



Commonwealth of Puerto Rico
Autonomous Municipality of San Juan

TITLE VI PROGRAM

August 1, 2023 – July 31, 2026

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**MUNICIPALITY OF SAN JUAN
TITLE VI POLICY STATEMENT**

The Municipality of San Juan assures that no person shall, on the grounds of race, color or 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, or participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The Municipality of San Juan further assures every effort will be made to ensure nondiscrimination in all its committees, programs, and activities, regardless of the funding source.

The Municipality of San Juan will include Title VI language in all written agreements and bid notices and will monitor compliance.

The Human Resources Director of the Municipality of San Juan will be responsible for initiating and monitoring Title VI activities, and all other responsibilities as required.

**MUNICIPALITY OF SAN JUAN
TITLE VI ASSURANCES**

The Municipality of San Juan (hereinafter referred to as the “Recipient”), HEREBY AGREES THAT as a condition to receiving any federal financial assistance from the United States Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of the Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, 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 for which the Recipient received federal financial assistance, and;

HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by Subsection 21.7(a) (1) of the Regulations.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining, any and all federal grants, loans, contracts, property, discounts or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under Federal Highway or Transit Program, and is binding on it, other recipients, sub-grantees, contractors, transferees, successors in interest, and other participants in the Federal Aid Highway or Transit Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.



Mr. Israel O. Alicea Luciano
Deputy mayor
Municipality of San Juan

INTRODUCTION

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

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

During the Obama Administration, the Federal Transit Administration ("FTA") placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency ("LEP").

Recipients of public transportation funding from FTA are required to develop policies, programs, and practices that ensure federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how the Municipality of San Juan incorporates nondiscrimination policies and practices in providing services to the public.

TITLE VI AUTHORITIES

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 (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, 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 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

COORDINATOR RESPONSIBILITIES

The Municipality Human Resources Director is responsible for ensuring the implementation and the day-to-day administration of the Municipality of San Juan Title VI Program. The Human Resources Director is also responsible for implementing, monitoring, and ensuring compliance with Title VI regulations.

GENERAL RESPONSIBILITIES

A. Title VI Notice to the Public

- The Municipality of San Juan will disseminate Title VI Program information on a Public Notice to Municipality employees, sub-recipients, and contractors, as well as to the public in general. (See Attachment A)

Public Notice will be placed in:

- Bulletins in Government Center and/or social media page.
- Announcements in newspapers (when determined necessary and funding is available).
- In FTA funded vehicles, bus stops (when space available), and facilities.

B. Review of Title VI Program

Each year the Title VI Coordinator will perform an internal review of the agency’s Title VI program to ensure implementation of the Title VI plan. In addition, will review the agency’s operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate. The Title VI Program is to be revised and submitted to FTA Civil Rights Office every three (3) years, at a minimum, 60 days before the due date. This program will be revised and resubmitted by May 1, 2026.

C. Prevention of Discrimination

A method for preventing discrimination is through a public participation plan that includes providing information for resources and orientation about unacceptable behavior to all citizens, including but not limited to minorities and LEP. Procedures are implemented to detect and eliminate discrimination when found to exist, regarding race, color, or national origin.

D. Remedial Action

The Municipality of San Juan will actively pursue the prevention of any Title VI deficiencies or violations and will take the necessary steps to ensure compliance through a program review with

the program administrative requirements. If irregularities occur in the administration of the program's operation, procedures will be promptly implemented to resolve Title VI issues and reduce to writing remedial action, (when agreed to be necessary), all within, and not exceeding, a period of 90 days.

FTA will be notified of any complaint filed at the Municipality of San Juan involving Title VI issues, as well as any resolution pertaining to such complaints.

F. Record Keeping

The Municipality will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of Municipality of San Juan Title VI Program, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

To ensure that Title VI reporting requirements are met, the Municipality of San Juan will maintain:

- A log of Title VI complaints received that tracks the investigation of and response to each complaint.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities

TITLE VI COMPLAINT PROCEDURES

A. Filing a complaint

The complaint procedures apply to the beneficiaries of the Municipality of San Juan programs, activities, including but not limited to the public, contractors, sub-contractors, consultants, employees, and other sub-recipients of federal and state funds.

If any individual, group or individuals, or entity believes that they or any other program beneficiaries have been subjected to discrimination prohibited by Title VI nondiscrimination provision as a recipient of benefits and/or services, or on the grounds of race, color, or national origin they may exercise the right to file a complaint with the Municipality of San Juan. Every effort will be made to resolve complaints informally at the agency, recipient and/or contractor level.

