

# **MUNICIPALITY OF JUNCOS**

## **TITLE VI PROGRAM**

**In accordance with FTA Circular 4702.1B**



**FEBRUARY 2025**

  
**ALFREDO ALEJANDRO CARRIÓN**  
**MAYOR**



**MUNICIPALITY OF JUNCOS**  
**TITLE VI PROGRAM**  
**In accordance with FTA Circular 4702.1B**

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## TITLE VI NONDISCRIMINATION POLICY STATEMENT

The Public Transportation Program of the Municipality of Juncos (Transporte Municipal Junqueño) 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 Juncos, 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 Juncos 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 Juncos 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 Juncos complies with Title VI/Environmental Justice implementing regulations.

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

ROSA FLORES, FTA TITLE VI/ EJ SPECIALIST  
FEDERAL PROGRAMS OFFICE  
PO BOX 1706, JUNCOS, PUERTO RICO 00777  
TEL: 787-333-6104  
EMAIL: federales@juncos.gov.pr

This Policy statement must be circulated throughout the Juncos 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 Juncos.

  
ALFREDO ALEJANDRO CARRIÓN  
MAYOR





### **Description of Juncos Transit Service and Facilities**

The “Transporte Municipal Junqueño” (TMJ) is comprised of six (6) 30 ft. small buses and two (2) Paratransit 22 ft buses and one Paratransit modified van. The TMJ operates from Monday through Saturday from 7:00AM to 5:00PM. The system includes six (6) small buses with a twenty four (24) passengers seating capacity that operate along a 3.5 mile long fixed route in the urban center, and three fixed routes between the town core and suburban and rural wards north along tertiary state roads and some Municipal roads. It has (32) thirty two bus stops placed along the urban center route, where the highest concentration of low income persons is found. There are no fixed bus stops at the present on other routes. Peak hours are early morning and 3:00PM, due to school schedules. There is no fare to ride the buses.

ADA Complementary 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 29,000 persons.

A Public Transportation Terminal is in the town core where the few remaining Público operators have designated stands. The “Transporte Municipal Junqueño” operating center is also located in this Terminal.

It is projected the system will be expanded with two additional routes and service frequency increased to accommodate peak loads. The Public Transportation Terminal suffered some damages due to Hurricane Maria in September 2017 and repairs are to be completed by September 2020.



## GENERAL REQUIREMENTS

*(1) Summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.*

The Municipality of Juncos has developed a Public Participation Plan for transit related activities in compliance with Title VI, Environmental Justice and Public Participation regulations dictated by FTA. A copy of the Public Participation Plan is included as **Exhibit 1** of this Title VI Program.

The Municipality monitors the level and quality of public transportation services offered to its residents and visitors through surveys of passengers held twice in the year. It also holds public hearings in late March or early April of each year to plan for CDBG, FTA and other Federal programs and local capital development programs. Copies of the Public Participation meetings published announcements are included in the Exhibits section. The public at these meetings is free to voice their comments on their needs and problems with transportation or other services provided by the Municipality. Over 90% of all riders who use public transportation are from low- and moderate-income families.

In addition, 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.

*(2) Municipal plan for providing language assistance for persons with Limited English Proficiency (LEP).*

### LEP ANALYSIS AND DETERMINATION

The Municipality of Juncos has examined the latest available US Census ACS 2020 statistics and determined that 99.4% of its population is of Hispanic Origin. Among the population 5 years old and older only 8.6 % speak only English at home while 91.4 % speak Spanish at home, with no other languages spoken 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. Population statistics are provided below.



## TITLE VI CENSUS DATA – JUNCOS, PR

SOURCE: AMERICAN COMMUNITY SURVEY 2020

Subject	Juncos Municipio, Puerto Rico			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Total population	37,012	*****	37,012	(X)
HISPANIC OR LATINO AND RACE				
Total population	37,012	*****	37,012	(X)
Hispanic or Latino (of any race)	36,794	+/-147	99.4%	+/-0.4
Not Hispanic or Latino	218	+/-147	0.6%	+/-0.4
White alone	132	+/-127	0.4%	+/-0.3
Black or African American Alone	30	+/-30	0.1%	+/-0.1
American Indian and Alaska Native alone	0	+/-30	0.1%	+/-0.1
Asian alone	10	+/-30	0.1%	+/-0.1
Native Hawaiian and Other Pacific Islander	0	+/-30	0.1%	+/-0.1
Some other race alone	41	+/-50	0.2%	+/-0.3





