



**MOVILIDAD**  
**CIUDADANA**



# **AUTONOMOUS MUNICIPALITY OF CAGUAS**

## **TITLE VI PROGRAM FISCAL YEARS 2024-2026**

**IN ACCORDANCE WITH FTA CIRCULAR 4702.1B  
SUBMITTED APRIL 2024**

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**HON. WILLIAM E. MIRANDA TORRES  
MAYOR**

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### EXHIBITS

- A. Certifications and Assurances
- B. Municipal Ordinance signed by the Municipal Legislature
- C. Nondiscrimination Policy Statement
- D. Public Notice
- E. Municipal and FTA complaint procedure
- F. Title VI Civil Rights Complaint Forms
- G. Public Participation Plan

## **I. Plan Statement**

The Municipality of Caguas operates the Collective Transportation Service, based on a Fixed Route. As a condition of receiving Federal Transit Administration (FTA) financial assistance from the U.S. Department of Transportation (DOT) to operate these services, transit agencies must ensure that their programs, policies, and activities comply with DOT's Title VI regulations. The following program was developed to guide our Municipality of Caguas in its administration and managements as set forth in revised FTA Circular 4702.1B.

Section 601 under Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground 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."

## **II. Policy**

The Municipality of Caguas is committed to ensuring that no person on the basis of race, color or national origin will be excluded from participation or subjected to discrimination in the level and quality of transit services or related benefits provided by the Municipality employees, affiliates, and contractors.

## **III. Objectives**

- a. The Collective Transportation Program of the Municipality of Caguas will be committed to ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color or national origin;
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency (LEP);
- d. Is important to identify and address, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income population as applies.

## **IV. Governing Board**

The Governing board for the Municipality of Caguas transit system is made up of sixteen (16) members of the Municipal Legislature.

## **V. Description of transit service and facilities**

The Caguas Municipal Transportation system is comprised of six (6) 32 ft. Trolley buses, twelve (12) 30 feet mini-buses five and six (6) 22 ft. buses. The system operates from Monday



through Friday from 6:00 am to 4:30 pm. The Trolley buses have a thirty (24) passengers seating capacity; the mini-buses a sixteen (16) passengers capacity and the Paratransit minibuses seat 11 passengers and 1 wheelchair. There are four fixed routes in the urban center, and six fixed routes between the town core and suburban/rural wards along tertiary state roads and some Municipal roads. It has designated bus stops placed along the urban center routes, where the highest concentration of low-income persons is found. Peak hours are early morning and 3:00 pm. Paratransit service is provided during the same hours and days as the fixed routes and their service area extends out  $\frac{3}{4}$  miles from the fixed route trajectories the total service area has a population of approximately 70,000 persons.

The Municipality operates ten routes: 1) Caguas Urban Center which runs Monday through Friday on a continuing loop from 6:00am-4:30pm; 2) Caguas Urban North which runs Monday through Friday on a continuing loop from 6:00am-4:30pm; 3) Caguas Urban South which runs Monday through Friday on a continuing loop from 6:00am-4:30pm; 4) Caguas Urban East which runs Monday through Friday on a continuing loop from 6:00am-4:30pm; 5) Beatriz Ward runs on Monday through Friday between Francisco "Pancho" Pereira Terminal and Beatriz from 6:30am-4:30pm; 6) San Salvador Ward runs on Monday to Friday between Francisco Pereira Terminal and San Salvador from 6:00am-4:30pm; 7) Rio Cañas Ward runs on Monday to Friday between Francisco Pereira Terminal and Rio Cañas from 6:00am-4:30pm; 8) Cañaboncito-Hormigas Ward runs on Monday to Friday between Francisco Pereira Terminal and Cañaboncito-Hormigas from 6:00am-4:30pm; 9) San Antonio Ward runs on Monday to Friday between Francisco Pereira Terminal and San Antonio from 6:00am-4:30pm; and 10) Turabo Arriba Ward runs on Monday to Friday between Francisco Pereira Terminal and Turabo Arriba from 6:00am-4:30pm.

The Main Public Transportation Terminal is located in the town core. This is the Francisco "Pancho" Pereira Terminal where the few "Publico" operators have designated stands and where the Municipal Transit system operating center is located.

It is projected that over the next five years the system will be expanded with four additional routes to Bonneville-Brooklyn-Santo Domingo, La Changa-La Mesa-La Barra, Caguax-Caguas Norte, and Villa Blanca sectors. Service hours and frequency will be increased to accommodate peak loads.

## **VI. General Reporting Requirements**

Chapter III of FTA Circular 4702.1B addresses the general reporting requirements for recipients and sub-recipients of Federal Transit Administration (FTA) funding to ensure that their activities comply with DOT Title VI regulations. Below are summaries of each requirement and how the Municipality of Caguas Title VI Program fulfills that requirement.