Time Limitation on Filing Complaints

Complaints must be filed not later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person became aware of the alleged discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Title VI complaints may be filed with:

- Municipality of San Juan
- Puerto Rico Department of Transportation
- Federal Highway Administration
- U.S. Department of Transportation

In all situations, the Municipality of San Juan employees must contact the Human Resources Director immediately upon receipt of Title VI or related statutes complaints.

Complaints must be in writing and must be signed by the complainant and/or the complainant's representative. The complaint must set forth, as fully as possible, all the facts and circumstances surrounding the claimed discrimination.

A Title VI complaint form is available at the Department of Federal Programs and Department of Human Resources during normal business hours.

A. Internal complaint processing

1. The Municipality's Human Resources Director, acting as the Title VI Coordinator, will review the complaint upon receipt to ensure that all information is provided, the complaint meets the 180-day filing deadline and falls within the jurisdiction of the Municipality.

2. The Municipality's Human Resources Director will then investigate the complaint. If the complaint is against the FTA Program Specialist, then the Mayor and/or Municipality Council or the designee will investigate the complaint. Additionally, a copy of the complaint will be forwarded to the Municipal Attorney.

3. If the complaint warrants a full investigation, the complainant will be notified in writing by certified mail. This notice will name the investigator and/or investigating agency. The Municipality will also notify the Puerto Rico Department of Transportation Office of Equal Opportunity and FTA of the investigation.

4. The party alleged to have acted in a discriminatory manner will also be notified of the existing complaint by certified mail. This letter will also include the investigator's name and will request that this party be available for an interview.

5. Any comments or recommendations from legal counsel will be reviewed by the Title VI Coordinator.

6. Once the Municipality of San Juan has notified the Puerto Rico Department of Transportation Office of Equal Opportunity of all investigative report findings, the Municipality will assume a final resolution.

7. All parties will be properly notified of the outcome from the report issued by the Municipality of San Juan.

8. If the complainant is not satisfied with the results of the investigation of the alleged discriminatory practice(s), he/she shall be advised of their right to appeal the decision of the municipality. Appeals must be filed within 180 days after the Municipality of San Juan final resolution. Unless new facts not previously considered come to light, reconsideration of the Municipality's determination will not be available.

The foregoing complaint resolution procedure will be implemented in accordance with the Department of Justice guidance manual entitled "Investigation Procedures Manual for the Investigation and Resolution of Complaints Alleging Violations of Title VI and Other Nondiscrimination Statutes," available online at:

<http://www.usdoj.gov/crt/cor/Pubs/manuals/complain.html>.

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

MUNICIPALITY OF SAN JUAN
TITLE VI COMPLAINT FORM
(Disponible también en Español)

This form may be used to file a complaint with the Municipality of San Juan based on violations of Title VI of the Civil Rights Act of 1964. You are not required to use this form, a letter that provides the same information may be submitted to file your complaint.

Name: _____ Date: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ (home) _____ (work)

Individual(s) discriminated against, if different than above (use additional pages if needed).

Name: _____ Date: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ (home) _____ (work)

Please explain your relationship with the individual(s) indicated above and reason for filling for them: _____

Name of agency and department or program that discriminated:

Agency or department name: _____

Name of Individual (if known): _____

Address: _____

City: _____ State: _____ Zip: _____

Date(s) of alleged discrimination:

Date discrimination began _____

Last or most recent date, if has occurred more than once _____

ALLEGED DISCRIMINATION:

If your complaint is in regard to discrimination in the delivery of services or discrimination that involved the treatment of you by others by the agency or department indicated above, please indicate below the basis on which you believe these discriminatory actions were taken.

____ Race _____ ____ Color _____
____ National Origin _____

Explain:

Please explain, as clearly as possible, what happened. Provide the name(s) of witness (es) and others involved in the alleged discrimination. (Attach additional sheets if necessary and provide a copy of written material pertaining to your case).

Have you previously filled a Title VI complaint with this agency? ____ yes ____ no
Have you filled this same complaint with the state or federally? ____ yes ____ no (If yes, then state the other agency where complaint has been filled _____)

Signature: _____ Date: _____

Please submit this form in person at the Human Resources Department or by mail to PO BOX 70179 San Juan, PR 00926

Note: The Municipality of San Juan prohibits retaliation or intimidation against anyone because that individual has either taken action or participated in action to secure rights protected by policies of the Municipality. Please inform the Human Resources Director if you feel you were intimidated or experience perceived retaliation in relation to filing this complaint.

