

2021 Municipality of Hormigueros Title VI Civil Rights Act Compliance Program

Collective Transportation Program

Federal Programs Office

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I. Title VI Policy Statement:

It is the policy of the Municipality of Hormigueros that no person shall be subjected to discrimination, or denied service, in any municipal program on the grounds of race, color, or. The Municipality of Hormigueros also requires that its contractors and subcontractors comply with this policy.

II. Legal Authority Requiring Title VI Compliance:

Title VI of the Civil Rights Act prohibits discrimination based on race, color or national origin in programs or activities receiving federal funding. Presidential Executive Order 12898 addresses environmental justice in minority populations, while Presidential Order 13166 addresses services to those individuals with limited English proficiency. (Please turn to Appendix .)

III. Implementation of the Municipality of Hormigueros Title VI Plan:

Federal aid recipients, sub-recipients and contractors are required to prevent discrimination in all of their programs, activities and services whether these programs, activities and services are federally funded or not.

The Municipality of Hormigueros Internal Auditor is the assigned Title VI Civil Rights Program Specialist. Primary functions are to provide leadership and develop policies to ensure compliance with Title VI of the 1964 Civil Rights Act and environmental justice principles. The Municipality of Hormigueros created this program to ensure that social impacts to communities and people are identified early and continually throughout the development, from inception to implementation, of transportation plans and construction operations.

IV. Environmental Justice

Environmental justice is predicated on the notion of fair treatment and equal protection, meaning a just distribution of the benefits and burdens of decisions and actions. No group of people should bear a disproportionate share of the negative environmental consequences resulting from the execution of governmental policies and programs. Self-determination is also

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a fundamental principle of environmental justice. All stakeholders must have an opportunity for meaningful involvement in all decisions that may affect their immediate lives.

It is the Municipality's policy to consider whether any decision, service, program, or benefit results in potential disproportionate adverse human health and environmental effects, including social and economic effects, on communities underrepresented in public processes. The Municipality endeavors to provide more than the minimum notice and comment particularly where barriers to participation exist. To ensure fair treatment and involvement in decision-making, the City must identify potentially impacted communities and work to build capacity around the pertinent issues so the opportunities to participate are accessible and genuine.

A. Principles of environmental justice analysis and decision-making include:

1. Early identification and engagement of affected communities.
2. Clear articulation of the problem, and solutions that fit both the problem and the needs of the community affected by the project. Creative solutions that reduce impact are encouraged.
3. Consideration of the accumulation of the environmental hazards in the impact area.
4. Documentation of why decisions were made and analysis of the impact on the community of that decision.
5. Determination if the impacts disproportionately burden or benefit a particular community.
6. Any additional considerations such as mitigation, environmental assessment and supplemental benefits that support the decision.

V. Goals and Objectives:

The Municipality, as the recipient of Federal aid, established its Title VI Program Goals and Objectives Program to attain non-discrimination in all of its operations.

Goal 1

Ensure that all persons are able to receive the benefits of City programs, services and activities.

Objective 1

Establish ongoing public involvement process that engages communities affected by transportation projects.

Objective 2

Provide informal mechanisms for residents to voice concerns regarding transportation issues.

Goal 2

Create awareness of statutory non-discrimination requirements. Ensure the Municipality of Hormigueros' compliance with Title VI (including compliance by the City's contractors, sub-contractors, and related entities).

Objective 1

The Title VI Civil Rights Coordinator develops policies and procedures to ensure compliance with Title VI Civil Rights Act.

Objective 2

Coordinate ongoing workshops to educate staff regarding statutory non-discrimination requirements.

Goal 3

Identify potential discriminatory impacts early to prevent or mitigate disproportionate adverse environmental effects, including social and economic effects to minority and low-income populations.

Objective 1

Establish a Language Assistance Plan for non-Spanish speaking residents.

Objective 2

Provide program related documents in English as well as Spanish.

Objective 3

Engage the community in discussions regarding transportation and accessibility.

Goal 4

Implement clear procedures for submitting, investigating and successfully resolving complaints on a timely basis and at the lowest possible level.

Objective 1

Disseminate information regarding rights and responsibilities and complaint procedures.

VI. Population Analysis

A. The Number and Proportion of LEP Persons in the Eligible Service Population

The population in Hormigueros is primarily Spanish speaking. According to the updated 2010 US Census data, 99.5% of its 16,678 residents are Hispanic and speak Spanish in the home. The non-Hispanic population in the municipality is approximately 92 persons, less than 1% of the population.

The ADA Para-transit Service currently serves two hundred and eighty-five (285) participants. Spanish is the predominant language. There are currently two participants who speak only English.

