

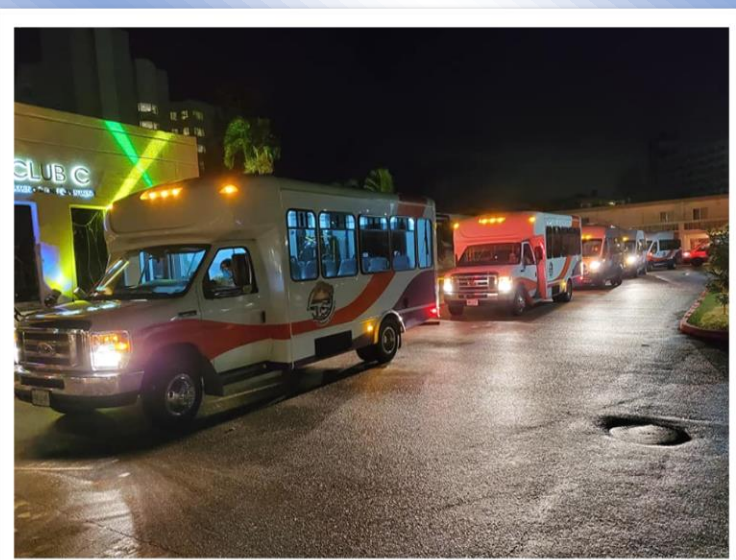
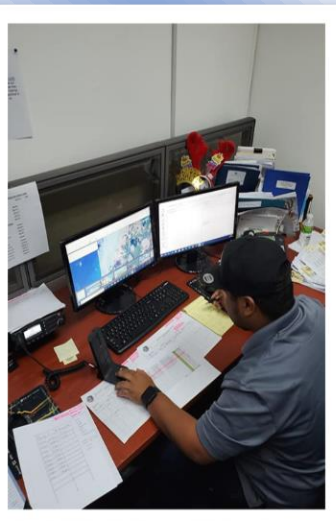


# 2020

## ANNUAL REPORT

COMMONWEALTH OFFICE OF TRANSIT AUTHORITY

Office of the Governor



# MISSION

COTA shall provide the citizens of our commonwealth with a dependable, reliable, safe, and cost-effective public transit system in order to reduce energy consumption, strengthen cultural values, and contribute economic development for the residents of the CNMI.

# VISION

Transportation is always the link, and never the barrier, to accessing training, employment, childcare, and related destinations. We shall be recognized as the premier island-wide public transit provider; committed to safety, courtesy, quality, responsiveness, efficiency, and innovation.

# GOALS & OBJECTIVES

- 1.) Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- 2.) Identify and address, as appropriate, disproportionately high and adverse human health environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- 3.) Promote full, and fair participation of all affected populations in transportation decision making.
- 4.) Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations.
- 5.) Ensure the meaningful access to programs and activities by persons with limited English proficiency.



2020



Governor Ralph DLG. Torres



Lt. Governor Arnold I. Palacios


## *Hafa Adai and Tirow!*

Public transportation is one of the biggest factors in alleviating poverty throughout the United States, and our administration through the dedication and commitment of the Commonwealth Office of Transit Authority (COTA) has worked very hard to make this a real system here in the CNMI. As we expand services, we also want to expand job opportunities for residents who want to be a part of this exciting development. By truly creating a public transportation system that is comprehensive and reaches the most underserved and vulnerable areas in our community, we help people get to work, apply for jobs, and avail of important public services.


COTA is doing their part to making it easier for folks to find a job, go to their medical appointments, or attend classes at the Northern Marianas College. With the progress being made on our public transportation and within our infrastructure planning efforts, we will soon see new facilities and improved roads to make life better. Our goal is to expand economic opportunity for all residents, and this is one of many projects to achieve this priority.

This past year has shown the COTA's amazing resilience and dedication towards COVID-19 response, and more importantly, the positive impact of basic transportation during the island's dire time of need. With this, we anticipate even greater success and opportunities within our community.

**THANK YOU, SI YU'US MA'ASE AND GHILISOW!**



**RALPH DLG. TORRES**



**ARNOLD I. PALACIOS**



## Message from the Special Assistant for Public Transportation

As we get ready to receive the New Year 2021 in the CNMI, there is much to celebrate and be thankful for in 2020 for the Commonwealth Office Transit Authority (COTA) under the Office of the Governor.

COTA kicked off 2020 with great news for the general public. On January 3, 2020, COTA announced to the community the expansion of its days of operation for the Call-A-Ride Saipan demand responsive shared ride service which is now open 7 days a week 365 days a year, inclusive of CNMI legal holidays.

We are living through one of the most difficult periods in our lifetimes. The COVID-19 pandemic has created an unprecedented health crisis that has claimed so many lives. While many of us in the community were advised to stay home to stop the spread of the Coronavirus early March 2020, COTA was activated to support the Governor's COVID-19 Task Force for transporting in bound travelers from different parts of the world to the designated quarantine facility site, transport any persons under investigation, and provide transportation for the release of individuals after the end of their required quarantine at the facility site.

To date, COTA in collaboration with the Governor's COVID-19 Task force continuously perform its ESF-1 transportation duties to keep the CNMI safe from the community transmission of the virus.

Another notable accomplishment that COTA was able to successfully execute in the midst of this pandemic was the groundbreaking ceremony of the \$3.4 Million COTA Administrative Building and Maintenance Facility funded by the Federal Transit Administration under the United States Department of Transportation on August 20, 2020.

On October 23, 2020, COTA kicked it up a notch by extending the service hours of operations from 6:30AM to 10:00PM on weekdays and 6:30AM to 8:00PM on weekends and CNMI legal holidays.

On December 07, 2020, COTA announced that our entire fleet was equipped with Wi-Fi connectivity through the partnership efforts with Docomo Pacific. Keeping up with technology is critical as we continue our efforts towards improving our services while strengthening our capabilities. Providing free Wi-Fi access on all our vehicles allows our riders to enjoy this amenity while in transit to their next destination.