**MUNICIPIO DE SAN JUAN
QUERRELLA DE TITULO VI**
(Also available in English)

Este formulario se utiliza para querellarse con el Municipio de San Juan en base a violaciones del Título VI de la Ley de Derechos Civiles del 1964. No se requiere el uso de esta forma, usted puede someter una carta que contenga la información detallada en este documento como querella.

Nombre: _____ Fecha: _____

Dirección: _____

Ciudad: _____ Estado: _____ Zip Code: _____

Teléfono: _____ (residencial) _____ (trabajo)

Persona (s) que han sido víctimas de discrimen, si son diferentes a la persona en la parte superior (usar páginas adicionales si es necesario).

Nombre: _____ Fecha: _____

Dirección: _____

Ciudad: _____ Estado: _____ Zip Code: _____

Teléfono: _____ (residencial) _____ (trabajo)

Favor explicar su relación con las personas indicadas en la parte superior y porque radica en su nombre: _____

Agencia o Departamento que discriminó:

Nombre de Agencia o Departamento: _____

Nombre del Individuo (si lo conoce): _____

Dirección: _____

Ciudad: _____ Estado: _____ Zip Code: _____

Fecha (s) de presunta discriminación:

Fecha de discriminación _____

Fecha más reciente, si ha ocurrido más de una ocasión _____

Si su reclamación es relacionada a acciones de discriminación por la calidad del servicio recibido o el trato recibido por parte de personal del Municipio de San Juan, favor indicar abajo la razón por la cual usted cree que fue motivo de la acción.

_____ Raza _____ Color _____
_____ Origen Nacional _____

Explicar:

Favor explicar, lo más claro posible, lo ocurrido. Proveer nombre (s) de testigo (s) u otros envueltos en la presunta discriminación. (Adjuntar hojas adicionales de ser necesario y proveer cualquier información o material de evidencia pertinente a su reclamación).

¿Ha sometido alguna otra querrela de discriminación bajo Titulo VI? _____ si _____ no
¿Ha sometido esta misma querrela ante el gobierno local o federal? _____ si _____ no (Si la respuesta es afirmativa favor indicar la agencia _____)

Firma: _____ Fecha: _____

Favor someter esta forma a la Oficina de Recursos Humanos o por correo a PO BOX 70179 San Juan, PR 00926

Nota: El Municipio de San Juan prohíbe represalias o intimidación en contra de cualquier persona por haber tomado acción o participado en el proceso de tomar acción para asegurar los derechos protegidos bajo las políticas del municipio. Favor informar al Especialista de Programa de FTA si usted siente que está siendo intimidado o está experimentando posibles represalias como relacionadas a someter este documento.

PUBLIC PARTICIPATION PLAN

The Municipality of San Juan will involve minority and low-income people in public involvement activities. The practices that the Municipality of San Juan will implement to ensure inclusive participation of Title VI groups include:

- Use different meeting sizes or formats or vary the type and number of news media used to announce public participation opportunities, so that communications are adapted to the particular community or population.
- Use locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- Coordinate with individuals, institutions, or organizations and implement community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities.

A. Public outreach and involvement activities undertaken in the last three years are:

- Monitored the transportation services by performing spot surveys of passengers throughout the years.
- Has held public hearings in handicap accessible facilities at least once a year for FTA and other federal and local capital development programs at which the public is free to voice their comments, needs and concerns with transportation and other services provided by the municipality.
- Holds a yearly public hearing in a handicap accessible facility for the development of a Action Plan that includes transportation. In said hearing public comments and involvement are encouraged.
- Direct scheduled meetings and public event participation by the mayor and top members of his staff in which requests for services or comments on behalf of the population are made, documented and implemented or channeled.

LIMITED ENGLISH PROFICIENCY (LEP) PROGRAM

1. Identification of LEP Persons

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand the English language. The following methods may be used to help identify persons who may need language assistance:

- Provide “I Speak” cards at public meetings. While staff may not be able to provide translation assistance at this meeting, the cards will be used to identify language needs for future meetings.

- Examine record requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- Regularly survey staff in any direct or indirect contact with LEP individuals.

