility while preserving and advancing the quality of life resulting in exceptional civic pride.

The Common Council has responsibility for the management and control of City property, finances, highways, navigable waters, and public service; and has the power to act for the government and the good order of the City, for its commercial benefit and for the health, safety, and welfare of the public. It may carry out its power by license, regulation, suppression, borrowing of money, tax levy, appropriation, fine, imprisonment, confiscation and other necessary or convenient means. (Section 62.11 Wisconsin Statutes.)

Contact:

DEPARTMENT Common Council	
TELEPHONE NUMBER (608) 266-4071	MAILING ADDRESS City -County Bldg., Rm. 417 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Ald. Shiva Bidar-Sielaff, Council President	
TELEPHONE NUMBER (608) 266-4071	DEPARTMENT WEBSITE www.cityofmadison.com/council
NAME OF CIVIL RIGHTS COORDINATOR Lisa Veldran, Administrative Assistant	
TELEPHONE NUMBER (608) 266-4074	EMAIL lveldran@cityofmadison.com

FINANCE DEPARTMENT

Services: The Finance Department is functionally responsible for City-wide financial and management services including general accounting, financial reporting, budgeting, internal audit, risk management and safety, purchasing, payroll, economic development analysis and debt management. The Finance Department also provides clerical support to City agencies in the form of Administrative Support Team personnel and services provided by Document Services.

Contact:

DEPARTMENT Finance Department	
TELEPHONE NUMBER (608) 266-4671	MAILING ADDRESS City -County Bldg., Rm. 406 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD David Schmiedicke	
TELEPHONE NUMBER (608) 267-8710	DEPARTMENT WEBSITE http://www.cityofmadison.com/finance/
NAME OF CIVIL RIGHTS COORDINATOR Katherine Bentley	
TELEPHONE NUMBER (608) 266-4050	EMAIL kbentley@cityofmadison.com

FIRE DEPARTMENT

Services: The Madison Fire Department currently operates out of 12 Fire Stations throughout the City with a staffing of 74 personnel on duty each day. There are 10 Engine companies, 4 Ladder companies, 8 Paramedic Ambulances and 1 Command Vehicle in service every day to serve the citizens of and visitors to the City of Madison. The Department’s Community Education Unit reaches out to thousands of residents though educational programming. The emphasis is on children (more than 11,000 in 2009), teaching them fire safety and injury prevention.

Contact:

DEPARTMENT Fire	
TELEPHONE NUMBER (608) 266-4420	MAILING ADDRESS 325 W. Johnson St. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Chief Steven Davis	
TELEPHONE NUMBER (608) 266-4420	DEPARTMENT WEBSITE http://www.cityofmadison.com/fire/
NAME OF CIVIL RIGHTS COORDINATOR Arthur Price, Division Fire Chief	
TELEPHONE NUMBER (608) 266-4420	EMAIL aprice@cityofmadison.com

HUMAN RESOURCES DEPARTMENT

Services: The Human Resources Department supports the City’s goals by recruiting, developing and sustaining a diverse and qualified workforce. The Human Resources Department’s internal goals are:

1. Quality – Provide an innovative and responsive employment system for recruitment, selection, support, and development of a talented and diverse workforce.
2. Continuous Improvement – Continually reviews and enhances human resources organization, systems, processes, procedures, and work environment.
3. Compliance – Protect the City’s resources by minimizing exposure to legal liabilities and associated risks.
4. Outreach – Proactively build the trust and capacity to increase visibility and enhance relationships with all City departments.

