



PASCO COUNTY
METROPOLITAN PLANNING ORGANIZATION
UNIFIED PLANNING WORK PROGRAM

Fiscal Years 2012-13 and 2013-14

Adoption Date: May 10, 2012

Amended: September 13, 2012 and June 13, 2013

Prepared by:

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Funded Jointly by:

Federal Highway Administration
Federal Transit Administration
Florida Department of Transportation
Pasco County

Catalog of Federal Domestic Assistance (CFDA) Numbers:

20.205-Highway Planning and Construction Grant, Federal Highway Administration
Federal Aid Project No. PL1157(049) FPN 259342-1-14-90
20.5050-Federal Transit Technical Studies Grant (Metropolitan Planning),
Federal Transit Administration
Year 1 - FPN 402414-1-14-12 Year 2 - FPN 402414-1-14-13

The preparation of this report has been financed in part through grant(s) from the Federal Highway Administration and Federal Transit Administration (U.S. Department of Transportation) under the State Planning and Research Program, Section 505 (or Metropolitan Planning Program, Section 104[f]), of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation.

In accordance with Title VI of the Civil Rights Act of 1964 and other nondiscrimination laws, public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, familial, or income status. It is a priority for the MPO that all citizens of Pasco County be given the opportunity to participate in the transportation planning process, including low-income individuals, the elderly, persons with disabilities, and persons with limited English proficiency. You may contact the MPO's Title VI Specialist at (727) 847-8140 if you have any discrimination complaints.

PASCO COUNTY
METROPOLITAN PLANNING ORGANIZATION
PASCO AREA TRANSPORTATION STUDY
UNIFIED PLANNING WORK PROGRAM
Fiscal Years 2012-13 and 2013-14

The Honorable Henry Wilson, County Commissioner (District 4)
MPO Chairman

The Honorable Lance Smith, Councilman, City of Zephyrhills,
MPO Vice-Chairman

The Honorable Camille Hernandez, Mayor, City of Dade City
The Honorable Jack Mariano, County Commissioner (District 5)
The Honorable Pat Mulieri, Ed.D., County Commissioner (District 2)
The Honorable Theodore J. Schrader, County Commissioner (District 1)
The Honorable Kathryn Starkey, County Commissioner (District 3)
The Honorable Eloise Taylor, Mayor, City of Port Richey
Secretary Paul Steinman, P.E. (Nonvoting Advisor)

PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION

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2013
**JOINT CERTIFICATION STATEMENT ON THE METROPOLITAN
TRANSPORTATION PLANNING PROCESS**

Pursuant to the requirements of 23 United States Code (U.S.C.) 134(k)(5), 23 Code of Federal Regulations (CFR 450.334[a]), 49 U.S.C. 5305(e), the Florida Department of Transportation (FDOT) and the Metropolitan Planning Organization (MPO) have performed a review of the certification status of the metropolitan transportation planning process for the Pasco County MPO with respect to the requirements of:

1. 23 U.S.C. 134 and 49 U.S.C. 5303; Title 23 CFR Part 450;
2. Clean Air Act, as amended, (42 U.S.C. 7504 and 7506 [c] and [d]) (Currently not applicable to Florida MPOs);
3. Title VI of the Civil Rights Act of 1964 as amended (42 U.S.C. 2000d-1) and 49 CFR Part 21;
4. 49 U.S.C. 5332 prohibiting discrimination on the basis of race, color, creed, national origin, sex, or age in employment or business opportunity;
5. Section 1101(b) of MAP-21(Public Law 109-59) and 49 CFR Part 26 regarding the involvement of Disadvantaged Business Enterprises (DBE) in United States Department of Transportation (USDOT)-funded projects;
6. 23 CFR Part 230 regarding the implementation of an equal employment opportunity program on Federal and Federal aid highway construction contracts (Currently not applicable to Florida MPOs);
7. The provisions of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et. seq.) and the regulations found in 49 CFR Parts 27, 37, and 38;
8. The Older Americans Act, as amended (42 U.S.C. 6101), prohibiting discrimination on the basis of age in programs or activities receiving Federal financial assistance;
9. Section 324 of 23 U.S.C., regarding the prohibition of discrimination on the basis of gender; and
10. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and 49 CFR Part 27 regarding discrimination against individuals with disabilities.