<i>Population characteristics</i>	<i>Estimate</i>
<i>*Total</i>	<i>15,898</i>
<i>Speak only Spanish</i>	<i>15,344</i>
<i>Speak English very well</i>	<i>2,067</i>
<i>Speak English less then very well</i>	<i>12,830</i>

B. The frequency with which LEP individuals come into contact with programs, activities and services

The immense majority of transportation participants, over 98%, are Spanish speaking as are municipal staff. The Collective Transportation program currently provides services to two non-Spanish speaking residents.

C. The importance of the program, activities and services

The Municipality’s transportation programs serve a largely Latino, Spanish speaking population. They also serve residents with a variety of health conditions. Table 1 provides a demographic breakdown of the participants who access the services.

Table 1 Paratransit Service

gender		age			special needs:
Male	Female	1-18	19-59	60+	Mobility devices, other
94	190	8	34	242	122

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The ADA Paratransit Service annually provides service on average to 284 residents. The majority of participants, approximately 85%, are older adults with limited incomes. Most lack transportation or the economic means to secure reliable transportation. A large percentage, 43% have disabilities or health conditions which prevent them from operating motor vehicles. If the municipality did not provide transportation, they would be unable to keep important medical and social service appointments. There is no other free or low cost transportation in the area.

The Collective Transportation Service, or as it is known in Hormigueros, “the Trolleys”, annually transport approximately 49,975 passengers. Barring unforeseen circumstances, service is provided 290 days annually at a rate of 14 trips daily to the Municipality’s urban and rural areas. Senior housing residents in particular are frequent riders of both the ADA Paratransit and Trolley services.

VII. Language Assistance Plan

The Municipality of Hormigueros recognizes that language can be a barrier to accessing important services, exercising one’s rights, complying with regulations, or understanding information provided by its programs and activities. A person with *Limited English Proficiency* (LEP) is one for whom English is not the primary language and there is a limited ability to read, write, speak or understand it. However, in Hormigueros, as in most of Puerto Rico, Spanish is the primary language for the population. Information is normally available in Spanish.

The Municipality of Hormigueros has implemented a Language Assistance Plan to ensure that non-Spanish speaking residents have access to its programs, services and activities.

The following are services available, free of cost, to residents requiring language assistance:

1. Translation services provided by the Federal Programs Office personnel
2. Transportation Coordinator is fully bilingual: Spanish and English
3. Program forms and information are available in Spanish and English
4. Transportation routes and safety measures are available in Spanish and English.

5. All information that is posted for riders is available in English and Spanish.

VIII. Facility Site Equity Analysis

The Municipality of Hormigueros has not conducted a Facility Site Equity Analysis. There are currently no plans or projects to construct a new transportation facility.

IX. FTA Title VI Complaint Process

1. How to File

File a complaint by completing the FTA complaint form (PDF). The complaint form should be emailed to FTACivilRightsCommunications@dot.gov. “FTA complaint form” should be included in the subject line of the email. The form can also be mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

The complainant should include on a separate sheet or within the body of the email the following information:

- a. A summary of the allegations and any supporting documentation.
- b. Sufficient details for an investigator to understand why the complainant believe a public transit provider has violated his/her rights, with specifics such as dates and times of incidents.
- c. Any related correspondence from the transit provider.

For questions on how to prepare a complaint, please contact the toll-free civil rights hotline at (888) 446-4511.

2. What to Expect from FTA’s Complaint Process?

FTA strives to process complaints promptly. At the conclusion of the investigation, the complainant will receive a letter outlining any findings. FTA does not represent individual complainants; its role is to ensure FTA funding recipients are in compliance with Title VI, EEO, DBE and ADA requirements. FTA will analyze

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allegations for possible deficiencies by the transit provider. If deficiencies are identified, FTA will work with the transit provider to correct deficiencies within a predetermined time frame.

X. Municipal Complaint and Appeals Process

FTA encourages, although it does not require, individuals to first file a complaint directly with the transit provider to allow it an opportunity to resolve the situation. FTA grantees are required under the ADA, Title VI, and EEO to have local complaint procedures.

The Municipal complaint process provides riders a forum in which to voice dissatisfaction or concerns with transportation services provided by the Municipality. Complaints must be in writing and signed by the complainant. The Municipal Internal Auditor is the designated Title VI Program Specialist. If the complainant needs help completing the form, he or she may have another person write and acknowledge the complaint on his/her behalf or he/she may request assistance from the Internal Auditor.

