



**MUNICIPALITY OF FAJARDO**  
**Hon. José Aníbal Meléndez Méndez**  
**Mayor**

## **TITLE VI PROGRAM**

**January 1, 2025 – January 1, 2028**

**This policy was approved at a regular Municipality Legislature meeting held on May 5<sup>th</sup>, 2022,  
Resolution num. 49, series 2021-202**

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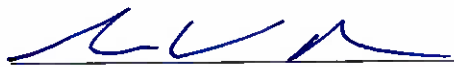
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**MUNICIPALITY OF FAJARDO  
TITLE VI POLICY STATEMENT**

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

The Legal Affairs Director of the Municipality of Fajardo will be responsible for initiating and monitoring Title VI activities, and all other responsibilities as required.

  
Alma Vega Rosario, esq. Legal Affairs Director

December 18, 2024  
Date

  
Hon. José Anibal Meléndez Méndez, Mayor

December 18, 2024  
Date

**MUNICIPALITY OF FAJARDO**  
**TITLE VI ASSURANCES**

The Municipality of Fajardo (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.



*Alma Vega Rosario, esq. Legal Affairs Director*

December 18, 2024

*Date*



*Hon. José Aníbal Meléndez Méndez, Mayor*

December 18, 2024

*Date*

## 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 Fajardo 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 Legal Affairs Director is responsible for ensuring the implementation and the day-to-day administration of the Municipality of Fajardo Title VI Program. The Legal Affairs Director is also responsible for implementing, monitoring, and ensuring the compliance with Title VI regulations.

## **GENERAL RESPONSIBILITIES**

### **A. Title VI Notice to the Public**

- The Municipality of Fajardo 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 November 1, 2027.

### **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 Fajardo 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 Fajardo 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 Fajardo 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 Fajardo 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 Fajardo 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 Fajardo. 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 Fajardo
- Puerto Rico Department of Transportation
- Federal Highway Administration
- U.S. Department of Transportation

In all situations, the Municipality of Fajardo employees must contact the Federal Programs 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 Fajardo Legal Affairs Office during normal business hours.

#### B. Internal complaint processing

1. The Municipality's Legal Affairs 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 Legal Affairs Director will then investigate the complaint. If the complaint is against the Federal Programs Director, then the Mayor and/or Municipality Council or its 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 Fajardo has notified 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 Fajardo.

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 against the decision of the municipality. Appeals must be filed within 180 days after the Municipality of Fajardo 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 FAJARDO**  
**TITLE VI COMPLAINT FORM**  
 (Disponible también en Español)

This form may be used to file a complaint with the Municipality of Fajardo 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 regarding 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).

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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 Legal Affairs Office located on the second floor of the City Hall in Calle Dr. López, esq Muñoz Rivera #6, Fajardo, PR 00738, Fajardo, or by mail to PO Box 865 Fajardo, P.R. 00738

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

**MUNICIPIO AUTONOMO DE FAJARDO**  
**QUERELLA DE TITULO VI**  
(Also available in English)

Este formulario se utiliza para querellarse con el Municipio Autónomo de Fajardo 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 Autónomo de Fajardo, 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).

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¿Ha sometido alguna otra querella de discriminación bajo Título VI? \_\_\_\_\_ si \_\_\_\_\_ no

¿Ha sometido esta misma querella 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 Asuntos Legales localizada en el 2do piso de la Casa Alcaldía en Calle Dr. López, esquina Muñoz Rivera #6, Fajardo, P.R. 00738 o por correo al PO Box 865, Fajardo, P.R. 00738

*Nota: El Municipio de Fajardo 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 Director de Asuntos Legales si*

*usted siente que está siendo intimidado o está experimentando posibles represalias como relacionadas a someter este documento.*

## **PUBLIC PARTICIPATION PLAN**

The Municipality of Fajardo will involve minority and low-income people in public involvement activities. The practices that the Municipality of Fajardo 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 Fajardo 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 2020: 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, 2020 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 2019 American Community Survey 5-Year Estimates) to determine the demographic characteristics of the community. The results were the following:

Total Population in Fajardo = 32,124

Total Population in Fajardo that Speak Spanish = 29,198

Total Population in Fajardo that Speak English less than “very well” = 22,042

Proportion of LEP Individuals =  $\frac{22,042}{32,124} = 07\%$

Table S1601. LANGUAGE SPOKEN AT HOME 2020: ACS 5-YEAR ESTIMATES

	United States		Puerto Rico		Municipality of Fajardo, Puerto Rico	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	304,930,125	+/-3,961	3,174,824	+/-138	32,124	****
Speak only English	238,982,352	+/-212,806	175,180	+/-3,913	1,439	+/-289
Speak Spanish:	40,709,597	+/-128,950	2,994,452	+/-3,887	29,198	+/-469
Speak English "very well"	279,314,760	+/-114,663	742,583	+/-7,091	-	+/-
Speak English less than "very well"	25,615,365	+/-112,603	2,432,241	+/-7,069	22,042	+/-
Speak other language	65,947,773	+/-210,676	2,999,644	+/-3,917	0	+/-

Source: U.S. Census Bureau, 2020 American Community Survey 5-year Estimates. Table S1606

- It is important to consider that all government services, programs, and activities in Fajardo are provided in the Spanish 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 is practically non-existent. This is majorly because all government

services, programs, and activities in Fajardo are provided in the Spanish language (main language).

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

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

## SUBRECIPIENTS

The Municipality of Fajardo does not have subrecipients.

## DETERMINATION OF EQUITY FOR SITE OR FACILITIES LOCATIONS

During this period, the Municipality of Fajardo 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 Fajardo 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 Fajardo 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 Legal Affairs Office and the Office of Federal Affairs Programs. The 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.

**Alma Vega Rosario, esq.**  
 Legal Affairs Office  
 P.O. Box 865 Fajardo, Puerto Rico 00738  
 (787) 863-1400.  
[alma.vega@fajardopr.org](mailto:alma.vega@fajardopr.org)

## 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 Average of all loads during the peak operating period should not exceed vehicles achievable capacities, which are \_\_\_\_ for a Minibus and \_\_\_\_ for a Van.

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Minibus				26000 lb
Van				10360 lb

- **Vehicle Headway Standards**

Service operates only on weekdays. A 15-20 minute or better service is provided from 6:00 a.m. to 3:30 p.m. Scheduling involved the consideration of a number of factors including: transit/pedestrian friendly streets, density of transit-dependent population and activities, land use connectivity, and transportation demand management.

*Headways and Periods of Operation*

Peak	Base
15	20

Peak: 6 - 9 am and 12:00 – 1:00 pm; Base: 9 am – 2:00 pm

- **On-Time Performance Standards**

A vehicle is considered on time if it departs at a scheduled time point no more than 5 minutes early or late in comparison to the established timetables. The Municipality of Fajardo's on-time performance objective is 90% or greater. On-time performance is continuously monitored.

- **Service Availability Standards**

The Municipality of Fajardo distributes transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service.

## 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**

Bus assignments consider the operating characteristics of vehicles of various lengths, which are matched to the operating characteristics of the route. Some of these are route accessibility and ridership numbers.

- **Transit Amenities Policy**

Installation of transit amenities at bus stops are based on daily boarding, proximity to activity centers, physical attributes of the site and proximity to other shelters/benches.

Attachment A



## CONOZCA SUS DERECHOS

- El Municipio de Fajardo 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 querella escrita en la Oficina de Asuntos Legales del Municipio de Fajardo.
- Para más información sobre el programa de Título VI y los procedimientos para radicar una querella puede comunicarse al 787-863-1400, por correo electrónico a [alma.vega@fajardopr.org](mailto:alma.vega@fajardopr.org) o visitar la Oficina de Asuntos Legales localizada la Casa Alcaldía en calle Dr. López, esquina Muñoz Rivera #6, Fajardo, PR 00738. Para más información visítanos en Facebook en Municipio Autónomo de Fajardo.
- Puede radicar una querella directamente con la Administración Federal de Tránsito por medio de una querella con la Oficina de Derechos Civiles, dirigida Attn: 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 787-863-4013 ext. 6111

## KNOW YOUR RIGHTS

- The Municipality of Fajardo 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 Legal Affairs Office in the Municipality of Fajardo.
- For more information on Fajardo's Title VI civil rights program, and the procedures to file a complaint, contact 787-863-1400, by email to [alma.vega@fajardopr.org](mailto:alma.vega@fajardopr.org) or visit the Legal Affairs Office in Fajardo's City Hall, Calle Dr. López, esquina Muñoz Rivera #6, Fajardo, PR 00738. For more information, visit us on Facebook at Municipio Autónomo de Fajardo.
- 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 787-863-4013 ext. 6111