TYPE OF CERTIFICATION REVIEW

- FDOT Certification Standard/Modified Review**
Included in this package are digital attachments of the noteworthy achievements or products resultant from those activities consistent with the Federal transportation planning requirements. The contents of this Joint Certification Statement have been reviewed by the MPO and accurately reflect the results of the joint certification review meeting held on February 14-15, 2013.
- Federal Certification Quadrennial Review/FDOT Review**
Included in this certification package is a summary of noteworthy achievements by the MPO, attachments associated with these achievements, and a list of any recommendations and/or corrective actions. The contents of this Joint Certification Package have been reviewed by the MPO and accurately reflect the results of the joint certification review meeting held by the Federal Highway Administration, the Federal Transit Administration, the FDOT, and the MPO held on February 14-15, 2013.

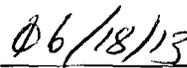
Based on a joint review and evaluation, the FDOT and the Pasco County MPO recommend that the metropolitan transportation planning process for the Pasco County MPO be certified.

Paul Steinman, P.E.
District Seven Secretary
Florida Department of Transportation
(or designee)


Henry Wilson, Chairman
Pasco County Metropolitan Planning Organization
(or designee)



Date


Date

**PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION
DISADVANTAGED BUSINESS ENTERPRISE POLICY**

**PARTICIPATION BY DISADVANTAGED BUSINESS ENTERPRISE IN THE FLORIDA DEPARTMENT OF
TRANSPORTATION'S FINANCIAL ASSISTANCE PROGRAMS**

It is the policy of the Pasco County Metropolitan Planning Organization (MPO) that disadvantaged businesses as defined by 49, Code of Federal Regulations, Part 26, shall have an opportunity to participate in the performance of MPO contracts in a nondiscriminatory environment. The objectives of the Disadvantaged Business Enterprise (DBE) Program are to ensure nondiscrimination in the award and administration of contracts, ensure firms fully meet eligibility standards, help remove barriers to participation, create a level playing field, assist in the development of a firm so it can compete successfully outside of the program, provide flexibility, and ensure narrow tailoring of the program.

The Pasco County MPO and its consultants shall take all necessary and reasonable steps to ensure that disadvantaged businesses have an opportunity to compete for and perform the contract work of the Pasco County MPO in a nondiscriminatory environment.

The Pasco County MPO shall require its consultants to not discriminate on the basis of race, color, national origin, sex, age, handicap/disability, or income status in the award and performance of its contracts. This policy covers in part the applicable Federal regulations and the applicable statutory references contained therein for the DBE Program Plan, Chapters 337 and 339, Florida Statutes, and Rule Chapter 14-78, Florida Administrative Code.

The Pasco County MPO agrees to adopt the Florida Department of Transportation (FDOT) DBE Program Plan and to use the following forms and reporting systems to ensure compliance with the FDOT Plan:

Use appropriate forms such as the Bid Opportunity List (Form No. 275-030-10) and DBE Participation Statement (Form No. 375-030-21).

Report DBE activities through the Equal Opportunity Reporting System (BizWeb).

Use the DBE directory developed under the Unified Certification Program.