Our mission at COTA remains constant: to provide the people of the CNMI with a full fledge quality public transportation system that is safe, reliable, accessible, and affordable.

I would like to extend my heartfelt gratitude to all our hard-working team members for their selfless sacrifices and continued commitment working the frontlines and behind the scenes in ensuring the safety of the CNMI community. I also would thank to our clients and partner agencies for our continued partnership and entrusting us to get you where you need to go safely.

In closing, I would like to wish everyone a safe and wonderful New Year as we welcome 2021.

Yours In Transit,

**Alfreda PC Maratita**  
Special Assistant for Public Transportation

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## WHAT IS COTA

The Commonwealth Office of Transit Authority was created on May 27, 2011, by Public Law 17-43, to address and focus on the growing need for public transportation in the CNMI.

This law established the agency, the position of Special Assistant for Public Transportation, and the Commonwealth Public Transportation Advisory Board. Public Law No. 18-51 amended 1 CMC Section 20161 (c) as enacted by Public Law No. 17-43 by reducing the Commonwealth Public Transportation Advisory Board members from ten (10) members down to six (6) members; and for other purposes.



## SERVICES WE PROVIDE

COTA provides two (2) services to our community:

Our *Fixed Route Service*; and our *Call-A-Ride / Demand Responsive-Shared Ride Service*.

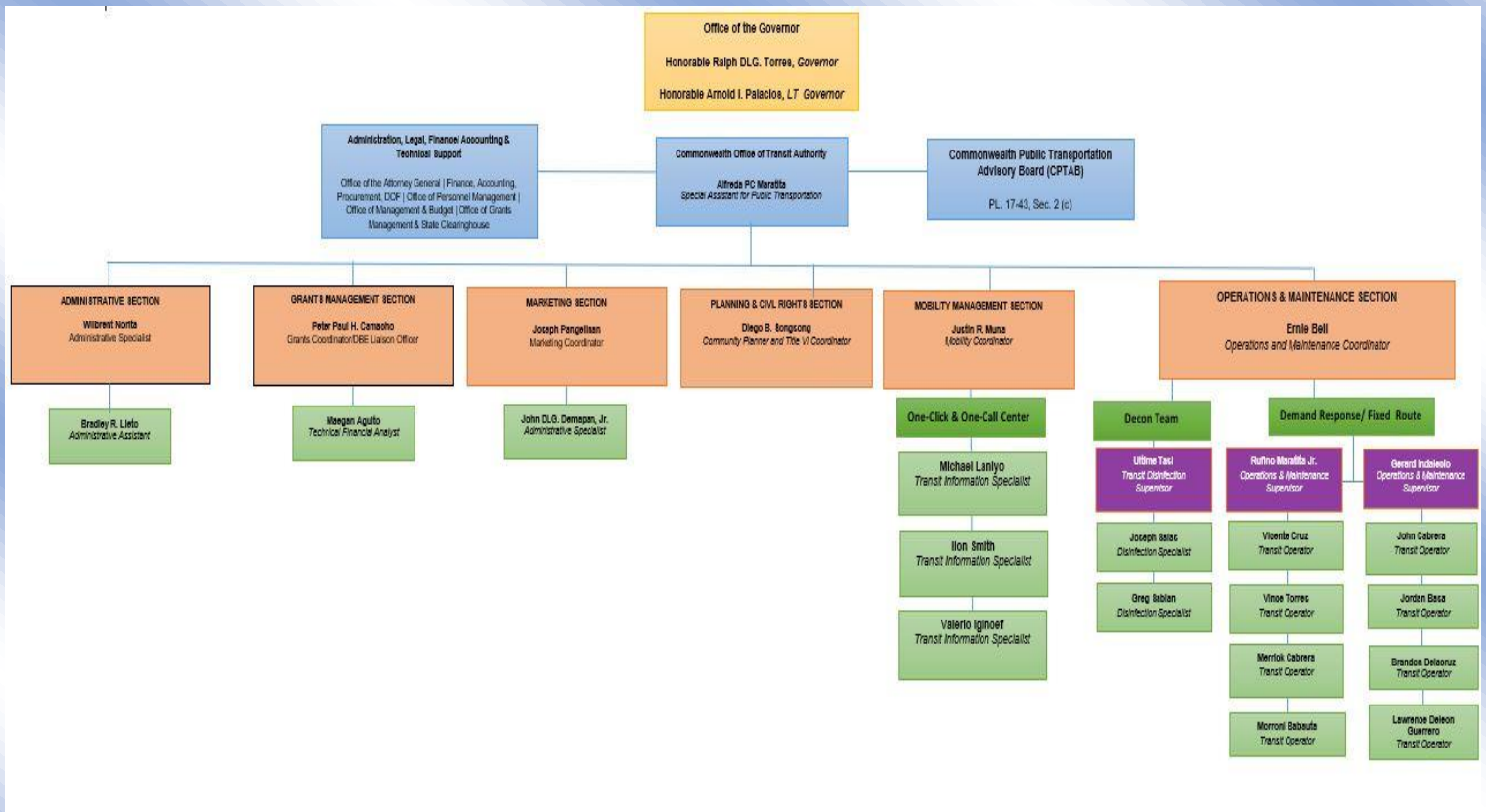
### ❖ Fixed-Route Service

- COTA Vehicles operate on our predetermined route (Flame Tree Line 1A), according to a predetermined time-schedule.
- COTA's time-schedule is printed on all of our designated stops, where riders are picked up & dropped off.
- Flame Tree Line 1A is the only Fixed Route transportation service in the CNMI. It begins at the NMC Campus, and ends at Paseo de Marianas in Garapan-going along its route continuously during COTA's hours of operation.
- Due to low ridership, Flame Tree Line 1A / COTA's Fixed Route Service, was temporarily shut down on April 5, 2020.