### **1. Requirement to Provide Title VI Assurances**

The Municipality of Caguas will submit annually its Certifications and Assurances to FTA. Please view Exhibit A.



## **2. Requirement to Prepare and Submit a Title VI Program**

The Municipality of Caguas Legislature Council will approve this Title VI Program by Municipal Ordinance. The effective date will be the date the Municipal Ordinance is signed by the Legislature Council. Please view Exhibit B.

## **3. Requirement to Notify Beneficiaries of Protection Under Title VI**

The Municipality of Caguas has developed a public Title VI Notice to Beneficiaries following the guidelines of Circular FTA C 4702.1B, Nondiscrimination Policy Statement found in Exhibit C of this Title VI Program.

The Municipality of Caguas shall provide information to the public, regarding their Title VI obligations and notify members of the public of the protections against discrimination afforded to them by Title VI program.

The Municipality of Caguas will post this Public Notice in all its public transportation vehicles, including paratransit bus, and at other public facilities including the Market Place, the City Hall, the Public Library, Municipal Legislature, the Government Center, and other governmental offices located within our jurisdiction.

The Public Notice is in Spanish and English for the people of Caguas who do not speak Spanish, that it complies with Title VI regulations, offering equal access to all transit services and facilities to all people regardless of race, color, or national origin, and this it considers environmental justice issues in the development of its transit construction projects.

The Public Notice indicates the availability of a complaint process and the contact person, address, and telephone number in the Municipality, and at the FTA Regional Office. A copy of the Public Notice is enclosed as Exhibit D.

## **4. Requirement to have Title VI Complaint Procedures and A Complaint Form**

The Municipality of Caguas, has established the following process fulfilling the regulation of Title VI to handle complaints:

Any person who believes himself or any specific class of persons to be subjected to discrimination, prohibited by Title VI may by himself or by a representative file a written complaint with the Municipality of Caguas at the Human Resources Department, or directly to FTA. A copy of the Complaint procedure is enclosed as Exhibit E and copies of the Complaint form in Spanish and English are provided in Exhibit F to this Title VI Plan.

A complaint should be directed to Mrs. Lucille Cordero Ponce, Title VI Coordinator at PO Box 907, Caguas, PR 00726 or by telephone (787) 744-8833 x.2135 or by e-mail at [Lcordero@caguas.gov.pr](mailto:Lcordero@caguas.gov.pr). 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. A complaint may be filed with the Municipality of Caguas in the Human Resources Department no later than 60 days after the date of the alleged discrimination, or must be filed with FTA up to 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

- a. An official complaint must be received in writing or by telephone.
- b. This complaint will be entered in the Title VI Complaint log and given a reference number with the following information:
  1. The hour and date the complaint was received.
  2. Name, address and phone number (optional) of the plaintiff with a brief description of the complaint.
- c. If more information is needed to resolve the case, the Municipality may contact the complainant. The complainant has fifteen (15) from the date of the letter to send requested information to the investigator assigned to the case.
- d. If the investigator is not contacted by the complainant or does not receive the additional information within fifteen (15) business days, the Municipality can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- e. The Municipality will investigate the complaint and to determine corrective measures in a no greater than a term of ninety (90) days from logging of the complaint.
- f. The investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI or ADA, as applicable, violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. Additional, giving right at complainant to be appeal in a no greater than a term of sixty (60) days after the date of the letter or the LOF to do so.
- g. In case of an appeal, will offer the opportunity to provide additional information that would lead FTA to consider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within sixty (60) days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or closure to the appealing party, or by informing the appealing party that the original letter of resolution or closure remains in force. FTA strives to transmit these letters within thirty (30) to sixty (60) days of receiving the appeal.



**5. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits**

*Complaints, lawsuits and investigations allocate discrimination by race, color or national origin are as follow from January 1, 2021 to December 31, 2023.*

*Complaint: None*

*Lawsuits: None*

*Investigations alleging discriminations: None*

**Summary of all Civil Rights Compliance Reviews:**

**Requirement to Keep a Record of Title VI Investigations Complaints, and Lawsuits IV-1**

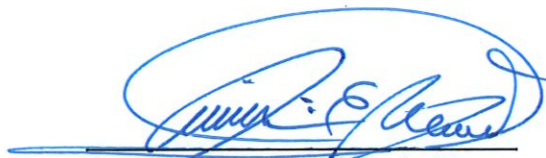
**In order to comply with 49 CFR Section 21.9(b), see the statement prepared by the Municipality of Caguas regarding this requirement:**

**STATEMENT**

**Requirement to record Title VI Investigations, Complaints, and Lawsuits.**

**This is to certify that the Municipality of Caguas has not had any investigation, complaints, or lawsuits regarding discriminatory practices by race, color or national origin in any Transit System related activity or any other Municipal Service provided under the Title VI Program.**

**Signed on April 8, 2024**



**Hon. William E. Miranda Torres  
Mayor**

## **6. Requirement to Promote Inclusive Public Participations**

The Municipality of Caguas ensures that minority and LEP populations, as with all members of the public, will be empowered to participate in decisions involved with the Municipality Collective transit system. Developed a Public Participation Plan for transit related activities in compliance with Title VI, Environmental Justice and Public Participation Plan is enclosed as Exhibit G.