## LANGUAGE SPOKEN AT HOME

SOURCE: AMERICAN COMMUNITY SURVEY 2020

Subject	Juncos Municipio, Puerto Rico			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	35,559	*****	35,559	(X)
English only	3,064	+/-902	8.6%	+/-2.4
Language other than English	32,495	+/-908	91.4%	+/-2.5
Speak English less than "very well"	27,425	+/-744	91.4%	+/-2.4
Spanish	32,495	+/-902	91.4%	+/-2.4
Other Indo-European languages	0	+/-30	0.0%	+/-0.1
Speak English less0 than "very well"	0	+/-30	0.0	+/-0.1
Asian and Pacific Islander languages	0	+/-30	0.0	+/-0.1
Other languages	0	+/-30	0.0	+/-0.1



### ***DOT LEP FOUR FACTOR ANALYSIS:***

- 1) Number and proportion of LEP persons served or encountered in the eligible service population

The ACS 2020 Census for Juncos revealed that out of the 37,012 persons resident in Juncos, 36,794 or 99.4% were of Hispanic origin. Out of the 37,615 persons 5 years of age or older living in Juncos, 33,387 persons or 91.4% of those over 5 years of age spoke Spanish at home and the remaining 8.6% spoke only English at home. No residents in Juncos were found to speak at home a language other than Spanish or English according to the ACS 2020 Census data.

- 2) Frequency with which LEP individuals come into contact with the program, activity, or service

It is safe to say that the program serves almost exclusively Spanish speaking passengers since 99.4% of the population is Hispanic and 91.4% speak Spanish at home, therefore contact with non-English speaking individuals is present in every single vehicle transit trip. Over 98% of the services provided by the Municipality are directed to Spanish speaking persons. Needless to say, every one of the persons who works as part of this transit system, such as bus drivers, mechanics, receptionists, senior staff and the Mayor, are also Spanish speaking and, in many cases, also speak English or understand it though they may not speak it well.

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

The Municipality of Juncos provides Public Transportation Terminal facilities for the “Público” transit system operators as well as for its own transit system comprised of six small buses and three Paratransit vehicles. It operates one fixed route in the urban area and three others between the urban center and suburban or rural areas which altogether cover 70% of the households in the Municipality. Over 98% 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 not a significant issue since it has always been built into the system. All the employees of the transit system and the entire Municipal Government of Juncos speak





Spanish which is their vernacular language. There is no additional cost in communicating in Spanish with the transit system operators and passengers since all information and policies are originally prepared in Spanish.

### ***LEP IMPLEMENTATION PLAN***

All the laws, regulations, ordinances and policies of the Municipality of Juncos are written in Spanish from their very origin. The implementation of an LEP Plan other than training provided to all transit staff regarding Title VI requirements is unnecessary because everything is already in Spanish and a separate LEP Plan would be redundant. Everyone, without exception speaks either English or 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 and English.

Exceptions to this norm are Federal fund applications and related documents that must be submitted in English to the Federal agencies that provide funding. Nonetheless, these few documents are made available too in Spanish, upon request.

Should any person be unable to communicate due to language difficulties with the drivers or other transit staff, they have been provided training to use computers and smart phones to access *Google translate* to facilitate communication.

### ***(3) Municipal procedures for tracking and investigating Title VI 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 Juncos at the Office of Federal Programs, or directly to FTA. A complaint may be filed with the Municipality no later than 180 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 detailed description of the Complaint procedure is provided in **Exhibit 2**.

Regardless if the complaint is submitted directly to the Municipality, or referred to it by the FTA Region, the Office of Federal Programs in coordination with other Municipal authorities will carry out the pertinent investigation. . The investigation will include, where appropriate, a review of the pertinent practices and policies of the Municipality, the circumstances under which the possible



noncompliance with this part occurred, and other factors relevant to a determination as to whether the Municipality has failed to comply with Title VI.

It will respond in writing to the complainant indicating the results of said investigation and corrective measures if necessary. The letter shall also indicate that the complainant may submit within 60 days to FTA an appeal as part of process if not satisfied by the response of the Municipality.

The Municipality shall strive to complete this investigation and response process within 90 days of filing the complaint, and if it exceeds this period it will immediately notify FTA of the complaint and measures taken providing a copy of this letter to the complainant simultaneously.

A copy of this complaint and the corresponding investigation and written answer to the complainant will be kept on file for a period of 5 years from the date it is filed and will be made available for FTA Triennial reviews or FTA Title VI Reviews.