Contact:

DEPARTMENT Human Resources	
TELEPHONE NUMBER (608) 266-4615	MAILING ADDRESS City -County Bldg., Rm. 401 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Brad Wirtz	
TELEPHONE NUMBER (608) 266-4615	DEPARTMENT WEBSITE http://www.cityofmadison.com/HR/

NAME OF CIVIL RIGHTS COORDINATOR Mike Lipski	
TELEPHONE NUMBER (608) 266-4615	EMAIL mlipski@cityofmadison.com

INFORMATION TECHNOLOGY

Services: The Information Technology Department (IT) provides services to all City agencies in the areas of computer usage, software development, personal computer support, mobile computing, telephones, network communications, computer training, and general IT consulting. The Department supports a wide variety of hardware, software, and a large wide-area telecommunications network that is in operation twenty-four hours a day, seven days a week, and is connected to other computer networks at the county, state, and federal levels. The Department also supports a wide variety of software from email to document management systems to enterprise databases, facilitates the dissemination of City information to the public via the City website, and provides the ability for the public to conduct business with the City via the Internet. In addition, the IT department's City Channel unit provides television and internet streaming coverage of public meetings, thereby promoting public access, open government and transparency.

Contact:

DEPARTMENT Information Technology	
TELEPHONE NUMBER (608) 266-4454	MAILING ADDRESS City -County Bldg., Rm. 500 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Paul A. Kronberger	
TELEPHONE NUMBER (608) 266-4202	DEPARTMENT WEBSITE http://www.cityofmadison.com/IT/
NAME OF CIVIL RIGHTS COORDINATOR Paul A. Kronberger	
TELEPHONE NUMBER (608) 266-4202	EMAIL pkronberger@cityofmadison.com

LIBRARY

Services: Madison Public Library is a leader in building and sustaining a literate citizenry, transforming lives through knowledge and information and enhancing Madison’s high quality of life. Madison Public Library promotes lifelong learning by creating welcoming spaces that offer collections and services to inform, inspire, enrich, and entertain.

Contact:

DEPARTMENT Library	
TELEPHONE NUMBER (608) 266-6300	MAILING ADDRESS 201 W. Mifflin St. Madison, WI 53703

NAME OF DEPARTMENT/DIVISION HEAD Greg Mickells	
TELEPHONE NUMBER (608) 266-6363	DEPARTMENT WEBSITE www.madisonpubliclibrary.org
NAME OF CIVIL RIGHTS COORDINATOR Mark E. Benno	
TELEPHONE NUMBER (608) 266-9632	EMAIL mbenno@cityofmadison.com

MAYOR'S OFFICE

Services: The mayor proposes, promotes and reviews policies to be adopted by the City; establishes administrative procedures; evaluates and implements existing policies, programs and procedures; and ensures the provision of municipal services.

Contact:

DEPARTMENT Mayor's Office	
TELEPHONE NUMBER (608) 266-4611	MAILING ADDRESS City-County Building, Rm. 403 210 Martin Luther King, Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Paul R. Soglin	
TELEPHONE NUMBER 608) 266-4611	DEPARTMENT WEBSITE http://www.cityofmadison.com/mayor/
NAME OF CIVIL RIGHTS COORDINATOR Astra Iheukumere	
TELEPHONE NUMBER 608) 266-4611	EMAIL aikeukumere@cityofmadison.com

MONONA TERRACE COMMUNITY AND CONVENTION CENTER

Services: Monona Terrace's mission is to be a high quality, customer focused convention and meeting facility that serves as a community-gathering place, a tourism destination, and a catalyst for economic activity for the City of Madison, Dane County and the State of Wisconsin.

Contact:

DEPARTMENT Monona Terrace Community and Convention Center	
TELEPHONE NUMBER (608) 261-4000	MAILING ADDRESS 1 John Nolen Drive Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Gregg McManners	
TELEPHONE NUMBER (608) 261-4020	DEPARTMENT WEBSITE www.mononaterrace.com

NAME OF CIVIL RIGHTS COORDINATOR	
Kathi Hurtgen	
TELEPHONE NUMBER	EMAIL
(608) 261-4033	khurtgen@mononaterrace.com

MUNICIPAL COURT

Services: Mission, Goals & Objectives: To provide a neutral forum for resolving alleged City ordinance violations. To provide friendly and efficient service to all court users, keeping in mind legal and ethical requirements.

