

**PASCO COUNTY METROPOLITAN
PLANNING ORGANIZATION
LIMITED ENGLISH PROFICIENCY PLAN
AND
TITLE VI DISCRIMINATION COMPLAINT PROCEDURE**



**Prepared by the:
Pasco County Metropolitan Planning Organization
West Pasco Government Center
8731 Citizens Drive, Suite 320
New Port Richey, FL 34654**

March 2017

"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 are 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".

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**LIMITED ENGLISH PROFICIENCY PLAN
FOR THE PASCO COUNTY METROPOLITAN
PLANNING ORGANIZATION
2017 MPO BOARD MEMBERS**

Mayor Camille Hernandez, MPO Chairman
Councilmember Jeff Starkey, MPO Vice-Chairman

City of Dade City
City of New Port Richey

Commissioner Ron Oakley
Commissioner Mike Moore
Commissioner Jack Mariano
Commissioner Mike Wells
Commissioner Kathryn Starkey
Councilman Lance Smith
Mayor Dale Massad

Pasco County (District 1)
Pasco County (District 2)
Pasco County (District 5)
Pasco County (District 4)
Pasco County (District 3)
City of Zephyrhills
City of Port Richey

Paul Steinman (Non-Voting Advisor)

FDOT, District Seven

ABOUT THE MPO

The Pasco County Metropolitan Planning Organization (MPO) is a transportation policy-making board comprised of elected officials appointed from local governments and transportation authorities as listed below:

Voting Members

Pasco County (5)	City of Dade City (1)
City of Port Richey (1)	City of Zephyrhills (1)
City of New Port Richey (1)	

Non-voting Members

Florida Department of Transportation (FDOT) (1)

The MPO is directly responsible for making sure Federal and State dollars spent on existing and future transportation projects and programs are based on a continuing, cooperative, and comprehensive transportation planning process. All transportation projects and programs for Pasco County and different municipalities within Pasco County go through this planning process. The obligation to provide information and consider public input in decision making is explicit in Federal regulations. This process includes timely public notices, complete access to information, full access and input to key decisions, and supports early and continuing involvement of the community.

The Public Participation Plan (PPP) describes the MPO's public participation strategies and techniques to inform and involve the public in the transportation planning process. The following principles will be utilized for public involvement:

1. Provide Opportunities for Involvement

Opportunities for involvement will be open, meaningful, and organized to provide an environment that encourages convenient and comfortable participation. Consideration of needs for accessibility, scheduling, location, format, and informational materials will be structured to allow informed, constructive exchanges with clear definition of the information being presented.

2. Be Inclusive of Constituencies

Determine stakeholders and target audience. Identify strategies to bring the information to these groups. Efforts to reach new and existing constituencies include continuing outreach to those with accessibility issues (physical or language), as well as minority, low income, elderly, youth communities, and neighborhoods or groups that may be affected by proposed projects.

3. Be Creative and Flexible

The direction and effectiveness of this program should be reviewed periodically to ensure that it meets the needs of the public and the MPO. This program should evolve to include new ways of communication to broaden the public outreach efforts of the MPO.

4. Create Exposure While Minimizing Costs

The Pasco County MPO is committed to coordinate this process with local, Federal, and statewide public involvement processes wherever possible to enhance public consideration of the issues, plans, and programs while reducing duplication and minimizing costs.

The mission of the Pasco County MPO is to develop a continuing, cooperative, and comprehensive, long-range transportation plan that supports the mobility needs and economic development of the community that preserves the neighborhoods, protects the environment, enhances the community's quality of life, promotes usage of public transportation, and cooperates with and coordinates between the community and agencies to enable the plan to work.

Integral to the plan are policies that guide development of a balanced transportation system that is inclusive of the public's opinions. Engaging the public in the transportation decision-making process is the vision that drives the PIP. Communication regarding the range of choices for the future; the role transportation improvements can play in securing that future to the public, agencies, constituencies, and affected communities; and allowing for multiple ways of public feedback are the foundation on which the goals and objectives of the MPO are built.

It is a priority that all citizens in 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 (LEP).