### ❖ Call-A-Ride / Demand Responsive-Shared Ride Service A shared, accessible, curb-to-curb service.

- Available on a first-come-first-served basis.
- Riders must call (670) 664-2690, one (1) to two (2) days in advance, in order to arrange transportation reservations.
- Riders are reminded to bring exact change for their ride, in U.S. Currency.
- Paratransit service are by application-eligibility only.
- Same-Day Reservations are \*subject to availability\*

# COTA Organizational Chart FY2021





# ADMINISTRATIVE SECTION



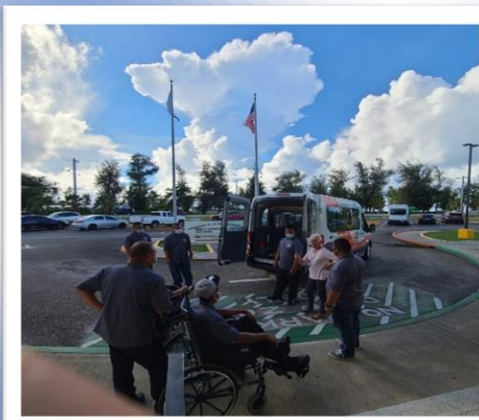
**Administrative Specialist, Wilbrent Norita**

The Administrative Section is responsible for ensuring the agency's administrative policies and procedures are abided by. The section also provides administrative support to the Special Assistant for Public Transportation and Commonwealth Public Transportation Advisory Board to ensure that the mission and vision of the agency is reached.

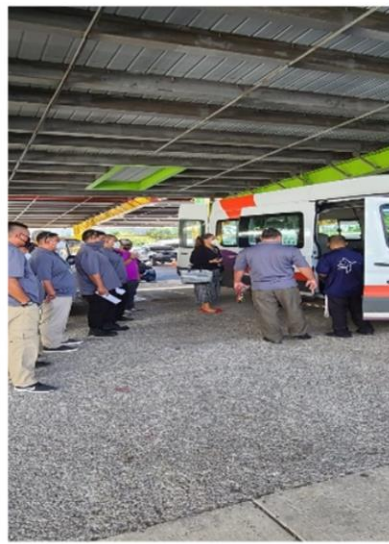
**Human Resources**-This section is responsible with all human resources duties including, but not limited to, payroll, on-boarding process for new employees, and addressing personnel matters to provide a capable and dedicated workforce.

**Drug & Alcohol Policy**- The section's additional duties include the enforcement of COTA's Drug & Alcohol Policy to ensure a drug-free workplace and transportation safety during hours of operations.

## Employee Trainings



CTAA's Passenger Assistance Safety & Sensitivity (PASS) Certification Training in August of 2020



Decontamination Training



COTA Professional Development Day's site visit of the I Love Saipan Bus Stop Shelter on December 23, 2020.

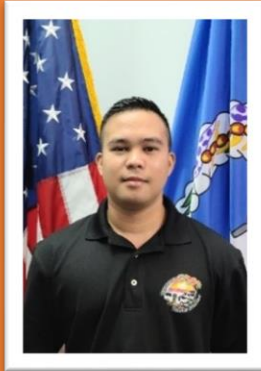


## Employment Opportunities for our Community

In 2020, COTA was able to hire eleven (11) employees to our team.



# GRANTS MANAGEMENT SECTION



**Grants  
Coordinator/DBE  
Liaison Officer, Peter  
Paul Camacho**

COTA's Grant Management Section is responsible for day-to-day monetary activities such as accounts payables and receivables, grant management of all federal grant award funding sources from the Federal Transit Authority, U.S. Department of Transportation Disadvantaged Business Enterprise Program, management of all farebox revenue collection, and all procurement activities for the program. In order to ensure proper and efficient government spending, the section is also responsible for producing annual operating budgets, compose and analyze expenditure reports for future budgeting purposes, and other required financial reports.

Lastly, the Grants Management Section is responsible for monitoring and researching future grant opportunities to expand public transportation services within the CNMI community. Once funding sources are available, the section prepares grant proposals for submission in collaboration with the Office of Grants Management and State Clearinghouse. Please see all federal grants applied for in 2020, two of which were awarded in 2020.

## **FTA Grants Applied For in 2020**

1. 2020 Public Transportation Emergency Relief Program (**AWARDED**)  
(Competitive Grant)

This grant application proposed for the reimbursement of public transportation emergency response and recovery expenses incurred during Super Typhoon Yutu, and Typhoon Mangkhut, which includes two (2) procured ADA Accessible Mini-Buses, rental and utility expenses, and fuel and lubrication costs. COTA transported a total number of 679 individuals to and from designated shelters throughout the island of Saipan. COTA was awarded this grant in the amount of \$351,000.00.