Contact:

DEPARTMENT	
Municipal Court	
TELEPHONE NUMBER	MAILING ADDRESS
(608) 264-9282	City-County Building, Rm. 203 210 Martin Luther King, Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD	
Daniel Koval	
TELEPHONE NUMBER	DEPARTMENT WEBSITE
(608) 264-9282	www.cityofmadison.com/MunicipalCourt/
NAME OF CIVIL RIGHTS COORDINATOR	
Erin Morgan	
TELEPHONE NUMBER	EMAIL
(608) 264-9282	emorgan@cityofmadison.com

PLANNING & COMMUNITY & ECONOMIC DEVELOPMENT, DEPARTMENT OF COMMUNITY DEVELOPMENT DIVISION

Services: The mission of the Community Development Division is to: 1) expand affordable housing options; 2) expand businesses to create jobs and increase access for low- and moderate-income households to resources through information on employment and training opportunities; 3) improve services that support quality child care for low-income and underserved children; 4) foster conditions in which persons can access basic service to increase self-sufficiency; 5) provide services to victims of sexual assault and domestic violence; 6) provide resources to individuals and business to encourage energy efficiency; 7) strengthen the abilities of vulnerable families; 8) help seniors live as independently and improve seniors' health and wellbeing; 9) strengthen neighborhoods through the operation of neighborhood centers and community gardens; and 10) provide youth with safe and supportive activities to enhance their ability to become successful.

Contact:

DEPARTMENT	
Planning and Community and Economic Development/ Community Development Division	
TELEPHONE NUMBER	MAILING ADDRESS
(608) 266-6520	P.O. Box 2627 Madison, WI 53701-2627

NAME OF DEPARTMENT/DIVISION HEAD Hickory Hurie	
TELEPHONE NUMBER (608) 266-6520	DEPARTMENT WEBSITE www.cityofmadison.com/CDBG; www.cityofmadison.com/commserv www.cityofmadison.com/seniorcenter www.cityofmadison.com/greenmadison
NAME OF CIVIL RIGHTS COORDINATOR Sue Wallinger	
TELEPHONE NUMBER (608) 261-9148	EMAIL swallinger@cityofmadison.com

ECONOMIC DEVELOPMENT DIVISION

- Services:
1. Business Outreach: The Economic Development Division (EDD) works with businesses and entrepreneurs to start new companies, retain and grow existing companies, and attract new companies. This often involves coordinating with other city departments, government entities and private organizations.
 2. Business Ombudsman: EDD troubleshoots problems that local businesses encounter and develops pro-active initiatives addressing these challenges such as working to alleviate business interruptions caused by street construction.
 3. Street Vending Program: EDD leads and regulates the street vending program, which makes sidewalks and streets available to food and craft entrepreneurs, while creating a welcoming environment within our commercial districts.
 4. Real Estate Services: EDD provides real estate services for the city to facilitate economic development, the siting of city services and facilities, and the development of public infrastructure such as roads and sewer.
 5. Tax Increment Financing & Other Incentives: EDD underwrites numerous grant and loan programs to help businesses and individuals including Tax Increment Financing (TIF) which provides gap financing to make strategic real estate projects feasible, and the Façade Improvement Grant Program which provides grants to small businesses in targeted areas to restore or beautify their facades and storefronts.
 6. Home Ownership and Housing Rehabilitation Loans: EDD offers a variety of loan programs to help people buy homes and to rehabilitate housing stock to provide a supply of safe, quality, and affordable housing options.

Contact:

DEPARTMENT Economic Development Division	
TELEPHONE NUMBER (608) 266-6505	MAILING ADDRESS Madison Municipal Bldg., Rm. LL-312 215 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Aaron Olver	
TELEPHONE NUMBER (608) 266-6505	DEPARTMENT WEBSITE http://www.cityofmadison.com/planning/cedu.html

NAME OF CIVIL RIGHTS COORDINATOR Percy Brown	
TELEPHONE NUMBER (608) 266-6558	EMAIL pbrown@cityofmadison.com

COMMUNITY DEVELOPMENT DIVISION

Services: The Community Development Authority of the Department of Planning and Community and Economic Development provides federally funded, low-income, housing assistance under the Public Housing and Section 8 Voucher programs.