Paula S. O'Neil

PAULA S. O'NEIL, Ph.D., CLERK & COMPTROLLER

PASCO COUNTY METROPOLITAN
PLANNING ORGANIZATION

Henry Wilson

HENRY WILSON, CHAIRMAN

06/12/13

DATE

APPROVED AS TO LEGAL FORM AND SUFFICIENCY
Office of the Pasco County Attorney

[Signature]

ATTORNEY

PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION (MPO) DISCRIMINATION COMPLAINT PROCEDURE

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance. As a subrecipient of the Florida Department of Transportation (FDOT), the Pasco County MPO has in place the following discrimination complaint procedures:

1. Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the Pasco County MPO shall be referred immediately by the Pasco County MPO Title VI Specialist to the FDOT, District Seven, Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal or nonwritten complaints received by the Pasco County MPO shall be resolved informally by the Pasco County MPO Title VI Specialist. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Pasco County MPO Title VI Specialist shall refer the Complainant to the FDOT, District Seven, Title VI Coordinator for processing in accordance with approved State procedures.
3. The Pasco County MPO Title VI Specialist will advise the FDOT, District Seven, Title VI Coordinator within five calendar days of receipt of the complaint. The following information will be included in every notification to the FDOT, District Seven, Title VI Coordinator:
 - a. Name, address, and phone number of the Complainant.
 - b. Name(s) and address(es) of alleged discriminating official.
 - c. Basis of complaint; i.e., race, color, national origin, sex, age, disability, religion, familial status, or retaliation.
 - d. Date of alleged discriminatory act(s).
 - e. Date of complaint received by the Pasco County MPO.
 - f. A statement of the complaint.
 - g. Other agencies (State, local, or Federal) where the complaint has been filed.
 - h. An explanation of the actions the Pasco County MPO has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten calendar days, the Pasco County MPO Title VI Specialist will acknowledge receipt of the complaint(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT Equal Opportunity Office (EEO).

5. Within 60 calendar days, the Pasco County MPO Title VI Specialist will conduct and complete a review of the verbal or nonwritten complaint(s) and based on the information obtained, will render a recommendation for action in a report of findings to the head of the Pasco County MPO.
6. Within 90 calendar days of receiving the verbal or nonwritten complaint(s), the Pasco County MPO Title VI Specialist will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT, EOO, if they are dissatisfied with the final decision rendered by the Pasco County MPO. The Pasco County MPO Title VI Specialist will also provide the FDOT, District Seven, Title VI Coordinator with a copy of this decision and summary of findings.
7. The Pasco County MPO Title VI Specialist will maintain a log of all verbal or nonwritten complaints received. The log will include the following information:
 - a. Name of Complainant.
 - b. Name of alleged discriminating official.
 - c. Basis of Complaint; i.e., race, color, national origin, sex, age, disability, religion, familial status, or retaliation.
 - d. Date verbal or nonwritten complaint was received by the Pasco County MPO.
 - e. Date the Pasco County Title VI Specialist notified the FDOT, District Seven, Title VI Coordinator of the verbal or nonwritten complaint.
 - f. Explanation of the actions the Pasco County MPO has taken or proposed to take to resolve the allegation(s) raised in the complaint(s).

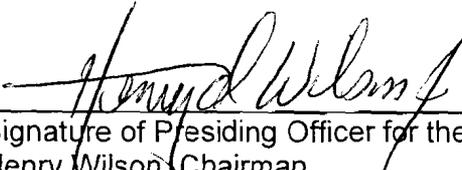
TITLE VI NONDISCRIMINATION POLICY STATEMENT

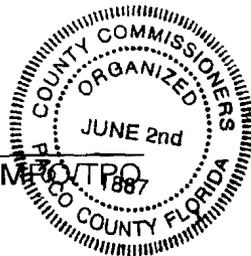
The Pasco County Metropolitan Planning Organization (MPO) assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The Pasco County MPO further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Pasco County MPO Chairman.
2. Issue a policy statement signed by the Pasco County MPO Chairman, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the subrecipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of Appendix A of this agreement in every contract subject to the Acts and Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against subrecipients. Complaints against the Florida Department of Transportation (FDOT) shall immediately be forwarded to the FDOT, District Seven, Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by the FDOT or the United States Department of Transportation (USDOT), take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by the subrecipient's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal funds, grants, loans, contracts, properties, discounts, or other Federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the subrecipient.


