

# **TITLE VI PROGRAM 2018-2021**

YOMARIE PACHECO SANCHEZ, ESQ.  
DIRECTOR  
CIVIL RIGHTS OFFICE  
[YPacheco@dtop.pr.gov](mailto:YPacheco@dtop.pr.gov)

## TABLE OF CONTENTS

INTRODUCTION .....	3
DEFINITIONS .....	4
BACKGROUND .....	6
AUTHORITIES .....	8
ORGANIZATION STRUCTURE .....	10
Civil Rights Office .....	10
i. Title VI Program .....	11
ii. Roles and Responsibilities .....	11
I. GENERAL REQUIREMENTS .....	13
i. Notice to the Public .....	13
ii. Complaint Procedure and Form .....	15
iii. Title VI Investigations, Complaints and Lawsuits .....	18
iv. Monitoring and Evaluation Process .....	21
v. Language Assistance Plan .....	25
II. REQUIREMENTS OF TRANSIT PROVIDERS .....	37
i. Service Standards .....	37
a. Vehicle load .....	37
b. Vehicle headway .....	39
c. On time performance .....	45
d. Service availability .....	50
ii. Service Policies .....	60
a. Transit Amenities and Distribution of Transit Amenities .....	60
b. Vehicle assignment .....	66
iii. Demographic and Service Profile Maps and Charts .....	67
iv. Demographic Ridership and Travel Patterns .....	68
v. Results of Monitoring Program and Report .....	69
vi. Description of the Public Engagement Process for Setting the "Major Service Change Policy" .....	70
vii. Results of Service and Fare Equity Analyses .....	70

## ATTACHMENTS

- A. FTA 2015 CONCURRENCE LETTER AND NOTICE OF 2018 TITLE VI PROGRAM UPDATE DUE DATE
- B. PUERTO RICO HIGHWAY AND TRANSPORTATION AUTHORITY ORGANIZATIONAL CHART
- C. TITLE VI ASSURANCES
- D. CIVIL RIGHTS' OFFICE ORGANIZATIONAL CHART
- E. LIST OF TITLE VI POSTING LOCATIONS
- F. PUBLIC INVOLVEMENT PLAN AND PUBLIC INVOLVEMENT PLAN: ACTIVITIES
- F1. MAPS OF FEDERAL FUNDS DISTRIBUTIONS
- G. U.S. CENSUS AMERICAN FACT FINDER: SELECTED ECONOMIC CHARACTERISTICS PUERTO RICO 2012-2016 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES
- H. PROJECT EVALUATION AND SELECTION CRITERIA PROCESS
- I. SUMMARY OF PUBLIC HEARINGS ON "TREN URBANO" FARE AND SERVICE CHANGE, METROBUS AND METRO URBANO FARE CHANGE, NEWSPAPER NOTICES TO THE PUBLIC AND MEETING PICTURES
- J. SECTION 17010 OF THE TREN URBANO O&M CONTRACT
- K. U.S. CENSUS AMERICAN FACT FINDER: HISPANIC OR LATINO BY TYPE: 2010 (PUERTO RICO)
- K1. U.S. CENSUS AMERICAN FACT FINDER: SELECTED CHARACTERISTICS OF PEOPLE AT SPECIFIED LEVELS OF POVERTY IN THE PAST 12 MONTHS 2012-2016 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES (PUERTO RICO)
- L. U.S. CENSUS AMERICAN FACT FINDER: SELECTED ECONOMIC CHARACTERISTICS SAN JUAN ZONA URBANA, BAYAMÓN ZONA URBANA AND GUAYNABO ZONA URBANA 2012-2016 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES
- M. TREN URBANO TITLE VI REQUIREMENT SURVEY APRIL 2017  
METROBUS TITLE VI REQUIREMENT SURVEY 2018

## INTRODUCTION

Pursuant to Title VI of the Civil Rights Act of 1964, the Department of Transportation and Public Works (DTPW) / Puerto Rico Highways and Transportation Authority (PRHTA) submits its Title VI Program for Years 2018-2021. Currently, our Title VI Program is valid until June 2018. (**Attachment A**)

It is the policy of the DTPW that every Agency employee shall perform all official actions affirmatively and in full accord with the spirit and letter of the Constitutions of the United States and of the Commonwealth of Puerto Rico. The applicable laws, regulations and policies will insure equal opportunity for all persons and will avoid discrimination because of race, color, age, religion, sex, national origin, those who are disabled, or social condition. Puerto Ricans are classified as Hispanics and according to Federal Law and Regulations standards; we fall under the category of minority.

The Secretary of the Puerto Rico Department of Transportation and Public Works endorses this policy and establishes the designation of a Civil Rights Compliance Officer to be the formal representative of the DTPW in Civil Rights Compliance matters.



Carlos M. Contreras Aponte, P.E.  
Secretary  
Department of Transportation and Public Works

June 1, 18  
Date



## DEFINITIONS

The following are terms related to Title VI:

**Acquisition-** The process of legally acquiring real property or interests therein through negotiation or condemnation.

**Adversely affected-** Any harmful effect of a project. Examples include air and noise pollution, displacement of homes and business, creation of hazards, disruption of communities, and inaccessibility to facilities or services.

**Appraisal-** An evaluation of the fair market value of the property interest being taken or a written statement setting forth an opinion on the value of a property.

**Civil Rights Office-** It is a unit within the PRDTPW with the responsibility of managing all Civil Rights aspects.

**Discrimination-** Making decisions which have the effect of excluding or limiting the opportunities of individuals based on their race, gender, religion, color, national origin, age, handicap or a person's social condition.

**Displaced Person-** A person who is required to relocate to a new location because of acquisition of his/her property for a highway project.

**Environmental Impact-** All effects, (social, economic, and environmental) of a project on the human and natural environment.

**Integrated Transportation Authority (ATI) - “Autoridad de Transporte Integrado”**  
The law no. 123 creates the Integrated Transportation Authority (ATI) and establishes its purposes, duties, authorities and powers, creating a single public agency. The legislation authorizes the transfer of goods and funds, allocates capital and merges the Metropolitan Bus Authority (MBA), the Maritime Transport Authority of Puerto Rico and the Island Municipalities (ATM) and the TU operation. However, the transfers are still pending.

**“Metro Urbano”-** Is a bus system that provides a connection between the “Tren Urbano” Bayamón Station and Toa Baja, through the express high occupancy lane (BRT/DTL).

**Minority-** A person who is a citizen or permanent resident of the United States and who is Black, Hispanic, Asian American, American Indian or members of any other groups, or other individuals found to be economically and socially disadvantaged.

**Mitigative Measures-** Efforts to reduce impacts of adverse effects of a project to an acceptable level (design, features, noise, barriers, and aesthetic treatments).

**Negotiation-** The process by which property is sought to be acquired.

**Puerto Rico Department of Transportation and Public Works-** The DTPW is the central government agency in charge of the planning, development, and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico.

**Puerto Rico Highway and Transportation Authority-** The PRHTA is a public corporation and government instrumentality of the Commonwealth. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of the Commonwealth.

**Puerto Rico Maritime Transportation Authority-** *“Autoridad de Transporte Marítimo”* (MBA) is a government-owned corporation of Puerto Rico charged with providing maritime transportation services for cargo and passengers within Puerto Rico and the island municipalities of Vieques and Culebra. The agency is ascribed to the PRDTPW.

**Puerto Rico Metropolitan Bus Authority-** *“Autoridad Metropolitana de Autobuses”* (MBA) is a government-owned corporation of Puerto Rico and public transport bus service ascribed to the PRDTPW.

**Relocation-** The moving of displaced person's residence or business to a new location.

**Title VI-** Refers to a portion of the Civil Rights Act of 1964 which provides 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.

**“Tren Urbano”** (TU) The urban train is a fully automated rapid transit system that serves the metropolitan area of San Juan, and has stops in the municipalities of San Juan, Bayamón and Guaynabo. The rail system is integrated to the AMA bus system. Since the beginning of the train, the entire system of public transportation in the Metropolitan Area of Puerto Rico has been managed by the alternative of integrated transportation (ATI) division.



## BACKGROUND

Effective January 2, 1973 as authorized by Plan Number 6 for the reorganization of the Executive Branch of the Commonwealth of Puerto Rico, the Department of Public Works was reorganized and re-designated as the DTPW. This Department is the central government agency in charge of the transportation programs of the Commonwealth of Puerto Rico. By this Reorganization Plan, the PRHTA, The Ports Authority (later separated through subsequent legislation) and the Metropolitan Bus Authority (MBA) were all ascribed to the DTPW. The Authorities operate as public corporations with fiscal autonomy over matters for which they are responsible. However, these Authorities discharged their functions under policies formulated and adopted by the Secretary of Transportation and Public Works. These authorities suffered modifications during year 2014. This plan is applicable to the PRHTA and the DTPW.

Under Law no. 41 of March 21, 2014, a Board of Directors was created, presided by the Secretary of Transportation and Public Works, which is now the governing body for the PRHTA. Also, on August 3<sup>rd</sup>, 2014, Law No. 123 was approved, creating the new Integrated Transportation Authority (ATI by its Spanish acronym). This new Authority will operate under a governing Board, also presided by the DTPW's Secretary. ATI combines MBA's operation, which will no longer exist as an independent Authority, with the Maritime Transportation Authority (ATM by its Spanish acronym). The operation of the "Tren Urbano" (Urban Train), currently under contract between PRHTA and a private company (ACI-Herzog) is also transferred to this ATI. As of the date of this Title VI Program (2018), the operation of the Tren Urbano remains under PRHTA, since the transfers are still in process.

DTPW is the central government agency in charge of the planning, development and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico. The DTPW has seven regional offices under the Public Works Directorate, located in Aguadilla, Arecibo, Guayama, Humacao, Mayaguez, Ponce and San Juan. The Public Works Directorate is in charge of all construction and maintenance of state roads as well as issuance of access permits.

It also has a Driver's Services Directorate with 15 Drivers Service Centers located in Aguadilla, Arecibo, Barranquitas, Bayamón, Caguas, Fajardo, Vieques, Manatí, Guayama,

Humacao, Mayagüez, Ponce, Carolina, San Juan and Utuado. This directorate is in charge of all transactions related to vehicles including licensing. Also, the Maintenance Area of the DTPW is in charge of landscaping and the issuance of junker permits, among other things.

On the other hand, the PRHTA is a public corporation and government instrumentality of the Commonwealth of Puerto Rico. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of Puerto Rico. Five regional offices carry out the construction projects under the direction of the Construction Area: South, East, West and Metropolitan. Under the Toll Road Area, PRHTA manages toll roads that cover the South (PR52) and East (PR66, PR53), with a portion of PR- 20.

Currently, the PRHTA has the responsibility of a major undertaking with respect to public transportation - the rapid transit system known as Tren Urbano and completed in 2005. It serves mainly the Bayamón, Río Piedras and Hato Rey areas. Tren Urbano is currently made up of one rapid transit route. It consists of 16 stations: Sagrado Corazón, Hato Rey, Roosevelt, Domenech, Piñero, Universidad, Río Piedras, Cupey, Centro Médico, San Francisco, Las Lomas, Martínez Nadal, Torrimar, Jardines, Deportivo and Bayamón.

The Civil Rights Office is an office within the Area known as Secretariate, which serves both, the DTPW and the PRHTA. **(Attachment B)**

It is the policy of the Department to ensure full compliance with Title VI of the Civil Rights Act of 1964 in all of its programs and activities. Of primary importance to the implementation of this policy are the assurances, which are signed by the Secretary of the DTPW. **(Attachment C)**



## AUTHORITIES

The DTPW's Title VI plan is written under the authority of the following laws and regulations that prohibit discrimination:

- **Title VI of the 1964 Civil Rights Act, as amended by the Civil Rights Restoration Act of 1987, 42 U.S.C 2000 d et. Seq.,** provides that: No person in the United States shall, on the ground of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance (23 CFR 200.9 and 49 CFR 21.)

Applies to any program or activity for which the recipient (Puerto Rico Department of Transportation and Public Works) receives Federal financial assistance from the Department of Transportation (DOT), including the Federal Highway Administration (FHWA).

Activities covered under Title VI include but are not limited to highway design, location or construction, selection and retention of contractors and consultants and relocation assistance.

It applies also to an individual to whom Federal financial assistance is extended directly or indirectly through a recipient.

- **The Age Discrimination Act Of 1975, 42 U.S.C. 6101-6107,** 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 a 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)

- **23 U.S.C. 324** provides:

Although Title VI does not explicitly cover sex-based discrimination, section 162(a) of the Federal-Aid Highway Act prohibits gender discrimination in programs or activities receiving Federal financial assistance from the (FHWA).

"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. No. 100-209**, provides:  
Clarifies the original intent of Congress in Title VI of the Civil Rights Act of 1964, 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 statutes to include all programs and activities of Federal aid recipients/sub recipients, grantees/sub grantees and contractors, whether such programs and activities are federally assisted or not.
- **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 PROJECTS 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 the benefits of, or be subjected to discrimination by a department, agency, special purpose district, or other instrumentality of a State or a local government” (PROVIDES ENFORCEABLE STANDARDS TO ADDRESS DISCRIMINATION AGAINST INDIVIDUALS WITH DISABILITIES)
- **The Civil Rights Act of 1991**, in part, amended section 1981 of 42 U.S.C. by adding two new sections which 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.”

#### **NONDISCRIMINATION REGULATIONS, DOT ORDERS, EXECUTIVE ORDERS, CIRCULAR AND POLICIES**

- **49 CFR 21.3 (a), 21.5, 21.7, 21.9** DOT’s Title VI regulation.
- **23 CFR 200.1, 200. 9** FHWA’s regulation implementing Title VI of the 1964 Civil Rights Act.
- **FTA Circular 4702.1B** Title VI-Dependent Guidelines for Federal Transit Administration Recipients.
- **28 CFR 50.3** Guidelines for the enforcement of title VI, Civil Rights Act of 1964.



## ORGANIZATION STRUCTURE

### Civil Rights Office

This Office has as primary goal ensuring equality of opportunity, both within our agency in construction projects and in all programs. A civil right is the common name given to those rights guaranteed to all citizens by the Constitution of the Commonwealth of Puerto Rico and the United States and other legislation, guaranteeing equal treatment. Such treatment is guaranteed without distinction as to race, color, religion, gender (including equal pay for equal work) or gender identity, pregnancy, actual or perceived sexual orientation, genetic information, national origin, age, social status, political ideologies, serological status, veteran status, by becoming a victim or perceived victim of domestic violence, sexual assault or disabilities irrelevant to the requirements of an occupation.

The functions assigned to this Office have been subdivided by specific areas, ensuring equal opportunities. This Office is managed by its Director, who as per the organizational chart reports to both the Secretary of the DTPW and the Executive Director of the PRHTA. Currently, it has assigned two (2) Civil Rights Coordinators and two (2) Consultants for six (6) programs with a Deputy Director, who manages the DBE Program, and an Office Systems Administrator. (*Attachment D*).

## Title VI Program

Title VI refers to a portion of the Civil Rights Act of 1964 which stipulates 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 otherwise subjected to discrimination under any program or activity receiving federal financial assistance from the Department of Transportation. Subsequent legislation broadened the scope to include religion, gender, age, social condition and those who are handicapped.

The principal Program objective is to guarantee no discrimination against any person in the DTPW and the PRHTA programs and services. Existence of this program also offers the opportunity of receiving complaints from people that feel discriminated.