2. Language Assistance Measures

The Municipality of San Juan may implement the following LEP procedures, as appropriate:

- Public notices, publications, and other printed materials may be made available in other languages, (e.g., Spanish language).
- Identify in-house staff with other language abilities. This staff will have the availability to assist with requests related to Municipality services, including transit.
- Utilize translators at select public meetings.

3. Training

Training of staff members will be conducted to assure that members are aware of LEP policies and procedures. Prior to public meetings at which LEP individuals are anticipated to attend, staff will review the Title VI Program, including this LEP section.

4. Outreach

Specific outreach efforts will be evaluated on a case-by-case basis. The following methods may be used:

- Paid advertisements will indicate ways in which LEP individuals can access information about our services.
- If staff knows that they will be presenting a topic that could be of importance to an LEP individual; meeting notices, fliers, advertisements, and agendas will be printed in an alternative language (e.g., Spanish language), based on known LEP population in the area.

5. Monitoring and Updating the LEP Program

At a minimum, the Municipality will follow the Title VI Program update schedule for the LEP Program. The following program components will be examined:

- Number of LEP individuals encountered and if their needs were met
- Current LEP population in the Municipality service area
- Need of language assistance in the Municipality's programs

- Available resources (e.g., technology, staff, and financial costs)
- Changes in the types of languages where translation services are needed.
- Were the goals of the LEP Program fulfilled?
- Number of complaints received.

FOUR FACTOR ANALYSIS

1. Number and proportion of LEP individuals served or encountered.

- According to the 2020 Census, 98.7.% of the population in Puerto Rico is Hispanic. Spanish is the main language in Puerto Rico (See Table S1601).

Table S1601. LANGUAGE SPOKEN AT HOME 2019: ACS 5-YEAR ESTIMATES

	United States		Puerto Rico	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	304,930,125	+/-3,961	3,174,824	+/-138
Speak only English	238,982,352	+/-212,806	175,180	+/-3,913
Spanish	40,709,597	+/-128,950	2,994,452	+/-3,887
Other Indo-European languages	11,136,849	+/-51,674	2,992	+/-377
Asian and Pacific Island languages	10,727,303	+/-26,717	1,548	+/-497
Other languages	3,374,024	+/-35,341	652	+/-295

Source: U.S. Census Bureau, 2019 American Community Survey 5-year Estimates. Table S1606

- In order to establish the number and proportion of Limited English Proficiency (LEP) individuals; we examined US Census data (See 2021 American Community Survey 5-Year Estimates) to determine the demographic characteristics of the community. The results were the following:

Total Population in San Juan = 263,918

Total Population in San Juan that Speak Spanish = 243,626

Total Population in San Juan that Speak English less than “very well” = 172,676

$$\text{Proportion of LEP Individuals} = \frac{172,676}{263,918} = 65\%$$

Table S1601. LANGUAGE SPOKEN AT HOME 2021: ACS 5-YEAR ESTIMATES

	United States		Puerto Rico		Municipality of San Juan, Puerto Rico	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	304,930,125	+/-3,961	3,174,824	+/-138	40,611	****
Speak only English	238,982,352	+/-212,806	175,180	+/-3,913	19,443	+/-2,796
Speak Spanish:	40,709,597	+/-128,950	2,994,452	+/-3,887	243626	+/-4,941
Speak English "very well"	279,314,760	+/-114,663	742,583	+/-7,091	91,242	+/-5,305
Speak English less than "very well"	25,615,365	+/-112,603	2,432,241	+/-7,069	172,676	+/-5,744
Speak other language	65,947,773	+/-210,676	2,999,644	+/-3,917	849	+/-423

Source: U.S. Census Bureau, 2021 American Community Survey 5-year Estimates. Table S1606

- It is important to consider that all government services, programs, and activities in San Juan are provided in the Spanish and English language. Therefore, all LEP needs are addressed.

2. Frequency in which LEP individuals encounter the program.

Based on the results of Factor # 1, the frequency of LEP individuals using the Municipality’s services can be assumed to be high.

Even though the frequency is assumed to be high, failed communication efforts experienced by the Municipality’s staff are practically non-existent. This is majorly because all government services, programs, and activities in San Juan are provided in the Spanish and English language.

3. Nature and importance of the program, activity, or service provided by the program.

The Municipality of San Juan understands that transportation is critically important to the daily lives of our community members. Certain aspects of our services (e.g., service area) are of critical importance and this program will be used to meet the needs of the LEP community.