Signature of Presiding Officer for the MPO
Henry Wilson, Chairman
Pasco County MPO




Date of Signature

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

1. **Compliance with Regulations:** The Contractor shall comply with the regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation (hereinafter "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion, or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion, or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation (FDOT), the Florida Highway Administration (FHWA), the Federal Transit Administration (FTA), the Federal Aviation Administration (FAA), and/or the Federal Motor Carrier Safety Administration (FMCSA) to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the FDOT, the FHWA, the FTA, the FAA, and/or the FMCSA as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the FDOT shall impose such contract sanctions as it or the FHWA, the FTA, the FAA, and/or the FMCSA may determine to be appropriate, including, but not limited to:
 - a. Withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. Cancellation, termination, or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of Paragraphs 1-6 in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the FDOT, the FHWA, the FTA, the FAA, and/or the FMCSA may direct as a means of enforcing such provisions including sanctions for noncompliance. In the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the FDOT to enter into such litigation to protect the interests of the FDOT, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION (MPO) LIMITED ENGLISH PROFICIENCY (LEP) POLICY STATEMENT

Executive Order (EO) 13166 and Title VI of the Civil Rights Act of 1964 prohibit recipients of Federal financial assistance from discriminating based on national origin by, among other things, failing to provide meaningful access to individuals who are LEP.

All recipients and subrecipients of Federal funding are required to take reasonable steps to provide meaningful access to LEP individuals. Among the factors to be considered in determining what constitutes reasonable steps to ensure meaningful access are (1) the number or proportion of LEP persons in the eligible service population, (2) the frequency with which LEP individuals come into contact with the program or activity, (3) the importance of the service provided by the program, and (4) the resources available to the recipient.

It is important to ensure that written materials routinely provided in English are also provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining the Federal services and/or benefits or is required by law. Vital documents include, for example: applications; consent and complaint forms; notices of rights and disciplinary action; notices advertising LEP persons of the availability of free language assistance; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client.

Vital documents must be translated when 1,000 people, or five percent of the population eligible to be served or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice, and the documents need not be translated in their entirety.

It may sometimes be difficult to draw a distinction between vital and nonvital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. It is impossible from a practical and cost-effective perspective to translate every piece of outreach material into every language, and Title VI and EO 13166 do not require this of their recipients. However, in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access. It is important for recipients, subrecipients, and contractors to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages.

The obligation to provide meaningful opportunity to individuals who are LEP is not limited to written translations. Oral communications between recipients and beneficiaries often is a necessary part of the exchange of information. Thus, a recipient that limits its language assistance to the provisions of written materials may not be allowing LEP persons "effectively to be informed of or to participate in the program."

There are several steps which can assist recipients in providing such oral assistance. They range from hiring bilingual staff or staff interpreters competent in the skill of interpreting; to contracting qualified, outside, in-person or telephonic interpreter services; to formally arranging for the services of qualified, voluntary, community interpreters who are bound by confidentiality agreements. Generally, it is not acceptable for agencies or recipients to rely upon a LEP individual's family members or friends to provide the interpreter services. The agency or recipient should meet its obligations under EO 13166 and Title VI by supplying competent language service free of cost.

The Pasco County MPO will comply with this Federal requirement by:

1. Complying with the Four Factors Test

- a. The number or proportion of LEP persons in the eligible service population.
- b. The frequency with which LEP individuals come into contact with the program or activity.
- c. The importance of the service provided by the program.
- d. The resources available to the recipient.

2. Public Meetings/Workshops

All ads for a public meeting will contain the following language:

"Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Manny Lajmiri at (727) 847-8140 at least ten working days in advance of the public meeting."

Identify and locate the translation and interpreter resources that are needed to provide the language assistance. As covered under Title VI, Requirements for Nondiscrimination, at each meeting, it is necessary to provide the Title VI material and include this material in an alternate language, when applicable.

3. Maintaining Files

Maintain LEP status for certain communities in files to ensure consistent communication in the appropriate language.

4. Review Process

Review delivery processes to determine whether any program process denies or limits participation by LEP persons.