## Roles and Responsibilities

Mrs. Pacheco reports to the Secretary and/or Executive Director any problems or accomplishments in the Departments' Title VI program, in addition to program concerns and accomplishments in the Department. The CRO's Title VI Coordinator is responsible for coordinating all aspects of Title VI program activities within the Department. Those efforts include, but are not limited to:

- Developing, coordinating and implementing all Title VI procedures, ensuring affirmative procedures and correcting any deficiencies which might result in the Department being placed in a deficiency, or non-compliance status by the FHWA. Any deficiencies identified will be corrected within a reasonable time period in accordance with Department-signed assurances and required guidelines.
- Providing technical assistance and advice on Title VI matters to Department personnel;
- Conducting Title VI activities, when necessary to cover aspects not covered through the day to day approach;



- Reviewing Title VI complaints to ensure prompt processing and investigation according with the Title VI complaint process.
- Interacting with Puerto Rico DOT supervisory personnel in translating Title VI information in Spanish for dissemination to the public;
- Interacting with other Civil Rights Program personnel in reviews of program activities which include Title VI issues;
- Updating the Title VI compliance program, as necessary to reflect changes in organization, policy or implementation.
- Preparing a yearly report of Title VI's accomplishments for the past year and the goals for the following year.

## I. GENERAL REQUIREMENTS

### I. NOTICE TO THE PUBLIC

#### POLÍTICA DEL TÍTULO VI

#### DEPARTAMENTO DE TRANSPORTACIÓN Y OBRAS PÚBLICAS (DTOP) Y AUTORIDAD DE CARRETERAS Y TRANSPORTACION (ACT)

#### TÍTULO VI DE LA LEY DE LOS DERECHOS CIVILES DE 1964 POLÍTICA DE NO DISCRIMINACIÓN

Es política del Departamento de Transportación y Obras Públicas y la Autoridad de Carreteras y Transportación dar cumplimiento al Título VI de la Ley de los Derechos Civiles de 1964, estatutos relacionados, reglamentaciones y directrices, según enmendados. El DTOP y la ACT se asegurará que ninguna persona sea excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación por razón de raza, color, sexo, edad, origen nacional, impedimento o condición social en cualquier servicio, programa o actividad del DTOP y la ACT que sea administrada por el Departamento sin importar su fuente de financiamiento. El DTOP y la ACT también se asegurarán que se hará todo esfuerzo para evitar la discriminación a través de sus programas, políticas y actividades para grupos minoritarios y población de bajos recursos económicos. Además, el DTOP y la ACT tomarán medidas razonables para proveer acceso significativo a servicios para aquellas personas que confrontan alguna dificultad o barrera idiomática.

Los oficiales y el personal directivo del Departamento y la ACT serán responsables por cumplir estrictamente con ésta política. Cualquier obstrucción a la misma, el incumplimiento con ésta o ausencia de cooperación, conllevará penalidades.

Los(as) visitantes, aspirantes a empleo y empleados(as) pueden escribir, llamar o visitar la oficina de Derechos Civiles y requerirle al (la) oficial encargado(a) orientación sobre el derecho que le asiste de radicar una querrela bajo el Reglamento 01-004 de ACT y DTOP o las otras agencias adscritas.

Para información adicional sobre esta política o para radicar una querrela, comuníquese a la Oficina de Derechos Civiles de la ACT; Centro Gubernamental Roberto Sánchez Vilella, Edificio Sur, Piso 16, San Juan, Puerto Rico / PO Box 42007, San Juan, Puerto Rico 00940-2007 Tel. (787) 721-8787 Exts. 1740 o 1742, Fax: (787) 721-2621.

#### TITLE VI POLICY

#### PUERTO RICO DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS (PRDTPW) PUERTO RICO HIGHWAY AND TRANSPORTATION AUTHORITY (PRHTA)

#### TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 NON- DISCRIMINATION POLICY STATEMENT

It is the Policy of The Puerto Rico Department of Transportation and Public Works (PRDTPW) and the Puerto Rico Highway and Transportation Authority (PRHTA) to effectuate compliance with Title VI of the Civil Rights Act of 1964, and related statutes, regulations, and directives, as amended. PRDTPW and PRHTA assure that no person shall, on the ground of race, color, sex, age, national origin, those who are disabled, or because of social status or condition, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any PRDTPW and PRHTA service, program or activity which is managed by this Department regardless of the funding source. The PRDTPW and PRHTA also assure that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, PRDTPW and PRHTA will take reasonable steps to provide meaningful access to services for those in the population confronted with language barriers.

The officials and directors of this Department are responsible to oversee strict adherence to this policy. Non-compliance, non-cooperation or obstruction of said policy will convey penalties.

The visitors, applicants and employees may write, call or visit the Civil Rights Office and request information with the appropriate official, pertaining to their rights to file a complaint under Regulation 01-004 of the PRHTA & PRDTPW.

For further information concerning this policy or to file a complaint, contact the PRHTA Civil Rights Office, Roberto Sánchez Vilella Government Center, South Building, 16<sup>th</sup> Floor, San Juan, Puerto Rico / PO Box 42007, San Juan, Puerto Rico 00940-2007, Phone (787) 721-8787 Exts. 1740 or 1742, Fax (787) 721-2621.

  
Carlos M. Contreras Aponte, PE  
Secretario del DTOP / PRDTPW Secretary

(Rev. 01/2017)

DTPW'S and PRHTA'S Notices as well as other non-discrimination policies can be found at the Agency's website [www.dtop.gov.pr](http://www.dtop.gov.pr). Also, are posted on all common areas of the main buildings and at the Regional's offices. Efforts also include interaction with Puerto Rico DOT Programs personnel in developing Title VI information for dissemination to the public, including the 16 Tren Urbano stations (station control booth areas). (*Attachment E*)

Gobierno de Puerto Rico  
**DEPARTAMENTO DE TRANSPORTACIÓN Y OBRAS PÚBLICAS (DTOP)**  
**Y SUS AGENCIAS ADSCRITAS**

**Sus Derechos bajo el Título VI de la Ley de los Derechos Civiles de 1964**  
 (42 U.S.C. Section 2000d)

- El Departamento de Transportación y Obras Públicas, y la Autoridad de Carreteras y Transportación operan sus programas y servicios sin importar raza, color o nacionalidad de acuerdo al Título VI de la Ley de los Derechos Civiles. Cualquier persona que crea que ha sido víctima de cualquier práctica discriminatoria prohibida por ley podrá radicar una querrela con la Oficina de Derechos Civiles de la ACT.
- Para más información acerca de los programas y reglamentos que administra la Oficina de Derechos Civiles o para radicar una querrela puede comunicarse con la Oficina de Derechos Civiles de la ACT, Centro Gubernamental Roberto Sánchez Vilella, Torre Sur, Piso 16, Santurce, Puerto Rico 00940-2007; teléfonos (787) 729-1562, (787) 721-8787 ext. 1740 o 1742; fax (787) 721-2621.

**Your Rights under Title VI of Civil Rights Act of 1964**  
 (42 U.S.C. Section 2000d)

- The Puerto Rico Department of Transportation and Public Works and the Puerto Rico Highway and Transportation Authority operates its programs and services without regard to race, color and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been subject to any unlawful discriminatory practice under Title VI may file a complaint with PRHTA's Civil Rights Office.
- For more information on the PRHTA'S civil rights programs and procedures or to file a complaint, contact the PRHTA Civil Rights Office, Roberto Sánchez Vilella Government Center, South Building, 16<sup>th</sup> Floor, Santurce, Puerto Rico / PO Box 42007, San Juan, Puerto Rico 00940-2007; (787) 729-1562, (787) 721-8787 ext. 1740 or 1742; Fax (787) 721-2621.

(Rev. 1/17)



## ii. COMPLAINT PROCEDURE AND FORM

The DTPW and the PRHTA has adopted a public grievance procedure for prompt and equitable resolution of complaints alleging an action prohibited by federal regulations.

The purpose of the public grievance procedure is to describe the steps used by the DTPW and PRHTA for processing complaints under Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973. Intimidation or retaliation because of a complaint is prohibited by law.

### **Procedure**

1. Any person who believes he or she have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under a DTPW/PRHTA program or activity because of their race, color, national origin, age, sex, or disability may file a formal complaint with DTPW's/PRHTA's Civil Rights Office (CRO). The complaint must be filed within one hundred eighty **(180)** days of the alleged discrimination.
2. The complaint must be written and signed by the complainant and shall include:
  - The Complainant(s) name, address and phone number
  - Basis of complaint (race, color, national origin, disability)
  - Date(s) of alleged discriminatory act(s)
  - A statement of the complaint, including specific details, relevant facts and documentation.
3. The complaint must be filed by completing and signing the Complaint Form and delivering it personally, by fax, email or by mail to:

Highway and Transportation Authority  
Civil Rights Office  
PO Box 42007 San Juan, PR 00940-2007

Fax: (787) 721-2621  
Email: [derechosciviles@dtow.pr.gov](mailto:derechosciviles@dtow.pr.gov)

Upon receipt of a complaint, the CRO will determine jurisdiction, acceptability or need for additional information.

4. The CRO will conduct its investigation, which should be concluded in approximated sixty (60) days, after receiving the complete grievance.
5. Once the investigation is concluded, the CRO will notify the complainant of the result.
6. If the complainant does not agree with the result, he or she may file a reconsideration at the DTPW's Legal Adviser's Office, within thirty 30 days of the notification of such result.





## GOBIERNO DE PUERTO RICO

Departamento de Transportación y Obras Públicas

**Formulario De Querella Por Discrimen Titulo VI/ADA**  
**TITLE VI/ADA NON-DISCRIMINATION COMPLAINT FORM**

El Departamento de Transportación y Obras Públicas y la Autoridad de Carreteras y Transportación están comprometidos en proveer sus servicios sin discriminar para asegurarse que ninguna persona sea excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación, como lo exigen las leyes federales.

*The Department of Transportation and Public Works and the Puerto Rico Highway and Transportation Authority are committed to providing non-discriminatory services to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services, as required by federal laws.*

Si usted entiende que ha sido discriminado, favor de proveer la siguiente información para facilitar la tramitación de su queja. Si necesita asistencia para completar el formulario o de tener alguna pregunta, no dude en comunicarse al (787) 721-8787 Ext. 1740. Una vez completado, envíelo a:

*if you feel that you have been discriminated against, please provide the following necessary information in order to facilitate the processing of your complaint. If assistance is required to complete the form, of if you have any questions, please do not hesitate to call, at (787) 721-8787 Ext. 1740. Once completed, send it to:*

Oficina de Derechos Civiles  
 Autoridad de Carreteras y Transportación  
 PO Box 42007 San Juan PR 00940-2007  
 Email: [derechosviles@dtop.pr.gov](mailto:derechosviles@dtop.pr.gov)

## Sección 1. /Section 1.

Apellidos/ Last Name

Iniciales/  
Initials

Nombre/First Name

Dirección/Address

Correo Electrónico/ E-mail address

Teléfono/Telephone #

## Sección 2. /Section 2.

Entiendo se discriminó en mi contra basado en: (marque todas las que aplican)

*I believe that I have been discriminated on the basis of: (check all that apply)*

☐ Raza/Race o/or Color ☐ Origen Nacional/National Origin ☐ Edad/Age ☐ Sexo/Sex ☐ ADA

☐ Otro/Other \_\_\_\_\_

Fecha de la alegada discriminación (mes, día, año): \_\_\_\_\_

*Date of the alleged discrimination (month, day, year):*



Centro Gubernamental Roberto Sánchez Vilella, Torre Sur / P.O. Box 41969, San Juan, Puerto Rico 00940-1269  
 Teléfono 787.722.2929 / [www.dtop.pr.gov](http://www.dtop.pr.gov)

## Sección 3. /Section 3.

Explique de la manera más clara posible lo que sucedió y por qué cree que se discriminó en su contra. Describa a todas las personas quienes estuvieron involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que discriminó (discriminaron) en su contra (si lo sabe), al igual que el nombre e información de contacto de cualquier testigo(s). Incluya papel adicional, de necesitar más espacio:

*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 additional paper.*

---

---

---

---

---

---

---

---

---

---

## Sección 4. /Section 4.

¿Ha presentado una queja del Título VI/ADA con esta agencia anteriormente? ☐ SI/YES ☐ NO  
*Have you previously filed a Title VI/ADA complaint with this agency?*

¿Ha presentado esta queja ante otra agencia estatal o federal? ☐ SI/YES ☐ NO  
*Have you filed this complaint with any other state or federal?*

Si la contestación es en la afirmativa, favor proporcionar la información de la persona contacto en la agencia en donde se presentó la queja:

*If yes, please provide the contact person's information at the agency where the complaint was filed:*

Nombre/Name: \_\_\_\_\_ Puesto/Title: \_\_\_\_\_

Agencia/Agency: \_\_\_\_\_ Teléfono/Telephone: \_\_\_\_\_

\_\_\_\_\_  
 Firma/Signature

\_\_\_\_\_  
 Fecha/Date

### iii. TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS



GOVERNMENT OF PUERTO RICO  
Department of Transportation and Public Works

May 17, 2018

Yomarie Pacheco Sánchez, Esq.  
Director  
Civil Rights Office  
Puerto Rico Department of Transportation and Public Works  
Puerto Rico Highway and Transportation Authority

#### CERTIFICATION

As requested by the Federal Transit Administration, I hereby certified that in the legal office, there is currently no investigation, complaint or active claim for reasons of discrimination based on race, color or national origin.

  
\_\_\_\_\_  
Juan M. Maldonado De Jesús, Esq.  
General Counsel



Roberto Sánchez Vilella Government Center, South Tower / PO Box 41269, San Juan, Puerto Rico 00940-1269  
Phone 787.722.2929 / [www.dtop.pr.gov](http://www.dtop.pr.gov)

**ACI - Herzog**

**Transportation**



**A Joint Venture**

**Management**

April 30, 2018

Serial Letter: AHJV/TU 272

Mrs. Mariselle Sobrado  
PR highways and Transportation Authority  
Civil Rights Office  
Roberto Sánchez Vilella Government Center  
South Tower – 16<sup>th</sup> Floor  
San Juan, PR 00918

**Subject:** Americans with Disabilities Act (ADA) / Title IV - Triennial State Review

Dear Mrs. Sobrado:

ACI-Herzog A Joint Venture (ACI-Herzog) certifies that during the period object of this review it has not received any complaints pursuant to the Americans with Disabilities Act (ADA) of 1990.

ADA complaints are not originated with ACI-Herzog, instead such complaints are channeled through a government's service called "Your Line for Government Services". This service is available through the toll-free number 311. A person interested in filing an ADA complaint could do so by contacting a "Your Line for Government Services" representative through the 311 toll-free number.

As a Standard Operating Procedure, ACI-Herzog will inform a person interested in filing an ADA complaint to dial 311 and contact "Your Line for Government Services"

Please contact the undersigned for any additional information that you may require.

Sincerely,  
**ACI-Herzog, a Joint Venture**

  
Luis V. Villares  
General Manager

EAC





Corporate Office Park  
Ave. Martínez Nadal esq. PR-19  
Governador Pinero  
San Juan, PR 00920  
Phone: (787)-622-6161 ext. 1000  
Fax: (787)-622-6163

Mariselle Sobrado Cantres  
Coordinator of Civil Rights PRHTA  
Tel. 787.721.8787 Ext. 1751  
[msobrado@dtop.pr.gov](mailto:msobrado@dtop.pr.gov)

**RE: COMPLAINTS AND LAWSUITS RELATED THE AMERICAN WITH DISABILITIES ACT (ADA)/ TITLE IV**

First Transit Puerto Inc. certifies that during the period from January 1 of 2016 to the present date has not received any complaints or lawsuits related to the American with Disabilities Act (ADA) of 1990 or Title IV related to our Puerto Rico contract operations.

I'm always available at your convenience at any of this numbers 787-317-0757 or 787-622-6161 or you can contact me by email at [julio.badia@firstgroup.com](mailto:julio.badia@firstgroup.com).