The Municipality will be celebrating public hearings in late March or early April of each year to plan for FTA and other Federal programs and local capital development programs. The public at these meetings is free to voice their comments on their needs and problems with transportation or other services. Over 95% of all riders who use public transportation are from low and moderate income families.

The Mayor and top members of the staff receive the general public by appointment and at public activities. At these appointments and meetings, the Mayor often deals personally with requests for services and refers these persons individually to staff members who will implement his directives and transportation program policies.

## **7. Requirement to Provide Meaningful Access to LEP Persons**

The Municipality of Caguas will develop this Title VI Program to help identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to the Collective transit services as required by Executive Order 13166. As defined by this order, a person with Limited English Proficiency is one who does not speak English as their primary language and who has limited ability to read, write, speak, or understand English.

This plan details procedures for identifying a person who may need language assistance, the ways in which assistance may be provided.

The Municipality of Caguas has a population which is over 94.1% Spanish speaking. The Municipality conducts almost all its activities in Spanish and practically all official documents are originally written in Spanish. The implementation of an LEP Plan is unnecessary because everything is already in Spanish and a separate LEP Plan would be redundant. Almost everyone, with rare exceptions (6.4% of the population) speaks Spanish, the vernacular language in Puerto Rico, thus the LEP Plan is built in. The drivers, paratransit reservation agents and supervisors all speak Spanish. Almost all verbal and written information provided to passengers is offered in Spanish.

Exceptions to this rule are Federal funded applications and other documents that must be submitted in English to the Federal agencies that provide funding, such as Title VI Program description. Nonetheless, these few documents can be made available in Spanish, upon request.



## LEP Four Factor Analysis:

### 1. Number and proportion of LEP persons served or encountered in the eligible service population.

Based on the American Factfinder in the 2022 American Community Survey 5 Year Estimates for Caguas revealed that out of the 126,772 people who reside in Caguas, 124,363 or 98.1% were of Hispanic origin. Among the population 5 years of age or older only 7,176 or 5.9% speak English at home, 115,247 or 94.1% speaks a language other than English at home and 115,247 or 94.1% speak Spanish at home. Given this demographic characteristic the Municipality has determined that it is necessary to provide all materials and information regarding the public transportation system in the Spanish language. This includes but it is not limited to all promotional materials, Paratransit Program policies and application forms, and Title VI related documents and complaint forms.

Label	Caguas Municipio, Puerto Rico	
	Total	
Label	Estimate	Margin of Error
▼ Total population	126,772	*****
➤ SEX AND AGE		
▼ RACE AND HISPANIC OR LATINO ORIGIN		
▼ One race	85.5%	±1.4
White	55.8%	±2.1
Black or African American	8.8%	±1.0
American Indian and Alaska Native	0.3%	±0.2
Asian	0.3%	±0.3
Native Hawaiian and Other Pacific Islander	0.0%	±0.1
Some other race	20.3%	±1.5
Two or more races	14.5%	±1.4
Hispanic or Latino origin (of any race)	98.1%	±0.4
White alone, not Hispanic or Latino	1.4%	±0.3

Label	Caguas Municipio, Puerto Rico			
	Total		Percent	
Label	Estimate	Margin of Error	Estimate	Margin of Error
▼ Population 5 years and over	122,536	*****	(X)	(X)
Speak only English	7,176	±873	5.9%	±0.7
Speak a language other than English	115,360	±873	94.1%	±0.7
▼ SPEAK A LANGUAGE OTHER THAN ENGLISH				
➤ Spanish	115,247	±886	94.1%	±0.7
➤ Other Indo-European languages	92	±68	0.1%	±0.1
➤ Asian and Pacific Island languages	21	±24	0.0%	±0.1
➤ Other languages	0	±35	0.0%	±0.1

Source: U.S. Census Bureau, 2022: American Community Survey 5-Year Estimates

**2. *Frequency with which LEP individuals come into contact with the program, activity, or service***

It is safe to state that the program serves almost exclusively Spanish speaking passengers, since over 98.1% of the population is Hispanic. Over 98% of the services provided by the Municipality are directed to Spanish speaking persons. But in order to comply with the FTA regulation all the documents like posters, flyers, applications for paratransit service related to our trolley and paratransit system has been translated to English. Needless to say, all of our personal who works as part of this transit system, such as bus drivers, mechanics, receptionists, senior staff, and the Mayor, are also Spanish speaking, and most are also fluent in English and are able to provide any information and/or assistance required by the passengers.