BACKGROUND AND LAW

Introduction

The LEP policy guidance provided by the U.S. Department of Transportation (USDOT) (see attached Pages A-1 and A-2) is to clarify the responsibilities of recipients of Federal financial assistance from the USDOT and assist them in fulfilling their responsibilities to LEP persons, pursuant to Title VI of the Civil Rights Act of 1964, and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that received Federal financial assistance.

Executive Order 13166

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, reprinted at 65 FR 20121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the U.S. Department of Justice's (USDOJ) Policy Guidance entitled *Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency* (see 65 FR 50123, August 16, 2000, USDOJ's *General LEP Guidance*). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all Federal agencies and all programs and operations of entities that receive funding from the Federal government, including state agencies, local agencies, and governments, such as the MPO, private and nonprofit entities, and subrecipients.

The LEP Plan is to ensure access to the planning process and information published by the MPO for those who do not speak or read English proficiently.

The term LEP describes Individuals who do not speak English as their primary language AND who have a limited ability to read, speak, write, or understand English.

PLAN SUMMARY

As a recipient of Federal funding, the Pasco County MPO must take reasonable steps to ensure meaningful access to the information and services it provides. As noticed in the Federal Register, Volume 70, No. 239, Wednesday, December 14, 2005, Notices, there are four factors to be considered in determining reasonable steps:

1. The number and proportion of LEP persons in the eligible service population.
2. The frequency with which LEP persons come in contact with the program or activity.
3. The importance of the service provided by the program.
4. The resources available to the recipient.

The USDOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the **four factors** listed above. The following is an assessment of the need in Pasco County in relation to the four factors and the transportation planning process:

1. The number and proportion of LEP persons in the eligible service population:

The first step toward understanding the profile of individuals who could participate in the transportation planning process is a review of census data. Table 1 displays the general characteristics, language, estimated population, and percent of individuals who have been classified as LEPs.

TABLE 1 - PASCO COUNTY, FLORIDA¹

LANGUAGE SPOKEN AT HOME	NUMBER	PERCENT
Total Population	497,909	
Population 5 years and older	473,155	100.00
English only	402,451	
Language other than English	70,704	
Speak English less than very well	22,574	4.56
Spanish	46,172	
Speak English less than very well	13,344	2.82
Other Indo-European Languages	14,320	
Speak English less than very well	4,264	0.90
Asian and Pacific Islander Languages	7,503	
Speak English less than very well	3,493	0.74
Other Languages	2,709	
Speak English less than very well	473	0.10

The MPO examined the **2015 U.S. Census Bureau's profile for Pasco County**, which provided this information in Table 1 showing the number and percent of persons with regard to their English language skills for the Pasco County MPO area. As seen above, about 4.56 percent of the MPO area's eligible population (five years and older) are not proficient in English.

¹ Source: Fact Finder, U.S. Census Bureau, 2015 Statistics; Pasco County, Florida; Selected Social Characteristics in the U.S.: 2015; Data Set: 2015 American Community Survey One-Year Estimates; Survey: American Community Survey
mpo/lep(6)

2. The frequency with which LEP individuals come in contact with the program or activity:

The LEP population in this region could increase the probability of future contact with the MPO. Although targeted specifically at outreach events, current contact with LEP individuals is relatively infrequent, but our commitment to serve this group, given the criteria of 1,000 people, or five percent, is a priority. In areas with more concentrated LEP populations, LEP individuals often attend MPO events with English-speaking family members (often their children), or our community and agency partners at these events are often bilingual and translate as needed. To date, no requests have been made by either individuals or groups directly to the MPO for Spanish or other language interpreters or publications. Nevertheless, arrangements have been made with the Pasco County Personnel Department to put together an extensive list of employees who speak languages other than English to be available for translation services once it is needed.

3. The importance of the service provided by the program:

MPO programs use Federal funds to plan for future transportation projects and, therefore, do not include any service or program that requires vital, immediate, or emergency assistance, such as medical treatment or services for basic needs (like food or shelter). However, those related to safety, public transportation, ROW, environmental, non-discrimination and public involvement are among the most important.