Contact:

DEPARTMENT Community Development Authority	
TELEPHONE NUMBER (608) 266-4675	MAILING ADDRESS Madison Municipal Bldg., Rm. 120 215 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Natalie Erdman	
TELEPHONE NUMBER (608) 267-8712	DEPARTMENT WEBSITE www.cityofmadison.com/formshousing
NAME OF CIVIL RIGHTS COORDINATOR Lisa Daniels	
TELEPHONE NUMBER (608) 267-8709	EMAIL ldaniels@cityofmadison.com

BUILDING INSPECTION DIVISION

Services: The mission of the Building Inspection Division is to ensure the well-being of people through the safety of property in the City of Madison and to maintain public trust and confidence by improving the construction and maintenance of structures and property; administering codes and ordinances consistently and fairly; continually improving codes, procedures and regulations; providing information to its customers to help them achieve their goals; and providing quality services in a professional and efficient manner.

Contact:

DEPARTMENT Building Inspection Division	
TELEPHONE NUMBER (608) 266-4551	MAILING ADDRESS Madison Municipal Bldg., Rm. LL-100 215 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD George C. Hank	
TELEPHONE NUMBER (608) 266-4849	DEPARTMENT WEBSITE http://www.cityofmadison.com/BI/bihome.html

NAME OF CIVIL RIGHTS COORDINATOR	
Harry A. Sulzer	
TELEPHONE NUMBER	EMAIL
(608) 266-4568	hsulzer@cityofmadison.com

PLANNING DIVISION

Services: The Planning Division is comprised of 27 staff members organized into four services including:

1. Comprehensive Planning and Development Review, which provides a wide range of planning services which guide development and implementation of the City’s urban development policies including the preparation and maintenance of the City’s Comprehensive Plan, subareas plans and ongoing development review.
2. Neighborhood Planning, Preservation and Design, which is responsible for Neighborhood Planning, Historic Preservation Planning, Urban Design and Municipal Arts Program functions.
3. Transportation Planning, which carries out a comprehensive and cooperative transportation-planning program and provides staff support to the Madison Area Transportation Planning Board (A Metropolitan Planning Organization) Policy Board and Technical and Citizen Advisory Committees.
4. Shared Data/GIS, which maintains the City Geo database and works to develop geographic information system applications. This service involves a GIS specialist reporting to the Division Director who together work with other agencies on the City GIS Project Team and GIS Management Team.

Contact:

DEPARTMENT	
Planning Division	
TELEPHONE NUMBER	MAILING ADDRESS
(608) 266-4635	PO Box 2985 Madison, WI 53701-2985
NAME OF DEPARTMENT/DIVISION HEAD	
Brad Murphy	
TELEPHONE NUMBER	DEPARTMENT WEBSITE
(608) 266-4635	http://www.cityofmadison.com/planning/index.html
NAME OF CIVIL RIGHTS COORDINATOR	
Brad Murphy	
TELEPHONE NUMBER	EMAIL
(608) 266-4635	bmurphy@cityofmadison.com

POLICE DEPARTMENT

Services: Field Operations consists of the five patrol districts (West, South, Central, East, and North) and their respective Detective Units, Community Policing Teams, Educational Resource Officers and Neighborhood Officers. Additionally, Field Operations includes the Dane County Narcotics & Gang Task Force; Safety Education; Crime Prevention & Gang Unit; Criminal Intelligence Section; Forensics Unit; Criminal Investigative Unit; Traffic Enforcement Safety Team; Officers in Charge; and Traffic Crash Investigation Officers. It provides the following services: protects the constitutional rights of all people and resolves conflicts; responds to calls for police service; identifies criminal offenders, activities, and patterns; collects and analyzes forensic evidence;

apprehends offenders and participates in court proceedings; develops foot, bicycle and car patrols throughout the City; works with the community to identify and resolve conflicts/problems; facilitates the safety of people and vehicles through enforcement of traffic and parking regulations; investigates traffic accidents; identifies public safety hazards and conditions; provides exceptional training for new recruits; and maintains public peace and order during civil demonstrations and strikes. Non-commissioned field services include Parking Enforcement and School Crossing Safety.