Julio C. Badia  
Gerente General  
First Transit PR Inc.

Cc; Sonia Soto -ATI  
Edgard Rodriguez-ATI



#### **iv. MONITORING & EVALUATION PROCESS**

Each Division and Regional Director within the DTPW or PRHTA shall be responsible for ensuring Title VI compliance within their particular area of responsibility. Title VI monitoring, coordinating and documentation will be the responsibility of the designated Title VI coordinator. He/she will conduct appropriate periodic reviews to each Title VI activity and make recommendations to correct any deficiencies found. The monitoring of Title VI compliance in those stages of the highway development process that is most important or vulnerable to Title VI issues is summarized below:

##### **1. Planning**

In addition to reviewing applicable Department files to ensure that Title VI reference are included, procedures will also be reviewed to ensure that no person is excluded from participation in or denied the benefits of any program of any proposed or approved transportation plan. During the planning process, applicable divisions will be advised of the Title VI requirements. The CRO will aid in identifying potential problems and concerns related to Title VI and will also monitor the citizens' participation. **(See Attachment F – Public Involvement Plan; Attachment F1. – Maps of Federal Funds Distributions)**

Population in Puerto Rico is 99% Hispanic, so poverty level, rather than national origin is the main concern. **(See Attachment G – Selected Economic Characteristics Puerto Rico 2012-2016 American Community Survey 5- year Estimates)** Also, processes to insure non-discrimination on the selection of the projects are implemented through the **Project Evaluation and Selection Criteria Process- (Attachment H)**. Page 5 of the document states that projects must have the following criteria: Viability based on environmental and other factors.

##### **2. Project Development**

Environmental impact statements and mitigate measures for project development will be evaluated to ensure that residences and businesses which are to be displaced will not be adversely affected and that they comply with Title VI requirements. Additionally, the process of consultant selection(s), if any, to perform works such as location studies, preliminary design and engineering design plans will be monitored as well as the procedures for soliciting public involvement to ensure that discriminatory effects are avoided.

### **3. Design**

Procedures for contracting Roadway and Bridge Design Services will be monitored to ensure that no person is excluded from participation in the consultant contracting program, and that Disadvantaged and Women Business Enterprises have maximum, practical opportunity to compete for these and other contracting opportunities in Design Services.

### **4. Right of Way (land acquisition)**

Procedures for the acquisition of highway right of way, appraisals, negotiations, title requirements, relocation assistance, utility adjustments and other works related to the acquisition or disposition of real property will be important elements of Title VI monitoring during this phase of the highway process.

### **5. Construction**

Monitoring of construction related activities to ensure that all contractors and subcontractors conduct their work without discrimination as to race, color, sex, age, national origin, familiar status or those who are disabled according to Title VI compliance requirements shall be performed.

### **6. Community Involvement**

Efforts to encourage public involvement during the planning and development of the highway process will be monitored to ensure compliance with Title VI requirements. Specifically, the community involvement process will be monitored to ensure that extra efforts are taken to achieve an appropriate level of public participation. *(See Attachment I – Summary of public hearings on “Tren Urbano” fare and service change, Metrobus and Metro Urbano fare change, newspaper notices to the public and meeting pictures and Attachment G – Public Involvement Plan and Public Involvement Plan Activities)*

### **7. Professional Services Contracting**

Procedures for professional services contracting such as the Department's consultant and professional services will be monitored for compliance with applicable Title VI requirements.

### **8. Training**

The CRO encourages and participates in Civil Rights related training as much as possible. Training on Title VI related topics will be encouraged and promoted.



## 9. Monitoring

The PRHTA has procedures in place to assure compliance with Title VI of the Civil Rights Act. The main endeavor managed by PRHTA is the Tren Urbano (TU) operation. For this operation, the Civil Rights Office makes occasional visits to verify the existence of Title VI notices and ADA compliance (see accomplishment report). Aside from that, PRHTA manages pass-through funds for municipalities, which are managed as follows:

- The PRHTA assists applicants (***all applicants are considered minorities***) develop their applications through an orientation and training workshop and through individual meetings and the provision of technical assistance. As part of the application review and selection process, the PRHTA requires that all applicants submit the required Compliance with Title VI of the Civil Rights Certifications.

- The PRHTA reviews third party contracts as part of its desk review of projects and communicates with subrecipients if these documents are not in compliance for revision.

- Subrecipients will provide a concise description of any lawsuits or complaints alleging discrimination in service delivery filed against the Subrecipient within the past year together with a statement of status or outcome of each such complaint or law suit; and a summary of all civil rights compliance review activities conducted in the last three years.

- Applicants/Subrecipients requesting funds for construction projects can submit an analysis of any environmental and/or social economic impacts.

- Subrecipients will be notified through an orientation on grants management and through information provided in the ***"Grants Administration Manual"*** that they should provide updated information as conditions warrant, but at a minimum, every 3 years.

The PRHTA requires that all applicants for Program 5310, 5311, 5316 and 5317 funds include the following assurances in their application:

"That no person, on the grounds of race, color, religion, sex or national origin, age or any disability will be excluded from participation in, or denied to benefits of, or be subject to discrimination under any project program or activity funded in whole or in part by FTA". "The applicant shall not discriminate against any employee or applicant for employment because of race, color, religion, sex or national origin and that they will take affirmative action to ensure that applicants are employed and that employees are treated during employment, without regard to their race, color, religion, sex or national origin."

Each subrecipient shall make available to participants, beneficiaries, and other interested parties information regarding the recipient's Title VI Program. At a minimum, this includes the display of posters which summarize such requirements, e.g., Statement of Rights; Procedures for filing a complaint. In addition to the certifications that the recipients

must provide and the clause included in the agreement between the recipients and PRHTA, project staffs monitor compliance through project inspections which include a review of:

- a. Displayed information regarding recipients Title VI Program
- b. Recipients' procedures to file a complaint
- c. Equal Employment Opportunity, for example, displayed information of public policy
- d. Equal treatment to all clients and employees by reviewing any complaints made and informal conversations with clients.

#### Accomplishments

- Participation in December 2016 at the *TMA Certification Review Site Visit* (FTA).
- Updated the discrimination Title VI/ADA complaint procedure and form.
- Orientation was given to non-profit organizations on the transportation planning process and the creation of the Committee for Citizen Participation. Also, they were orientated on the Title VI program and the complaint process and were distributed brochures with information about the programs of the CRO.

**v. LANGUAGE ASSISTANCE PLAN**

**PUERTO RICO DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS  
PUERTO RICO HIGHWAY AND TRANSPORTATION AUTHORITY  
CIVIL RIGHTS OFFICE**

**LIMITED ENGLISH PROFICIENT (LEP) ACCESS PLAN  
PLAN UPDATED SEPTEMBER, 2017**



## INTRODUCTION

This *Limited English Proficiency Plan*, has been prepared to address the Puerto Rico Department of Transportation and Public Works (DTPW) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with Limited English Proficiency language skills. The plan has been prepared in accordance with:

- Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that *no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.*
- Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), *directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.*

The Puerto Rico Department of Transportation and Public Works (DTPW) is the central government agency in charge of the planning, development, and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico. Puerto Ricans are classified as Hispanics and according to Federal Law and Regulations standards; we fall under the category of minority. The US Census 2011-2015 survey statistics determined that **99.0%** of its population is of Hispanic Origin and that **94.7%** of its residents speak a language other than English at home and **94.5%** speak Spanish.

Considering this demographic characteristic, DTPW has always provided all materials and information regarding the public transportation system in Spanish language, long before the existence of a LEP access plan. This includes but it is not limited to publications regarding public hearing, bid advertisements, Title VI related surveys and complaint forms. Regarding Tren Urbano, signs, communications, printed materials, special fare applications, maps, brochures and general information is also provided in Spanish language.

### **Analysis of Factors**

#### **Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population**

The 2011-2015 American Community Survey (ACS) 5-year Summary File Data from U.S. Census Bureau determined that in Puerto Rico, **99.0%** of its population is of Hispanic Origin and that **94.7%** of its residents speak a language other than English at home. The US Census 2011-2015 also indicates that out of the population of 5 years and over **78.9%** speak English "less than very well", **94.7%** speak a language other than English and **5.3%** speak English only.

Puerto Rico is the only USA territory where Spanish is spoken as the main language; it is a predominantly Hispanic jurisdiction. All these characteristics determine that people in contact with transit vehicle operators, transit station managers, the Agency's customer service calls, Agency's visitors, access to the agency website, etc. speak mostly Spanish.

#### **Factor 2: Frequency of Contact**

Spanish is the main language spoken in Puerto Rico. The Agency serves almost exclusively Spanish speaking individuals since **99.0%** of its population is Hispanic. Contact with non-English speaking population is present at all times. All of the services provided by DTPW are directed to Spanish speaking population. Public employees, transit vehicle operators, transit station managers, customer service calls, visitors, speak mostly Spanish and in some cases English.

#### **Factor 3: The Importance to LEP Persons of (DTPW) (PRHTA) Programs, Activities and Services**

DTPW is the central government agency in charge of the planning, development and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico. The DTPW has seven regional offices under the Public Works Directorate, located in Aguadilla, Arecibo, Guayama, Humacao, Mayaguez, Ponce and San Juan. The Public Works Directorate is in charge of all construction and maintenance of state roads as well as issuance of access permits. It also has a Driver's Services Directorate with 15 Drivers Service Centers located in Aguadilla, Arecibo, Barranquitas, Bayamón, Caguas, Fajardo, Vieques, Manatí, Guayama, Humacao, Mayaguez, Ponce, Carolina, Río Piedras and Utuado. This directorate is in charge of all transactions related to vehicles including licensing. Also, the Maintenance Area of the DTPW is in charge of landscaping and the issuance of junker permits, among other things.



On the other hand, the Puerto Rico Highway and Transportation Authority (PRHTA) is a public corporation and government instrumentality of the Commonwealth of Puerto Rico. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of Puerto Rico. Five regional offices carry out the construction projects under the direction of the Construction Area: South, East, West and Metropolitan. Under the Toll Road Area, PRHTA manages toll roads that cover the South (PR52) and East (PR66, PR53), with a portion of PR 20.

Currently, the PRHTA has the responsibility of a major undertaking with respect to public transportation - the rapid transit system known as Tren Urbano under the Integrated Transportation Alternative Directory known by its Spanish acronym ATI, completed in 2005. It serves mainly the Bayamón, Río Piedras and Hato Rey areas. Tren Urbano is currently made up of one rapid transit route. It consists of 16 stations: Sagrado Corazón, Hato Rey, Roosevelt, Domenech, Piñero, Universidad, Río Piedras, Cupey, Centro Médico, San Francisco, Las Lomas, Martínez Nadal, Torrimar, Jardines, Deportivo and Bayamón.

DTPW, PRHTA and Tren Urbano's users, transit vehicle operators, transit station managers, employees and customers are mainly of Hispanic origin which are mostly Spanish speaking. Normal interactions between them are done in Spanish language.

#### **Factor 4: The Resources Available to the Recipient and Costs**

The implementation of LEP Access Program will cause no additional cost to the agency since Spanish is the primary language spoken in the island. All public employees of the DTPW and the PRHTA and transit system speak Spanish and in some cases English.

Policies, publications regarding public hearings, bid advertisements, Title VI related surveys, complaint forms, Tren Urbano signs, communications, printed materials, special fare applications, maps, brochures and general information, danger signs, alarms, exits, etc. are all provided in Spanish and English.



**Implementation Plan**

The Department of Transportation and Public Works will comply with the federal requirements by providing assistance as follows:

- **Identifying LEP Individuals Who Need Language Assistance:** Spanish is the primary language spoken in Puerto Rico; normal interaction with people helps identify the language spoken by an individual. Spanish is the norm, not the exception.
- **Language Assistance Measures:** DTPW employees are Spanish speaking and in some cases, they also speak English. The following documents are all provided in Spanish: Policies, publications regarding public hearings, bid advertisements, Title VI related surveys, complaint forms, employment applications, Tren urbano, signs, communications, printed materials, special fare applications, maps, brochures and general information, etc. Agency staff, vehicle operators, station managers, etc speak Spanish language and in some cases English.
- **Training Staff:** All our staff is Spanish Speaking and in some cases, they speak English.
- **Providing Notice to LEP Persons:** All communications (newspapers, radio, television advertisements, signs and handouts available at stations, announcements in vehicles and at stations, agency website, customer service lines are provided in Spanish.
- **Monitoring and Updating the LEP Plan:** DTPW will annually evaluate and update this LEP Program.

## APENDIX I

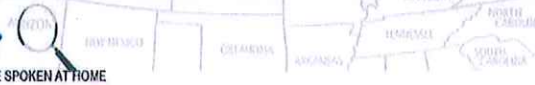
### US Census 2011-2015 Survey Statistics: Language Spoken at Home

U.S. Census Bureau

AMERICAN  
**FactFinder**

S1601 LANGUAGE SPOKEN AT HOME

2011-2015 American Community Survey 5-Year Estimates



Note: This is a modified view of the original table.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic, and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Puerto Rico Total	Puerto Rico Percent	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers
	Estimate	Estimate	Speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English only or speak English "very well"	Percent speak English less than "very well"
Population 5 years and over	3,587,737	(X)	715,897	2,671,750	21.1%	78.9%
Speak only English	180,807	5.3%	(X)	(X)	(X)	(X)
Speak a language other than English	3,206,930	94.7%	535,150	2,671,750	16.7%	83.3%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	3,201,516	94.6%	532,625	2,668,893	16.6%	83.4%
5 to 17 years old	586,714	17.3%	97,222	489,442	16.6%	83.4%
18 to 64 years old	2,064,812	60.9%	374,862	1,689,950	18.2%	81.8%
65 years old and over	549,992	15.2%	60,481	489,501	11.0%	89.0%
Other Indo-European languages	3,174	0.1%	1,995	1,176	62.9%	37.1%
5 to 17 years old	261	0.0%	224	37	85.8%	14.2%
18 to 64 years old	2,307	0.1%	1,442	865	62.5%	37.5%
65 years old and over	606	0.0%	332	274	54.8%	45.2%

Subject	Puerto Rico Total	Puerto Rico Percent	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers	Puerto Rico Percent of specified language speakers
			Speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English only or speak English "very well"	Percent speak English less than "very well"
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Asian and Pacific Island languages	1,621	0.0%	398	1,235	23.8%	76.2%
5 to 17 years old	159	0.0%	39	120	24.5%	75.5%
18 to 64 years old	1,237	0.0%	306	931	24.7%	75.3%
65 years old and over	225	0.0%	41	184	18.2%	81.8%
Other languages	617	0.0%	171	446	27.7%	72.3%
5 to 17 years old	123	0.0%	38	85	30.9%	69.1%
18 to 64 years old	497	0.0%	126	371	25.3%	74.7%
65 years old and over	7	0.0%	7	0	100.0%	0.0%
CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	2,726,223	(D)	591,080	2,135,143	21.7%	78.3%
Speak only English	157,098	5.8%	(4)	(D)	(D)	(D)
Speak a language other than English	2,669,127	94.2%	433,084	2,135,143	18.9%	81.1%
Spanish	2,665,618	94.1%	432,081	2,133,537	16.8%	83.2%
Other languages	3,501	0.1%	1,993	1,508	54.4%	45.6%

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An "N/A" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.