The MPO must ensure that all segments of the population, including LEP persons, have been involved, or have had the opportunity to be involved, in the transportation planning process. The impact of proposed transportation investments on underserved and underrepresented population groups is part of the evaluation process for use of Federal funds in three major areas: 1) a biennial Unified Planning Work Program, 2) a five-year Transportation Improvement Program, and 3) a Long-Range Transportation Plan covering 20 plus years. Inclusive public participation is a priority in other MPO plans, studies, and programs as well. The impacts of transportation improvements resulting from these planning activities do have an impact on all residents. Understanding and involvement are encouraged throughout the process. The MPO is concerned with input from all stakeholders, and every effort is made to make the planning process as inclusive as possible.

As a result of the long-range transportation planning process, selected projects receive approval for Federal funding and progress toward project planning and construction under the responsibility of local jurisdictions or State transportation agencies. These State and local organizations have their own policies to ensure LEP individuals can participate in the process that shapes where, how, and when a specific transportation project is implemented.

4. The resources available to the recipient and the overall MPO cost:

Given the size of the LEP population in Pasco County and financial constraints, full translation of all transportation plan documents, except for vital documents (a document that contains information critical in obtaining Federal funds or benefits), may not be appropriate at this time. However, continued growth of our County and its Spanish-speaking population makes offering Spanish translations in many areas a good community investment; therefore, the MPO will make efforts to partner with State and local agencies to provide language translation and interpretation services when practical within the scope of funding available. Although the FDOT, District Seven, LEP Plan suggests that the public must make requests ten days in advance of public meetings, the Pasco County MPO will use a "seven business days" notification statement in order to be most accommodating to the public, unless the seven-day notice becomes impractical to meet LEP assistance requests, at which time, this LEP Plan standard would be changed.

MEETING THE REQUIREMENTS

Engaging the diverse population within Pasco County is important. The Pasco County MPO is committed to providing quality services to all citizens, including the LEP population we serve. Spanish has been identified as, by far, the most dominant language spoken by LEP individuals in this MPO's service area. All language access activities detailed below will be coordinated in collaboration with the MPO Board and staff.

Providing Notice to LEP Persons

The USDOT LEP guidance indicates that once an agency has decided, based on the four factors, to provide language services, it is important that the recipient notify LEP persons of services available free of charge in languages LEP persons would understand. Examples of methods for notification include:

1. Stating in outreach documents that language services are available.
2. Signage when free language assistance is available with advance notice.
3. Working with community-based organizations and other stakeholders to inform LEP individuals of the MPO's services and the availability of language assistance.
4. Providing information as to the availability of translation services (free of charge) when advertising for public hearings or MPO-related workshops.

The Pasco County MPO intends to take reasonable steps to make available interpreter services, free of charge, and to include, at the minimum, Spanish translators upon request at least seven business days prior to MPO Board and committee meetings, workshops, forums, or events. The MPO is defining an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language, and transfers the meaning of written text from one language into another.

Ongoing MPO service standards include:

- Coordination with the Pasco County Personnel Department to provide an interpreter for phone-in or walk-in customers.
- Coordination with Lighthouse-Pasco to translate small documents (up to three pages) into Braille provided there is a seven-day advance notice.
- Coordination with partner agencies and special needs organizations to meet requested needs.

The MPO will initiate:

- Creation of a list of inside and outside sources that can provide competent oral and written translation services.
- Analysis of the cost of these services, if any.
- Identify potential budget and personnel limitations pertaining to these services.

MPO Staff Training

All MPO staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the MPO staff orientation process for new hires. The MPO will establish meaningful access to information and services for LEP individuals and employees in public contact positions, and those who will serve as translators or interpreters will be properly trained. Such training will be developed to ensure that staff is fully aware of LEP policies and procedures and are effectively able to work in person

and/or by telephone with LEP individuals. MPO Board members will receive a copy of the LEP Plan and have access to training, assuring they are fully aware of and understand the plan and its implementation.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. The MPO will update the LEP Plan every four to five years or earlier if deemed necessary. Each update should examine all plan components, such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Pasco County?
- Has there been a change in the types of languages where translation services are needed?
- Have the MPO's available resources, such as technology, staff, and financial costs, changed?
- Has the MPO fulfilled the goals of the LEP Plan?
- Were any complaints received?