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

The Municipality of Caguas provides Terminal facilities for the “Público” transit system operators as well as for its own transit system comprised of six (6) 32 ft. Trolley buses, twelve (12) 30 ft. mini-buses and six (6) 22 ft. buses. There are four fixed routes in the urban center, and six fixed routes between the town core and suburban/rural wards which altogether cover approximately 60% of the households in the Municipality. Over 97.70% of transit riders are Spanish speaking, and almost half of the public transportation passengers depend exclusively on this transit system for transportation as there are no vehicles in their households according to surveys performed by the Municipality. This service is therefore of vital importance to them.

**4. *Resources available to the recipient and costs***

The implementation of LEP compliance measures is a significant issue for the Municipality. All the employees of the transit system and the entire Municipality of Caguas speak Spanish, which is their vernacular language. There is no additional cost in communicating in Spanish with the transit systems operators and passengers since all information and policies are originally prepared in Spanish.

**Monitoring Policy**

The Municipality will carry out monitoring to the program by survey to passengers of the Public Transportation System once a year, in order to assure that there is no discriminations pattern. A copy of the survey is enclosed as Exhibit H.

For that, we will be doing the following:



- a. Hand out a survey in each transportation vehicle, including the paratransit vans. These will be provided by the supervisor and/or an authorize representative of the Public Transportation System.
- b. The participants will fill out the survey and gives it back to the supervisor and/or an authorized representative.
- c. The supervisor checks each one in order to see the areas in which we will need to improve.
- d. Then we will proceed to implement corrective action measures, if any.
- e. The survey sheets will be kept in the record.

## **8. Minority Representation on Planning and Advisory Bodies**

The Municipality of Caguas, does not currently have any transit-related, non-elected boards, councils, or committees. The Municipality of Caguas's Council serves as the policy board for our Collective Transportation Service.

## **9. Monitoring Subrecipient**

The Municipality of Caguas does not extend FTA financial assistance to subrecipients.

## **10. Determination of Site or Location of Facilities**

The Municipality of Caguas has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed for this Title VI Program submission.

## **11. Requirement to Provide Additional Information Upon Request**

The Municipality of Caguas will provide the additional information upon request for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

## **12. System Wide Service Standards and Policies**

### **I. Introduction**

This attachment provides the Municipality of Caguas's standards and policies related to the four quantitative indicators and two procedures required by the Federal Transit Administration (FTA) for inclusion in each fixed-route transit operator's Title VI Program. The four indicators for which quantitative standards are required include: 1) vehicle load, 2) vehicle headway, 3) on-time performance, and 4) service availability. In addition, operators must adopt qualitative policies addressing the following procedures: 1) vehicle assignment, and 2) distribution of transit amenities.

## II. Service Standards

1. **Vehicle Load:** The Municipality of Caguas 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 standees allowed is 6 passengers. The smaller 30 ft fixed route mini-buses have a 16 passenger capacity, allowing up to 4 standing passengers at peak load. 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 the daily average load factor for the route. These load parameters are to be determined by a minimum of three daily ridership counts.

2. **Vehicle Headway:** Vehicle headway for the main route operating in the urban center of Caguas will be every 30 minutes during peak hours and every 30 to 60 minutes during off-peak hours, as defined in one (1) above. For routes which will serve beyond the urban center to other Municipal wards, service shall be every 60 to 90 minutes during peak hours and 90 to 120 minutes during off -peak hours.
3. **On-time Performance:** On-time performance is a measure of runs completed as scheduled. "On time" is considered if a bus route completes its circuit or one-way run within 15 minutes of the daily average for the route.
4. **Service Availability:** The Municipality shall provide access to a transit stop within ½ mile of 80% of residents in the urban area. Public transportation service shall be available from either "Público" operators or Municipal Transit vehicles. Transportation service shall allow riders to meet their basic daily needs from Monday to Saturday except on holidays.

## III. Service Policies

1. **Vehicle Assignment Policy:** Due to the small size of the Caguas transportation fleet which is scheduled to reach a maximum of (32) vehicles by 2026, and because their size determines the route assignment, the only policy that would apply would be for the assignment of the low rider buses strictly to the urban center route since these are too large to maneuver in the suburban and rural area roads.
2. **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. Bus Stop shelters within the urban center of Caguas should have at least 5 daily boarding's. All stops on the other wards should have at least 3 boarding's to be provided a bus shelter subject to the availability of road right of way. All bus shelters shall be accessible to persons on 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.

Bus stops shall be located not closer than 250 meters apart or over 500 meters apart along the urban center route. Beyond the urban center, these shall be no closer than 300 meters and no further than 600 meters from each other. Bus stops shall have at least 3 boarding's per day in the urban center and 2 boarding's daily beyond the urban center. All bus stops shall be accessible to persons on wheelchairs.