5. Discrimination Complaint Procedures

LEP persons should be provided notice of their opportunity to file a discrimination complaint in accordance with Title VI. LEP persons may be advised orally of the opportunity to file a discrimination complaint pursuant to the regulation, using an interpreter. LEP persons should be made aware of the free, oral translation of vital information we will provide upon request.

6. Annual Update

Biannual assessment of the language needs will be conducted when this policy is updated by review of census and County labor market data or review of statistics from school systems, community agencies and organizations, and comparison to demographic data.

The MPO's LEP Policy Statement will be updated annually to ensure compliance with Federal laws.

APPENDIX

NOTICE TO METROPOLITAN PLANNING ORGANIZATION (MPO)

GRANT AND PROGRAM SUBRECIPIENTS

All programs and operations of entities that receive assistance from the Federal government, including MPO and its subrecipients, must comply with Title VI requirements and to take reasonable steps to ensure meaningful access to the information and services it provides for Limited English Proficiency (LEP) persons.

Subrecipients are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of the MPO LEP Plan and Title VI Discrimination Complaint Procedure has been provided to our organization and I have read the contents and fully understand the LEP Plan and Title VI obligations and responsibilities.


Henry Wilson, MPO Chairman



6/18/13
Date

Pasco County Metropolitan Planning Organization

**PASCO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**



**TRANSPORTATION DISADVANTAGED
GRIEVANCE POLICIES AND PROCEDURES**

Originally Adopted by the Local Coordinating Board
November 1992

Local Coordinating Board Review
August 25, 2011

INTRODUCTION

I. GRIEVANCE PROCESS

The Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB) are responsible for developing and implementing the local grievance procedures. It is the intent of the Commission for the Transportation Disadvantaged (CTD) to encourage the resolution of grievances at the local level and to educate the passengers, funding agencies and any other interested parties about the grievance process.

There are two (2) distinct differences within the grievance process. One is the formal grievance, pursuant to Chapter 427, Florida Statutes (FS), and Rule 41-2, Florida Administrative Code (F.A.C.), while the other is known as a daily service complaint. Daily service complaints are routine in nature, may occur once or several times in the course of a day's service, and are usually resolved immediately within the control center of the CTC.

The following illustrates the differences between a service complaint and a formal grievance:

A. SERVICE COMPLAINT

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints may include, but are not limited to:

- Late trips (late pickup and/or late dropoff)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged [TD] funds, etc.).

The CTD has a Quality Assurance Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435.

B. FORMAL GRIEVANCE

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the Transportation Operator, Designated Official Planning Agency (DOPA), CTC or LCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:

- Chronic, reoccurring or unresolved Service Complaints (refer to description of service complaints)

- Violations of specific laws governing the provision of TD services, i.e., Chapter 427, FS, Rule 41-2, F.A.C., Sunshine Law, and Americans with Disabilities Act
- Violations of specific laws governing the provision of Title VI of the Civil Rights Act of 1964
- Violations of specific laws governing the Equal Employment Opportunity (EEO) provisions of Section 19 of the Urban Mass Transportation Act of 1964
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

II. CREATION OF A GRIEVANCE SUBCOMMITTEE

The bylaws of the TDLCB and the statutes pursuant to Rule 41-2, F.A.C., call for the establishment of a Grievance Subcommittee.

Article VIII of the bylaws call for subcommittees to be “designated by the Chairman as necessary to investigate and report on specific subject areas of interest to the LCB and to deal with administrative and legislative procedures.” The Grievance Subcommittee is among those listed.

Rule 41-2.012(5)(c), F.A.C., provides for the LCB to appoint a grievance committee to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the LCB for improvement of service. Members appointed to the committee shall be voting members of the LCB.

III. DEFINITIONS

As used in these policies and procedures, the following words and terms shall have the meanings assigned herein:

- A. Formal Grievance: A formal grievance is a written complaint to document any concerns or any unresolved service complaints regarding the operation or administration of TD services by the Transportation Operator, CTC, DOPA or LCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The Grievance Subcommittee will hear these complaints.
- B. Service Complaint: Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.