**APENDIX II****US Census 2011-2015 Survey Statistics: Selected Characteristics of the Native and Foreign-Born Populations**

U.S. Census Bureau

AMERICAN  
FactFinder

S0501

**SELECTED CHARACTERISTICS OF THE NATIVE AND FOREIGN-BORN POPULATIONS**

2011-2015 American Community Survey 5-Year Estimates

Note: This is a modified view of the original table.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Puerto Rico				
	Total	Native	Foreign born	Foreign born; Naturalized citizen	Foreign born; Not a U.S. citizen
	Estimate	Estimate	Estimate	Estimate	Estimate
Total population	3,583,073	3,484,531	98,542	42,099	56,443
<b>SEX AND AGE</b>					
Male	47.8%	47.8%	46.5%	44.8%	47.7%
Female	52.2%	52.1%	53.5%	55.2%	52.3%
Under 5 years	5.5%	5.5%	0.3%	0.1%	0.4%
5 to 17 years	17.0%	17.4%	3.9%	1.5%	5.7%
18 to 24 years	10.2%	10.3%	5.8%	3.4%	7.7%
25 to 44 years	25.5%	25.3%	30.7%	19.4%	39.0%
45 to 54 years	13.2%	12.9%	20.9%	18.5%	22.7%
55 to 64 years	12.1%	12.0%	18.1%	23.1%	14.4%
65 to 74 years	9.6%	9.5%	11.1%	17.7%	6.2%
75 to 84 years	5.1%	5.1%	6.7%	11.7%	2.9%
85 years and over	2.0%	2.0%	2.4%	4.4%	0.9%
Median age (years)	38.7	38.2	49.5	58.0	43.4
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>					
One race	90.7%	90.7%	90.2%	92.7%	88.3%
White	69.7%	70.3%	48.1%	60.3%	39.0%
Black or African American	8.4%	8.0%	23.5%	17.8%	27.7%
American Indian and Alaska Native	0.3%	0.3%	1.8%	1.3%	2.1%
Asian	0.3%	0.2%	3.1%	3.5%	2.7%
Native Hawaiian and Other Pacific Islander	0.0%	0.0%	0.0%	0.0%	0.0%
Some other race	12.0%	12.0%	13.8%	9.7%	16.8%
Two or more races	9.3%	9.3%	9.8%	7.3%	11.7%
Hispanic or Latino origin (of any race)	99.0%	99.2%	93.1%	91.6%	94.1%
White alone, not Hispanic or Latino	0.7%	0.6%	3.5%	4.1%	3.1%

Subject	Puerto Rico				
	Total	Native	Foreign born	Foreign born; Naturalized citizen	Foreign born; Not a U.S. citizen
	Estimate	Estimate	Estimate	Estimate	Estimate
<b>HOUSEHOLD TYPE</b>					
In married-couple family	49.1%	49.2%	49.1%	53.3%	40.7%
In other households	50.8%	50.6%	52.4%	46.9%	57.2%
Average household size	2.85	2.85	2.70	2.87	2.72
Average family size	3.45	3.45	3.33	3.26	3.40
<b>MARITAL STATUS</b>					
Population 16 years and over	2,933,242	2,637,443	95,799	41,617	54,182
Never married	38.5%	38.9%	28.8%	16.6%	33.7%
Now married, except separated	37.8%	37.5%	48.7%	53.7%	41.3%
Divorced or separated	18.7%	18.6%	20.2%	20.5%	20.0%
Widowed	7.1%	7.1%	7.3%	10.3%	5.0%
<b>SCHOOL ENROLLMENT</b>					
Population 3 years and over enrolled in school	933,431	922,876	10,555	3,502	6,963
Nursery school, preschool	5.9%	6.0%	1.2%	1.5%	1.0%
Elementary school (grades K-5)	44.2%	44.4%	21.5%	11.1%	28.9%
High school (grades 9-12)	21.1%	21.1%	16.0%	6.1%	21.0%
College or graduate school	28.6%	28.6%	60.7%	79.3%	51.1%
<b>EDUCATIONAL ATTAINMENT</b>					
Population 25 years and over	2,414,831	2,326,216	88,615	39,988	48,627
Less than high school graduate	27.0%	26.7%	33.5%	23.0%	42.2%
High school graduate (includes equivalency)	27.1%	27.3%	21.4%	19.8%	22.7%
Some college or associate's degree	21.8%	22.0%	17.5%	20.1%	15.4%
Bachelor's degree	17.4%	17.4%	17.4%	22.4%	13.3%
Graduate or professional degree	6.7%	6.6%	10.2%	14.7%	6.5%
<b>LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>					
Population 5 years and over	3,387,737	3,289,502	98,235	42,042	56,193
English only	5.3%	5.3%	5.2%	5.9%	4.7%
Language other than English	94.7%	94.7%	94.8%	94.1%	95.3%
Speak English less than "very well"	79.9%	78.6%	92.2%	73.6%	68.5%
<b>EMPLOYMENT STATUS</b>					
Population 16 years and over	2,884,153	2,788,717	95,436	41,552	53,884
In labor force	45.1%	44.5%	61.7%	59.8%	67.7%
Civilian labor force	45.0%	44.5%	61.6%	59.8%	67.7%
Employed	38.9%	38.3%	52.3%	48.8%	55.0%
Unemployed	8.2%	8.1%	9.3%	4.9%	12.7%
Percent of civilian labor force	18.1%	18.3%	15.1%	9.2%	18.7%
Armed Forces	0.0%	0.0%	0.0%	0.0%	0.0%
Not in labor force	54.9%	55.5%	38.3%	46.2%	32.3%
Civilian employed population 16 years and over	1,083,350	1,013,421	49,929	20,297	29,632
<b>CLASS OF WORKER</b>					
Private wage and salary workers	67.8%	67.8%	67.7%	69.7%	66.4%
Government workers	22.9%	23.6%	8.3%	12.3%	5.5%
Self-employed workers in own not incorporated business	9.1%	8.4%	23.7%	17.5%	28.0%
Unpaid family workers	0.2%	0.2%	0.3%	0.5%	0.1%
<b>OCCUPATION</b>					
Management, business, science, and arts occupations	31.9%	32.1%	27.8%	40.1%	19.5%
Service occupations	20.6%	20.0%	33.5%	22.6%	41.0%



Subject	Puerto Rico				
	Total	Native	Foreign born	Foreign born; Naturalized citizen	Foreign born; Not a U.S. citizen
	Estimate	Estimate	Estimate	Estimate	Estimate
Sales and office occupations	27.7%	28.1%	19.6%	24.5%	18.2%
Natural resources, construction, and maintenance occupations	9.8%	9.5%	12.8%	5.8%	17.3%
Production, transportation, and material moving occupations	10.2%	10.4%	6.4%	7.0%	6.0%
<b>INDUSTRY</b>					
Agriculture, forestry, fishing and hunting, and mining	1.4%	1.4%	0.5%	0.4%	0.7%
Construction	6.5%	5.3%	11.5%	5.4%	15.7%
Manufacturing	9.1%	9.2%	5.2%	5.6%	4.9%
Wholesale trade	2.8%	2.6%	3.1%	4.7%	2.1%
Retail trade	13.5%	13.7%	9.3%	10.4%	8.5%
Transportation and warehousing, and utilities	3.7%	3.8%	2.4%	3.7%	1.8%
Information	2.0%	2.0%	1.8%	1.8%	1.7%
Finance and insurance, and real estate and rental and leasing	5.5%	5.5%	5.3%	7.3%	3.9%
Professional, scientific, and management, and administrative and waste management services	9.7%	9.6%	10.3%	12.0%	9.1%
Educational services, and health care and social assistance	23.6%	23.9%	17.3%	22.7%	13.7%
Arts, entertainment, and recreation, and accommodation and food services	8.8%	8.5%	16.2%	13.7%	17.9%
Other services (except public administration)	5.5%	5.1%	14.6%	8.9%	18.5%
Public administration	8.0%	8.3%	2.5%	3.4%	1.6%
<b>EARNINGS IN THE PAST 12 MONTHS (IN 2015 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME, YEAR-ROUND WORKERS</b>					
Population 16 years and over with earnings	727,526	698,250	31,287	14,513	16,754
\$1 to \$9,999 or less	4.0%	3.9%	5.9%	4.2%	7.5%
\$10,000 to \$14,999	14.0%	13.9%	15.9%	11.7%	19.5%
\$15,000 to \$24,999	37.2%	37.3%	35.9%	28.6%	42.3%
\$25,000 to \$34,999	16.6%	16.6%	15.0%	16.3%	13.8%
\$35,000 to \$49,999	12.3%	12.5%	9.0%	12.6%	6.9%
\$50,000 to \$74,999	8.0%	7.9%	9.3%	12.9%	6.2%
\$75,000 or more	5.8%	5.7%	9.0%	13.7%	4.9%
<b>Median earnings (dollars) for full-time, year-round workers:</b>					
Male	22,877	22,910	22,177	31,002	17,989
Female	23,128	23,216	20,780	24,265	18,510
<b>INCOME IN THE PAST 12 MONTHS (IN 2015 INFLATION-ADJUSTED DOLLARS)</b>					
Households	1,244,202	1,198,414	45,788	23,024	22,764
With earnings	55.7%	55.1%	73.6%	68.3%	79.8%
Mean earnings (dollars)	38,771	35,650	39,169	49,678	29,967
With Social Security income	42.2%	42.7%	30.6%	44.1%	16.9%
Mean Social Security income (dollars)	12,135	12,130	12,322	13,185	10,042
With Supplemental Security Income	0.5%	0.5%	0.5%	0.7%	0.3%
Mean Supplemental Security Income (dollars)	9,324	9,354	8,530	9,227	6,035
With cash public assistance income	7.0%	7.1%	4.5%	4.9%	4.2%
Mean cash public assistance income (dollars)	2,260	2,261	2,204	2,132	2,289
With retirement income	15.0%	15.3%	7.9%	12.3%	3.5%
Mean retirement income (dollars)	15,804	15,773	17,408	18,214	14,507
With Food Stamp/SNAP benefits	38.1%	38.7%	22.6%	20.3%	24.9%
Median Household income (dollars)	19,350	19,289	20,980	27,368	17,009
Average number of workers per household	0.82	0.81	1.11	1.05	1.17
<b>POVERTY STATUS IN THE PAST 12 MONTHS</b>					



Subject	Puerto Rico				
	Total	Native	Foreign born	Foreign born, Naturalized citizen	Foreign born, Not a U.S. citizen
	Estimate	Estimate	Estimate	Estimate	Estimate
Population for whom poverty status is determined	3,649,931	3,432,003	97,928	42,051	55,877
Below 100 percent of the poverty level	45.5%	45.7%	39.2%	28.5%	47.3%
100 to 199 percent of the poverty level	28.1%	28.1%	28.7%	27.9%	29.3%
At or above 200 percent of the poverty level	26.4%	26.2%	32.1%	43.6%	23.4%
<b>POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED</b>					
All families	41.8%	41.9%	37.1%	25.9%	49.6%
With related children of the householder under 18 years	52.2%	52.3%	50.1%	35.8%	59.4%
With related children of the householder under 5 years only	53.6%	53.6%	48.6%	37.9%	56.2%
Married-couple family	30.1%	30.3%	24.2%	19.1%	31.9%
With related children of the householder under 18 years	34.0%	34.1%	30.7%	23.1%	37.5%
With related children of the householder under 5 years only	33.4%	33.4%	34.2%	31.7%	35.7%
Female householder, no husband present, family	58.6%	58.9%	58.2%	40.9%	68.0%
With related children of the householder under 18 years	69.4%	69.5%	67.3%	51.6%	75.2%
With related children of the householder under 5 years only	72.6%	73.1%	63.6%	43.7%	73.0%
Occupied housing units	1,244,202	1,198,414	45,788	23,024	22,764
<b>HOUSING TENURE</b>					
Owner-occupied housing units	68.9%	69.5%	53.6%	70.5%	36.4%
Renter-occupied housing units	31.1%	30.5%	46.4%	29.5%	63.6%
Average household size of owner-occupied unit	2.89	2.89	2.90	2.77	3.15
Average household size of renter-occupied unit	2.76	2.78	2.46	2.44	2.47
<b>ROOMS</b>					
1 room	1.2%	1.1%	2.9%	1.7%	4.2%
2 or 3 rooms	11.4%	11.2%	16.4%	11.3%	21.6%
4 or 5 rooms	61.0%	61.3%	53.1%	51.2%	55.1%
6 or 7 rooms	21.7%	21.7%	22.1%	27.6%	16.6%
8 or more rooms	4.7%	4.7%	5.4%	8.2%	2.0%
Median number of rooms	4.8	4.9	4.8	5.0	4.5
1.01 or more occupants per room	4.0%	4.0%	4.1%	3.2%	5.0%
<b>VEHICLES AVAILABLE</b>					
None	17.4%	17.3%	20.1%	14.0%	26.3%
1 or more	82.6%	82.7%	79.9%	86.0%	73.7%
<b>SELECTED CHARACTERISTICS</b>					
No telephone service available	5.7%	5.6%	3.6%	2.3%	4.9%
Limited English Speaking Households	69.8%	69.6%	70.1%	80.1%	80.3%
Owner-occupied housing units	857,710	833,187	24,523	16,238	8,285
<b>SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	73.9%	74.3%	59.0%	62.7%	61.5%
30 percent or more	26.1%	25.7%	41.0%	37.3%	38.6%
Renter-occupied housing units	396,492	365,227	21,265	6,786	14,479
<b>GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS</b>					
Less than 30 percent	68.2%	69.3%	49.8%	51.6%	47.5%
30 percent or more	31.8%	30.7%	51.2%	48.4%	52.5%

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

Occupation codes are 4-digit codes and are based on Standard Occupational Classification 2010.

Industry codes are 4-digit codes and are based on the North American Industry Classification System (NAICS). The Census industry codes for 2013 and later years are based on the 2012 revision of the NAICS. To allow for the creation of 2011-2015 tables, industry data in the multiyear files (2011-2015) were recoded to 2013 Census industry codes. We recommend using caution when comparing data coded using 2013 Census industry codes with data coded using Census industry codes prior to 2013. For more information on the Census industry code changes, please visit our website at <https://www.census.gov/people/methology/>.

Telephone service data are not available for certain geographic areas due to problems with data collection. See Errata Note #93 for details.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An "X" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "X" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "X" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "X" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "X" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "X" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "X" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "X" means that the estimate is not applicable or not available.

Copies of the LEP Plan will be available to any person or agency requesting a copy. For any questions or comments regarding this plan contact:

Department of Transportation and Public Works  
Civil Rights Office  
PO Box 42007 San Juan, PR 00940-2007  
Phone: (787) 729-1562  
E-mail: [derechos civiles@dtop.pr.gov](mailto:derechos civiles@dtop.pr.gov)



## II. REQUIREMENTS OF TRANSIT PROVIDERS

### i. SERVICES STANDARDS

#### a. Vehicle load

#### TREN URBANO

FTA Circular 4702.1B requires fixed route recipients to develop quantitative standards for all modes of operation. The standards below represent minimum elements included in FTA Circular 4702.1B. A list of contractual Performance Standards requirements is included for reference (Section 17010 of the Tren Urbano O&M Contract). *(Attachment J)*

#### Vehicle Load

HTA utilizes transit occupancy as a reference to define service frequency, service span and offer versus demand adequacy. A quality of service (QoS) of 0.40 m<sup>2</sup> per passenger (2.5 passengers per m<sup>2</sup>) or better is used as the target standard, measured with the top days of ridership throughout the period, excluding days with special events, of each defined service schedule (e.g. regular weekday schedule, seasonal schedule and weekends and holidays schedule).