Dissemination of the MPO LEP Plan

The MPO will post the LEP Plan on its website at www.pascompo.net

Any person, including social service, nonprofit, and other community partners with internet access, will be able to access the plan. For those without personal internet service, Pasco County libraries offer free internet access. Copies of the LEP Plan will be provided to the Pasco County Personnel Department, the FDOT, the FHWA, the FTA, and any person or agency requesting a copy. Each MPO subrecipient will be provided a copy and will be educated on the importance of providing language assistance.

Any questions or comments regarding this plan should be directed to the MPO staff:

Pasco County MPO
Attention: Manny Lajmiri
West Pasco County Government Center
8731 Citizens Drive, Suite 320
New Port Richey, FL 34654
Telephone (727) 847-8140
E-Mail: mlajmiri@pascocountyfl.net
E-Mail: mpocomments@pascountyfl.net

PASCO COUNTY 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 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, EEO, 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 PROGRAM AND RELATED STATUTES
DISCRIMINATION COMPLAINT FORM**

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No.: (_____) _____

Work Telephone No.: (_____) _____

You were discriminated against because of:

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> Race | <input type="checkbox"/> National Origin | <input type="checkbox"/> Familial Status |
| <input type="checkbox"/> Color | <input type="checkbox"/> Sex | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Retaliation | <input type="checkbox"/> Age | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Other: _____ | | |

Date of Alleged Incident: _____

Name(s) of the person(s)/program that are the basis of this complaint: _____

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons, if any, were treated differently than you. Also attach any written material pertaining to your case.

Signature _____ Date _____

Please mail this form to: Metropolitan Planning Organization
Attention Manny Lajmiri
Title VI Specialist
West Pasco Government Center
8731 Citizens Drive, Suite 320
New Port Richey, FL 34654

**PROGRAMA Y ESTATULOS RELACIONADOS A TITULO VI
FORMULARIO DE RECLAMO DISCRIMINATORIO**

Nombre _____
Dirección _____
Ciudad _____ Estado _____ Código Postal _____
Número Telefónico (Residencia) (_____) _____ Número Telefónico (Trabajo) (_____) _____

Marque la(s) razón(es) por la cual(es) usted piensa que ha sido discriminado:

- | | | |
|--|---------------------------------------|--|
| <input type="checkbox"/> Raza | <input type="checkbox"/> Nacionalidad | <input type="checkbox"/> Estado Civil |
| <input type="checkbox"/> Color de Piel | <input type="checkbox"/> Sexo | <input type="checkbox"/> Impedimento Físico o Mental |
| <input type="checkbox"/> Represalias | <input type="checkbox"/> Edad | <input type="checkbox"/> Religión |
| <input type="checkbox"/> Otro _____ | | |

Día y fecha del supuesto incidente _____

Nombre(s) de la(s) persona(s)/programa involucrado(s) en este reclamo: _____

Explique brevemente y de la manera más clara posible, como ocurrieron los hechos, como ha sido discriminado y quienes participaron. Incluya también en este reclamo cualquier conocimiento que tenga del trato diferente que ha recibido con respecto a otras personas. Adjunte cualquier tipo de material escrito pertinente al caso.

Firma

Fecha

Por favor, envíe este formulario a: Metropolitan Planning Organización
Manny Lajmiri
Title VI Specialist
West Pasco Government Center
8731 Citizens Drive, Suite 320
New Port Richey, FL 34654

ISpeak Cards

**2004
Census
Test**

United States
**Census
2010**

LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

Խոսողո՞ւմ ե՞ք նշո՞ւմ կատարե՞ք այս քանակություն, եթե խոսո՞ւմ կա՞մ կարո՞ւմ ե՞ք հայերեն:

2. Armenian

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

ឈ្លមមញ្ញាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

Mark this box if you read or speak English.

11. English

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید.