- A. The complainant must provide his/her name, address, contact number, nature of the complaint, date and time of the occurrence. A Title VI complaint must:
 1. Involve discrimination on the basis of *race, color* or *national origin*;
 2. Allege that the discrimination was committed by a municipal employee or sub-recipient;
 3. A brief but specific description of the discriminatory practice or action and any relevant facts
 4. The complaint should include names and contact information of any witnesses, including municipal employees or contractors.
 5. Be filed within 180 days of the alleged discrimination (or within 180 days of when the complainant knew, or should have known, of it).
 - a. The Internal Auditor will investigate, evaluate and submit a written response within fifteen (15) working days to the complainant. Faxed or e-mailed allegations will be acknowledged, but will not be processed until the identity of the complainant and the intent to proceed with the complaint have been established. The complaint

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form must be signed or acknowledged, and returned to the Title VI Program Specialist for processing. The original copy may be sent to

Title VI Program Specialist
PO Box 97
Hormigueros, Puerto Rico 00660

b. Forms may be faxed to:

Fax: (787) 849-1251
Attn.: Title VI Program Specialist

c. Forms or emailed to:

auditoria@hormiguerospr.com

6. Allegations received by telephone will be transcribed onto a complaint form and delivered to the Title VI Program Coordinator. The Municipality will submit to the Federal Transit Administration (FTA) any Title VI complaint within 180 days after the receipt of the alleged discrimination unless the time for filing is extended by FTA.

B. Processing a Municipal Title VI Complaint

Upon receipt of the complaint, the Title VI Program Specialist will determine:

2. If the complaint is complete;
3. If additional information is needed;
4. If the Municipality has jurisdiction;
5. If the complaint is timely.
6. Dismissal of Complaints:

C. The Title VI Program Specialist may dismiss a complaint for any of the following reasons:

1. The complainant withdraws the complaint.
2. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
3. The complainant cannot be located.
4. The complaint is determined to be legally insufficient.
5. The complaint is untimely.

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D. Appealing the Title VI Program Specialist Written Decision:

The Title VI Program Specialist will re-consider a complaint if new facts come to light. If the complainant is not satisfied with the written decision of the Title VI Program Specialist, the complainant has **15 working days** from the date of the decision to provide written notice of intent to appeal. If the citizen is not satisfied with the outcome, he/she may submit a written request for a revision to the Mayor's Office. The Mayor will then select a third party to further investigate the case. The citizen will receive a written response within fifteen (15) working days.

E. Contact Information:

Any person, who has questions, believes he or she has been the target of discrimination or would like to file a complaint, should contact:

FTA Office of Civil Rights

*Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590*

Municipality of Hormigueros

*PO Box 97
Hormigueros, Puerto Rico 00660
(787) 849-2515 ext. 200*

Internal Auditor

*PO Box 97
Hormigueros, Puerto Rico 00660
(787) 849-2515 ext. 266*

Human Resources Department

(787) 849-2515 ext. 203

Federal Programs Office

(787) 849-2545

F. Investigating and Tracking Title VI Complaints:

The Title VI Program Specialist will notify the complainant in **writing** within **15 working days** of the decision to accept or reject the complaint. Notification will include a case number. In the event, the complaint is against the Municipality, the Title VI Program Specialist will work with the parties involved to resolve the complaint as expeditiously as possible. The option of informal mediation meetings may be used at

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any stage of the process. If the parties are unable to resolve the complaint, the Title VI Program Specialist will investigate the complaint. The Complainant will be provided a written decision on the complaint within **60 working days** of the acceptance of the complaint for investigation.

XI. Title VI Program Specialist Responsibilities

- A. The Title VI Program Specialist is responsible for managing the implementation of the Title VI Plan, including initiating, monitoring, and ensuring compliance with Title VI requirements. The Program Specialist's main responsibilities include:
1. Implementing the Title VI Plan
 2. Ensuring compliance with policy and program objectives.
 3. Performing Title VI Plan reviews to assess administrative procedures
 4. Provide recommendations and resources.
 5. Assist City officials, employees and liaisons with the review of public participation plans, regional plans, overall work plans, environmental impact reports, concept reports and other types of plans and grant applications in relationship to Title VI requirements.
 6. Identify and eliminate Civil Rights disparities across the City including developing procedures to eliminate discrimination in benefits or burdens of municipal projects, programs and services.

XII. Advisory Council Statement

The Municipality of Hormigueros Collective Transportation Program does not have a non-elected Advisory Council.

XIII. Subrecipients Statement

The Municipality of Hormigueros does not contract subrecipients to provide transportation services. In the eventuality that the Municipality were to contract subrecipients for transportation services, they would have to comply with the Municipality's Title VI Program or have in place an FTA compliant Civil Rights Program.

XIV. Public Participation Plan

It is the policy of the Municipality of Hormigueros to involve the public in important decisions by providing for early and continuous participation in and access to key planning and project decision-making processes.