Vehicle load values for calendar 2017 are included below:

				Passenger/hr Equivalent				e=C/d
				a	b	c=max(a,b)	d	
Schedule	From	To	Headway	Max Load East	Max Load West	Max Load	Supply (2.5 Pas m <sup>2</sup> )	Load
AM	5:30 AM	6:18 AM	12	985	560	985	2690	37%
AM Peak	6:26 AM	8:18 AM	8	2295	870	2295	4035	57%
AM Transition	8:30 AM	8:42 AM	12	1050	560	1050	2690	39%
Mid-Day	8:58 AM	3:22 PM	16	889	900	900	2018	45%
Transition	3:34 PM	3:46 PM	12	560	890	890	2690	33%
PM Peak	3:56 PM	5:46 PM	10	810	1392	1392	3228	43%
PM Transition	5:58 PM	6:22 PM	12	345	660	660	2690	25%
PM Off-Peak	6:38 PM	6:54 PM	16	255	420	420	2018	21%
Night (SMP)	7:10 PM	11:30 PM	16	203	394	394	1009	39%



WD Seasonal								
AM Peak	5:30 AM	8:42 AM	12	1,820	735	1,820	2,690	67.7%
Mid-day	8:58 AM	3:38 PM	16	840	750	840	2,018	41.6%
PM Transition	6:42 PM	6:58 PM	16	180	360	360	2,018	17.8%
PM Peak	3:50 PM	6:26 PM	12	560	1,390	1,390	2,690	51.7%
Night (SMP)	7:14 PM	11:30 PM	16	154	296	296	1,009	29.3%
WE and HO								
All Day	5:30 AM	11:30 PM	16	671	555	671	1009	66.5%

## **METROBUS**

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
MB	9101	40	7.5	371	49	1.230
	9102	40	17.0	186	11	0.280
	9104	40	15.5	284	18	0.450
	9105	40	17.5	187	11	0.280
	9107	40	5.5	254	46	1.150
	9109	40	14.5	139	10	0.250
	9110	40	7.0	172	25	0.630
	9111	40	6.5	29	4	0.100
	9113	40	5.5	208	38	0.950
	9114	40	5.5	178	32	0.800
	9116	40	13.5	433	32	0.800
	9117	40	4.0	108	27	0.680
	9118	40	8.0	209	26	0.650
	9119	40	9.0	465	52	1.300
	14		136.5	3,223		

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
MU	1202	57	4.5	91	20	0.350
	1204	40	9.5	198	21	0.530
	1206	40	1.0	-	0	0.000
	1207	40	11.0	150	14	0.350
	1208	40	3.5	66	19	0.480
	1210	40	11.0	194	18	0.450
	6		40.5	699		

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
TU	9100	40	10.0	257	26	0.650
	1211	20	9.0	120	13	0.650
	1212	20	9.0	146	16	0.800
	1214	20	15.0	183	12	0.600
	1215	20	9.0	165	18	0.900
	1219	20	11.0	147	13	0.650
	1221	20	15.0	222	15	0.750
	1222	20	14.0	151	11	0.550
	1223	20	16.0	181	11	0.550
	1230	20	8.0	10	1	0.050
	1231	20	8.0	22	3	0.150
	1232	20	15.0	50	3	0.150
	12		139.0	1,654		

#### **b. Vehicle headway**

##### **TREN URBANO**

Tren Urbano operates 18 hours each day, from 5:30 AM to 11:30 PM. Service is extended to support special events and activities, with service schedule from 11:30 PM up to 3:00 AM. There is an average of one special event per week requiring service extension.

The Tren Urbano has two schedules: regular schedule and seasonal schedule. The Weekday regular Schedule is operated thirty-eight (38) weeks per year. The Weekday Seasonal Schedule is operated fourteen (14) weeks per year as follow: 10 Weeks during summer, 3 weeks during winter and 1 week during Holy Week ("Spring Break").

During the Regular Schedule, the weekday AM peak hour boarding the trains operate at 8-minute headway in each direction and in the PM Peak hour at 10-minute headway. During the off-peak periods, the headway is 16 minutes. The weekday service schedule is as follows:

Weekday Headways:

Headway	From-To
12 minute headways	05:30 – 06:18
8 minute headways	06:18 – 08:18
12 minute headways	08:18 – 08:42
16 minute headways	08:42 – 15:22
12 minute headway	15:22 – 15:46
10 minute headways	15:46 – 17:46
12 minute headways	17:46 – 18:22
16 minute headways	18:22 – 23:30

During the Seasonal Schedule, the weekday AM peak boarding and PM peak boarding the trains operate at 12 minute headway in each direction. During the off-peak periods, the headway is 16 minutes. The weekday service schedule is as follows:

Seasonal Weekday Schedule:

Headway	From-To
12 minute headways	05:30 – 08:42
8 minute headways	08:42 – 15:38
12 minute headways	15:38 – 18:26
16 minute headways	18:26 – 23:30

On weekends and holidays, headways are maintained at 16 minutes for the entire day. Ridership is monitored in order to adjust schedules to service passenger demand. Service headways can be modified to meet ridership increments as required. If the ridership average demands increase, exceeding scheduled capacity, headways during peak periods can be reduced from the current 8 minutes to 6, 5, or even 4 minute headways, allowing system capacity to increase respectively from 25% up to 88%.

Weekend and Holiday Headways: Twelve holidays



Headway	From-To
16 minute headways	05:30 – 23:37

Headway evaluation and scheduling involves primarily service offer versus demand adequacy based on passenger occupancy QoS standard.

### **METROBUS**

The First Transit Puerto Rico subcontracted operations consist of 7 mass transit transportation routes of 4 different type of services:

Metrobus operations is a fixed route service operation that consists of two routes, one of them T3 that operates daily 85.30 hours and the other the E10 operates daily hours daily, T3 from 5:00 AM to 12:00 midnight, and E10 operates 15 hours daily, from 5:00 AM to 8:00 PM.

The weekday service is as follows for each of the following routes:

#### **Route T3 Current Service (Weekday)**

From	To	Headway Minutes	Service HRS.	Trips	Service Miles
5:00 AM	6:00 AM	20	3:40	3	27
6:00 AM	9:00 AM	10	20:40	18	162
9:00 AM	3:00 PM	20	24:00	18	162
3:00 PM	6:00 PM	10	20:40	18	162
6:00 PM	11:00 PM	20	16:30	16	144
Total			85:30	73	657

#### **On -Time performance T3 Current Service (Weekday)**

FROM	TO	HEADWAY
5 AM	6 AM	20
6 AM	9 AM	10
9 AM	3 PM	20
3 PM	6 PM	10
6 PM	11 PM	20

**Route T3 Current Service (Weekend)**

From	To	Headway Minutes	Service HRS.	Trips	Service Miles
6:00 AM	11:00 PM	20	51:00	52	468
Total			51:00	52	468

**On -Time performance T3 Current Service (Weekend)**

FROM	TO	HEADWAY
6 AM	11 PM	20

**Route E10 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Trips	Service Miles
5:00 AM	6:00 AM	20	2:00	3	30
6:00 AM	9:00 AM	10	12:00	18	180
9:00 AM	3:00 PM	20	12:00	18	180
3:00 PM	6:00 PM	10	12:00	18	180
6:00 PM	8:00 PM	20	5:00	7	70
Total			43:00	64	640

**On -Time performance E10 Current Service (Weekend)**

FROM	TO	HEADWAY
5 AM	6 AM	20
6 AM	9 AM	10
9 AM	3 PM	20
3 PM	6 PM	10
6 PM	11 PM	20

Route E10 don't run service on Saturday, Sunday or Holiday

Metro Urbano bus operations is a bus rapid transit operation that operates from the Municipalities of Toa Baja to Bayamón. This operation runs in a close corridor with HOV lanes and operates daily 41 hours and the other, the E10 operates daily, T3 from 5:00 AM to 12:00 midnight, and E10 operates 15 hours daily, from 5:00 AM to 8:00 PM.

**Route E20 Current Service**

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	9:00 AM	15	16:00	320
9:00 AM	4:00 PM	30	14:00	280
4:00 PM	6:30 PM	15	10:00	200
6:30 PM	7:00 PM	30	1:00	20
Total			41:00	820

**On -Time performance E20 Current Service (Weekend)**

FROM	TO	HEADWAY
5 AM	9 AM	15
9 AM	4 AM	30
4 AM	6:30 PM	15
6:30 PM	7:00 PM	30

Route E20 don't run service on Saturday, Sunday or Holiday

Tu Conexion bus operations is a fixed route operations that run on the rural areas that operates in the Municipalities San Juan, Carolina, this operations are a fixed route operation that are run near or next to the rural areas this service is run with small vehicles to able to access small and narrow streets operates daily hours daily the following routes: C22, C35, C36, E40 the times of operations varies in the different routes that information is detail below.

**Route C22 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Service Miles
6:00 AM	8:00 PM	30	28:00	168

**On -Time performance C22 Current Service (Weekday)**

FROM	TO	HEADWAY
6 AM	8 PM	30



**Route C35 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	8:00 PM	20	45:00	322

**On -Time performance C35 Current Service (Weekday)**

FROM	TO	HEADWAY
5 AM	8 PM	20

**Route C36 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	6:00 AM	30	2:00	16
6:00 AM	9:00 AM	20	12:00	72
9:00 AM	3:00 PM	30	12:00	96
3:00 PM	6:00 PM	20	13:00	72
6:00 PM	8:00 PM	30	5:00	40
Total			44:00	296

**On -Time performance C36 Current Service (Weekday)**

FROM	TO	HEADWAY
5 AM	6 AM	30
6 AM	9 AM	20
9 AM	3 PM	30
3 PM	6 PM	20
6 PM	8 PM	30

Route C22, C35, C36 don't run service on Saturday, Sunday or Holiday

**Route E40 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	8:00 PM	20	30:00	357

**On -Time performance E40 Current Service (Weekday)**

FROM	TO	HEADWAY
5 AM	8 PM	20

**Route E40 Current Service (Weekday)**

From	To	Headway Minutes	Service Hours	Service Miles
6:00 AM	8:00 PM	30	30:32	339

**On -Time performance E40 Current Service (Weekday)**

FROM	TO	HEADWAY
6 AM	8 PM	30

**c. On time performance (OTP)****TREN URBANO**

OTP measures actual train arrival and departure times in comparison to a scheduled service. It is a measurement of the punctuality of ACI-Herzog transit services. The OTP metrics also provide feedback of vehicle and systems maintenance services effectiveness.

The OTP is affected by delays or disruptions caused by internal and external factors. Internal factors include but are not limited to vehicle and systems maintenance failures. External factors include fire, weather conditions, earthquakes, suicides, public manifestations, third party events, programmed heavy corrective and preventive maintenances that cannot be performed during non-revenue hours. Delays caused by external factors are considered an exception and are not included in the OTP metric.

OTP is measured as the percentage of scheduled trips that arrive on time to a terminal station. A train is deemed off-schedule if:

- A train completes its trip (arrives at the terminal station) more than one (1) minute prior to the scheduled trip time, or more than four (4) minutes after the scheduled trip time.
- If a train skips one or more stations on any trip, each station skipped is counted as an off-schedule train.
- Trains that are counted as missed trips (arrives to a terminal station more than 30 minutes late) shall not be counted as off-schedule trains.

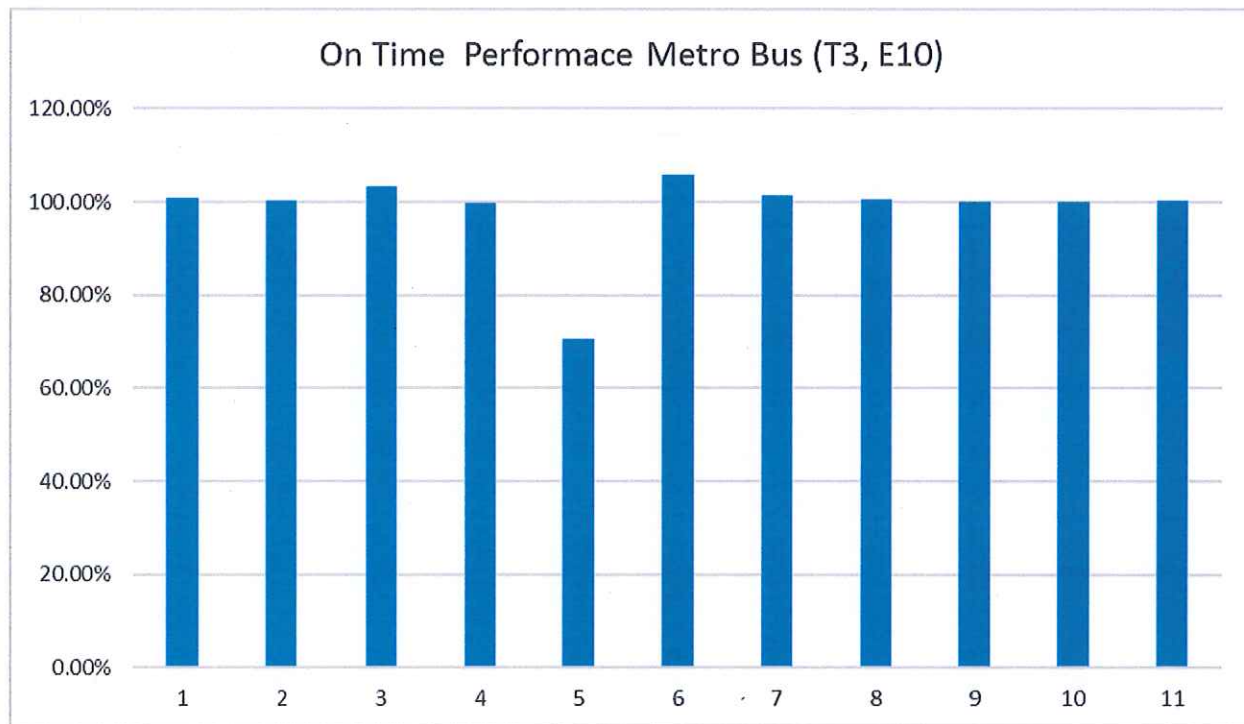
OTP is evaluated on a daily, monthly and yearly basis. PRHTA operational goal is to operate a transit service punctual with a monthly OTP of 98.5% or better. OTP values for calendar 2017 are included below:

Month	Scheduled Trips	Total Off-schedule Trips	OTP without exceptions	Off-Schedule Exceptions	Off-Schedule Trips	OTP
<b>January 2017</b>	4,754	28.0	99.41%	2.0	26.0	<b>99.45%</b>
<b>February 2017</b>	4,396	112.0	97.45%	29.0	83.0	<b>98.11%</b>
<b>March 2017</b>	4,894	22.0	99.55%	5.0	17.0	<b>99.65%</b>
<b>April 2017</b>	4,602	47.0	98.98%	20.0	27.0	<b>99.41%</b>
<b>May 2017</b>	4,866	53.0	98.91%	9.0	44.0	<b>99.10%</b>
<b>June 2017</b>	4,448	21.0	99.53%	4.0	17.0	<b>99.62%</b>
<b>July 2017</b>	4,544	23.0	99.49%	3.0	20.0	<b>99.56%</b>
<b>August 2017</b>	4,866	39.0	99.20%	7.0	32.0	<b>99.34%</b>
<b>September 2017</b>	1,938	39.0	97.99%	2.0	37.0	<b>98.09%</b>
<b>October 2017</b>	No service	No service	No service	No service	No service	No service
<b>November 2017</b>	No service	No service	No service	No service	No service	No service
<b>December 2017</b>	1,352	16.0	98.82%	3.0	13.0	<b>99.04%</b>
<b>January 2018</b>	4,320	188.0	95.65%	161.0	27.0	<b>99.38%</b>
<b>February 2018</b>	4,396	149.0	96.61%	44.0	105.0	<b>97.61%</b>
<b>March 2018</b>	4,740	18.0	99.62%	0.0	18.0	<b>99.62%</b>
<b>Total</b>	<b>40,660</b>	<b>118</b>	<b>87</b>	<b>99.79%</b>	<b>205</b>	<b>99.50%</b>