12. Farsi

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ISpeak Cards

- | | |
|---|-----------------------|
| <input type="checkbox"/> Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian
Creole |
| <input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

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ISpeak Cards

- | | |
|---|----------------|
| <input type="checkbox"/> Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> Însemnați această casuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> Обележите овај квадратик уколико читате или говорите српски језик. | 29. Serbian |
| <input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. | 30. Slovak |
| <input type="checkbox"/> Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย. | 33. Thai |
| <input type="checkbox"/> Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |
| <input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | 35. Ukranian |
| <input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ | 36. Urdu |
| <input type="checkbox"/> Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. | 37. Vietnamese |
| <input type="checkbox"/> באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | 38. Yiddish |

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U.S. CENSUS BUREAU

APPENDIX

PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION 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 Metropolitan Planning Organization 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 Pasco County MPO Title VI Coordinator, 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 on an as needed basis.

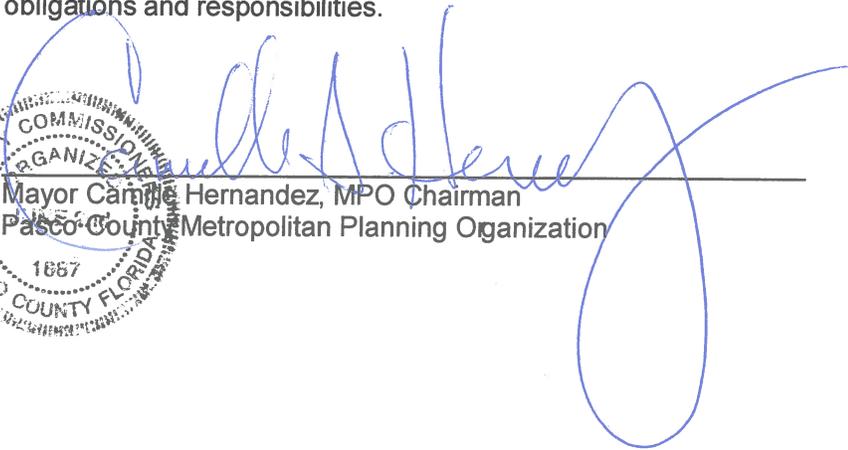
The MPO's LEP Policy Statement is updated annually to ensure compliance with Federal laws.

**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 LEP persons.

Sub-recipients 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.



Mayor Camille Hernandez, MPO Chairman
Pasco County Metropolitan Planning Organization

03/09/2017

Date

A RESOLUTION BY THE PASCO COUNTY METROPOLITAN PLANNING ORGANIZATION APPROVING AND ADOPTING THE LIMITED ENGLISH PROFICIENCY (LEP) PLAN AND TITLE VI DISCRIMINATION COMPLAINT PROCEDURE

WHEREAS, in accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, which require provision of appropriate access to services and activities provided by federal agencies and recipients of federal assistance, the Limited English Proficiency (LEP) Plan and Title VI Discrimination Complaint Procedure was developed to define how the Pasco County Metropolitan Planning Organization (MPO) will ensure that all citizens are afforded access to MPO programs and services; and

WHEREAS, individuals who do not speak English frequently and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Executive Order 13166 with respect to certain types of service benefits or encounters with federal agencies and recipients of federal assistance

NOW, THEREFORE, BE IT RESOLVED by the Pasco County Metropolitan Planning Organization Board, in regular session duly assembled, with a quorum present and voting, that the Board approves and adopts the Limited English Proficiency Plan and Title VI Discrimination Complaint Procedure, and authorizes the Chairman's signature of this Resolution. The portions of this Limited English Proficiency Plan and Title VI Discrimination Complaint Procedure that require accommodations to individuals with Limited English Proficiency based on Executive Order 13166 shall be automatically repealed without further action of the Pasco County Metropolitan Planning Organization Board in the event (a) Executive Order 13166 is repealed, or (b) Congress otherwise requires the official functions of the Federal Government, or of recipients of federal assistance, to be conducted solely in English. Otherwise, this resolution shall take effect immediately upon its adoption.

DONE AND RESOLVED this 9th day of March, 2017.



Paula S. O'Neil

PAULA S. O'NEIL, CLERK AND COMPTROLLER

METROPOLITAN PLANNING ORGANIZATION OF PASCO COUNTY, FLORIDA

Camille Hernandez

CAMILLE HERNANDEZ, CHAIRMAN

APPROVED AS TO LEGAL FORM AND SUFFICIENCY

Office of the Pasco County Attorney

[Signature]

ATTORNEY