



**ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL DE NAGUABO
LEGISLATURA MUNICIPAL**



**ORDINANCE NO. 10
SERIES 2024-2025
O.D. NO. 9, SERIES 2024-2025**

FROM ADMINISTRATION:

Presented by: Oscar Cruz Rodríguez, Lisnette Burgos Santiago, Edgardo Burgos Rivera, Néstor R. Méndez Torres, Héctor I. Dávila Rodríguez, Eric C. Benítez Velázquez, José A. Montañez Rodríguez, Merylin García Ramos, Luis A. Delgado Pérez, Myrna Maldonado Delgado y Betty Rosario García.

Presentation Date: February 4, 2025

ORDINANCE

“TO AUTHORIZE THE MAYOR OF THE AUTONOMOUS MUNICIPALITY OF NAGUABO, HONORABLE MIRAILDIZ ROSARIO PAGÁN, TO ESTABLISH AND IMPLEMENT THE TITLE VI PROGRAM IN THE MUNICIPALITY OF NAGUABO IN ACCORDANCE WITH THE REQUIREMENTS OF THE FEDERAL TRANSIT ADMINISTRATION (FTA), AND FOR OTHER PURPOSES.”

WHEREAS: The U.S. Federal Transit Administration (FTA), an agency within the U.S. Department of Transportation (DOT), has been granted the authority to provide federal financial assistance for transportation projects under various legislative acts, including the Federal Transit Act and subsequent transportation funding legislation. This authority is delegated by Congress through statutes such as the Fixing America's Surface Transportation (FAST) Act and other appropriations measures, enabling the FTA to oversee funding programs that support public transit infrastructure, operations, and development. The FTA administers grants and financial aid to state and local governments, transit agencies, and other eligible entities to enhance and expand public transportation systems while ensuring compliance with federal regulations and policy objectives."

WHEREAS: The Municipality of Naguabo, as a recipient of funds from the U.S. Department of Transportation (DOT) and its Federal Transit Administration (FTA), must ensure that no person is excluded from receiving services or denied benefits on the basis of race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964, as amended. The Municipality of Naguabo is committed to ensuring non-discrimination in all its committees, programs, and activities, regardless of funding sources. Furthermore, the Municipality of Naguabo will incorporate Title VI language into all written agreements and procurement notices and will actively monitor compliance.

WHEREAS: To this end and in compliance with FTA C 4702.1B (Title VI Guidelines and Requirements for Recipients of FTA Funds), the Municipality of Naguabo has prepared the Title VI Program.


WHEREAS The Municipality of Naguabo will ensure that appropriate amendments to the Program are made to comply with federal/state requirements and

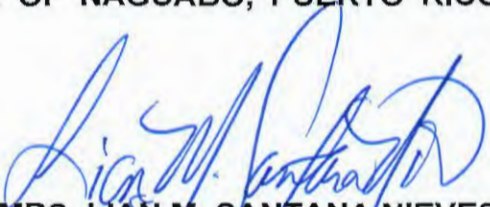
will disseminate Title VI Program information to municipal employees, sub-recipients, and contractors, as well as to the public.

THEREFORE: BE ORDERED BY THE HONORABLE MUNICIPAL LEGISLATURE OF NAGUABO, PUERTO RICO:

- SECTION 1:** To authorize the Mayor of the Municipality of Naguabo, Honorable Miraidaliz Rosario Pagán, or her authorized representative, to establish, implement, and, if necessary, amend and submit the Title VI Program in compliance with federal regulation FTA C 4702.1B and other requirements set forth by the Federal Transit Administration (FTA). This authorization includes ensuring compliance with all necessary documentation prior to the awarding of federal grants or cooperative agreements.
- SECTION 2:** Discrimination based on age, sex, color, or political or religious motivations is prohibited in the implementation of this Ordinance.
- SECTION 3:** Any Ordinance, Resolution, Agreement, or Order that, in whole or in part, is incompatible with this one is hereby repealed to the extent of such incompatibility.
- SECTION 4:** This Ordinance will be effective immediately once it is approved by this Municipal Legislature and signed by the Mayor of the Municipality of Naguabo.
- SECTION 5:** A copy will be sent to the Office of Management and Budget, the Office of Federal Programs, and any other relevant agency for their knowledge and action.