The public is advised (via website, newspaper, radio broadcasts, sound trucks, flyers, home visits, and social media) and invited to participate in hearings of proposed and pending projects, of the nature and importance of programs, services or activities. The public can express concerns or attend hearings via face-to-face participation, online platforms or in writing.

XV. Outreach and Education:

The Municipality of Hormigueros has established the following outreach plan in an effort to keep the public informed of its Title VI Program.

Copies of the Title VI Program are available for review in the following locations:

- Mayor's Office
- Internal Auditor's Office
- Municipal Libraries
- Federal Programs Office
- online at on www.hormiguerospr.com

Notices advising the public of the Title VI Program are posted in the following areas:

- City Hall
- Municipal libraries
- Transportation terminal
- Federal Programs Office
- Trolley stops
- Transportation vehicles

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The Municipality periodically offers training on appropriate employee conduct in compliance with state and federal regulations and laws such as the American with Disabilities Act (ADA).

XVI. Major service change policy

The Municipality of Hormigueros will not implement major service changes or put into effect any policy that negatively impacts in disproportionate measure any particular community or group of individuals. It is the Municipality's policy to improve access to services for all residents, particularly those living in more remote or depressed areas.

XVII. Service Policies & Standards

The Municipality provides both fixed route and demand response service.

A. Amenities

Vehicles are housed in the main terminal which is also the first stop of both routes. The terminal is centrally located. Though it is not an enclosed structure, it provides shelter and benches for passengers waiting to board the trolleys. The terminal is equipped with security cameras. Municipal Police provide preventive rounds to guarantee passenger safety.

B. Fixed route service: known locally as the "trolley", offers transportation along two routes, one urban and one rural in order to cover as wide an area as possible. There are seven daily runs from 7AM to 3PM along both routes. The vehicles assigned to the urban route have a capacity for 20-21 passengers. The rural route vehicle has a capacity for ten passengers. A smaller vehicle is required for the rural route due to the terrain, characterized by narrow and hilly roads. A third vehicle provides support to the urban route during peak times, usually during the first two morning trips and the first afternoon trip. Each trip takes approximately 45 to 55 minutes to complete. The Municipality does not allow standees in vehicles due to the potential safety hazards that the uneven terrain presents to passengers.

C. Demand response service, known locally as Paratr nsito, offers door to door service from 7AM to 3PM. Service is scheduled via advanced reservation and serves the entire municipality.

D. Days and hours of service

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Fixed Route and Paratransit Service: Monday - Friday 7am-3pm
Office hours: Monday - Friday 7am-3pm

Service is not provided on the following holidays:

- *New Year's Day*
- *Three Kings Day*
- *Martin Luther King, Jr*
- *Puerto Rican Heroes & US Presidents Day*
- *Abolition of Slavery*
- *Good Friday*
- *Memorial Day*
- *US Independence Day*
- *Labor Day*
- *Election Day (General Elections)*
- *Veteran's Day*
- *Discovery of Puerto Rico*
- *Thanksgiving Day*
- *Day after Thanksgiving*
- *Christmas Day*

E. There may be days when service is suspended or modified due to mandatory trainings or severe weather conditions. Whenever possible, passengers will be notified in advance of service interruptions or changes.

F. The Municipality does not collect fares for the transportation services nor does it anticipate changing this policy.

G. On-time Performance Standards

1. On time pickup

a. *Definition*

The vehicle arrives no more than 15 minutes before pick-up time and no later than 15 minutes after the scheduled pickup time. An early trip is one in which the driver arrives 16 minutes or more for the scheduled pick-up time.

b. Service Standard

1) A minimum of 94% of trips will be picked up within the on time window, (not more than 15 minutes before the scheduled time) with a goal of 100% of trips to have on time pickups. Not more than 2% of trips will be early (arriving more than 15 minutes prior to the scheduled pickup time.

2) A minimum of 95% of all trips with a known appointment time will have arrival times within standards (not more than 15 minutes prior to the known appointment, and 0 minutes after.).

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STATEMENT OF NO COMPLAINTS

The Municipal Government of Hormigueros has not had any complaints, investigations or lawsuits regarding discriminatory practices in any transit related activity or other Municipal services under Title VI in the past three years.