- C. Community Transportation Coordinator (CTC): Transportation entity recommended by an official planning agency to ensure that coordinated transportation services are provided to the TD population in a designated service area. Pasco County Public Transportation was designated as the CTC by the local Metropolitan Planning Organization (MPO).
- D. Transportation Disadvantaged Local Coordinating Board (LCB): Appointed by the MPO and provides direction to the CTC.
- E. Funding Agency: Those agencies contracting with Pasco County to provide services to the transportation disadvantaged.
- F. Designated Official Planning Agency (DOPA): The Pasco County MPO's role to implement transportation disadvantaged planning and organization.
- G. Agency Program Manager: The individual responsible for operating the transportation program at a given service agency.
- H. Transportation Provider (hereinafter referred to as Operator): The entity providing transportation services for the transportation disadvantaged.
- I. Transportation Disadvantaged Client (hereinafter referred to as User): Those individuals who, because of physical or mental disability, income status, age, or other reasons, are unable to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities.
- J. Commission for the Transportation Disadvantaged (CTD): State Commission responsible for overseeing statewide coordination of services provided to the transportation disadvantaged.
- K. Rule 41-2, F.A.C: The rule adopted by the CTD to implement provisions established in Chapter 427, FS.
- L. Title VI of the Civil Rights Act of 1964: Prohibits discrimination on the basis of race, color, or national origin.
- M. Equal Employment Opportunity (EEO) of the Urban Mass Transportation Act of 1964: Ensures that no person in the United States shall on the grounds of race, color, creed, national origin, sex or age be excluded from participation in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity funded in whole or in part through financial assistance by the Federal Transit Administration.

IV. OBJECTIVES

The objective of the Grievance Subcommittee is to provide the Funding Agency(s), Operator, and/or User with an impartial body to receive and hear formal grievances and settle disputes concerning services rendered under the agreed upon contract.

V. MEMBERSHIP

- A. Members of the Grievance Subcommittee shall be appointed by the Chairman of the LCB and voted upon by the LCB members.
- B. At a minimum, the Grievance Subcommittee should be composed of:
 - (a) One (1) representative of an Operator.
 - (b) One (1) representative of a User.
 - (c) One (1) representative of the LCB member-at-large.

VI. TERMS OF MEMBERS

Members of the Grievance Subcommittee shall serve a two (2) year term.

A member of the Subcommittee may be removed for cause by the Chairman of the LCB. Vacancies in the membership of the Subcommittee shall be filled in the same manner as the original appointments. An appointment to fill a vacancy shall only be for the remainder of the unexpired term being filled.

The Chairman of the LCB shall appoint a Chairman for the Grievance Subcommittee. The Chairman shall serve a two-year term.

A quorum shall constitute a two-thirds (2/3) majority and be present for any official action.

No voting member will have a vote on an issue that is identified as a conflict of interest by the Grievance Subcommittee.

VII. GRIEVANCE PROCESS PROCEDURES

The CTC's Transportation Disadvantaged Service Plan must be developed consistently with the Coordinated Transportation Contracting Instructions, incorporated by reference in Rule 41-2.002(16), F.A.C. Pursuant to these instructions, the Quality Assurance component must contain at a minimum, the step-by-step process that the CTC used to address "Service Complaints" and "Formal Grievances." The "Formal Grievance" is intended to be the step-by-step process which allows for "hearing and determination" activities within the CTC's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken. The CTC's grievance procedure should ultimately end at its LCB, except where otherwise noted in Section X.

Procedures

1. The formal grievance must be of the caliber as defined under Formal Grievances.
2. The grievor must present a written formal complaint. The formal complaint should be expressed as clearly as possible on the "Grievance Form."
3. The "Grievance Form" can be secured from the CTC.

4. Upon receipt of a properly completed "Grievance Form," the CTC will contact the Grievance Subcommittee members and set a meeting date, within two weeks of receiving the form.
5. The grievor(s) and all parties involved shall be contacted once the meeting time, date and location are set.
6. Notification of a Grievance Subcommittee meeting shall be sent to Pasco County Consumer Affairs to be posted in their meeting schedule.