Supportive services are provided by commissioned and non-commissioned personnel committed to planning, financial management, grants management, record keeping, information access, property processing and storage, transcription of reports, services to municipal courts, maintenance of technology services, continuing education and skill development. While many specialized activities are involved in supportive services, the Department continues to pursue improvement through strategic planning and collaborative work with private as well as public service providers.

Contact:

DEPARTMENT City of Madison Police Department	
TELEPHONE NUMBER (608) 266-4923	MAILING ADDRESS 211 S. Carroll St. Madison WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Chief Noble Wray	
TELEPHONE NUMBER (608) 266-4022	DEPARTMENT WEBSITE http://www.cityofmadison.com/police/
NAME OF CIVIL RIGHTS COORDINATOR Captain Thomas Snyder	
TELEPHONE NUMBER (608) 267-2100	EMAIL tsnyder@cityofmadison.com

PUBLIC WORKS & TRANSPORTATION

ENGINEERING DIVISION

Services: The City of Madison Engineering Division provides a multi faceted combination of Public Works services to the citizens and customers of Madison in a fair and consistent manner that allows for and encourages public input. The Engineering Division is responsible for the design, supervision and inspection of street, highway, sidewalk and bike path construction; City surveying and mapping operations including maintenance of the City’s Official Map, street and utility records; management of the Madison Storm Water Utility and the Sanitary Sewer Utility; the review of land use changes as they relate to public works and Ordinance compliance; oversee and provide for new construction of City owned facilities, maintenance, repair and energy efficiency retrofits; maintain the City’s closed landfills and respond to environmental contamination within Public lands.

Contact:

DEPARTMENT Engineering Division	
TELEPHONE NUMBER (608) 266-4751	MAILING ADDRESS City -County Bldg., Rm. 115 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Robert F. Phillips, P.E.	
TELEPHONE NUMBER (608) 266-4090	DEPARTMENT WEBSITE www.cityofmadison.com/engineering/
NAME OF CIVIL RIGHTS COORDINATOR Michael R. Dailey, P. E.	
TELEPHONE NUMBER (608) 266-4058	EMAIL mdailey@cityofmadison.com

FLEET SERVICE

Services: The Fleet Service Division operates in conjunction with the Public Works Division. The mission of the Fleet Service Division is to provide a safe and reliable fleet of diverse equipment as needed for all user agencies, and provide fleet services with a concentrated effort toward a comprehensive preventative maintenance program at a competitive cost.

Contact:

DEPARTMENT Fleet Service	
TELEPHONE NUMBER (608) 246-4540	MAILING ADDRESS 200 N First St. Madison, WI 53704
NAME OF DEPARTMENT/DIVISION HEAD Bill VandenBrook	
TELEPHONE NUMBER (608) 246-4546	DEPARTMENT WEBSITE N/A
NAME OF CIVIL RIGHTS COORDINATOR Art Meyer	
TELEPHONE NUMBER (608) 245-3682	EMAIL motorequip@cityofmadison.com

PARKS DIVISION

Services: 1. Park Maintenance: General Park Maintenance: 260 Parks w/ 6500+ acres of maintenance responsibility. Mow and Trim neighborhood and community parks, boulevards, greenways and parkways. Trash and Recycling management for all parks. Special Event set up / clean up. Shelter / Restroom Facilities Maintenance. Tree and Landscape maintenance. Athletic Field Maintenance: Breese - Stevens Stadium and Warner Park Facilities, 129 soccer fields and 105 softball fields. Playground Inspection, Repair and Maintenance of 172 Play structures. Winter: Snow plow and removal. Routes for sidewalks, parking lots, bike paths, and park paths. Parks Facilities Maintenance: Electrical, Plumbing, HVAC and general

building maintenance for 200 + Parks Facilities. Conservation Parks: Resource and Trail Management and Maintenance of 14 Parks / 1600+ acres, XC trail grooming. State Street Mall Concourse: Maintenance of Service Area. Street and Visitor Center clean up, snow and trash removal. Forest Hill Cemetery and Mausoleum: Burial and Maintenance of 140 acres property. Parks Construction: CIP and internal park projects and winter general snow plow and removal w/ Streets Division.