2. Coronavirus Aid, Relief, and Economic Security (CARES) Act Grant (**AWARDED**)  
(Apportionment)

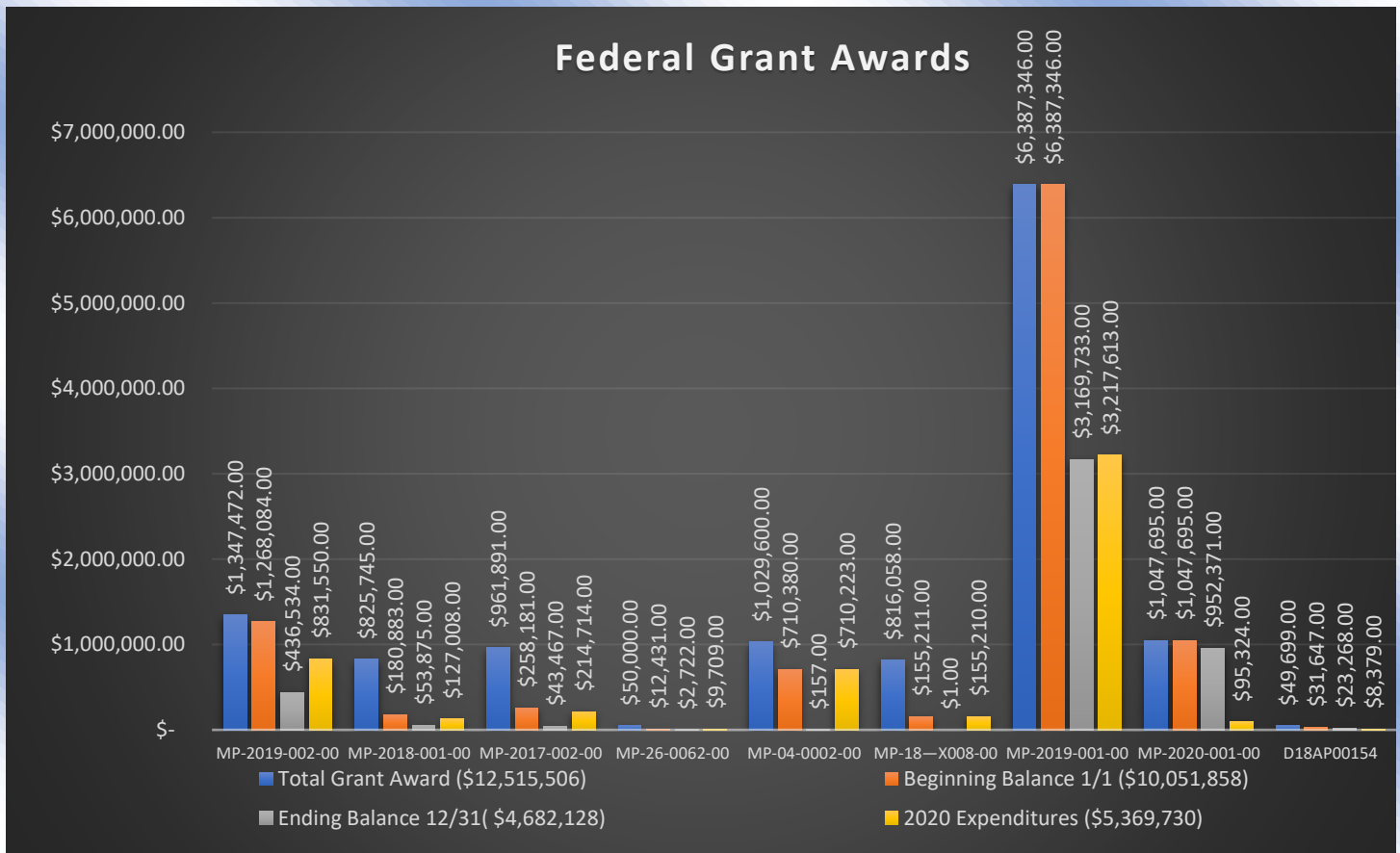
This grant application proposed to fund emergency operations expenses incurred during the COVID-19 Public Health Emergency. The grant application included the wages and salaries of COTA Operations personnel such as Operations and Maintenance Coordinator, Mobility Coordinator, Operations and Maintenance Supervisors, Transit Operators, Transit Information Specialists, and Transit Disinfection Specialists. The grant application also included funds for fuel and lubrication, repairs and maintenance, disinfection and cleaning materials, and personal protective equipment (PPE) such as masks, gloves, isolation gowns, Tyvek suits, etc. COTA was awarded this grant in the amount of \$1,047,695.00.

### 3. Public Transportation COVID-19 Research Demonstration Grant Program (Competitive)

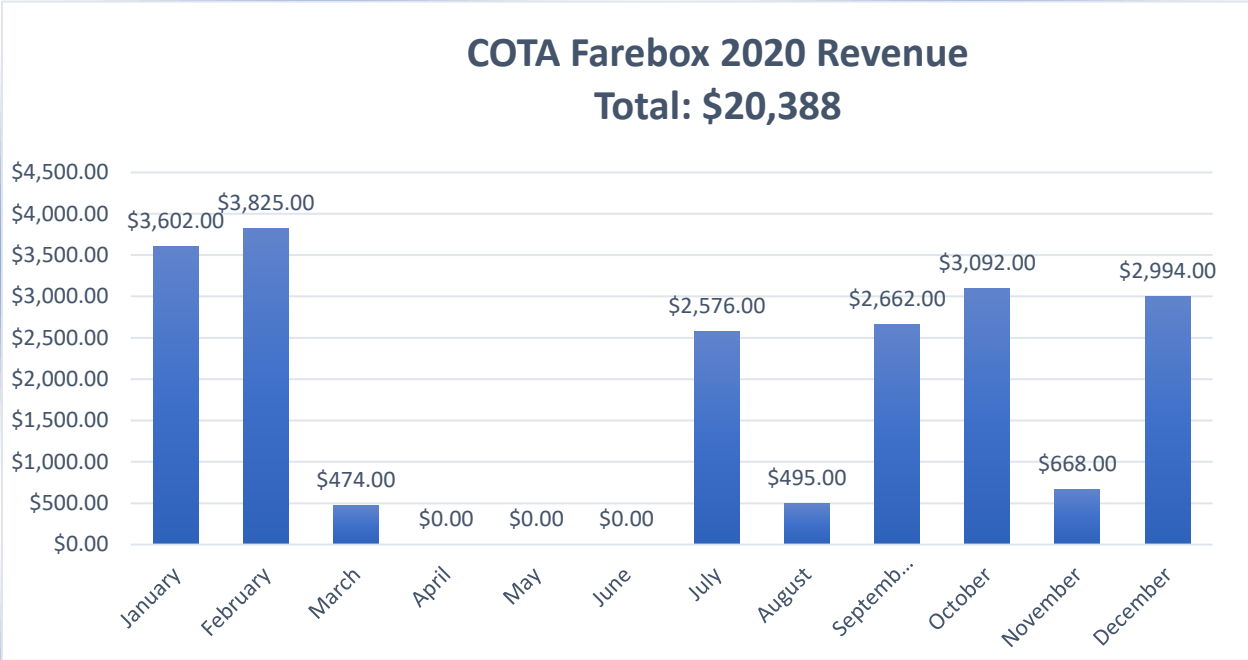
This grant application proposed to hire a professional services consultant that would provide research to COTA for eligible projects with innovative solutions to improve the operational efficiencies of transit systems and enhance mobility in a COVID-19 environment in the CNMI. Eligible projects include:

- vehicle, facility, equipment and infrastructure cleaning and disinfection;
- exposure mitigation measures;
- innovative mobility such as contactless payments; and
- measures that strengthen public confidence in transit services.

