

***Spec-Trans  
Rider's  
Guide***

**Amarillo City Transit  
June 2015**



# **SPEC-TRANS**

## **What Is Spec-Trans?**

Spec-Trans is a system of public transportation providing demand responsive **CURB-TO-CURB** service for certified mobility-impaired citizens of Amarillo who cannot physically use accessible Fixed Route buses. The service is operated by Amarillo City Transit Monday through Saturday, except holidays, between 6:15 a.m. and 7:00 p.m.

If a passenger requests a driver to enter a parking lot to pick them up, the bus driver will enter the parking lot and pick up the passenger at the agreed upon location (for example – door number 4 at Westgate Mall). If the driver is unable to safely enter a parking lot, the Spec-Trans passenger should meet the van at the curb of the pick-up address.

## **Origin to Destination – Assistance to the Door**

Amarillo City Transit seeks to ensure that Spec Trans service enables eligible passengers to travel from their origin-to-destination. Although ACT has established a curb-to-curb service as the basic paratransit service mode, measures are taken to make sure passengers are able to travel from their origin-to-destination, beyond the curb-to-curb.

ACT maintains a flexible policy to provide this enhanced service to eligible passengers on a case-by-case basis when needed and appropriate to meet the origin-to-destination service requirement, so long as the needs would not fundamentally alter the nature of the service or create an undue burden.

To ensure adequate assistance will be available, passengers should let the dispatcher know that additional assistance will be needed for their trip at the time they make a reservation for Spec Trans. This will give ACT ample time to evaluate how to best meet the needs and attempt to foresee any problems that may occur during the trip.

The Reasonable Modification of Public Transportation Services policy can be found on page 8.

## **What Holidays Are Observed?**

Spec-Trans does not operate on the following holidays:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Thanksgiving
Memorial Day	The day after Thanksgiving
Independence Day	Christmas

## **What Is The Spec-Trans Service Area?**

Spec-Trans provides service within the City limits, west of Lakeside Drive. Service is not provided to or from the Amarillo International Airport, Amarillo Technical College, or other locations east of Lakeside Drive.

## **What Types of Trips Can I Make On Spec-Trans?**

Most Spec-Trans passengers use the service for essential trips, but trip destinations within the service area are not limited or restricted. However, Spec-Trans does not provide emergency medical transportation.

## **How Do I Become Certified to Ride Spec-Trans?**

To become a certified Spec-Trans passenger, you must first complete an application. You may request an application to be mailed to your home address by calling 806-378-3095 or 806-372-6234 (TDD). You may pick-up an application in the office at 801 S.E. 23<sup>rd</sup> Avenue, or you can go to the City of Amarillo's website <http://www.amarillo.gov/> click on departments and Transit and "What is Spec-Trans". Upon receipt of your completed application you will receive a letter from the Transit Department with interview information. Spec-Trans interviews are held at Panhandle Independent Living Center (PILC) located at 417 SW 10<sup>th</sup> Ave. or at Amarillo City Transit located at 801 S.E 23<sup>rd</sup>. **Incomplete applications will not be considered and will be returned to the applicant.**

**Mail your completed application and certification forms to:**

**Amarillo City Transit  
P.O. Box 1971  
Amarillo, TX 79105-1971**

**Or - E-Mail your completed application to [alan.terry@amarillo.gov](mailto:alan.terry@amarillo.gov)**

**Or – Fax your completed application to 806-378-6846**

Upon receipt of the complete application, the Transit Department will send the applicant a letter with the interview location, date and time. If you cannot attend on the scheduled date and time, you are responsible for contacting the Transit Department at 806-378-3095 and ask the dispatcher to reschedule your interview. Within 21 days of the interview, the Transit Department will notify the applicant by mail of their eligibility.

If you need transportation to your interview, Spec-Trans is available, but you must call at least one day before your interview to schedule your ride, your ride to and from the interview is free.

## **What Happens On Interview Day?**

Amarillo City Transit requires applicants for Spec-Trans service to participate in an in-person interview; the interview will consist of a presentation about Fixed Routes and Spec-Trans, followed by a one on one interview.

When you arrive at PILC for your scheduled interview, sign in and note your time of arrival. If you miss your interview, your application will be considered incomplete until you have completed the interview process.

Once the interviews are complete, the Transit Department will review the applications and the interviewer's recommendations. Each applicant will be notified in writing of your eligibility status within 21 days of the assessment interview.