2. Forestry: Street tree planning, planting and maintenance (105,000 + street trees along 700 miles of streets). Emergency storm response. Street construction planning, review and supervision. Annual planting. Tree disease and pest management. Education outreach. Winter Snow Routes for sidewalks, bus stops, bike and park paths and snow plow and removal - w/ Streets Division.
3. Community / Recreation Services: Warner Park Community Recreation Center. Park Ranger Program. Aquatics: Beach Maintenance, lifeguard, swim lessons and swim team at Goodman Pool, Cypress Spray and 10 Public Beaches. Summer and Winter Concessions: Snacks, ice skates, cross country ski rentals. Volunteer Outreach Coordination: 1000+ volunteers. Special Events: Management and Coordination of Ride the Drive, Elver Fireworks and 100+ events. Dog Park (6 off and 11 on leash), Lake Access (7 boat launches), Canoe / Kayak Storage (11 sites) and Cross Country Ski Permits. Park Ranger Program: Direction, scheduling and communication. Enforcement, Ticket processing and reconciliation. Contract Management.
4. Olbrich Botanical Gardens: Outdoor Gardens / Conservatory / Thai pavilion: Management, cultivation and maintenance of landscapes, grounds, displays, shows, buildings and support structures. In partnership w/ Olbrich Botanical Society, OBS manages memberships, educational classes and special events.
5. Planning / Administration: Capital Improvement Program (CIP) Development and Management. Park Long Range and Site Master Planning. Park Design and Construction Management. Management and supervision FTE and PT staff. Departmental Finance: Preparation and management of \$17 M operations / budget. Human Resources and Information Technology services. Event, Shelter and Building Reservations, and Permit: Registration, fee collection and program support. Phone and Email communication support. Staff support to Park Commission, Street Use Team, Long Range Planning, Habitat Stewardship, Golf, Fees, WPCRC and Olbrich subcommittees.
6. Golf Enterprise Fund: Self funded budget. Manage and Maintain 4 Courses w/ 72 Holes.

Contact:

DEPARTMENT Parks Division	
TELEPHONE NUMBER (608) 266-4711	MAILING ADDRESS P.O. Box 2987 Madison, WI 53701-2987
NAME OF DEPARTMENT/DIVISION HEAD Kevin Briski	
TELEPHONE NUMBER (608) 266-4711	DEPARTMENT WEBSITE www.cityofmadison.com/parks
NAME OF CIVIL RIGHTS COORDINATOR Kelli Lamberty	
TELEPHONE NUMBER (608) 266-6033	EMAIL klamberty@cityofmadison.com

STREETS DIVISION

Services: To provide a cleaner and safer city for Madison’s residents, businesses and guests by collecting, processing and disposing of solid wastes and recyclables; cleaning, maintaining and repairing streets, removing snow and ice from city streets; removing noxious weeds and terrace tree stumps; and providing our customers accurate and timely information about our services.

Contact:

DEPARTMENT Department of Public Works - Street Division	
TELEPHONE NUMBER (608) 266-4681	MAILING ADDRESS 1501 W. Badger Rd. Madison, WI 53713
NAME OF DEPARTMENT/DIVISION HEAD Chris Kelley	
TELEPHONE NUMBER (608) 266-4681	DEPARTMENT WEBSITE www.cityofmadison.com/streets
NAME OF CIVIL RIGHTS COORDINATOR Chris Kelley	
TELEPHONE NUMBER (608) 266-4680	EMAIL ckelley@cityofmadison.com

TRAFFIC ENGINEERING DIVISION AND PARKING UTILITY

Services: The mission of the Traffic Engineering Division is to use the tools available in transportation planning and operations to ensure safe, efficient, affordable, reliable and convenient movement of people and goods. These tools include a wide range of traffic study techniques and countermeasures. Examples include: traffic control devices, geometric design, safety studies, noise studies, pedestrian and bicycle safety and communications.
The mission of the Parking Utility is to provide both on-street and off-street paid parking. This agency is responsible for the planning, engineering, construction, repair, maintenance, enforcement and general operation of all parking-related facilities and meters. The Parking Utility is administered by employees of the Parking Division, which is responsible for all on-street and off-street public parking.