VIII. POWERS AND DUTIES OF THE GRIEVANCE SUBCOMMITTEE

- A. The Grievance Subcommittee shall have the opportunity to review filed "Grievance Form(s)" prior to a meeting date.
- B. Grievance Subcommittee meetings shall be open to all parties involved in complaints and/or disputes concerning transportation disadvantaged services and/or agencies. These meetings shall be advertised, open to the public, and minutes shall be kept for the public record.
- C. The Grievance Subcommittee reviews the material presented and recommends a resolution of the grievance to all parties involved before the meeting adjourns.
- D. It shall be the Grievance Subcommittee's responsibility to report back to the CTC by written response within two weeks as to steps taken and resolutions achieved.
- E. The grievant will have two weeks in which to accept the Grievance Subcommittee's decision or appeal it to the LCB.
- F. Immediately upon resolution, a Grievance Subcommittee representative will report to the LCB at the next scheduled meeting.
- G. Should the Grievance Subcommittee be unable to reach a resolution, the grievance will be forwarded to the LCB for final disposition.

IX. NOTIFICATION PROCEDURES

A copy of this procedure will be made available on a general basis to those providers and agencies involved with meeting the needs of the transportation disadvantaged population in Pasco County.

X. FUNDING AGENCY APPEAL PROCESS

- A. For transportation service funded under the Older Americans Act, Title III-B, as specified in the contract between the Pasco County Board of County Commissioners and the Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP), the following requirements will be in conjunction with the established grievance procedures:

1. Clients will be notified of their right to file a grievance and appeal the findings of the LCB to the AAAPP, which also serves as the Aging and Disability Resource Center.
 2. Clients will be notified in writing at least ten calendar days in advance of an adverse action consisting of a reduction or termination of service.
- B. For transportation service funded under Medicaid, the following requirement will be in conjunction with the established grievance procedures:
- Clients will be notified of their right to file a grievance and appeal the findings of the LCB to the CTD. Clients also have the right to a Medicaid Fair Hearing Process in accord with the Grievance System in Chapter VII, Section E of the Medicaid NET contract.
- C. For transportation service funded under the Federal Transit Administration and the Florida Department of Transportation, persons desiring to file a Title VI or EEO complaint may do so utilizing these established grievance procedures.

GRIEVANCE FORM

Return to:

Pasco County Public Transportation
8620 Galen Wilson Boulevard
Port Richey, FL 34668

Name: _____ Date: _____

Address: _____ Telephone: _____

Incident date and time: _____

Description of incident and steps taken to resolve complaint (may attach extra sheet if necessary):

Signature: _____

Agency Program Manager's comments (may attach extra sheets, if necessary):

THIS SECTION TO BE COMPLETED BY CTC ONLY:

Date report received by CTC: _____

Action requested of Grievance Subcommittee: _____

Time, date, and location of Grievance Subcommittee meeting: _____

Action taken by Grievance Subcommittee: _____

Complainant's report to CTC (within two weeks): _____

FORMULARIO DE RECLAMO

Retornar a:

Pasco County Public Transportation
8620 Galen Wilson Boulevard
Port Richey, FL 34668

Nombre: _____ Fecha: _____

Dirección: _____ Teléfono: _____

Fecha y Hora del Incidente: _____

Descripción del incidente y las medidas adoptadas para resolver el reclamo (puede adjuntar una hoja adicional, si es necesario):

Firma: _____

Comentarios Gerente del Programa (puede adjuntar hojas adicionales si es necesario):

ESTA SECCION ES PARA SER COMPLETADA SOLOPOR EL CTC:

Fecha en que el reclamo ha sido recibido por el CTC: _____

Medidas que se solicitan al Subcomité de Reclamo: _____

Hora, fecha y lugar de la reunión del Subcomité de Reclamo: _____

Medidas tomadas por el Sucomité de Reclamo: _____

Reporte del Reclamante al CTC (en las siguientes dos semanas): _____