COTA is currently awaiting for the results of the awardees.



The chart above demonstrates all of COTA's funding sources and their financial activities for 2020. It includes original federal grant award amounts, balances, and



COTA’s general revenue includes fare collection from our daily riders and clients, along with pass purchases from other government agencies such as the Center for Independent Living (CLI), Commonwealth Healthcare Corporation (CHCC), and the Office of Vocational Rehabilitation (OVR).

COTA experienced zero \$0.00 revenue during the months of April to June due to the COVID-19 Emergency Protective Measures. Government offices were shut down, and COTA was activated to support Emergency Support Function-1 Transportation. Government offices opened back up in July, and we resumed our public transportation services to the community, while at the same time supporting Emergency Support Function 1 (ESF-1) for the COVID-19 Public Health Emergency.



# MARKETING SECTION



**Marketing Coordinator,  
Joseph C. Pangelinan**

The Marketing Section is responsible for sales, promotions, public relations, social media, and advertisements. The Section's additional responsibility includes the development and implementation of COTA's marketing campaign strategy that would lead to an increase in ridership within the community. The section is also responsible for coordinating with subject experts in the development, implementation, and promotion of COTA Mobile Transit Application to the CNMI community.

## COTA's Outreach Program

COTA's Outreach Program was placed under the newly created Marketing Section to ensure that we get the pulse of our community; and provides us the opportunity to go out and educate both the current, and the potential COTA-rider, about our services. Awareness is key, but we also understand that not everyone has the time or the resources to come to the COTA Offices and inquire about our services, and that some of our community do not have access to print, television, or the internet.

That is why our Outreach Program is so vital to COTA's overall mission, because it allows us to bring ourselves to you, the consumer, instead of you coming to us. COTA outreach events consist of our staff distributing pamphlets, customer surveys, and COTA merchandise, along with having COTA personnel on site, who will answer any and all inquiries, and address any and all concerns that you may have.



COTA's John Demapan and RJ Maratita at the Veteran's Resource Fair at the Multi-Purpose Center on February 4, 2020



COTA's John Demapan presenting COTA's services at the CLI's Mini-Workshop at the Pacific Islands Club on February 14, 2020



COTA's Marketing Specialist, John Demapan at the NMPASI/MCHB Meet and Greet Event at the Multi-Purpose Center on December 14, 2020



# MOBILITY MANAGEMENT SECTION



**Mobility Coordinator,  
Justin Muna**

The Mobility Management Section is responsible for overseeing the One-Call/One-Click Transportation Resource Center with emphasis on collecting rider reservations, creating daily driver manifests, inputting new rider information into the Routematch software, generating weekly data on all rider trips taken and explaining COTA services over the phone to prospective clients that may need COTA in the near future.

The Section is also responsible for the composition of National Transit Database (NTD) of COTA's ridership.

## Trip Count Report:

Date: January 1, 2020 – December 31, 2020

Ambulatory	Wheelchair	Total Trips
6,197	2,728	8,925

2020 Monthly Totals:			
Month	Ambulatory	Wheelchair	Total Trip
January	853	390	1,243
February	1,076	385	1,461
March	505	190	695
April	Shut Down	Shut Down	Shut Down
May	Shut Down	Shut Down	Shut Down
June	150	68	218
July	542	253	795
August	570	253	823
September	609	287	896
October	629	315	944
November	625	263	888
December	638	324	962

Trip Purpose :			
Bank	63	Restaurant	43
Education	190	Shopping	33
Medical	2,031	Utilities	5
Postal	7	Work	380
Public Assistance	1,408	Miscellaneous	969
Recreation	12	Not assigned	21
Residence	3,728		



Mobility Section's staff posing with their Passenger Assistance Safety & Sensitivity (PASS) 7.0 Two-Day Driver Program Certificate of Completion



# OPERATIONS & MAINTENANCE SECTION



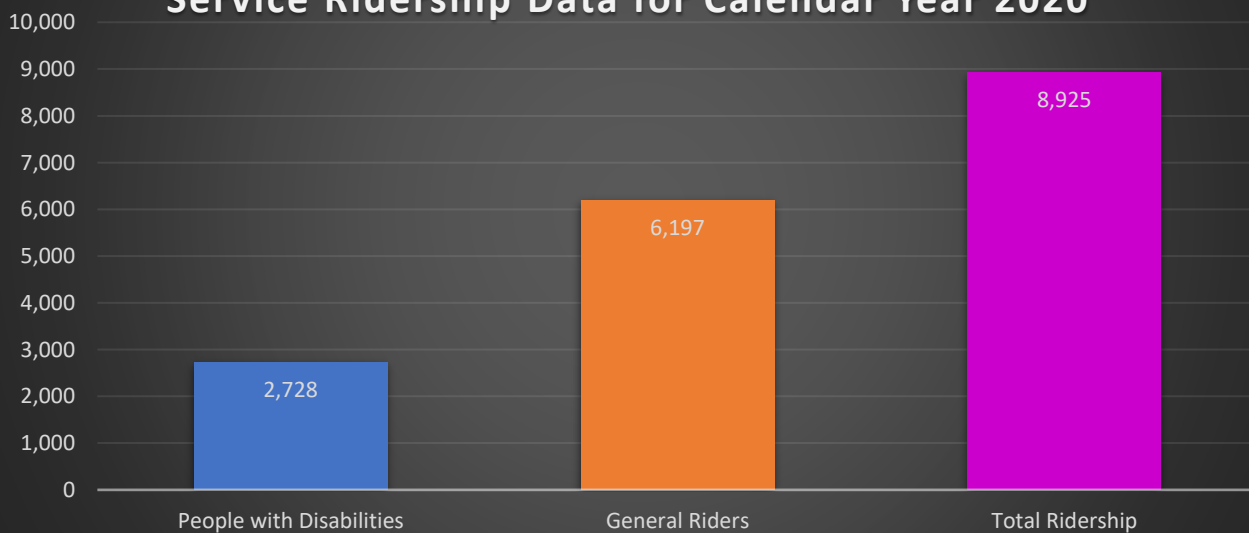
**Operation & Maintenance  
Coordinator, Ernie Bell**

The Operations and Maintenance Section deals with safety, security, emergency preparedness, and communications for all COTA operational mission.