The Public Transportation Terminal have been provided passenger waiting areas with seats for at least 20% of waiting passengers at peak hours.

### **13. Requirement Guidance on Conducting and Environmental Justice Analysis of Construction Projects**

*In order to integrate, into environmental analyses, considerations expressed in the DOT Order on Environmental Justice, the Municipality of Caguas should integrate an environmental justice analysis into their National Environmental Policy ACT (NEPA) documentation of construction projects. (The Municipality of Caguas is not required to conduct environmental justice analysis of projects where NEPA documentation is not required.)*

The Municipality of Caguas conducts an environmental analysis according to the NEPA process for all construction projects. Also, we use the Puerto Rico Quality Board guidelines and regulations for all construction projects. The majority of our projects are usually categorically excluded.

Nonetheless, for those projects using an EA or EIS, the documents will include the following components: (according to the FTA Circular 4703.1, Chapter V-E)

- Descriptions of low-income and minority population;
- Discussion of adverse effects and positive effects;
- Descriptions of mitigation and environmental actions;
- Any remaining effects and why mitigation is not proposed;
- Comparison of mitigation and environmental enhancement actions that affect predominantly low income and minority areas with mitigation implemented in predominantly in non-minority and non-low-income projects.

## FEDERAL FISCAL YEAR 2024 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Autonomous Municipality of Caguas

The Applicant certifies to the applicable provisions of all categories: (*check here*) X.

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<hr/>
02 Public Transportation Agency Safety Plans	<hr/>
03 Tax Liability and Felony Convictions	<hr/>
04 Lobbying	<hr/>
05 Private Sector Protections	<hr/>
06 Transit Asset Management Plan	<hr/>
07 Rolling Stock Buy America Reviews and Bus Testing	<hr/>
08 Urbanized Area Formula Grants Program	<hr/>
09 Formula Grants for Rural Areas	<hr/>



10 Fixed Guideway Capital Investment Grants and the Expedited  
Project Delivery for Capital Investment Grants Pilot Program

11 Grants for Buses and Bus Facilities and Low or No Emission  
Vehicle Deployment Grant Programs

12 Enhanced Mobility of Seniors and Individuals with  
Disabilities Programs

13 State of Good Repair Grants

14 Infrastructure Finance Programs

15 Alcohol and Controlled Substances Testing

16 Rail Safety Training and Oversight

17 Demand Responsive Service

18 Interest and Financing Costs

19 Cybersecurity Certification for Rail Rolling Stock and  
Operations

20 Tribal Transit Programs

21 Emergency Relief Program

**CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**

**AFFIRMATION OF APPLICANT**

Name of the Applicant: Autonomous Municipality of Caguas

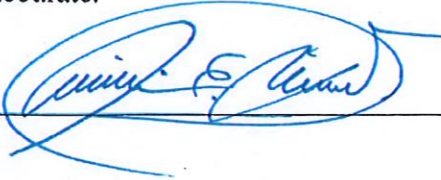
BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations,

"Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature



Date:

March 5, 2024

Name: William Miranda Torres, Mayor

Authorized Representative of Applicant



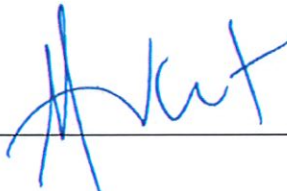
### AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Autonomous Municipality of Caguas

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature



Date:

March 5, 2024

Name Mónica Vega Conde, Esq

Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

## **EXHIBIT B – MUNICIPAL ORDINANCE**



## EXHIBIT C – NON-DISCRIMINATION POLICY STATEMENT

The Public Transportation Program of the Municipality of Caguas is committed to ensuring that the fundamental principles of equal opportunity are upheld in all decisions involving our employees and contractor/consultants, and to ensuring that the public-at-large is afforded access to our programs and services.

To that end, no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of the Public Transportation Programs of the Municipality of Caguas, on the grounds of race, color or national origin. In accordance with Puerto Rico Commonwealth Law, the Municipality assures all its programs and activities will be free from discrimination, whether those programs and activities are federally funded or not.

Environmental Justice shall be part of the Environmental Analysis process in Caguas for all federally funded projects to prevent the construction of projects which may cause disproportionate or undue hardship on lower income and minority communities.

The Public Transportation Program of the Municipality of Caguas conducts its Title VI/Environmental Justice Program in a team approach involving personnel from all pertinent program areas, with guidance from the Title VI Coordinator who serves as the Title VI/EJ Specialist, to ensure that the Municipality of Caguas complies with Title VI/Environmental Justice implementing regulations.