APPROVED BY MUNICIPAL LEGISLATURE OF NAGUABO, PUERTO RICO, ON FEBRUARY 11, 2025.


HON. OSCAR CRUZ RODRÍGUEZ
PRESIDENT
MUNICIPAL LEGISLATURE


MRS. LIAN M. SANTANA NIEVES
SECRETARY
MUNICIPAL LEGISLATURE

SIGNED BY THE MAYOR, ON FEBRUARY 12, 2025.


HON. MIRAILDALIZ ROSARIO PAGÁN
MAYOR



**ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL DE NAGUABO
LEGISLATURA MUNICIPAL**



CERTIFICATION

I, **LIAN M. SANTANA NIEVES**, Secretary of the Municipal Legislature of Naguabo, Puerto Rico, hereby **CERTIFY**:

That the above is a faithful and exact copy of **ORDINANCE NO. 8, SERIES 2024-2025**, which was approved by the Municipal Legislature of Naguabo, Puerto Rico, in the Ordinary Session on February 11, 2025.

“TO AUTHORIZE THE MAYOR OF THE AUTONOMOUS MUNICIPALITY OF NAGUABO, HONORABLE MIRAILDIZ ROSARIO PAGÁN, TO ESTABLISH AND IMPLEMENT THE TITLE VI PROGRAM IN THE MUNICIPALITY OF NAGUABO IN ACCORDANCE WITH THE REQUIREMENTS OF THE FEDERAL TRANSIT ADMINISTRATION (FTA), AND FOR OTHER PURPOSES.”

VOTE:

AFFIRMATIVE:

1. Hon. Oscar Cruz Rodríguez
2. Hon. Lisnette Burgos Santiago
3. Hon. Edgardo Burgos Rivera
4. Hon. Néstor R. Méndez Torres
5. Hon. Héctor Dávila Rodríguez
6. Hon. José A. Montañez Rodríguez
7. Hon. Eric C. Benítez Velázquez
8. Hon. Luis A. Delgado Pérez
9. Hon. Merylin García Ramos
10. Hon. Myrna Maldonado Delgado
11. Hon. Betty Rosario García
12. Hon. Aracelis González Rivera
13. Hon. Noelia Osorio Maldonado
14. Hon. Wilda Padró Laureano

AGAINST:

None

ABSTAINED:

None

ABSENT:

None

IN WITNESS WHEREOF, and for the appropriate purposes, I issue this document and have the Official Seal of the Municipal Legislature of Naguabo, Puerto Rico, today, February 12, 2025, affixed.



**LIAN M. SANTANA NIEVES
MUNICIPAL LEGISLATURE SECRETARY**



Government of Puerto Rico
Municipal Government of Naguabo

TITLE VI PROGRAM

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This document applies to the Federal Transportation Programs for the Municipality of Naguabo

MUNICIPALITY OF NAGUABO

TITLE VI POLICY STATEMENT

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

The Federal Programs Director of the Municipality of Naguabo will be responsible for initiating and monitoring Title VI activities, and all other responsibilities as required.

Mrs. Brenda Casanova Ortiz
Federal Programs Director

Date

Hon. Miráidaliz Rosario Pagán,
Mayor

Date

This policy and amendments have been submitted to the Municipality Legislature to its evaluation and approval in their next meeting as part of Resolution Number xx Series 2024-2025 and will be adopted after its approval.

MUNICIPALITY OF NAGUABO

TITLE VI ASSURANCES

The Municipality of Naguabo (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 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.

Mrs. Brenda Casanova Ortiz
Federal Programs Director

Date

Hon. Miraidaliz Rosario Pagán,
Mayor

Date

I. 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 Naguabo incorporates nondiscrimination policies and practices in providing services to the public.