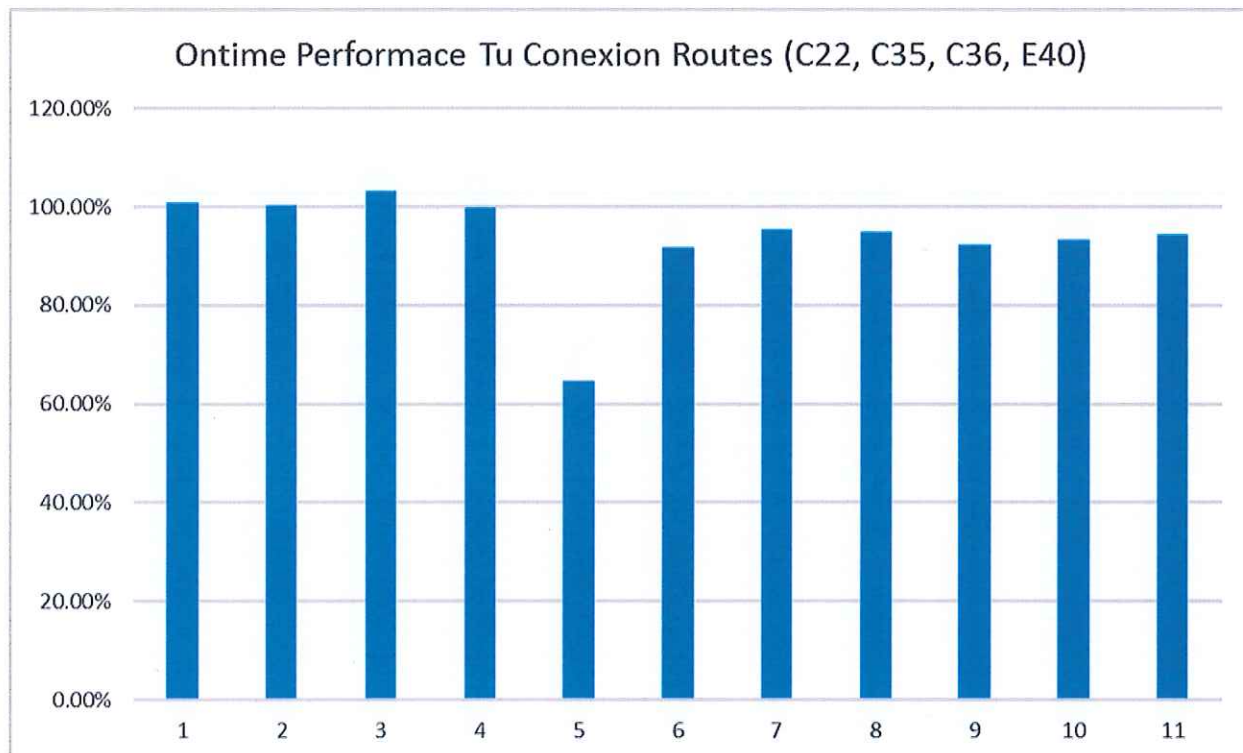



**METROBUS**

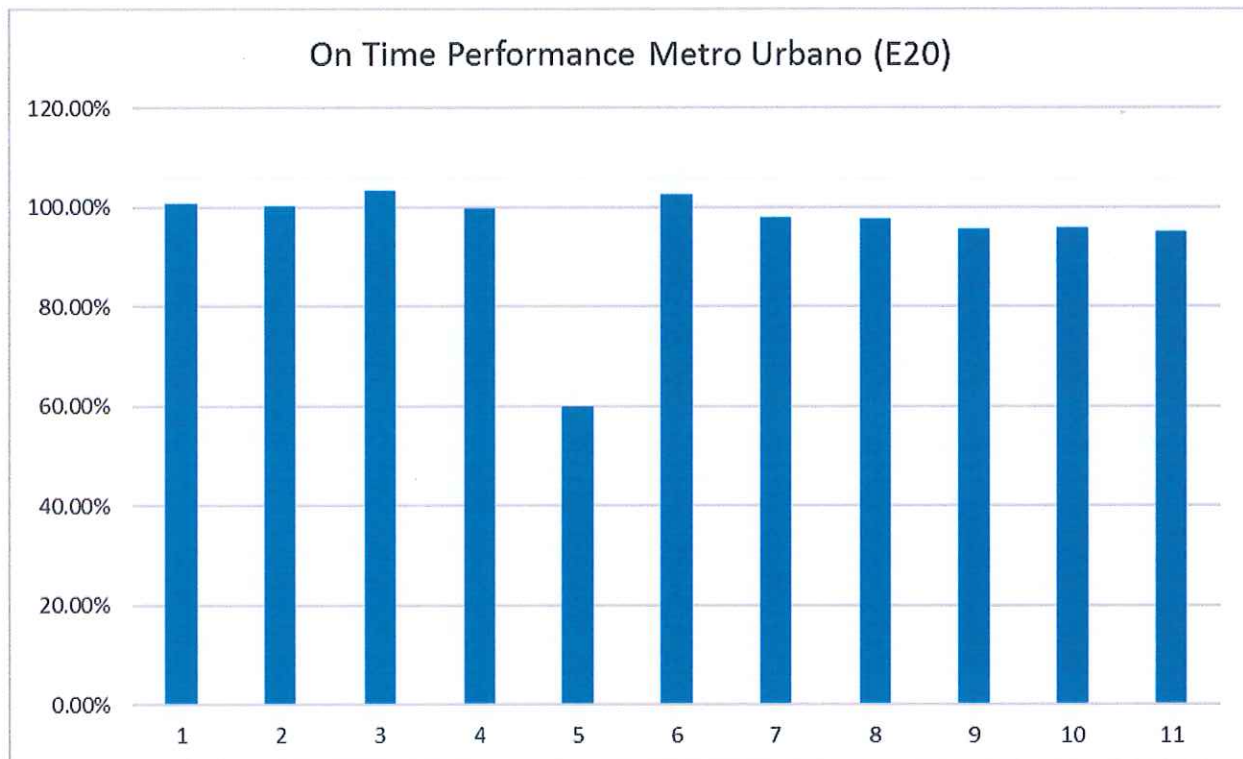
First Transit Puerto Rico		
Billed Hours Verification Report		
		
Month	On Time Performace	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	70.50%	29.50%
Oct 2017	105.82%	-5.82%
Nov 2017	101.45%	-1.45%
Dec 2017	100.45%	-0.45%
Jan 2018	99.95%	0.05%
Feb 2018	100.07%	-0.07%
Mar 2018	100.22%	-0.22%



First Transit Puerto Rico		
On Time Performance		
<b>TU CONEXIÓN</b> 		
Month	On Time %	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	64.57%	35.43%
Oct 2017	91.62%	8.38%
Nov 2017	95.39%	4.61%
Dec 2017	94.74%	5.26%
Jan 2018	92.23%	7.77%
Feb 2018	93.20%	6.80%
Mar 2018	94.40%	5.60%



First Transit Puerto Rico		
Billed Hours Verification Report		
<b>METRO URBANO</b> 		
Month	Billed Hours %	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	59.85%	40.15%
Oct 2017	102.46%	-2.46%
Nov 2017	97.96%	2.04%
Dec 2017	97.64%	2.36%
Jan 2018	95.53%	4.47%
Feb 2018	95.76%	4.24%
Mar 2018	94.94%	5.06%





**d. Service availability****TREN URBANO**

Service availability is a general measure of the distribution of routes within a transit provider's service area. Tren Urbano is currently composed of a single fixed route. Currently, there are no plans for expansion.

The Tren Urbano system is the backbone of the Metropolitan area collective transportation system extending 10.7-mile (17.2 km) in a fully automated rapid transit heavy rail system. The system operates thru the municipalities of San Juan (Río Piedras, Hato Rey and Santurce), Bayamón and Guaynabo. Tren Urbano consists of 16 stations along a single line of elevated guideway (52%), leveled tracks (40%) and underground tunnels (8%) and an Operations and Administration Building.

Tren Urbano facilities offers 2,605 parking spaces for its patrons free of charge along the alignment, which can be found in six (6) of its stations, namely:

Station Name	Number of spaces	Handicapped Spaces	Total Number of Spaces
Bayamón	471	9	480
Torrimar	56	2	58
Jardines	120	8	128
Martinez Nadal	982	25	1,007
San Francisco	502	17	519
Sagrado Corazón	404	9	413
<b>Total</b>	<b>2,535</b>	<b>70</b>	<b>2,605</b>

## **METROBUS**

The seven (7) routes serve specific areas through the Metropolitan Area.

- **T3** serve from Sagrado Corazón Station in Santurce to Covadonga Terminal in Old San Juan (via Ponce de León Avenue)
- **E10** serve from Sagrado Corazón Station in Santurce to Covadonga Terminal in Old San Juan (via Muñoz Rivera Avenue)
- **E20** serve from Campanilla Terminal in Toa Baja to Bayamón Station in Bayamón
- **E40** serve from Piñero Station in Hato Rey to Luis Muñoz Marín International Airport in Carolina
- **C35** serve from Sagrado Corazón Station in Santurce to Puerto Rico Convention District in Miramar
- **C36** serve from Sagrado Corazón Station in Santurce to Isla Verde in Carolina
- **C22** serve from Sagrado Corazón Station in Santurce to Roberto Clemente Coliseum in Hato Rey

### **Service availability standard**

## **TREN URBANO**

The 16 Tren Urbano station strategically are located in heart of the business and economic center of the Island, as well as the main universities, hospitals, Coliseums and Arenas, and the majority of them provide intermodal connections to some or all of the following: the Metropolitan Bus Authority, Metrobus, carros públicos, municipal shuttles, private shuttles and Taxis.

The Sagrado Corazón Station serves mainly the Santurce community. Important institutions within the area include: the Minillas Government Center, Fine Arts Center, Isla Grande Airport, along with many other government institutions. Several educational institutions are also found throughout Santurce, including the Sagrado Corazón University to the south, one of Puerto Rico's largest private universities with approximately 5,600 students. Additionally, a host of other civic, professional, and social institutions are based in Santurce, including those at the southern end along the Martín Peña Channel, such as the United Way, San Juan Central Park, the Equestrian Center, and the YMCA.

Four of the Tren Urbano stations, Hato Rey, Roosevelt, Domenech and Pinero, serve the Hato Rey area, Puerto Rico's business and financial center, known as the "Milla de Oro" (the Golden Mile). This area contains the largest collection of banks, accounting firms, insurance companies, and law firms on the Island. Due to its concentration of commercial and institutional uses, high residential density, and central location, Hato Rey is considered the spine of the metropolitan area. Among the civic and governmental institutions in Hato Rey are: The Federal Offices building, the Judicial Center, the Department of Labor and several hospitals (Hospital Auxilio Muto and Hospital Pavia), Universities such as, Polytechnic University of Puerto Rico, Junior Colleges and technical schools, churches, and professional organizations and the Puerto Rico Coliseum.

Universidad station serves the student community of Rio Piedras, with access to the main campus of the state owned University of Puerto Rico (UPR), one of the island's largest educational institutions. The UPR houses the Colleges of Business Administration, Education, General Studies, Humanities, and Natural Sciences, and the Schools of Social Work, Architecture, Planning, and Law, as well as several other graduate and undergraduate schools. UPR educates or employs approximately 22,500 students, faculty, and personnel.

The Rio Piedras station serves the Rio Piedras community, once a separate municipality, now part of the Municipality of San Juan.

This community still has a traditional town center. Land uses within Rio Piedras include high density commercial development along major transportation routes. Other major uses include the Plaza de Recreo, Plaza de Convalecencia, and the Paseo de Diego, a three block pedestrian street connecting the area's most active commercial streets, De Diego and Ponce de León Avenues. Surrounding the town center are dense, low-rise residential neighborhoods, along with schools and other smaller institutional uses.



The Cupey station is located in an area for future development as a scientific research center, and is currently near Ana G. Mendez private learning institution with over 12,000 students. Also near are and Solid Waste Authority, Environmental Quality Board, Department of Natural Resources & Environment. It also serves the Interamerican University through a private shuttle service.

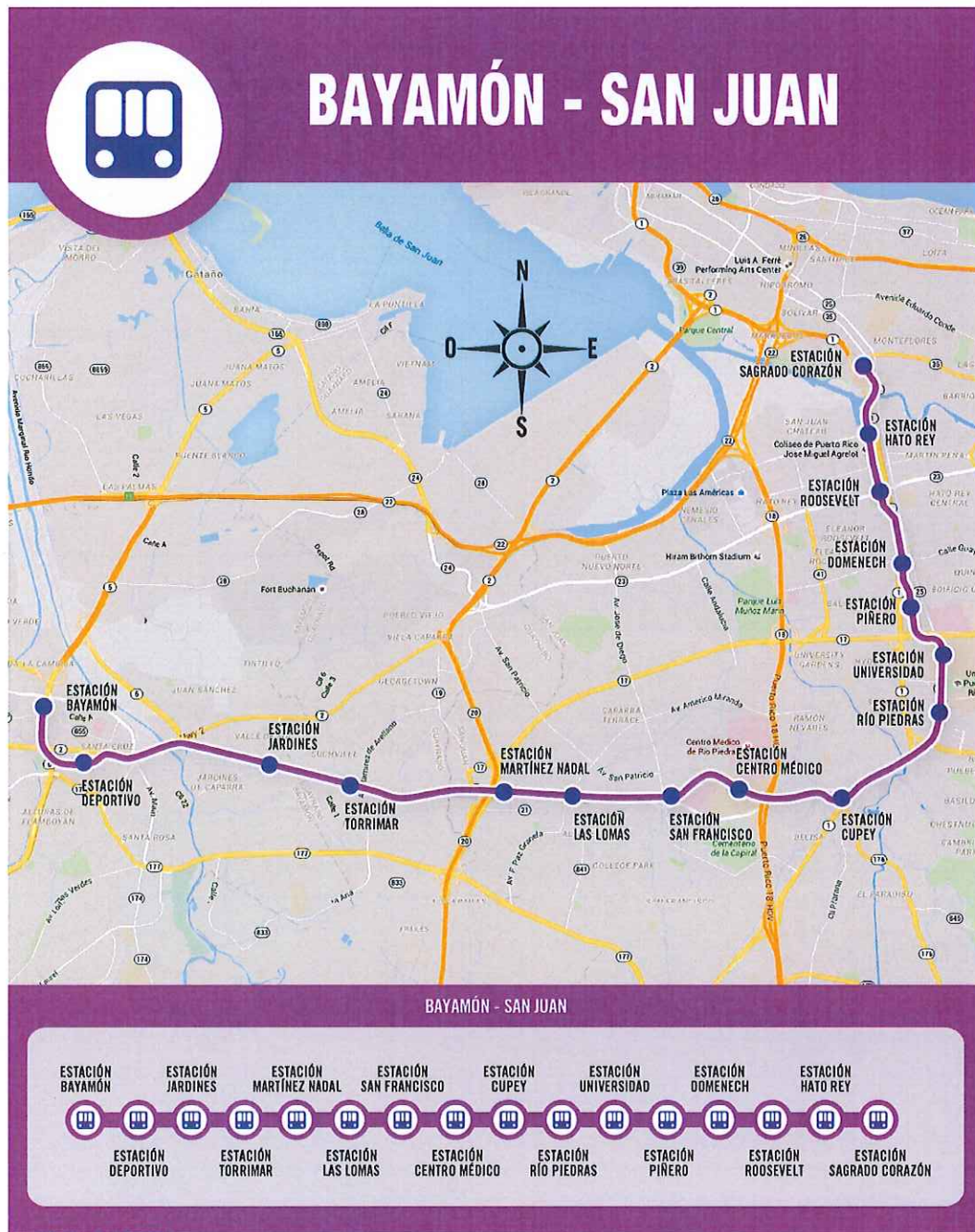
The Centro Médico station is Puerto Rico's main and largest medical center, Centro Médico is one of the major employment centers in the region. In addition to containing the largest concentration of medical facilities in Puerto Rico, the Centro Médico area is located at the geographic center of the San Juan Metropolitan Area. Surrounded by dense, low-rise residential development, a dense cluster of medical facilities including the Municipal Hospital, Industrial Hospital, Oncologic Hospital, Pediatric Hospital, Psychiatric Hospital, Cardiovascular Center, the Health Department, Medical and Nursing Schools, the University Hospital, the Veterans Administration Hospital, Institute of Forensic Sciences, the Red Cross and several major specialized hospitals are located at the center.