Pedro J. García Figueroa
Mayor

April 30, 2021

Date

Appendices

Appendix a

Federal Nondiscrimination Statutes

- Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000, provides in section 601 that:
“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.”
- The Age Discrimination Act of 1975, as amended 42 U.S.C. 6101, provides:
“No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Prohibits discrimination based on age.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601, provides:
“For the fair and equitable treatment of persons displaced as direct result of programs or projects undertaken by a Federal agency or with Federal financial assistance.” Provides for fair treatment of persons displaced by federal and federal - aid programs and projects.
- The Federal-aid Highway Act, 49 U.S.C. 306
Outlines the responsibilities of the U.S. Department of Transportation and, at (c) outlines the Secretary’s authority to decide whether a recipient has not complied with applicable Civil Rights statues or regulations, requires the Secretary to provide notice of the violation, and requires necessary action to ensure compliance.
- The 1973 Federal-aid Highway Act, 23 U.S.C 324, provides:
“No person shall on the ground of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this title.” Prohibits discrimination on the basis of sex.
- The Civil Rights Restoration Act of 1987, P.L. 100-209, provides:
Clarification of the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. Restores the broad, institution-wide scope and coverage of the nondiscrimination statute to include all programs and activities of federal-aid recipients, sub recipients and contractors, whether such programs and activities are federally assisted or not.

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- The Uniform Relocation Act Amendments of 1987, P.L. 101-246, provides:
 - “For fair, uniform, and equitable treatment of all affected persons; ... (and) minimizing the adverse impact of displacement... (to maintain)... the economic and social well-being of communities; and... to establish a lead agency and allow for State certification and implementation.” Updated the 1970 Act and clarified the intent of congress in programs and project which cause displacement.

- The Americans with Disabilities Act, P.L. 101-336, provides:
 - “No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination by a department, agency, special purpose district, or other instrumentality of a State or a local government.” Provided enforceable standard to address discrimination against people with disabilities.

- The Civil Rights Act of 1991, in part, amended Section 1981 of 42 U.S.C. by adding two new sections that provided: “(b) For the purposes of this section, the term ‘make and enforce contracts’ includes the making, performance, modification, and termination of contracts and the enjoyment of all benefits, privileges, terms, and conditions of the contractual relationship.” “(c) The rights protected by this section are protected against impairment by non-governmental discrimination and impairment under color of State law.”

Title VIII of the 1968 Civil Rights Act, 42 U.S.C. 3601, provides that:

- “(I) It shall be unlawful... to refuse to sell or rent after the making of a bona fide offer, or to refuse to negotiate for the sale or rental of, or otherwise make unavailable or deny a dwelling to any person because of race, color, religion or national origin.” Prohibits discrimination in the sale or rental of housing. HUD is the primary interest agency, but FHWA and states under Title VI are responsible for preventing discrimination in the function of Right-of-Way)

The National Environmental Policy Act of 1969, 42 U.S.C. 4321

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- Requires the consideration of alternatives, including the “no-build” alternative, consideration of social, environmental and economic impacts, public involvement, and use of a systematic interdisciplinary approach at each decision making stage of Federal-aid project development.

Federal Nondiscrimination Executive Orders

- E.O. 12250 - DOJ Leadership and Coordination of Nondiscrimination Laws
- E.O. 12259 - HUD Leadership and Coordination of Federal Fair Housing Programs
- E.O. 12292 - Amended E.O. 12259, in part and addressed leadership and coordination in
- E.O. 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations
- E.O. 13160 - nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training programs.

Appendix b

TITLE VI CIVIL RIGHTS POLICY STATEMENT:

The Municipality of Hormigueros, in compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21, related statutes and regulations, ensures that no person is excluded from participation in, or denied access to, service in any of its programs, whether federally funded or not, on the basis of race, color or national origin.

You can review the Municipality of Hormigueros Title VI Program at any of the following locations:

- Mayor's Office
- Internal Auditor's Office
- Municipal Libraries,
- Federal Programs Office,

The Title VI Program and complaint forms can also be reviewed and downloaded from the Municipal website:

- online at on www.municipiohormiguerospr.com

Any person who believes he or she has been subject to a discriminatory practice on the basis of race, color or national origin may file a complaint with the Municipality of Hormigueros.

Inquiries or complaints should be addressed to:

Office of the Internal Auditor

Municipality of Hormigueros

PO Box 97

Hormigueros, PR 00660

(787) 849-2515 ext. 266

Fax (787) 849-1251

Appendix c

POLÍTICA DE DERECHOS CIVILES TITULO VI:

El Municipio de Hormigueros, en cumplimiento con el Título VI de la Ley de Derechos Civiles de 1964, 49 CFR, parte 21, estatutos y regulaciones correspondientes, asegura que ninguna persona será excluida de participación en, o negado acceso a, servicio de alguno de sus programas, por motivo de raza, color u origen nacional, independientemente de fuente de fondo, ya sea federal o no.