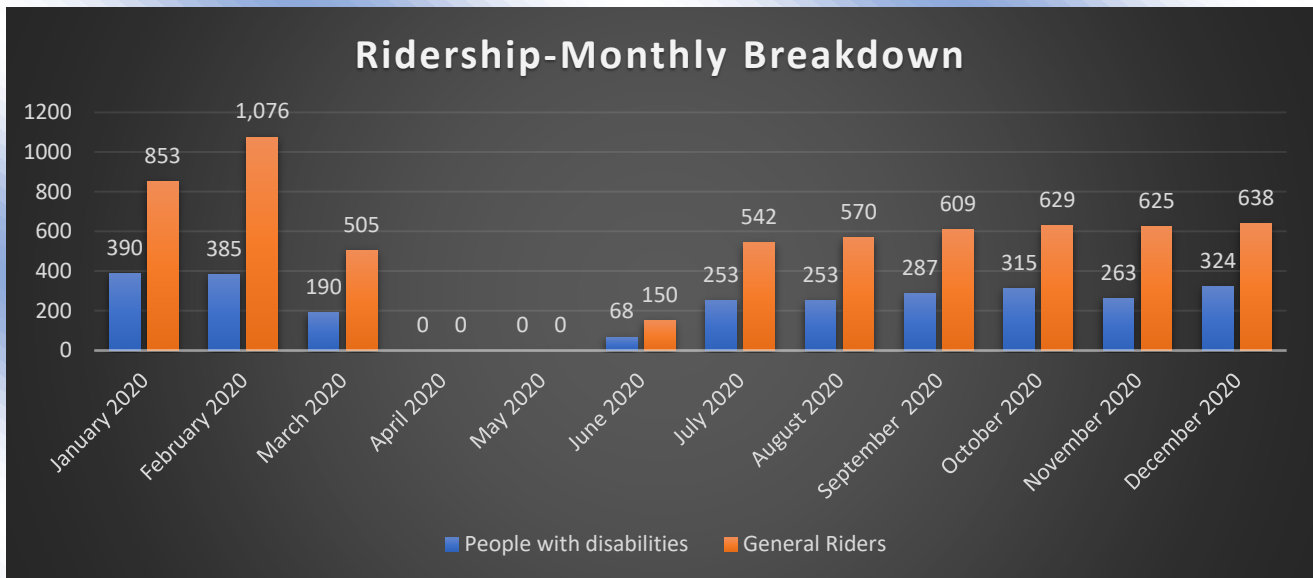
The Operations and Maintenance Section is responsible for the execution of all COTA's public transportation services. The section is also responsible for the preventative maintenance of all COTA fleet to ensure safety and security.

Lastly, the section is also responsible for the execution of all ESF-1 Transportation duties and responsibilities during times of natural disasters and emergency declarations.

## Fixed Route & Demand Responsive-Shared Ride Service Ridership Data for Calendar Year 2020



Even with the shutdown of services for three (3) months, due to the global COVID-19 Pandemic; COTA was able to exceed our ridership numbers by 75.6% from 2019. This is a reflection of all the hard work of our Operations and Mobility staff, as well as the tremendous trust that our community has placed on us, through this world-wide emergency.



COTA began the calendar year with our numbers steadily rising each month; and we were projecting to double our ridership numbers from the previous year. Unfortunately, when the global COVID-19 Pandemic hit the CNMI, and a Health State of Emergency was declared by the Governor, COTA was officially shut down for three (3) months, from March to June. Since June 22, 2020, however, COTA has resumed its regular operations to the public, with new social distancing and safety protocols for our riders and our staff. Once again, we saw our ridership numbers steadily climb each month; and ended the fiscal year with over one-thousand (1,000) riders on the last month.

### COTA Preventive Maintenance Program

As required by the Federal Transit Administration (FTA) and to prevent potential problems and maximize availability, COTA vehicles undergo regular preventive maintenance, which consists of scheduled servicing, inspections, and vehicle repairs.

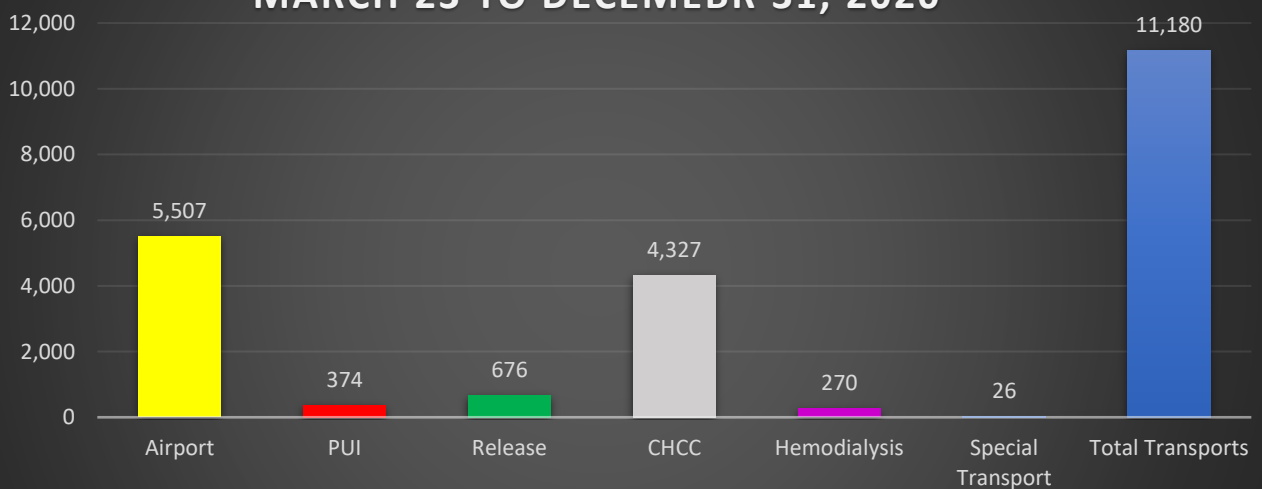


Photo shows COTA Maintenance Technician, Rufino "RJ" Maratita, inspecting one of COTA's vehicles.