San Francisco station is near Workmen's Compensation offices and its appellate division, the Industrial Commission, Veterans Administration Hospital, and the Metropolitan Bus Authority's (MBA) central offices and maintenance garage.

Las Lomas, Torrimar and Jardines stations serve residential and commercial areas. West of Centro Medico are several dense residential neighborhoods representing various income levels, from the relatively affluent communities such as Garden Hills and Torrimar to the west, to residents in more modest housing developments such as Las Lomas and Vista Hermosa to the south. Also located in this area are commercial and industrial uses and institutions such as the Hogar Del Niño juvenile detention facility and the Metropolitan Hospital.

The Martínez Nadal station is near the Tren Urbano Operations and Administration facility, this facility includes shop areas for vehicle maintenance and storage.

The Deportivo and Bayamón stations are near a major shopping area and within the Bayamón city area. Commercial uses are concentrated along major streets and avenues. Major uses include: the New City Hall, the Sports Complex, the Judicial Center, the Civil Defense Center, a municipal hospital, and Virgilio Dávila, a major public housing development. Further south of this area lie more than 40 urbanizations (suburban subdivisions), including Santa Rosa, Santa Juanita, and Hermanas Dávila.





## **METROBUS**

The seven routes serve as feeders to Tren Urbano heavy rail system. **Route T3** begins at Sagrado Corazón Station, running through Ponce de León Ave., passing by Centro de Bellas Artes, the Capitol of Puerto Rico, the Department of Treasury and ending at Covadonga Terminal in Old San Juan; which gives access to the Old City and to maritime terminals that connect to Cataño.

**Route E10** begins also at Sagrado Corazón Station and runs through Muñoz Rivera expressway with no stops until reaching Old San Juan. It also gives access to the Capitol of Puerto Rico, the Department of Treasury, ending also at Covadonga Terminal in Old San Juan.

**Route E20** serve from Campanilla Terminal in Toa Baja to Bayamón Station. It is a BRT service that extends the train system service to the North area of the Island.

**Route E40** runs from Piñero Station, stopping at the Mall of San Juan and LMM International Airport.

**Route C35** begins at Sagrado Corazón Station, stopping at Hoare Medical Dispensary, Puerto Rico Convention District and returning via Ponce de León Avenue.

**Route C36** starts at Sagrado Corazón Station, servicing Villa Palmeras, Barrio Obrero, Luis Lloréns Torres and Isla Verde.

**Route C22** begins at Sagrado Corazón Station, stopping at JMA Coliseum, Federal Court Building and Plaza las Américas Mall. It also gives access to General Police Headquarter Building in Hato Rey.

For Metrobus, the operation consists of seven (7) bus routes within a specific area in San Juan, as shown:







































## ii. SERVICE POLICIES

### a. Transit Amenities and Distribution of Transit Amenities

#### TREN URBANO

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. In its original design of Tren Urbano, PRHTA made provisions for equitable distribution of transit amenities for each mode in line with design capacity for each station. Currently, some of these amenities have been affected as a result of Hurricanes Irma and Maria and are in the process of repair. A list of transit amenities is included per station.

Station	 Station Entry Canopy	 Elevators		 Escalators		 Stairs	 Weather Protection	 Public Announcement Speakers	 VMS Variable Message Signs	 Emergency Strobe Light	 Audible Alarms	 Signage	 Platform Lighting
Bayamón	✓	1	0	3	1	3	✓	215	11	14	8	✓	736
Deportivo	✓	2	0	3	1	2	✓	210	11	25	11	✓	736
Jardines	✓	1	0	1	0	2	✓	124	6	18	6	✓	736
Torrimar	✓	4	0	2	2	4	✓	229	12	24	8	✓	736
Martínez Nadal	✓	1	0	1	0	1	✓	132	7	18	7	✓	736
Las Lomas	✓	2	0	2	2	2	✓	143	10	24	14	✓	736
San Francisco	✓	1	0	1	1	2	✓	151	6	16	13	✓	736
Centro Médico	✓	1	0	2	1	2	✓	124	7			✓	736
Cupey	✓	3	0	6	4	5	✓	187	14			✓	736
Río Piedras	✓	4	0	8	3	6	✓	200	14			✓	736
Universidad	✓	3	0	6	5	5	✓	193	11			✓	736
Piñero	✓	2	0	2	2	2	✓	175	12			✓	736
Domenech	✓	2	0	2	2	2	✓	148	12			✓	736
Roosevelt	✓	2	1	4	3	4	✓	154	14			✓	736
Hato Rey	✓	2	1	4	3	4	✓	138	11			✓	736
Sagrado Corazón	✓	2	0	4	3	4	✓	132	10			✓	736
		Total	Out of Service	Total	Out of Service								

Station's Amenities															
															
CCTV	Bus stop Canopies	Platform Benches	Station's Benches	Map Cases	SCB	Concessions	Customers Service Shop	Bike Racks	Parking Spaces	Bus Transfers	Public Art	TVMs			
23	✓	8	48	16	2	5		1 RACK / 4EA	480	✓		8	1	14	7
10	✓	5	7	8	1	2		1 RACK / 3EA	2,500 (Municipales)		✓	4	2	9	4
15	✓	24	28	12	1	0		1 RACK / 2EA	128		✓	3	1	5	2
17	✓	12	20	14	2	1		1 RACK / 2EA	58		✓	4	1	10	6
16	✓	5	37	12	1	3		1 RACK / 3EA	1078	✓	✓	4	1	6	2
11		6	11	10	1	2		1 RACK / 2EA			✓	2	0	5	3
21	✓	4	16	10	1	5		1 RACK / 2EA	519	✓	✓	3	0	5	3
15	✓	6	24	10	1	1		1 RACK / 4EA		✓	✓	6	4	10	2
15	✓	6	8	16	2	2		1 RACK / 4EA	300	✓	✓	5	1	10	3
28		4	4	22	2	1	✓	0			✓	8	3	14	5
23		3	3	18	2	1		2 RACKS / 2 EA			✓	4	0	10	5
12	✓	6	10	10	1	1		1 RACK / 2 EA	60	✓	✓	3	1	10	6
10		8	8	9	1	1		1 RACK / 2 EA			✓	3	3	5	5
16		10	15	20	2	2		1 RACK / 3 EA			✓	6	2	10	4
20	✓	6	8	20	3	1		1 RACK / 1 EA			✓	8	3	19	12
20	✓	6	17	23	2	4		1 RACK / 4EA 1 RACK / 2EA	480	✓	✓	6	0	15	4
												Total	Out of Service	Total	Out of Service



Tren Urbano stations have different configurations, at grade, elevated and underground stations with center or side platforms, all stations provide the same type of amenities. The following are the amenities provided in the Tren Urbano stations:

- **Station Entry Canopy** - A station entry canopy with standard system identification is provided.
- **Escalators, Stairs and Elevators**
  - 1). Where changes in level occur, escalators, stairs and elevators are provided.
  - 2). Elevators or ramps are available in all stations where change in level occurs, from the street level to platform, from the street level to mezzanine level and from mezzanine level to each platform level, to provide access for maintenance equipment and those patrons who would have difficulty using stairs or escalators.
- **Weather Protection** - Protection from the sun, wind, and rain is provided for the following:
  - 1) Public stairs/ramps within the station
  - 2) Escalators
  - 3) Elevators
  - 4) Fare vending equipment
  - 5) Map viewing areas
  - 6) Partial platform area
  - 7) Bus and Público waiting areas
- **Platform Service Module** - Platform Service Module extends through the entire length of the platform and incorporates the following service related elements in order to provide viable and safe public transportation.
  - 1) **Public Announcement Speakers (PA)**  
Public Address systems are provided in each passenger station and shall cover all public and ancillary areas.
  - 2) **Variable Message Signs (VMS)**  
Variable Message Sign (VMS) equipment is provided at each passenger station to complement the audio Public Address system function. Every scheduled passenger station Public Address message or announcement has a VMS version displayed at the station terminals of similar informational content.
  - 3) **Emergency strobe light & Audible Alarms**  
Station Supervisory Control (SCS) System Field Equipment including Emergency Strobe Lights and Audible Alarms are installed in all passenger stations and in the underground line sections. This equipment shall interact with the Operations Control Center (OCC) Supervisory Control and Data



Acquisition (SCADA) control system to enable the control of local equipment and to display status and alarm conditions at the OCC.

#### 4) CCTV

Each passenger station is provided with a Closed Circuit Television (CCTV) System to enable the Station Control Booth (SCB) operators to continuously view designated areas of the station. The CCTV system shall provide the SCB operator with the ability to monitor train operation at the station, patron densities and movement, incidents, and emergency situations.

#### 5) Lighting

The module includes a continuous edge light element and signage directly above and close to the platform edge, which is the most critical point of station with regard to safety.

- **System Standard Platform Canopy for Elevated, At Grade and Retained-Cut Stations** - Platform canopy is provided for all Tren Urbano outdoor stations, protecting the full width and 66 percent of the platform length.
- **System Standard Windscreens for Elevated, At Grade Stations and Retained Cut Stations**
  - 1) To protect patrons from wind-blown rain, transparent windscreens are provided on aerial and retained-cut station platforms.
  - 2) A minimum of 10 percent of the platform length shall be protected. Avoid drip lines over traveled pathways.
- **System Standard Platform Seating**
  - 1) Provide seating at platform level.
  - 2) Benches are placed in three or more covered platform locations. One bench is located near each public entry point to the platform, including the elevators.
  - 3) Benches are arranged so that they do not interfere with patron circulation or emergency exiting.
- **System Standard Trash Receptacles**
  - 1) Trash receptacles are provided at key points where people stop; station entrance, vending machines, fare gates, mezzanines, seating areas, and platform areas – a minimum of one trash receptacle per vending area and four per platform.
  - 2) Maximum travel distance between trash receptacles shall not exceed 18 m at platform area.
  - 3) Minimum capacity of combined fare vending and platform trash receptacles shall be 0.45 L x peak hour entraining and detraining load.
- **System Standard Ash Receptacles** – Ash receptacles are provided only at station's entrance free area, where a "No Smoking" sign will be posted.

- **System Standard Map Cases**

- 1) Map cases are provided at station's free area, paid area, mezzanine and platform area.
- 2) Number of units required: 3 at station's free area; 3 at station's paid area; 3 at mezzanine level, and 2 per platform.
- 3) Map cases shall be located so they do not obstruct platform circulation, emergency egress or reduce visibility.

- **Fare Collection**

- 1) The fare collection concept for the Tren Urbano is self-service.
- 2) There will be physical separation between a "free" area and a "paid" area of a station.
- 3) Ticket vending machines (TVMs) and barriers will be provided at each station.

- **Park-and-Ride Facilities**

- 1) Park-and-ride facilities are provided at designated stations only.
- 2) The amount of parking space at a particular station will depend upon the traffic potential, the ability of the street system to feed the station, and availability of land.
- 3) The Authority will determine the amount of parking space at stations.

- **Bus Transfer**

Bus Transfers are provided at designated stations only.

- **Queuing Distance Requirements** – are provided as shown in the table below at all Tren Urbano Stations. Queuing distances shall not overlap.

### **METROBUS**

The seven (7) routes are operated by a private company, First Transit, Inc. under contract with PRHTA. The terminals are established by the Metropolitan Bus Authority (MBA) and Metrobus share them with the MBA. Bus shelters and stops are also shared with MBA. All shelters are covered, and distributed throughout the route on a pre-set system; however, not all stops have shelters. The Municipality of San Juan provides all the bus shelters through a private contractor. They make the determination on which stops will have shelters based on the physical constraints and locations.

## **Transit Security**

### **TREN URBANO**

The security is rendered by private security under contract. They provide security 24/7 during the system's revenue and non-revenue hours. Their service covers, but it is not limited, to the following areas:

- The Operations Control Center, base headquarters
- Shop areas
- Administration office building
- Roving patrol/Supervisor
- Stations, platforms and parking areas

Security services are provided with armed and unarmed personnel. These security personnel are trained in security, safety and operational aspects of Tren Urbano and have to be certified by the operating contractor before they are allowed to provide services in a station or around trains. The private security is composed of one hundred and forty-two (142) guards, distributed as follows:

- Unarmed Guards: 71
- Armed Guards: 71

Weekly meetings with the private security company, contractor's operation representatives and administration staff are coordinated by the Authority. The private security officers also cover the security services for special events.

### **METROBUS**

Security is provided by armed personnel of a contracted private security company. It consists of three (3) shifts of one officer in the Operation and Maintenance building in Guaynabo and three (3) shifts of one officer in the Campanilla Terminal in Toa Baja.



## **Closed Circuit Television System**

### **TREN URBANO**

A Closed Circuit Television System (CCTV) is installed in all Tren Urbano stations to assist in monitoring of events throughout the entire system. In each station, cameras are mounted and located to allow observation of inbound and outbound platforms, escalators, elevators, station control booth area, turnstiles, and fare vending equipment. On average, twelve (12) cameras are installed in each station. The actual number of cameras in each individual station is determined by actual station configuration to maximize the safety and security of Tren Urbano patrons, employees and property. In addition to the stations, twenty (20) cameras are installed in the Maintenance and Storage Yard to monitor security and equipment at that location.

The CCTV control and monitoring equipment is located at the Operations Control Center (OCC) in the Operations and Administration Building (O & A) located near the Martinez Nadal station. From the OCC, the operators can direct any video image within the system to any CCTV system monitor in the OCC.

The station control booths, located at each station entrance, are equipped with two 20-inch monitors in "quad" format. One monitor permanently displays the four (4) platform views while the other monitor cycles through the remaining views not locally visible to the Station Attendant.

Through an American Recovery and Reinvestment Act (ARRA) grant the Authority funded improvement to the existing CCTV system. These improvements were completed in December 2010. A Digital Closed Circuit Television (DCCTV) system is implemented in eight (8) of the sixteen (16) stations, and at the O&A Building.

It is working with the identification of funds for the installation of the system (DCCTV) in eight (8) stations remaining. The system has the capability of camera movement, infrared vision and recording. The improvements project, added a total of twenty-four (24) pan-tilt-zoom (PTZ) cameras and twelve (12) infrared cameras. Two recorders were provided to allow real time recordings from anyone of the cameras located at the stations included in the improvements project, for periods up to 720 hours (30 days).

**METROBUS**

Not applicable.

**b. Vehicle assignment****TREN URBANO**

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Tren Urbano is currently composed of a single fixed route and the fleet composition is of the same make, model and year. Currently there are no plans for transit rail expansion or rolling stock procurement.