II. 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).

III. COORDINATOR RESPONSIBILITIES

The Municipality Federal Programs Director is responsible for ensuring the implementation and the day-to-day administration of the Municipality of Naguabo Title VI Program. The Federal Programs Director is also responsible for implementing, monitoring, and ensuring compliance with Title VI regulations.

1. GENERAL RESPONSIBILITIES

A. Title VI Notice to the Public

- The Municipality of Naguabo 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, Municipal Offices and/or social media page.
- Announcements in newspapers (when determined necessary and funding is available).
- In FTA, 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, we will review agency 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 PRHTA Civil Rights Office every three (3) years, at a minimum, 60 days before the due date. This program will be revised and resubmitted by October 28, 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 Naguabo 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.

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

F. Record Keeping

The Municipality Federal Programs Director will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Municipality of Naguabo 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 Naguabo will maintain:

- A database or 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 meaningful access to these activities.

IV. TITLE VI COMPLAINT PROCEDURES

1. Filing a complaint

The complaint procedures apply to the beneficiaries of the Municipality of Naguabo programs, 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 Naguabo. 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 was a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Title VI complaints may be filed with:

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

In all situations, the Municipality of Naguabo 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 Naguabo Federal Programs Office during normal business hours.

2. Internal complaint processing

- a. The Municipality's Federal Programs 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.

- b. The Municipality's Federal Programs 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 Legal Advisors.
- c. 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 of the investigation.
- d. 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.
- e. Any comments or recommendations from legal counsel will be reviewed by the Title VI Coordinator.
- f. Once the Municipality of Naguabo has notified the Puerto Rico Department of Transportation Office of Equal Opportunity of all investigative report findings, the Municipality will assume a final resolution.
- g. All parties will be properly notified of the outcome from the report issued by the Municipality of Naguabo.
- h. 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 Naguabo final resolution. Unless new facts not previously considered came to light, reconsideration of the Municipality's determination will not be available.
- i. 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 NAGUABO
TITLE VI COMPLAINT FORM
(Disponible también en Español)

This form may be used to file a complaint with the Municipality of Naguabo 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 the reason for filling for them:

Name of agency and department or program that discriminated against:

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, it 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).

Have you previously filled out 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 Federal Programs Office located at 40 Baldorioty St. Naguabo PR 00718 or by mail to P.O. Box 40 Naguabo, P.R. 00718.

Note: The Municipality of Naguabo 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 Federal Programs Director if you feel you were intimidated or experienced perceived allegation in relation to filing this complaint.

MUNICIPIO DE NAGUABO
FORMULARIO DE QUERRELLA DE TITULO VI
(Also available in English)

Este formulario se utiliza para querellarse con el Municipio Autónomo de Naguabo 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 Naguabo, 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 Título 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 Programas Federales localizada en Calle Baldorioty #40 Naguabo PR 00718 o por correo al P.O. Box 40 Naguabo PR 00718.

Nota: El Municipio de Naguabo 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 Programas Federales si usted siente que está siendo intimidado o está experimentando posibles represalias como relacionadas a someter este documento.

V. PUBLIC PARTICIPATION PLAN

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

- a) 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.
- b) Use locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- c) 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.
 - i. Public outreach and involvement activities undertaken in the last three years are: CDBG Public hearing each year
- d) Monitored the transportation services by performing spot surveys of passengers throughout the years.
- e) 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.
- f) Holds a yearly public hearing in a handicap accessible facility for the development of an Action Plan that includes transportation. In said, hearing public comments and involvement are encouraged.

- g) 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.

VI. 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 people 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 of any direct or indirect contact with LEP individuals.

2. Language Assistance Measures

The Municipality of Naguabo 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 ensure 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 components of the program 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

VII. FOUR FACTOR ANALYSIS

1. Number and proportion of LEP individuals served or encountered

- According to the 2010 Census, 99% of the population in Puerto Rico is Hispanic. Spanish is the main language in Puerto Rico (See Table1).