*(4) List of any Title VI investigations, complaints, or lawsuits filed with the Municipality since the time of the last submission.*

**The Municipal Government of Juncos has not had any complaints, investigations or lawsuits regarding discriminatory practices in any transit system related activity or other Municipal services under Title VI during the past ten years, since Municipal transit service was begun.**

*(5) Notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint.*

The Municipality has posted in its public transportation vehicles and at other public facilities including the Public Transportation Terminal, the Public Library, Municipal Legislature and the entrance to City Hall, an advisory notice in Spanish and English stating it complies with Title VI regulations and other Civil Rights requirements. The Municipality does not have a website; therefore it is unable to post notices on the internet, with the exception of a Facebook page. The Municipality indicates in this notice that it offers equal access to all transit services and facilities to persons regardless of race, color or national origin and that it considers environmental justice issues in the development of its transit construction projects.

This announcement also indicates the availability of a complaint process and the contact person, address telephone number and e-mail in the Municipality to file complaints or comments. A copy of the announcement is enclosed in **Exhibit 3**, as well as copies of the **Complaint Form** in English and Spanish in **Exhibit 4**





(6) *System-wide service standards and system-wide service policies*

1) System-wide Service Standards

(1) Vehicle load.

The Municipality of Juncos 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 all transit vehicles are between 28 ft and 30 ft long and have a 24 passenger seating capacity, the maximum standees allowed is 7 passengers. 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 transit route operating in the urban center of Juncos will be every 30 minutes during peak hours and every 30 to 60 minutes during off-peak hours, as defined in (1) above. For routes which will serve beyond the urban center to other Municipal wards, service shall be every 45 to 60 minutes during peak hours and 60 to 90 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 shuttle route completes its circuit or one-way run within 10 minutes of the daily average for the route.

(4) Service availability.

The Municipality shall provide access to a transit stop within ½ mile of 85% of residents in the urban area. Public transportation service shall be available from either Público operators or Municipal Transit vehicles. Transit service shall allow riders to meet their basic daily needs from Monday to Saturday except on holidays.

2) System-wide Service Policies

(1) Vehicle Assignment





Due to the small size of the Juncos transit fleet which is scheduled to reach a maximum of 12 vehicles by 2025, all of them small buses and 6 of them purchased within the last 5 years, there is no specific criteria for assignment to routes. The only policy that would apply would be for the assignment of the original transit buses purchased in 2008 strictly to the urban center routes since these are too large to maneuver in the suburban and rural area roads.

## (2) Distribution of Transit Amenities

Bus shelter sites are selected based on passenger boardings 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 Juncos should have at least 20 daily boardings. All stops on the other wards should have at least 15 boardings 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 boardings is often longer beyond the urban center, requiring passengers to wait longer for bus service.

Bus stops shall be located not closer than 300 meters apart from each other or over 600 meters apart along the urban center route. Beyond the urban center, these shall be no closer than 400 meters and no further than 800 meters from each other. Bus stops shall have at least 12 boardings per day in the urban center and 6 boardings daily beyond the urban center. All bus stops shall be accessible to persons on wheelchairs.

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

APPROVED, February 14, 2025


  
ALFREDO ALEJANDRO CARRIÓN  
MAYOR



**EXHIBIT 1 PUBLIC PARTICIPATION PLAN**

**MUNICIPAL GOVERNMENT OF JUNCOS  
FEDERAL PROGRAMS OFFICE  
PO BOX 1706  
JUNCOS, PUERTO RICO 00777**

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

  
**HON. ALFREDO ALEJANDRO CARRIÓN  
MAYOR  
Revised FEBRUARY 2025**



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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 Juncos 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, Alfredo Alejandro Carrión 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 Juncos (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 people
- • Through mailing lists
- • Distribution of fliers

The Office of Federal Programs in the Municipality of Juncos 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 "trolleys", 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 a regional or general circulation newspaper not less than 15 nor 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 Federal Programs 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 of 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 Press 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 Federal Programs will coordinate the recording and transcript of the public hearing. 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 the Office of Federal Programs. Access to them is free of charge and will be located in the Office of Federal Programs.

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 Federal Programs which is ADA accessible.

  
\_\_\_\_\_  
Alfredo Alejandro Carrión  
Mayor





## EXHIBIT 2 CIVIL RIGHTS COMPLAINT PROCEDURE

### MUNICIPAL COMPLAINT PROCEDURE

1. 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 may by himself or by a representative file a written complaint with the **Municipality of Juncos** or directly to FTA. Complaints should be directed to Rosa Flores, Office of Federal Programs, PO Box 1706, Juncos, PR, 00777-1706. 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 to the **Juncos Federal Programs Office** *no later than 180 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.
2. COMPLAINT ACCEPTANCE AND INVESTIGATION. 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.

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.

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 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.