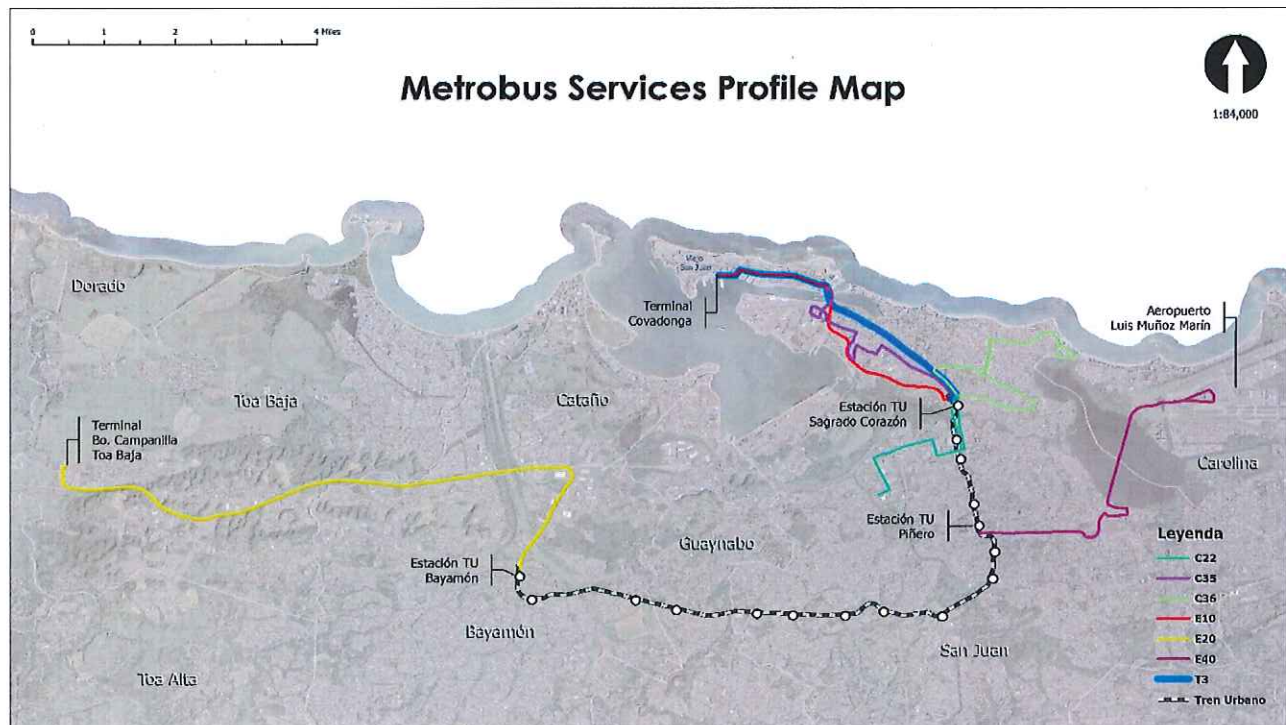
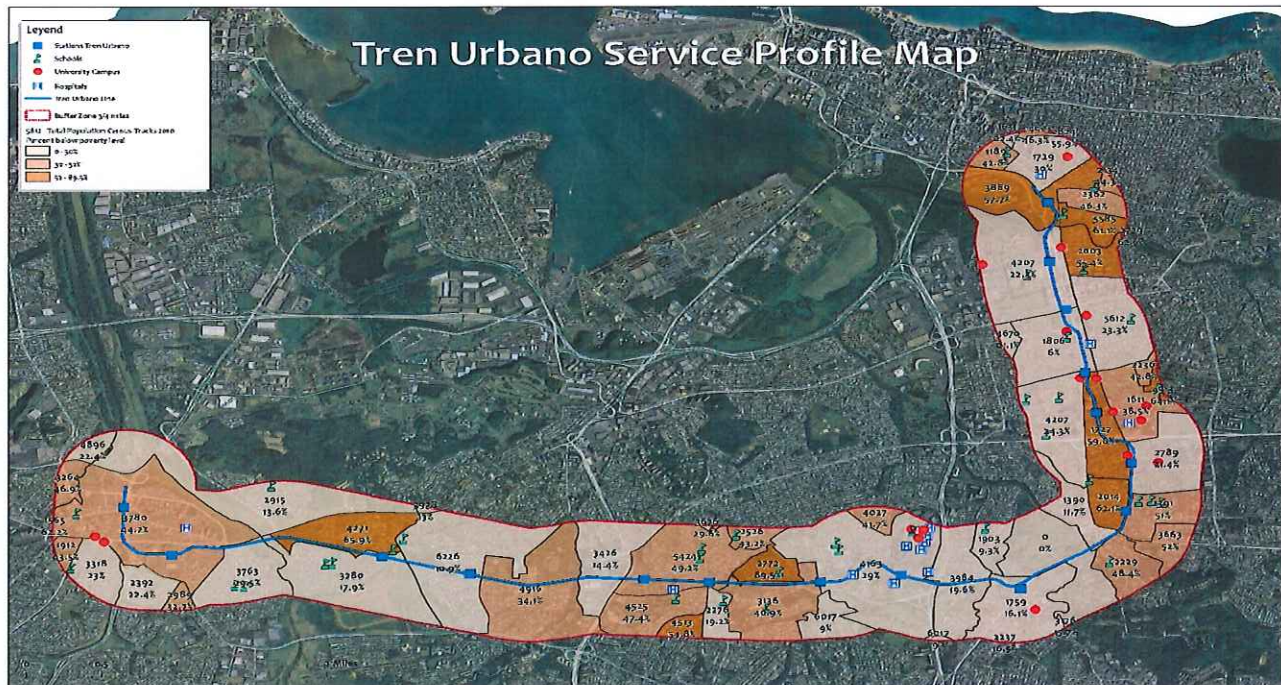
**METROBUS**

The Metrobus fleet is composed of forty-nine (49) buses:

- Twenty (20) 2009 Gillig- for T3 and E10 routes operation
- Ten (10) 2012 Glaval- for E20 route operation
- Nineteen (19) 2012 Ford- Glaval- for E40, C35, C36 and C22 routes operation



### iii. Demographic and Service Profile Maps and Charts





#### iv. Demographic Ridership and Travel Patterns

Due to Puerto Rico's unique situation as a Hispanic jurisdiction, no major procedures have been implemented in order to analyze impact on minority population, because service affects an almost entirely minority population, as 99% is Hispanic. Of these, 53.8% were in poverty. (***Attachment K - U.S. Census American Fact Finder (Puerto Rico) Hispanic or Latino by Type: 2010 and Attachment K-1 - Selected Characteristics of People at Specified Levels of Poverty in the Past 12 months (2012-2016) American Community Survey***)

For Tren Urbano (TU), the service area covers the municipalities of San Juan, Bayamón and Guaynabo. First Transit operates Metrobus, with seven fixed routes in the San Juan Area. In terms of poverty, these municipalities have 42.4%, 34.4% and 22.5% of its population respectively under poverty level (***See Attachment L - San Juan Zona Urbana, Bayamón Zona Urbana and Guaynabo Zona Urbana Selected Economic Characteristics 2012-2016 American Community Survey 5-year Estimates***).

The most recent survey done by the Tren Urbano operator on 2016 states that 59.5% of the Tren Urbano users are under poverty levels. Also, 76.6% of the surveyed users stated annual household incomes below \$25,000. Of these, 25.4% of the service users stated having incomes no greater than \$10,000 per year, while 21.3% indicated having annual incomes between \$10,000 and \$14,999. Another 26.5% stated \$15,000 to \$24,999. In the higher income brackets, 8.2% indicated having annual per household incomes between \$25,000 and \$34,999; while 6.0% pertained to those with household incomes between \$35,000 and \$49,999. Only 12.70% indicated having an annual household income of \$50,000 or more. (***Attachment M - Tren Urbano Title VI Requirement Survey April 2017***)

Both TU and First Transit operations have a fixed route, which serves a set population under the same conditions, regardless of income.

## **v. Results of Monitoring Program and Report**

### **TREN URBANO**

The Tren Urbano provides services in a fixed route that serves both low income sectors and economically advantaged sectors of the San Juan Metropolitan area with 16 stations. The service provided shall comply with the on-time performance and missed trips standard established in the service contract.

On-time performance and trip completion indicators are monitored in real time at the Tren Urbano Operation Control Center (OCC) by the Operating Contractor. When OCC personnel identify a trip, which complies with the criteria established in TU Contract to be considered off-schedule or missed trip, the OCC administrative personnel generate a Delay report in Rail Focus (MIDSS system). The Incident Management division evaluates and validates on a daily basis vehicles operation data obtained from the OCC systems and compares the results with the delays report in Rail Focus to ensure that all off-schedule and missed trips are captured in the final report.

In a monthly basis the Incident Management Personnel generates an On-Time Performance and Missed Trips report based on the Delays Incident in Rail focus identifying all the observed off-schedule and missed trips and classifying them as valid delays or exceptions.

This report is submitted to Authority for review and comments. When ACI receives the Authorities comments they will issue any revisions and/or clarification. The Authority validates this report through a process of offsets and incentives to the O&M Contract Base Compensation.

### **METROBUS**

The Metrobus system provides service to seven (7) routes that serve both, low-income neighborhoods and economically advantage sectors; commercial and tourism areas among others. The services shall adhere to the schedules established.

The Authority's Intermodal Office performs monitoring of the Metrobus service in the following areas: frequency of service, passengers boarding and exiting the vehicles, and inspection of the units in terms of safety, security and comfort of the passengers. This



monitoring procedure is performed sporadically. Service Contract does not specify the monitoring scheduling and/or programming.

The results obtained from the sporadic monitoring are summarized and submitted to the operating contractor for their knowledge and appropriate action. Priority is give to any finding or situation that could harm the service and/or the users.

#### **vi. Description of the Public Engagement Process for Setting the “Major Service Change Policy” and Disparate Impact Policy**

*(See Attachment I - Summary of public hearings on “Tren Urbano” fare and service change, Metrobus and Metro Urbano fare change, newspaper notices to the public and meeting pictures).*

See section 7 below for the process to notify changes in services or fares.

#### **vii. Result of Service and Fare Equity Analyses**

##### **TREN URBANO**

On April 2010 PRHTA reduced the Tren Urbano fare from \$1.50 to \$0.75, to stimulate the use of the train. An increase of approximately 3.5 million annually was expected. However, only less than 1.2 million were received resulting in a 41% reduction in revenues.

Therefore, the following measures were evaluated in order to reduce costs and increase revenues:

1. Re-establishment of the original \$1.50 fare.
2. Reduction of the operating hours (from 11:30pm-5:30am to 5:30am-8:00pm). This reduction would represent annual savings of \$750,000.
3. Reduction in the number of service centers from two to one, which will be in the Deportivo Station in Bayamon with reduced operating hours (from 7:00am -7:00pm to 8:00am-4:00pm). This reduction will represent annual savings of \$260,000.

The Board approved it and issued public notice, in Spanish and English at two (2) newspapers of general circulation in Puerto Rico (*El Nuevo Día* and *Primera Hora*). The notices also indicated that changes in the timetable of train services would be discussed. Also, it was posted in the Department's website ([www.dtop.gov.pr](http://www.dtop.gov.pr)).



The public hearings were held on July 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup>, 2014, at 10:00 am at Deportivo Station (Bayamón), Martínez Nadal Station (Guaynabo) and Sagrado Corazón Station (Santurce), respectively. Public hearings took place on the foregoing dates and places, which proceedings were officially transcribed by certified court reporters.

The total number of attendees registered at the public hearings was one hundred and eighty (180) persons, of which fifty-five (55) deposed. There were a total of nineteen (19) written reports of deponents, before, during and after hearings.

The great majority of participants opposed the reduction in service hours. Of those, many expressed concerns of how the reduction would affect students and employees with nighttime schedules, such as nurses, watchmen, etc.

After public hearings, *(See Attachment I - Summary of public hearings on “Tren Urbano” fare and service change, Metrobus and Metro Urbano fare change)* the panel concluded that the re instatement of the \$1.50 rate was needed, as well as the reduction of a service center, due to the financial situation at PRHTA. However, due to the overwhelming opposition of the public, service hours were not to be modified. The PRHTA submitted the proposed amendments to Regulation 01-003 to the Department of State for its approval. On August 29, 2014, Secretary of State approved the changes contained therein and the corresponding change in the Tren Urbano fare, applying discounts for students, people with disabilities, and senior citizens.

### **METROBUS**

By virtue of the powers conferred to PRHTA, in its enabling Act, Act No. 74 of June 23, 1965, as amended Act 30 of January 8, 2004, due to the critical fiscal condition of the PRHTA and as part of efforts to reduce costs and expenses, the Executive Director of the PRHTA, submitted to the Board of Directors of this public corporation, a request to PRHTA authorize affirmative actions conducive to implement a series of initiatives in relation to the operations of the Tren Urbano support systems (Metrobus and Metro Urbano) in order to reduce costs and increase revenues.

Therefore, the following measures were evaluated in order to reduce costs and increase revenues:

1. The unification of Metrobus rates with the Metropolitan Bus Authority (MBA) rates.

Since the 1990's the PRHTA began to operate a system of express route buses in an effort to promote the participation of private companies in collective transportation, which is called "Metrobus". At the time, the implemented rate was the same as that of the MBA, that is, \$0.50. Despite the fact that MBA increased its rate structure in 2005, PRHTA made no changes for the services that the PRHTA provides which has caused a disparity and also hinders the interconnection between both systems since both systems users have the right to make a transfer to the "Tren Urbano". In the pursuit for unifying collective transportation, it was considered imperative to simplify the rate system of services that make up the same. Therefore, the PRHTA contemplated to amend the rate of the Metrobus bus system structure to \$0.75.

2. Establishment Metro Urbano Rate

Metro Urbano bus system provides a connection between the Tren Urbano Bayamón station and Toa Baja, through the express lane high occupancy (BRT/DTL), which ends in a parking lot where people can leave their vehicles safely in the opening hours. The establishment of this line was based on a study of the Steer Davies & Gleave firm that evaluated the desirability and frequency of trips, among other aspects, of the operation of this route. This system began limited operations during the year 2012 and since then was provided free of charge to users. Taking into consideration the current use, comfort that represents for the citizens of the area north of Puerto Rico working, studying or visiting the Metropolitan Area, costs associated with the route and the economies to patrons, a reasonable and appropriate rate for the service of Metro Urbano buses was established as \$2.00 per trip.

The Board approved it and issued public notice, in Spanish and English at two (2) newspapers of general circulation in Puerto Rico (*El Nuevo Día* and *Primera Hora*). Also, it was posted in the Department's website ([www.dtop.gov.pr](http://www.dtop.gov.pr)).



The public hearings they were held on July 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup>, 2014, at 2:00 pm at Deportivo Station (Bayamón), Martínez Nadal Station (Guaynabo) and Sagrado Corazón Station (Santurce), respectively. Public hearings took place on the foregoing dates and places, which proceedings were officially transcribed by certified court reporters.

The total number of attendees registered to public hearings amounted to twenty (20) persons, of which eleven (11) deposed. There were a total of two (2) written reports before, during and after hearings.

The great majority of participants expressed satisfaction with the service provided by Metrobus. No one opposed the unification of Metrobus rates with the rate of the Metropolitan bus authority to \$0.75. Also, nobody objected the establishment of the rate for the use of the service of the Metro Urbano at \$2.00 per trip.

After public hearings, ***(See Attachment I - Summary of public hearings on “Tren Urbano” fare and service change, Metrobus and Metro Urbano fare change)*** the panel concluded, (Metrobus) that would be the regular rate \$0.75, special student rate \$0.60, persons with disabilities \$0.35, senior citizens (60-74 years) \$0.35 and 75 years old or more \$0.00. (Metro Urbano) shall be \$2.00 fee per trip. Thus, PRHTA will begin to generate revenues for this service which has been provided free of charge since October 2012.

The Department submitted the proposed amendments to Regulation 01-003 to the Department of State for its approval. On August 29, 2014, Secretary of State approved the changes contained therein and the corresponding changes in the Metrobus and Metro Urbano fare.