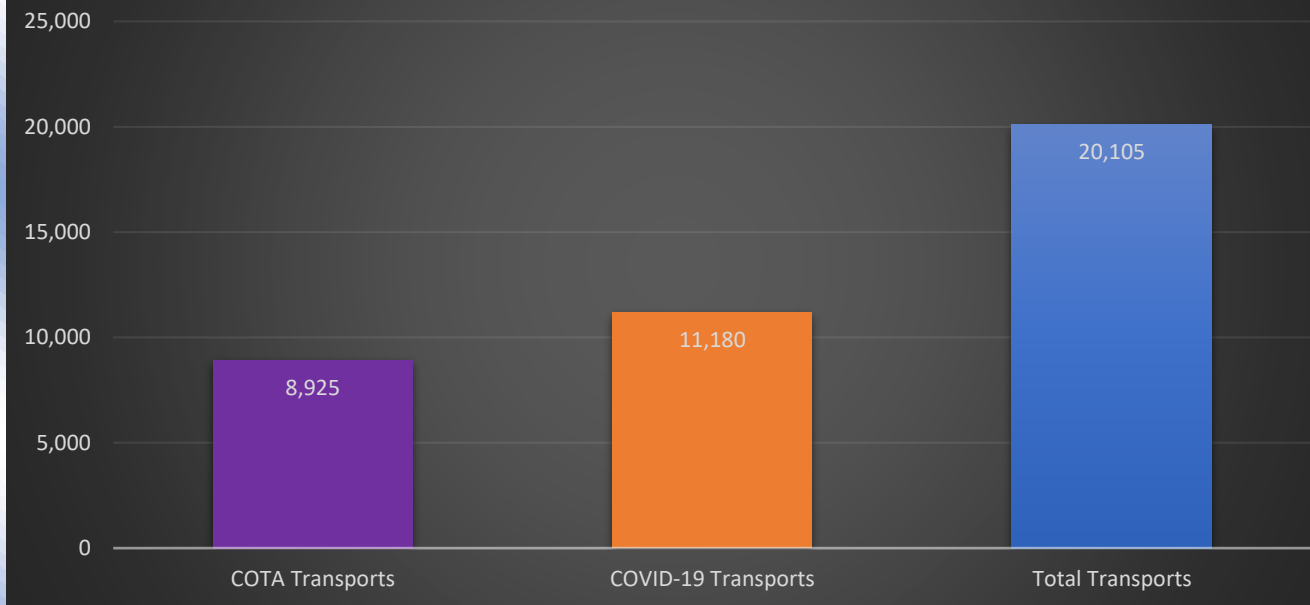
## Governor's COVID-19 Task Force Operations

On March 20, 2020, in response to the Health State of Emergency declaration given by Governor Torres, COTA was activated to support the Governor's COVID-19 Task Force, to assist in all transportation efforts. With the assistance of the many other agencies involved within the Task Force, COTA safely transported eleven thousand one hundred eighty (11,180) passengers from March 23, 2020, to the end of the year (December 31, 2020). Though the year has ended, COTA is still on the front lines with the other members of the Task Force. We are proud to serve our Commonwealth, and will do so in this capacity until the CNMI is COVID-free.

### COVID-19 TASK FORCE OPERATIONS MARCH 23 TO DECEMEBR 31, 2020



## Total Passengers Transported by COTA in 2020



Combining our regular operations ridership, and our COVID Operations data, COTA has safely transported twenty thousand one hundred five (20,105) passengers for the calendar year 2020. To date, this is the highest amount of passengers COTA has ever transported in a year. More importantly, it shows that COTA is fully capable with its management, staffing, and assets, to handle such a capacity. COTA whole-heartedly believes that public transportation is vital for the people of the Marianas; and it is our pleasure and privilege to provide this public service to our community. Together, with the support of our community, and the guidance of the Special Assistant for Public Transportation and our public leaders, we know that COTA will only grow in the years to come.

### OTHER NOTABLE EVENTS IN OPERATIONS:

- ❖ **On January 3, 2020, COTA expanded its days of operation for the Call-A-Ride Saipan demand responsive shared ride service which is now open 7 days a week 365 days a year, inclusive of CNMI legal holidays.**
- ❖ **On April 5, 2020, COTA temporarily suspended its Fixed Route service due to low ridership. COTA intends on making necessary improvements, so that we can open that service up again, better than ever.**



Operations & Maintenance Section's staff posing with their Passenger Assistance Safety & Sensitivity (PASS) 7.0 Two-Day Driver Program Certificate of Completion



# PLANNING & CIVIL RIGHTS SECTION



**Community Planner/Title VI Coordinator, Diego Songsong**

Planning and Civil Rights Section is responsible with policy, research, environmental and engineering. The Planning Section is also responsible for planning future projects that will enhance and expand public transportation services in the CNMI community through public and private partnership.

**Americans with Disabilities Act of 1990 (ADA)**- The Section’s designated ADA Compliance Coordinator is responsible for ensuring COTA comply with the requirements of the Americans with Disabilities Act of 1990. The ADA prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

**Title VI**- The Section’s designated Title VI Coordinator is responsible for ensuring COTA comply with the requirements of the Title VI of the Civil Rights Act of 1964. The Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and

activities receiving federal financial assistance.