3. 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 3 PUBLIC ADVISORY**

**MUNICIPIO DE JUNCOS  
NOTIFICACION TITULO VI – DERECHOS CIVILES  
MUNICIPALITY OF JUNCOS  
TITLE VI AND ADA CIVIL RIGHTS ADVISORY NOTICE**

EL MUNICIPIO DE JUNCOS OFRECE SUS SERVICIOS DE TRANSPORTACION PUBLICA POR IGUAL A TODOS SUS RESIDENTES Y VISITANTES, IRRESPECTIVO DE RAZA, COLOR, ORIGEN NACIONAL BAJO EL TITULO VI O POR CONDICION DE INCAPACIDAD BAJO LA LEY ADA.

- SI USTED SE SIENTE DISCRIMINADO EN LA FORMA QUE RECIBE ESTE SERVICIO PUEDE RADICAR UNA QUERELLA ANTE EL MUNICIPIO PARA CORREGIR DICHA SITUACION. PUEDE OBTENER INFORMACION SOBRE ESTOS SERVICIOS Y SUS DERECHOS Y OBLIGACIONES TANTO EN ESPAÑOL COMO EN INGLES.
- SI REQUIERE ACOMODO RAZONABLE PARA SU TRANSPORTACION PUEDE IGUALMENTE SOLICITARLO.
- PUEDE OBTENER EL FORMULARIO DE QUERELLAS Y SOMETER LA MISMA O COMENTARIOS A LA DIRECCION, TELEFONO O CORREO ELECTRONICO DE LA PERSONA INDICADA AL CALCE DE ESTE AVISO.

THE MUNICIPALITY OF JUNCOS OFFERS ALL ITS TRANSIT SERVICES ON AN EQUAL BASIS TO ALL RESIDENTS AND VISITORS, REGARDLESS OF RACE, COLOR, NATIONAL ORIGIN UNDER TITLE VI OR HANDICAP CONDITIONS UNDER ADA.

- 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. INFORMATION ABOUT THESE SERVICES, YOUR RIGHTS AND OBLIGATIONS ARE AVAILABLE BOTH IN SPANISH AND ENGLISH.
- SHOULD YOU NEED REASONABLE ACCOMODATION FOR TRANSIT USE PLEASE REQUEST THE SAME AT THE ADDRESS BELOW.
- YOU MAY OBTAIN THE COMPLAINT FORM AND SUBMIT THE SAME OR COMMENTS TO THE PERSON AT THE ADDRESS, PHONE OR E-MAIL AT THE END OF THIS NOTICE.

**ROSA FLORES  
OFICINA DE PROGRAMAS FEDERALES  
PO BOX 1706  
JUNCOS, PUERTO RICO 00777-1706  
TEL. 787-333-6104  
E-MAIL: [federales@juncos.gov.pr](mailto:federales@juncos.gov.pr)**



**EXHIBIT 4 CIVIL RIGHTS COMPLAINT FORM**

**JUNCOS TITLE VI and ADA COMPLAINT FORM**

FORMULARIO DE QUERELLAS POR DISCRIMINACION BAJO TITULO VI Y ADA

<b>Section I:                      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:                      Sección II:</b>				
Are you filing this complaint on your own behalf? Somete esta querella por derecho propio		Yes* Si*	No No	
*If you answered "yes" to this question, go to Section III. * Si usted contestó "si" 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		Yes	No	





querrellarse en su representación:	Si	No
<b>Section III: Sección III:</b>		
I believe the discrimination I experienced was based on (check all that apply): Creo que fui discriminado basado en: TITLE VI - <input type="checkbox"/> Race / Raza <input type="checkbox"/> Color <input type="checkbox"/> National Origin / Origen Nacional ADA - <input type="checkbox"/> Discapacidad 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 mas espacio continúe escribiendo al dorso de este formulario. _____ _____ _____ _____		
<b>Section IV: Sección IV:</b>		
Have you previously filed a Title VI complaint with this agency? Ha sometido anteriormente querellas bajo el Titulo VI en este Municipio?	Yes Si	No No
<b>Section V: Sección V:</b>		
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? <input type="checkbox"/> Yes / Si <input type="checkbox"/> No If yes, check all that apply: Indique todas las que apliquen si contesta "Si": <input type="checkbox"/> Federal Agency / Agencia: _____ <input type="checkbox"/> Federal Court/ Corte Federal _____ <input type="checkbox"/> State Agency / Agencia Estatal _____ <input type="checkbox"/> 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: Direccion:
Telephone / Teléfono:
<b>Section VI:                      Sección VI:</b>
Name of agency complaint is against: Nombre de la agencia/ Municipio contra la cual se querella:
Contact person: Persona contacto:
Title / Tiulo:
Telephone number / Teléfono:



**EXHIBIT 5 CERIFICATIONS AND ASSURANCES FY 2024**