Puede revisar el Programa de Título VI del Municipio en cualquiera de las siguientes localizaciones:

- Oficina del Alcalde
- Oficina el Auditor Interno
- Bibliotecas Municipales
- Oficina de Programas Federales

En línea al: www.municipiohormiguerospr.com

Aquella persona que cree ha sido objeto de una práctica discriminatoria por motivo de raza, color u origen nacional puede radicar una querella con el Municipio de Hormigueros. Querellas o preguntas relacionadas al Programa de Titulo VI del Municipio de Hormigueros puede ser dirigidas a:

Oficina del Auditor Interno
Municipio de Hormigueros
PO Box 97
Hormigueros, PR 00660
(787) 849-2515 ext. 266

Appendix d



U.S. Department of Transportation
Federal Transit Administration

Civil Rights Complaint Form

The Federal Transit Administration Office of Civil Rights is responsible for ensuring that providers of public transit properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe.

Please mail your completed form to:

Director, FTA Office of Civil Rights East
Building, 5th Floor – TCR 1200 New
Jersey Ave., SE Washington, DC 20590

If you have questions about how to prepare a complaint, you may contact our toll-free FTA Assistance Line at 1-888-446-4511. More information about transit-related civil rights requirements may be found on the FTA's website at www.fta.dot.gov.

Note: Apart from the form, *on separate pages*, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing out.

1.a **Section I**

I believe that I have been (or someone else has been) discriminated against on the basis of:

- Race / Color / National Origin
- Disability
- Not Applicable Other
- (specify)

I believe that a public transit provider has failed to comply with the following program requirements:

Disadvantaged Business Enterprise External

Equal Employment Opportunity Not Applicable

Other (specify)

1.b **Section II**

Name:

Street Address:

City: State:

Zip Code:

Telephone Numbers: Home:

Cell:

E-Mail Address:

Accessible format requirements: Large Print

Not Applicable Other

2 **Section III**

Are you filing this complaint on your own behalf?

Yes No

[If you answered "yes" to this question, go to Section IV.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

Yes No

Section IV

Have you previously filed a civil rights complaint with FTA? Yes No

If yes, what was your FTA Complaint Number?

Have you filed this complaint with any of the following agencies? Transit Provider

	<input type="checkbox"/>	Department of Transportation	<input type="checkbox"/>
Department of Justice	<input type="checkbox"/>	Equal Employment Opportunity	<input type="checkbox"/>
Commission	<input type="checkbox"/>		

If yes, please attach a copy of any response you received to your previous complaint.

Have you filed a lawsuit regarding this complaint?

Yes No

If yes, please provide the case number and attach any related material.

Note: FTA encourages, but does not require, riders to first file complaints with their local transit agencies to give them an opportunity to resolve the issue.

3 Section V

Name of public transit provider complaint is against:

Contact person

Title

Telephone number

3.a Section VI

May we release your identity and a copy of your complaint to the transit provider? Yes No

Note: We may be unable to investigate your allegations without permission to release your identity and complaint.

Please sign here:

Date:

Note: We cannot accept your complaint without a signature.

Appendix e

**Estado Libre Asociado de Puerto Rico
Municipio de Hormigueros
Transportación Colectiva
Complaint Form (Querella)**

Complaint

Querella # _____

Name (Nombre): _____

Address _____

(Dirección): _____

Telephone # (Teléfono):

()

()

Explain as clearly as possible what happened and why you believe you were the object of discrimination.

(Explique en detalle lo que sucedió y porque cree que fue objeto de discrimen.):

Please check the type(s) of discrimination you feel you experienced:

(Por favor marque el(los) tipo(s) de discrimen que Ud. entiende de que fue objeto:)

race

national origin

(raza)

color

(origen nacional)

Signature (Firma): _____

Date (Fecha): _____

Status (Estado): _____

Pending review (Pendiente de revisión) _____

Closed (Cerrado) _____

Municipal Official

(Oficial Municipal) _____

Date (Fecha): _____

COMMONWEALTH OF PUERTO RICO
MUNICIPAL GOVERNMENT
HORMIGUEROS, PUERTO RICO

ORDINANCE NO. 29

SERIES 2020-2021

TO ADOPT AND INSTITUTE THE TITLE VI CIVIL RIGHTS PROGRAM IN COMPLIANCE WITH FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS AND ALL APPLICABLE FEDERAL LAWS AND STATUTES

WHEREAS: The Legislature of the Municipality of Hormigueros approves and institutes Ordinance Number 29, Series 2020-2021, The Municipality of Hormigueros Title VI Civil Rights Program 2021, in accordance with requirements of the Federal Transit Administration, hereafter referred to as FTA.