Contact:

DEPARTMENT Traffic Engineering and Parking Utility	
TELEPHONE NUMBER (608) 266-4761	MAILING ADDRESS PO Box 2986 Madison, WI 53701-2986
NAME OF DEPARTMENT/DIVISION HEAD David Dryer	
TELEPHONE NUMBER (608) 266-4761	DEPARTMENT WEBSITE http://www.cityofmadison.com/trafficengineering/
NAME OF CIVIL RIGHTS COORDINATOR Keith Pollock	
TELEPHONE NUMBER (608) 266-6537	EMAIL Kpollock@cityofmadison.com

METRO TRANSIT

Services: Metro Transit is responsible for the operation, planning, development, and coordination of the various elements of public transit for the Madison urban area. These responsibilities include both regular and paratransit service.

Contact:

DEPARTMENT Metro	
TELEPHONE NUMBER (608) 266-4466	MAILING ADDRESS 1245 E. Washington Ave., Suite 201 Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD Charles Kamp	
TELEPHONE NUMBER (608) 266-4466	DEPARTMENT WEBSITE http://www.cityofmadison.com/metro/
NAME OF CIVIL RIGHTS COORDINATOR Jennifer Bacon	
TELEPHONE NUMBER (608) 266-4903	EMAIL jbacon@cityofmadison.com

WATER UTILITY

- Services:
1. We deliver every day a high quality, reliable supply of drinking water that protects public health. The citizens of Madison depend on it for safe water to drink, prepare our food, wash our clothes, and bathe our families.
 2. We work to protect our precious groundwater source by using sustainable practices ourselves and encouraging conservation by our customers. We are all stewards of the water infrastructure and resources handed down to us by previous generations.
 3. We ensure that a sufficient supply of water is available at hydrants throughout the city to fight fires. We keep this water flowing at the right pressure to enable the Fire Department to protect lives and property.
 4. The water pipes below our streets make everyday conveniences possible and provide the Madison community a high quality of life. We all support essential water service by paying for the necessary infrastructure and processes to get water to every customer.
 5. We deliver a reliable and affordable supply of fresh water to support the local economy, to supply business, industry, government, and a world-class research university with an essential need.

Contact:

DEPARTMENT Water Utility	
TELEPHONE NUMBER (608) 266-4651	MAILING ADDRESS 119 E Olin Ave. Madison, WI 53713
NAME OF DEPARTMENT/DIVISION HEAD Tom Heikkinen	
TELEPHONE NUMBER (608) 266-4651	DEPARTMENT WEBSITE http://www.cityofmadison.com/water

NAME OF CIVIL RIGHTS COORDINATOR	
Robin Piper	
TELEPHONE NUMBER	EMAIL
(608) 266-4656	rpiper@madisonwater.org

TREASURER’S OFFICE

Services: To promptly receipt, safeguard and invest all City revenues accurately and efficiently and to maintain complete and accurate tax assessment/payment records.

Establish policies and procedures in accordance with Wis. Statutes, 62.09(9) and Madison General Ordinances, Sec. 3.12 and Ch. 4 (where applicable).

Property taxes: billing and collection; account balance information. Receipt processing: taxes, water/sewer, special assessments, license fees, parking fees and fines, etc. Dog and cat licensing, and bicycle licenses: applications, license fees and information.

The City Treasurer's Office is responsible for the receipt and investment to fall City revenues. The mission is to be widely recognized as a model operation with a reputation for satisfying customers with prompt, courteous and professional service. Programs will be administered in a manner that assures public confidence inaccuracy, productivity and fairness. Work will be performed in accordance with Wisconsin State Statutes, Madison General Ordinances and related case law.