Table 1. LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OLDER

	United States		Puerto Rico	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	316,581,199	±19,409	3,111,300	+/-1,138
Speak only English	245,472,067	±221,387	136,817	±9,556
Spanish or Spanish Creole	43,369,734	±134,347	2,887,610	±10,603
French (including Patois, Creole, Cajun)	2,167,933	±33,041	2,016	±989
Other Indo-European languages	6,540,223	±77,493	2,016	±989
Other Asian and Pacific Island languages	3,362,097	±47,444	921	±759
Other and unspecified languages	2,558,066	±47,097	329	±333

- In order to establish the number and proportion of Limited English Proficiency (LEP) individuals; we examined US Census data (See 2020 American Community Survey 5-Year Estimates) to determine the demographic characteristics of the community. The results were the following:

Total Population in Naguabo = 23,290

Total Population in Naguabo that Speak Spanish = 21,666

Total Population in Naguabo that Speak English less than "very well" = 18,971

Proportion of LEP Individuals = $\frac{21,666}{23,290} = 93.02\%$

	Puerto Rico		Municipality of Naguabo, Puerto Rico	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	3,111,300	+/-2144	22,290	*****
Speak only English	142,905	+/- 9829	665	±300
Speak Spanish:	2,963,502	+/- 9732	21,666	+/-303
Speak English "very well"	731,421	+/-8,265	2,695	±729
Speak English less than "very well"	2,497,882	+/-8,263	18,971	±776
Speak other language	2,540,970	+/- 9056	17,939	+/-329

Source: U.S. Census Bureau, <https://data.census.gov/table/ACSST5Y2022.S1601>

- It is important to consider that all government services, programs, and activities in Naguabo 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 Naguabo 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 Naguabo 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.

VIII. NON-ELECTED COMMITTEES AND COUNCILS

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

IX. SUBRECIPIENTS

The Municipality of Naguabo does not have subrecipients.

X. DETERMINATION OF EQUITY FOR SITE OR FACILITIES LOCATIONS

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

XI. TRANSIT-RELATED INVESTIGATIONS, COMPLAINTS AND LAWSUITS

During this period, the Municipality of Naguabo 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 Naguabo 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.				

XII. 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. 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 public notice posted (see Attachment A). Also, when available, the notice and complaint forms will be available via the municipal webpage.

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

Mrs. Brenda Casanova Ortiz

Federal Programs Office

Calle Baldorioty #40

Naguabo PR 00718

Tel. 787-874-3040

XIII. 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 22 passengers for the Cutaway.

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Cutaway	16	6	22	13000 lb

- **Vehicle Headway Standards**

Service operates only on weekdays. A 15-20 minute or better service is provided from 7:30 am to 3:00 pm. 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: 7:30 - 9 am and 2:00 - 3 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 Naguabo on-time performance objective is 90% or greater. On-time performance is continuously monitored.

- **Service Availability Standards**

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

XIV. SERVICE POLICIES FOR FIXED ROUTE

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

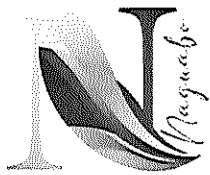
- **Vehicle Assignment Policy**

Currently the Municipality operates one route with the bus assigned for daily operations. With regards to future system expansions, bus assignments will consider the operating characteristics of multiple vehicles, which will be assigned by the operating characteristics of the routes. Some of these characteristics 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 Naguabo 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 Programas Federales del Municipio de Naguabo.
- Para más información sobre el programa de Título VI y los procedimientos para radicar una querella puede comunicarse al 787-874-3040 por correo electrónico a bcasanova@munnaguabo.pr.gov o visitar la Oficina de Programas Federales en Calle Baldorioty #40 Naguabo PR 00718.
- 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 787-874-3040.

KNOW YOUR RIGHTS

- The Municipality of Naguabo 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 Federal Programs Office in the Municipality of Naguabo.
- For more information on Naguabo Title VI civil rights program, and the procedures to file a complaint, contact 787-874-3040- email: bcasanova@munnaguabo.pr.gov or visit our Federal Programs Office at 40 Baldorioty St Angel G. Martínez Naguabo, P.R. 00718.
- 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 787-874-3040.