WHEREAS: The Municipality of Hormigueros Title VI Civil Rights Program establishes that no person shall be subjected to discrimination or denied service in any municipal program on the grounds of race, color or national origin as stipulated in the Title VI of the Civil Rights Act which prohibits discrimination based on race, color or national origin in programs or activities receiving federal funding. The Municipality of Hormigueros requires that its contractors and subcontractors also comply with this policy.

WHEREAS: The Municipality of Hormigueros created this program to ensure that social impacts to communities and people are identified early and continually throughout the developments, from inception to implementation, of transportation plans and construction operations.

WHEREAS: The Municipality of Hormigueros, in an effort to remove barriers and conditions that prevent people of color, disabled persons, low income persons, persons with limited language proficiency and other disadvantaged groups from receiving access to, participation in and benefits of the Municipality's services and activities has implemented the Title VI Civil Rights Plan. The Federal Programs Office, the Human Resources Office, the Internal Auditor's Office and the Mayor's Office are responsible for the overall management of the Title VI Civil Rights Plan.

COMMONWEALTH OF PUERTO RICO
MUNICIPAL GOVERNMENT
HORMIGUEROS, PUERTO RICO

THEREFOR: THE HONORABLE MUNICIPAL LEGISLATURE OF
HORMIGUEROS, PUERTO RICO, ORDERS THE FOLLOWING:


SECTION ONE: The implementation of Ordinance Number 29, Series 2020-2021,
The Municipality of Hormigueros Title VI Civil Rights Program 2021.


SECTION TWO: This ordinance will go into effect July 1, 2021, after is has been
approved by the Municipal Legislature and signed by the Mayor.

SECTION THREE: If any article or section of this Ordinance were determined
unconstitutional by an appropriate legal authority, said determination
shall not affect or invalidate the remaining sections of the Ordinance.

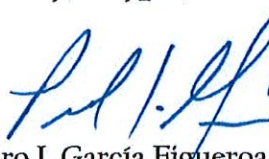
SECTION FOUR: Copies of the Municipality of Hormigueros Title VI Civil Rights
Program 2021 will be available for public review in the following
locations: Mayor's Office, Internal Auditor's Office, Federal Programs
Office, and online at www.hormiguerospr.net.

Approved by the Municipal Legislature today, May 12 2021.


Ricardo Mauroza Bonilla
President
Municipal Legislature


Diana Gallano Pérez
Secretary
Municipal Legislature

Approved by the Honorable Mayor today, May 13, 2021.


Pedro J. García Figueroa
Mayor

COMMONWEALTH OF PUERTO RICO
MUNICIPAL LEGISLATURE
HORMIGUEROS, PUERTO RICO

ORDINANCE NO. 29

SERIES 2020-2021

I, Diana Galiano Pérez, Secretary of the Municipal Legislature of Hormigueros, Puerto Rico, hereby I Certified.

That the proceeding Ordinance which bears the number 29, Series 2020-2021, was approved by the Municipal Legislature of Hormigueros, Puerto Rico, in the Sixth Meeting of the First Ordinary Session held on May 12, 2021.

In affirmative:

- | | |
|----------------------------|-------------------------------|
| 1. Ricardo Mauroza Bonilla | 7. Madelyn Bonilla Alicea |
| 2. Israel Peña Mercado | 8. Nannette Loperena Ortiz |
| 3. Edward Cancel Rodríguez | 9. Mario Salas Torres |
| 4. Ivelisse Durand Vélez | 10. José L. Acevedo Olivencia |
| 5. Wilma E. Sánchez Cruz | 11. Carlos I. Rodríguez Ortiz |
| 6. Maida Jiménez Rodríguez | 12. Ángel L. Morot Ramos |

It was approved by the Honorable Mayor, Pedro J. García Figueroa, on May 13, 2021.

Affirming its certainty and for all the purpose of the law, and being such exact and loyal copy, I issue the present Certification by my signature and official seal of the Municipal Legislature today May 13, 2021.


Diana Galiano Pérez
Secretary
Municipal Legislature

Official Seal

ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL
HORMIGUEROS, PUERTO RICO

ORDENANZA NÚM. 29

SERIES 2020-2021

ADOPTAR E IMPLEMENTAR EL PLAN DE DERECHOS CIVILES TITULO VI DEL MUNICIPIO DE HORMIGUEROS EN CUMPLIMIENTO CON LAS LEYES Y ESTATUTOS APLICABLES FEDERALES Y LA ADMINISTRACION FEDERAL DE TRANSPORTACION.

POR CUANTO: La Legislatura Municipal de Hormigueros aprueba e implementa la Ordenanza Numero 29, Serie 2020-2021. El Programa de Titulo VI Derechos Civiles 2021 del Municipio de Hormigueros en cumplimiento con los requisitos de la Administración Federal de Transportación, en adelante referido como FTA por sus siglas en inglés.