**Quality Control and Quality Assurance**- The Section is responsible for the quality control and quality assurance of all training and evaluation of COTA’s Transit Operators.



Above illustrates the COTA Administrative Building & Maintenance Facility project’s timeline

## **Current Projects**

**COTA Administrative Building & Maintenance Facility**- The construction of the COTA Administrative Building & Maintenance Facility is currently on-going. The work is projected to be completed on October 2, 2021.

**Supply & Installation of Fixed Bus Stop Shelters**- COTA is working closely with Office of Planning & Development, CHCC’s and state partners to finalize locations of the shelters. Once locations are finalized, COTA will initiate environmental review and then followed by preliminary engineering design.

**Procurement of Eight (8) Medium-Duty Low Floor 2020 or Newer ADA Accessible Transit Buses for the COTA Fixed Route**- The Invitation to Bid (ITB) for this bus procurement project is on-going. If everything goes well, COTA should be awarding this project to a successful bidder/ offeror in February 2021.



# COTA Administrative Building & Maintenance Facility Groundbreaking Ceremony



On August 20, 2020, COTA had its groundbreaking ceremony at the proposed site for its Administrative Building and Maintenance Facility. Members in attendance ranged from the Governor and the First Lady; the Lt. Governor; members of the House of Representatives & Senate; and staff from various government agencies. The ceremony represented the culmination, and realization of years of hard work and dedication, from COTA staff members past and present. As the Special Assistant pointed out, COTA has grown from a staff that included two (2) Transit Operators, and one (1) Dispatcher; to an Operations Staff that now has twenty (20) personnel, with room

to grow even more. This building represents the vital need for public transit, that COTA provides, and validates all the years of public service that COTA has been privileged to give to our community.



Governor  
**Ralph Dlg. Torres**



Lt. Governor  
**Arnold I. Palacios**



Special Assistant for Public Transportation  
**Alfreda PC Maratita**

*“Know that this will not just be a building to us...this will be the place, that we call*

 **HOME.”**

*- Alfreda PC Maratita  
Special Assistant for Public Transportation*



# Future Projects



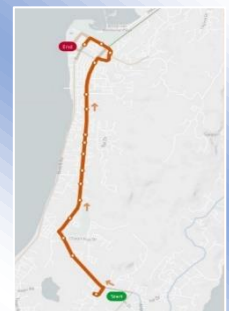
**2 New ADA  
Accessible Vans for  
Rota & Tinian**



**“COTA CNMI”  
Transit Mobile App**



**New Bus Shelters &  
Amenities for our  
Re-Opened Fixed  
Route Service**



# **FTA Drug & Alcohol Policy**

## **Purpose of Policy**

**This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website at:**

**<http://transit-safety.fta.dot.gov/DrugAndAlcohol/>**

**All covered employees are required to submit to a drug and alcohol test as a condition of employment, in accordance with 49 CFR Part 655.**

**Portions of this policy are not FTA-mandated, but reflect the Commonwealth Office of Transit Authority's policy. These additional provisions are identified by the Operations and Maintenance Coordinator.**

**In addition, DOT has published 49 CFR Part 29, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies, and the reporting of certain drug-related offenses to the FTA. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace, shall notify the Operations and Maintenance Coordinator no later than five (5) days after such conviction.**

**Alfreda PC Maratita**

**Special Assistant for Public Transportation**

**2<sup>nd</sup> Floor, Suite 216, Marianas Business Plaza, Susupe**

**Caller Box 10007, Saipan, MP 96950**

**Tel: (670) 664-2682**

**Fax: (670) 663-2692**

**Email: [alfreda.camacho@gov.mp](mailto:alfreda.camacho@gov.mp)**

**Website: [www.cota.gov.mp](http://www.cota.gov.mp)**

# **ADA Policy**

Americans with Disabilities Act (ADA)

**The Commonwealth Office of Transit Authority (COTA) does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The Commonwealth Office of Transit Authority does not discriminate on the bases of disability, in its hiring or employment practices.**

**This notice is provided as required by Title II of the Americans with Disabilities Act of 1990, as amended.**

**Questions, concerns, complaints, or request for additional information regarding the ADA may be forwarded to the Commonwealth Office of Transit Authority's designated ADA Compliance Coordinator:**

**Diego B. Songsong  
Community Planner**

**2<sup>nd</sup> Floor, Suite 216, Marianas Business Plaza, Susupe**

**Caller Box 10007, Saipan, MP 96950**

**Tel: (670) 664-2682**

**Email: [diego.songsong@gov.mp](mailto:diego.songsong@gov.mp)**

**Website: [www.cota.gov.mp](http://www.cota.gov.mp)**

**Telecommunications Relay Service for the Hearing and/or Speech  
Impairments: Dial 711**

**Office Hours are Monday thru Friday: 7:30AM – 4:30PM**

**Individuals who need auxiliary aids for effective communication in programs and services of the Commonwealth Office of Transit Authority, are invited to make their needs and preference known to the ADA Compliance Coordinator.**

**This notice is available in large print, or audio disc, from the ADA Compliance Coordinator.**

# **Title VI**

Title VI of the Civil Rights Act of 1964

**Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the 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.” (42 U.S.C. Section 2000d)**

**COTA is committed to ensuring that no person is excluded from the participation in, or denied the benefits of its transit services, on the basis of race, color, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by COTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact:**

**Diego B. Songsong, Title VI Coordinator  
Commonwealth Office of Transit Authority  
2<sup>nd</sup> Floor, Suite 216, Marianas Business Plaza, Susupe  
Caller Box 10007, Saipan, MP 96950**

**Tel: (670) 664-2682**

**Fax: (670) 664-2692**

**Email: [diego.songsong@gov.mp](mailto:diego.songsong@gov.mp)**

**Website: [www.cota.gov.mp](http://www.cota.gov.mp)**

**The U.S. Department of Transportation (DOT) Title VI implementing regulations can be found at 49 CFR part 21**

**Online:**

**<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/title-vi-regulations>**



# “Driving You Forward”