Inquiries concerning the Public Transportation Program of the Municipality of Caguas policies, investigation, complaints, compliance with applicable laws, regulation, and concerns regarding compliance with Title VI/Environmental Justice may be directed to:

LUCILLE CORDERO PONCE  
HUMAN RESOURCES DEPARTMENT  
PO BOX 907, CAGUAS, PUERTO RICO 00726  
TEL: 787-744-8833 x.2135  
EMAIL: Lcordero@caguas.gov.pr

This Policy statement must be circulated throughout the Caguas Public Transportation vehicles and facilities and be included by reference in all contracts, agreements, programs and services administered by the Public Transportation Program of the Municipality of Caguas.

April, 8 2024

  
WILLIAM E. MIRANDA TORRES  
MAYOR

**EXHIBIT D – PUBLIC NOTIFICATION**

**MUNICIPALITY OF CAGUAS**

Municipal Transportation Service  
Caguas, Puerto Rico

**MUNICIPIO DE CAGUAS**

**DEPARTAMENTO DE RECURSOS HUMANOS**  
**TITULO VI – DERECHOS CIVILES**

EL MUNICIPIO DE CAGUAS OFRECE SUS SERVICIOS DE TRANSPORTACIÓN PÚBLICA POR IGUAL A TODOS SUS RESIDENTES Y VISITANTES, IRRESPECTIVO DE RAZA, COLOR U ORIGEN NACIONAL.

PUEDE OBTENER INFORMACIÓN SOBRE ESTOS SERVICIOS, SUS DERECHOS Y OBLIGACIONES TANTO EN ESPAÑOL COMO EN INGLÉS.

SI USTED SE SIENTE DISCRIMINADO EN LA FORMA QUE RECIBE ESTE SERVICIO, PUEDE RADICAR UNA QUERELLA ANTE EL MUNICIPIO, PARA CORREGIR DICHA SITUACIÓN. POR FAVOR, SOMETA SU QUERELLA O COMENTARIOS A LA DIRECCIÓN O TELÉFONO DE LA PERSONA INDICADA EN ESTE ANUNCIO.

**MUNICIPALITY OF CAGUAS**  
**HUMAN RESOURCES DEPARTMENT**  
**TITLE VI – CIVIL RIGHTS**

THE MUNICIPALITY OF CAGUAS WILL OFFER ALL ITS TRANSIT SERVICES ON AN EQUAL BASIS TO ALL RESIDENTS AND VISITORS, REGARDLESS OF RACE, COLOR, OR NATIONAL ORIGIN.

ADDITIONAL INFORMATION REGARDING THIS SERVICES, YOUR RIGHTS AND OBLIGATIONS ARE AVAILABLE BOTH IN SPANISH AND ENGLISH.

IF YOU FEEL YOU HAVE BEEN DISCRIMINATED AGAINST IN THE PROVISION OF THESE SERVICES, YOU MAY FILE A COMPLAINT WITH THE MUNICIPALITY TO CORRECT THIS SITUATION. PLEASE SUBMIT YOUR COMPLAINT OR COMMENTS TO THE PERSON AT THE ADDRESS OR PHONE OF THIS NOTICE.

LUCILLE CORDERO PONCE  
HUMAN RESOURCES DEPARTMENT  
PO BOX 907, CAGUAS, PUERTO RICO 00726  
TEL: 787-744-8833 x.2135  
EMAIL: [Lcordero@caguas.gov.pr](mailto:Lcordero@caguas.gov.pr)



## **EXHIBIT E – COMPLAINT PROCEDURE**

### **DESCRIPTION OF PROCEDURES MEMBERS OF THE PUBLIC SHOULD FOLLOW TO FILE A COMPLAINT UNDER TITLE VI**

**RIGHT TO FILE A COMPLAINT** – Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI or ADA may by himself or by a representative file a written complaint with the **Municipality of Caguas** or directly to FTA. Complaints should be directed to Lucille Cordero Ponce, FTA Title VI, Human Resources Department, PO Box 907, Caguas, PR, 00726. 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. A complaint may be filed with the Municipality *no later than 60 days* after the date of the alleged discrimination, or must be filed with **FTA up to 180 days** after the date of the alleged discrimination, unless the time for filing is extended by FTA.

**COMPLIANT ACCEPTANCE** – Once the complaint is received, the Municipality will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

**COMPLIANCE INVESTIGATION** - The Municipality has 90 days to investigate the complaint. If more information is needed to resolve the case, the Municipality may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Municipality can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

**COMPLAINT RESOLUTION** – After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI or ADA, as applicable, violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so. A copy of this complaint, the corresponding investigation report and written answer to the complaint will be kept on file for a period of five (5) years from the date it is filed and will be made available for FTA Triennial reviews or FTA Title VI Reviews.

**APPEALS PROCESS** – The letters of finding and closure will offer the complainant the opportunity to provide additional information that would lead FTA to consider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within 60 days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or closure to the appealing party, or by informing the appealing party that the original letter of resolution or closure remains in force. FTA strives to transmit these letters within 30 to 60 days of receiving the appeal.