POR CUANTO: El Programa de Titulo VI Derechos Civiles 2021 del Municipio de Hormigueros establece que ninguna persona será objeto de discriminación o negado servicio en cualquier programa municipal por motivo de raza, color u origen nacional según lo determina la ley Titulo VI de Derechos Civiles que prohíbe el discriminación por raza, color u origen nacional en programas o actividades que reciben fondos federales. El Municipio de Hormigueros requiere que sus contratistas y subcontratistas cumplan con esta política.

POR CUANTO: El Municipio de Hormigueros creó este programa para identificar y mitigar de manera temprana y continúa los posibles impactos sociales en las comunidades y personas el desarrollo de proyectos de transportación y construcción desde su creación hasta su implementación.

POR CUANTO: El Municipio de Hormigueros, en un esfuerzo por eliminar barreras y condiciones que impidan que personas de color, con impedimentos, de bajos ingresos, limitaciones con el idioma o alguna otra desventaja, puedan acceder, participar y beneficiarse de los servicios y actividades municipales, ha instituido el Programa de Titulo VI Derechos Civiles 2021 del Municipio de Hormigueros.

ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL
HORMIGUEROS, PUERTO RICO

La Oficina de Programas Federales, Oficina de Recursos Humanos, Oficina del Auditor Interno, y la Oficina del Alcalde estarán a cargo de la administración y manejo del Plan de Título VI Derechos Civiles.

POR TANTO: LA LEGISLATURA MUNICIPAL DE HORMIGUEROS, PUERTO RICO, ORDENA LO SIGUIENTE:

SECCIÓN 1^{RA}: La implementación de la Ordenanza Numero Serie 2020-2021, El Programa de Título VI Derechos Civiles 2021 del Municipio de Hormigueros

SECCIÓN 2^{DA}: Esta ordenanza entrara en vigor el 1 julio de 2021 después de ser aprobada por la Legislatura Municipal y firmada por el Alcalde.

SECCIÓN 3^{RA}: Si algún artículo o sección de esta Ordenanza fuere determinada inconstitucional por algún tribunal competente, dicha determinación no afectará o invalidará las secciones restantes de la Ordenanza.

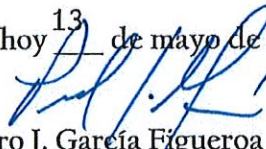
SECCIÓN 4^{TA}: Copias del Programa de Título VI Derechos Civiles 2021 del Municipio de Hormigueros estarán disponibles para revisión del público en las siguientes localidades: Oficina del Alcalde, Oficina del Auditor Interno, Oficina de Programas Federales y en línea a www.hormiguerospr.com.

Aprobado por la Legislatura Municipal hoy 12 de mayo de 2021.


Ricardo Mauroza Bonilla
Presidente
Legislatura Municipal


Diana Galiano Pérez
Secretaria
Legislatura Municipal

Aprobado por el Honorable Alcalde, hoy 13 de mayo de 2021.


Pedro J. García Figueroa
Alcalde

ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL
HORMIGUEROS, PUERTO RICO

ORDENANZA NÚM. 29

SERIE 2020-2021

Yo, Diana Galiano Pérez, Secretaria de la Legislatura Municipal de Hormigueros, Puerto Rico, por la presente CERTIFICO.

Que la precedente Ordenanza que lleva el número 29, Serie 2020-2021, fue aprobada por la Legislatura Municipal de Hormigueros, Puerto Rico, en la Primera Sesión Ordinaria, Sexta Reunión, celebrada el 12 de mayo de 2021.

Estando a favor:

- | | |
|----------------------------|-------------------------------|
| 1. Ricardo Mauroza Bonilla | 7. Madelyn Bonilla Alicea |
| 2. Israel Peña Mercado | 8. Nannette Loperena Ortiz |
| 3. Edward Cancel Rodríguez | 9. Mario Salas Torres |
| 4. Ivelisse Durand Vélez | 10. José L. Acevedo Olivencia |
| 5. Wilma E. Sánchez Cruz | 11. Carlos I. Rodríguez Ortiz |
| 6. Maida Jiménez Rodríguez | 12. Ángel L. Morot Ramos |

Dicha Ordenanza fue aprobada por el Hon. Pedro J. García Figueroa, Alcalde del Municipio Autónomo de Hormigueros, Puerto Rico, el 13 de mayo de 2021.

Siendo la misma copia fiel y exacta de su original, expido la presente Certificación, bajo mi firma y Sello Oficial de esta Legislatura Municipal de Hormigueros, Puerto Rico, hoy 13 de mayo de 2021.


Diana Galiano Pérez
Secretaria
Legislatura Municipal

Sello Oficial