4. Resources available and costs

The Municipality will identify in-house staff with other language abilities and this staff will have the availability to assist with requests related to Municipality services. Printed materials, paid advertisements, brochures, will be produced in the Spanish and English languages. The cost of assistance from a professional translation service is unknown and is not currently considered in the budget. Volunteer translators could also be used to provide translation for written materials.

NON-ELECTED COMMITTEES AND COUNCILS

The Municipality of San Juan does not have transit-related, non-elected planning boards, advisory councils or committees, or similar committees.

SUBRECIPIENTS

The Municipality of San Juan does not have subrecipients.

DETERMINATION OF EQUITY FOR SITE OR FACILITIES LOCATIONS

During this period, the Municipality of San Juan did not conduct any projects that required land acquisition or construction, and thus none are reported in this program.

TRANSIT-RELATED INVESTIGATIONS, COMPLAINTS AND LAWSUITS

During this period, the Municipality of San Juan did not receive, or did not process any transit - related investigation, complaint, or lawsuit, and thus none are reported in this program.

However, the Municipality of San Juan will keep a detailed list of investigations, lawsuits and complaints as provided below:

	DATE (xx/xx/xxxx)	SUMMARY (include basis – race, color, or origin)	STATUS	ACTIONS TAKEN
INVESTIGATIONS				
1.				
2.				
LAWSUITS				
1.				
2.				

COMPLAINTS				
1.				
2.				

DISSEMINATION OF TITLE VI PROGRAM AND LEP PROGRAM

Copies of the Title VI Program and LEP Program will be on file at the Federal Programs Office and Department of Human Resources. Title VI Program and LEP Program will be provided, on request, to any person(s) requesting the document via phone, in person or by mail. LEP individuals may obtain copies/translations of the program upon request.

The Municipal social media page will have the public notice posted (see Attachment A).

Any questions or comments regarding this program should be directed to the Municipality’s Title VI Coordinator.

Title VI Coordinator
 PO BOX 70179 San Juan, PR 00926
 (787) 480-5400

SERVICE STANDARDS FOR FIXED ROUTE

System-Wide Service standards are required to all fixed route providers of public transportation service and are used as guidance for the allocation of bus service.

- **Vehicle Load Standards**

The Municipality of San Juan shall have transit vehicle load factors (ratio of passengers on board to seats available) not to exceed 1.0 during off peak hours and 1.3 for peak hours. Since trolley buses have a 24-passenger seating capacity, the maximum number of stand-up riders allowed is 7. The smaller fixed route buses have a capacity of 16 passengers, only allowing 5 standing up passenger at peak hours. Load factors above this ratio constitute an overload and may be used to justify the need for additional transit vehicles to service the route.

The peak and off-peak hours shall be determined for each route. Peak hours shall be defined as hours which exceed by 25% or higher for the daily average load factor for the route. These load parameters are to be determined by a minimum of three daily ridership counts.

- **Vehicle Headway Standards**

Vehicle headway for the transit route operating in San Juan will be every 30 minutes during peak hours and every 30 to 60 minutes during off-peak hours.

- **On-Time Performance Standards**

On-time performance is a measure of runs completed as scheduled. "On time" is considered if a bus shuttle route completes its circuit or one-way run within 10 minutes of the daily average for the route.

- **Service Availability Standards**

The Municipality shall provide access to a transit stop within ½ mile of 90% of residents. Public transportation service shall be available from either "Publico" operators, AMA or Municipal Transit vehicles. Transit service shall allow riders to meet their basic daily needs from Monday to Saturdays except on holidays.

SERVICE POLICIES FOR FIXED ROUTE

System-Wide Policies are required to all fixed route providers of public transportation service. The qualitative policies include the following procedures:

- **Vehicle Assignment Policy**

Vehicles are assigned according to the service needs and the topography of the service area. Since the Municipality of San Juan provides transportation service to rural areas, where a large vehicle is difficult to maneuver, we use modified paratransit vans and medium size buses for those areas. Trolleys are used in the urban areas where the roads are wider and in better condition.

- **Transit Amenities Policy**

Bus shelter sites are selected based on passenger boarding's and the availability of right of way to locate the same without invading the vehicular right of way or posing an architectural barrier according to ADA standards. All bus shelters shall be accessible to people in wheelchairs. The reason for the different standards is that the time between boarding's is often longer beyond the urban center, requiring passengers to wait longer for bus service.