## **EXHIBIT F – COMPLAINT FORMS**



**EXHIBIT F - CAGUAS TITLE VI COMPLAINT FORM**  
**FORMULARIO PARA QUERELLAS POR DISCRIMINACIÓN BAJO TÍTULO VI Y/O ADA**

<b>Section I:</b> <b>Sección I:</b>				
Name: Nombre:				
Address: Dirección:				
Telephone (Home): Teléfono (hogar):			Telephone (Work): Teléfono (trabajo):	
Electronic Mail Address: Correo electrónico:				
Accessible Format Requirements? Requiere formato accessible:	Large Print Letras grandes		Audio Tape Audiograbación	
	TDD Asistencia telefónica		Other Otro	
<b>Section II:</b> <b>Sección II:</b>				
Are you filing this complaint on your own behalf? Somete esta querella por derecho propio			Yes* Sí*	<input type="checkbox"/> No <input type="checkbox"/>
*If you answered "Yes" to this question, go to Section III. * Si usted contestó "Sí" vaya a la Sección III.				
If not, please supply the name and relationship of the person for whom you are complaining: Si usted contestó "no" indique su relación con el querellante:				
Please explain why you have filed for a third party: Por favor indique la razón para someter esta querella por un tercero:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Por favor confirme que la persona afectada le autorizó a querellarse en su representación:			Yes Sí	<input type="checkbox"/> No <input type="checkbox"/>
<b>Section III:</b> <b>Sección III:</b>				
I believe the discrimination I experienced was based on (check all that apply): Creo que fui discriminado basado en:				
[ ] Race / Raza [ ] Color [ ] National Origin / Origen Nacional				
Date of Alleged Discrimination (Month, Day, Year): Fecha de la alegada discriminación: (Mes/Día/Año) _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Explique tan claro como le sea posible lo ocurrido y la razón por la cual cree se discriminó contra usted. Indique la(s) persona(s) involucrada(s). Incluya el nombre y datos de la(s) persona(s) que discriminó en su contra (si conocido), además de los nombres y datos de testigos. Si requiere más espacio continúe escribiendo al dorso de este formulario.

#### Section IV:

#### Sección IV:

Have you previously filed a Title VI or ADA complaint with this agency?

¿Ha sometido anteriormente querellas bajo el Título VI o ADA en este Municipio?

Yes

Sí

☐

No

No

☐

#### Section V:

#### Sección V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

¿Ha sometido esta querella ante otras entidades Federales, Estatales o locales o ante una Corte Federal o Estatal?

[ ] Yes / Sí

[ ] No

If yes, check all that apply:

Indique todas las que apliquen si contesta "Sí":

[ ] Federal Agency / Agencia Federal: \_\_\_\_\_

[ ] Federal Court/ Corte Federal \_\_\_\_\_

[ ] State Agency / Agencia Estatal \_\_\_\_\_

[ ] State Court / Corte Estatal \_\_\_\_\_

[ ] Local Agency/ Agencia Local o Municipio \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Por favor indique los datos de la persona de contacto en la agencia o Corte donde sometió su querella

Name:

Nombre:

Title / Título:

Agency / Agencia:

Address:

Dirección:

Telephone / Teléfono:



<b>Section VI:</b> <b>Sección VI:</b>
Name of agency complaint is against: Nombre de la Agencia/ Municipio contra la cual se querella:
Contact person: Persona contacto:
Title / Título:
Telephone / Teléfono:
Commentaries: Comentarios:

## **EXHIBIT G – PUBLIC PARTICIPATION PLAN**



## **EXHIBIT G – PUBLIC PARTICIPATION PLAN**

**MUNICIPALITY OF CAGUAS  
CITIZENS MOBILITY OFFICE  
PO BOX 907, CAGUAS, PUERTO RICO 00726**



**CITIZEN PARTICIPATION PLAN FOR THE MUNICIPALITY OF CAGUAS  
WHEN CONSIDERING FARE INCREASES, SERVICE REDUCTIONS AND  
ENVIRONMENTAL JUSTICE IN THE MUNICIPAL PUBLIC  
TRANSPORTATION SYSTEM**

**HON. WILLIAM E. MIRANDA TORRES  
MAYOR  
MARCH 2024**



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## **TERM AND ADOPTION OF CITIZEN PARTICIPATION PLAN**

This Citizen Participation Plan establishes policies and procedures for the active participation of the community, public agencies and legal persons resident or located in the Municipality of Caguas to consider their comments whenever municipal public transportation service is planned to be significantly reduced and /or when transit fares are to be raised, including ADA complimentary transportation to persons with disabilities, as well as whenever transit facilities are to be developed which may have a disparate effect on minorities and low income persons according to Environmental Justice regulations. It may also be used as a guide for public participation when Civil Rights regulations applicable to the transit system so require. Its validity shall commence from the signing by the Mayor, William Miranda Torres and shall remain in effect for as long as required by Federal Transit Administration (FTA) regulations.