Contact:

DEPARTMENT	
City Treasurer	
TELEPHONE NUMBER	MAILING ADDRESS
(608) 266-4771	City -County Bldg., Rm. 107 210 Martin Luther King Jr. Blvd. Madison, WI 53703
NAME OF DEPARTMENT/DIVISION HEAD	
David Gawenda	
TELEPHONE NUMBER	DEPARTMENT WEBSITE
(608) 266-4772	www.cityofmadison.com/treasurer
NAME OF CIVIL RIGHTS COORDINATOR	
PATTI STONE	
TELEPHONE NUMBER	EMAIL
(608) 266-4771	pstone@cityofmadison.com

Title VI/Civil Rights Complaint Form (City of Madison Agency)

The purpose of this form is to assist you in filing a complaint with the Title VI/Civil Rights Program. You are not required to use this form; a letter with the same information is sufficient. However, the information requested in the items marked with a star (*) must be provided, whether or not the form is used.

1. *State your name and address:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone No: Home: _____ Work: _____

2. *Agency and department or program that discriminated:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone No: Home: _____ Work: _____

3. *Non-employment: Does your complaint concern discrimination in the delivery of services or in other discriminatory actions of the department or agency in its treatment of you or others? If so, please indicate below the base(s) on which you believe these discriminatory actions were taken (e.g., Race: African American or Sex: Female).

Race/Color: _____ National Origin: _____

Religion: _____ Age: _____

Marital Status: _____ Disability: _____

Sex: _____

4. What are the most convenient time and place for us to contact you about this complaint?

5. If we cannot reach you directly, please give us the name and phone number of a person who can tell us how to reach you and/or provide information about your complaint:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone No: Home: _____ Work: _____

6. *Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. (Please use additional sheets if necessary and attach a copy of written materials pertaining to your case.)

7. The laws we enforce prohibit recipients of funds from intimidating or retaliating against anyone because he or she has either taken action or participated in action to secure rights protected by these laws. If you believe that you have been retaliated against (separate from the discrimination alleged in #6), please explain the circumstances below. Be sure to explain what actions you took which you believe were the basis for the alleged retaliation. (Please use additional sheets if necessary and attach a copy of written materials pertaining to your case.)

8. Please list below any persons (witnesses or others), if known, whom we may contact for additional information to support or clarify your complaint.

Name	Work Phone	Home Phone

9. Do you have any other information that you think is relevant to our investigation of your allegations?

10. What remedy are you seeking for the alleged discrimination?

11. How did you learn you could file this complaint?

*We cannot accept a complaint if it has not been signed. Please sign and date this complaint form below.

(Signature)

(Date)

How to File a Federal Title VI Civil Rights Complaint

If you feel that you have been treated differently because of your race, color, and/or national origin, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination.

You may file an informal discrimination complaint with the recipient agency, or you may file a formal discrimination complaint with a state or federal agency. No one may threaten or harass you for making a complaint. No one may threaten or harass your witnesses because they are willing to say what they saw, heard, or experienced.

All formal complaints must be filed within 180 days of the event or treatment you felt was discrimination. However, you should file the complaint as soon as possible after the action took place. If you file an informal complaint and you are not satisfied with the resolution, you can still file a formal complaint as long as you do it within 180 days of the alleged discrimination. Do not wait until after the 180 days to get an answer to the informal complaint if you plan to make a formal complaint.

If you wish to file a formal discrimination complaint, you may send the completed complaint form directly to the state or federal agency that provides funds for the program where you believe the discrimination is occurring. Include a letter stating that you are making a formal complaint to their agency as the funding source. Staff of the state or federal agency will look into your complaint and will act on your complaint within 30 days.

The **Office of Federal Contract Compliance, U.S. Department of Labor, 230 South Dearborn Street, Chicago, IL 60603, Telephone: (312) 353-2158 or TDD (312) 353-2158**, will accept complaints against federal contractors and subcontractors based on race, color, religion, sex, or national origin. File within 180 days of the last violation.

The **U.S. Department of Justice, Civil Rights Division 10th and Pennsylvania Avenue, NW, Washington, D.C. 20530**, accepts complaints of discrimination in service delivery or employment based on race, color, national origin or ancestry, age, religion, disability, gender, and political affiliation. They have an ADA Public Access Telephone with recorded message information including additional telephone numbers for employment, services, transportation, public accommodation and commercial facilities, and telecommunication relays. **ADA Public Access operating hours are 12:00 - 4:00 p.m. Central Time only: (202) 514-0301 or TDD (800) 800-3302.**