The public transportation terminals have been provided passenger waiting areas with seats for at least 20% of waiting passengers at peak hours.

Attachment A – Public Notice



CONOZCA SUS DERECHOS

- El Municipio de San Juan opera sus programas y servicios sin consideración de raza, color u origen nacional acorde con el Título VI de la Ley de Derechos Civiles. Cualquier persona que entienda que ha sido sujeto de discriminación bajo los parámetros del Título VI puede radicar una querrela escrita en la Departamento de Recursos Humanos del Municipio de San Juan.
- Para más información sobre el programa de Título VI y los procedimientos para radicar una querrela puede comunicarse al (787) 480-5400 o visitar la Oficina de Recursos Humanos. Para más información visítanos en <https://sanjuan.pr/la-linea-san-juan/>
- Puede radicar una querrela directamente con la Administración Federal de Tránsito por medio de una querrela con la Oficina de Derechos Civiles, dirigida Att: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si requiere información en otro idioma favor comunicarse al (787) 480-5400 .

KNOW YOUR RIGHTS

- The Municipality of San Juan operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing with the Human Resources Department in the Municipality of San Juan.
- For more information on San Juan's Title VI civil rights program, and the procedures to file a complaint, contact (787) 480-5400 or visit our Human Resources Department. For more information, visit us on <https://sanjuan.pr/la-linea-san-juan/>
- A complainant may file a complaint directly with the Federal Transit Administration] by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact (787) 480-5400 .

TITLE VI COMPLAINT PROCEDURE

Proceso de Querellas de Título VI

B. Filing a complaint (*Someter una querella*)

If any individual, group or individuals, or entity believes that they or any other Transit program beneficiaries have been subjected to discrimination prohibited by Title VI nondiscrimination provision as a recipient of benefits and/or services, or on the grounds of race, color, or national origin they may exercise the right to file a complaint with the Municipality of San Juan. Every effort will be made to resolve complaints informally at the agency, recipient and/or contractor level.

Si un individuo, grupo o entidad entiende que el/ella o cualquier otro beneficiario del Transporte de San Juan entiende que a sido sujeto a discriminación prohibida por el Título VI por motivos de raza, color u origen nacional, como recipiente de beneficios y/o servicios tiene derecho de radicar una querella en el municipio. El municipio hará todo esfuerzo para resolver toda querella informalmente directamente con el personal y/o contratista.

Time Limitation on Filing Complaints **(Limitación de tiempo para radicar querella)**

Complaints must be filed not later than 180 days after:

Querellas deben de ser radicadas no más tardar de 180 días luego de:

- The date of the alleged act of discrimination; or (*Fecha de cuando*

ocurrió el presunto acto de discriminación)

- The date the person became aware of the alleged discrimination; or (*Fecha de cuando la persona entro en conocimiento del presunto acto de discriminación)*
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued. (*Donde ha ocurrido continuamente actos de discriminación, la fecha donde ceso la discriminación)*

Title VI complaints may be filed with:

Puede querellarse sobre Título VI con:

- Municipality of San Juan (*Municipio de San Juan*)
- Federal Transportation Administration (*Administración Federal de Transito*)
- U.S. Department of Transportation (*Departamento de Transportación Federal*)

Complaints must be in writing and must be signed by the complainant and/or the complainant's representative (See complaint form). The complaint must set forth, as fully as possible, all the facts and circumstances surrounding the claimed discrimination.

Las querellas deben ser por escrito y deben estar firmadas por el denunciante y/o el

representante del reclamante (Ver formulario de querella). Debe exponer, de la manera más completa posible, todos los hechos y circunstancias que rodean la discriminación reclamada.

A Title VI complaint form is available at the San Juan Human Resources Office during normal business hours.

Un formulario de querella del Título VI está disponible en la Oficina de Recursos Humanos durante el horario regular.

A person may also file a complaint directly with the U.S. Department of Transportation by contacting the Department at: U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights: Complaint Team, East Building, 5th Floor - TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call (888) 446-4511.

Una persona también puede presentar una querella directamente ante el Departamento de Transportación de los Estados Unidos comunicándose al: Departamento de Transportación de los Estados Unidos, Oficina de Derechos Civiles de la Administración Federal de Tránsito: Equipo de Quejas, East Building, 5th Floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590 o llamando al (888) 446-4511.