### **INCENTIVES FOR CITIZEN PARTICIPATION, PARTICULARLY LOW INCOME PERSONS**

The Citizen Participation Plan will be available to the public in the language of the citizens who comprise a significant portion (at least 2% or 500 persons, whichever is less) of the population and particularly low and moderate income residents of Caguas (English and Spanish). It also provides for equal access to citizens with disabilities.

Among the public notification mechanisms that may be used are:

- ✓ Notices in newspapers of general circulation
- ✓ Ads in regional newspapers
- ✓ Distribution of radio and television ads
- ✓ Letters to community organizations, residents of affected communities and through agencies that provide services to low-income persons
- ✓ Through mailing lists
- ✓ Municipality Internet Site
- ✓ Distribution of flyers

The Office of Citizens Mobility in the Municipality of Caguas is the designated division responsible for the preparation of the application for funds to the "Federal Transit Administration" (FTA), the implementation of planned projects with these funds and ensures that they carry federal regulations tied to these funds and services provided as a result. This responsibility includes handling the release of the documents, preparing public notices, and holding the corresponding required public hearings, and analyzing Environmental Justice issues.

The regulatory procedures adopted by this Citizen Participation Plan apply to the following activities:

- ✓ Publishing notices of public hearings
- ✓ Holding hearings and public meetings
- ✓ Making available documents subject to public hearing or comment



- ✓ Providing access to documents that were used as a basis for planning and decision making.

## **PUBLICATION OF NOTICE OF PUBLIC HEARINGS**

There will be two public hearings as part of the Planning processes for any significant reduction of the municipal public transportation service or increasing fares to its users or whenever FTA regulations regarding Civil Rights and Environmental Justice so require. During these hearings the Municipality will gather information about the transportation needs of citizens, comments, recommendations and objections to the changes propose mass transit routes and service levels that represent a significant reduction of the service, and any increase in rates and consider the same in the final decision. The Municipality may also obtain public comments regarding transit service and facilities at other public hearings held by the municipality for additional federally funded programs, such as the CDBG Program.

Significant changes in public transportation service are defined as follows:

- ✓ Elimination or displacement of the transit trajectory a distance equal to or greater than 500 meters for a period greater than 90 days of any route that has operated for more than 6 months.
- ✓ Reduction for longer than 90 days by more than 25% in the number of daily vehicle trips of the fixed routes that have operated at least 6 months.

The service reductions below these levels are limited to routes that are on trial or which suffer seasonal changes, usually due to construction activities in sections of their trajectory. These will be notified to the public through notices in the buses, stops and terminals of municipal public transportation system at least 15 days in advance of their implementation.

The public hearing notices will be published in Caguas Facebook Page not less than 15 not more than 30 days prior to the date of the hearing. These will be published in Spanish and in other languages, provided that these represent a significant portion of the local population. The Office of Citizens Mobility may provide notice of public hearings in any other form as deemed necessary to ensure effective citizen participation including promotional measures not alternative to publication in a newspaper of general circulation. Also, it may notify by mail individuals, public agencies and other legal persons that are on record or have shown interest in participating in the planning process.

The public hearing notice shall specify:

- ✓ Synthesis of the objectives of public hearings, including routes and neighborhoods affected
- ✓ Date, time and place where the public hearings will be held;
- ✓ Availability of resources to meet the needs of blind, deaf or with some other impediment, translators and translations for those who do not speak Spanish;

- ✓ Contact person or community liaison before, during and after holding public hearings.


Public hearings will be held in accessible places free of architectural barriers to persons with disabilities. The Public Relations Office will provide sign language services for deaf people and interpreters for those who cannot express themselves in Spanish, as needed. The service will be available when it is requested at least 8 days prior to holding the public hearings.

The Office of Citizens Mobility will coordinate the recording and transcript of the public hearing regarding transportation services. The summary of the comments, suggestions and other aspects accepted and not accepted and the reasons why they were not considered shall be included as part of the analysis of citizen participation.

### ACCESS TO DOCUMENTS

Access to documents that were used as a basis for planning and decision making in the preparation of the municipal public transportation routes, fares and facilities will be provided to individuals, public agencies and any legal person. The Municipality will retain documents on file for term of at least four (4) years. These documents will be available for public review through written or oral request to the Director of Citizens Mobility Office. Access to them is free of charge and will be located in the Office of Citizens Mobility.

The documents are available in English and Spanish. Blind persons can get a recorded copy of the referenced documents in order to hear the contents. People with physical disabilities may access these documents at the Office of Citizens Mobility which is ADA accessible.



WILLIAM E. MIRANDA TORRES  
MAYOR