## Who Is Eligible to Use Spec-Trans?

Spec-Trans eligibility is not simply a matter of whether or not a person has a disability. Eligibility is a functional determination of a person's ability to use the Fixed Route system.

If an applicant has a valid driver's license, they may be ineligible for Spec-Trans service. Ownership of a vehicle is not a consideration of eligibility. Vehicles that do not run, will not qualify passengers for service.

Spec-Trans eligibility is based on three categories of ADA eligibility criteria. In each case, a careful evaluation of the applicant's abilities will be made in determining eligibility. **People capable of getting to and from a Fixed Route bus stop and able to board a lift equipped transit bus may not be eligible for Spec-Trans.**

If you have a disability which prevents you from using a lift-equipped Fixed Route bus some or all of the time, you may be eligible for Spec-Trans service some or all of the time. Some of your trips may only qualify for the Fixed Route services.

The ADA regulations provide that a person may be eligible for para-transit services under one of the following three categories:

**Category 1** - eligibility includes any person who is unable to independently board, ride and/or disembark from a lift-equipped bus because of a disability. This includes persons who are unable to "navigate" the Fixed Route system without the assistance of another person.

An individual may be eligible for Spec-Trans transportation if they are unable to perform the following tasks without assistance from another individual:

- Board or disembark from an accessible bus
- Maintain balance while seated on a moving bus
- Identify correct bus stop
- Understand transfer directions

**Category 2 (Conditional Eligibility until the Fixed Route bus system is fully accessible)** – An individual is eligible if they could use an accessible bus but one is not available. Please note this category will not typically be applicable for our service because **ALL** Amarillo City Transit vehicles and current bus stops are ADA accessible.

**Category 3** - eligibility includes any person with a disability, or specific impairment related condition, which prevents him/her from traveling to or from a boarding or disembarking location.

Only a specific impairment related condition, which prevents the individual from traveling to or from a bus stop, is a basis for eligibility under this category. **A condition, which causes difficulty in traveling to or from a bus stop, but does not prevent the travel, is not a basis for eligibility.**

Architectural barriers not under the control of Amarillo City Transit and environmental barriers (distance, terrain, weather) do not alone form a basis for eligibility. However, the interaction of such barriers with an individual's impairment related condition might form a basis for eligibility if the effect is to prevent the individual from traveling to or from a bus stop.

## **What is Conditional Eligibility?**

Some people with disabilities may be able to use Fixed Route bus service for some trips or under certain conditions. Eligibility for paratransit for some individuals may be determined on a trip-by-trip basis, for example, if extreme temperatures affect a person's disability (above 100 degrees or below 32 degrees), then that person may be eligible for those paratransit trips only.

## **May I Qualify For Temporary Eligibility?**

A person with a temporary disability may be eligible for Spec-Trans service, for a period not to exceed 6 months, if the disability results in his/her functional inability to use the Fixed Route transit system as described in the eligibility categories. For example: If a person has a hip replacement and is unable to utilize a lift-equipped bus, they may receive temporary eligibility to utilize Spec-Trans. To qualify for temporary eligibility, you must complete an application, interview and assessment. Under extenuating circumstances, temporary eligibility can be extended. In order for a temporary certification to become a permanent certification, the person must attend a recertification interview and assessment. A letter will be sent to you with the location, date and time of your interview and assessment.

## **Recertification of Eligibility**

All Spec-Trans passengers will be required to recertify at reasonable intervals or upon reaching his/her eligibility expiration date. It may also be necessary from time to time or if the condition of the disability changes, for a passenger to recertify their eligibility. Typically, eligibility extends for three (3) years from certification. A customer's Spec-Trans Photo Identification Card will indicate his/her eligibility expiration date. This information can be found on the Photo Identification Card on the second row from the bottom in the right column. A recertification packet will be mailed to each passenger in advance of their eligibility expiring and they will be given 60 days to return the completed and signed application. A second certified letter will be sent out after 30 days to remind the passenger that they must recertify or their name will be removed from the eligibility list at the end of 60 days.

## **What If I Am A Visitor?**

Persons visiting the Amarillo service area, who provide documentation of ADA paratransit eligibility from another area, are automatically eligible for paratransit service for 21 days. Acceptable proof of eligibility may be a current identification card from the visiting individual's home city. Documentation from another agency must provide the following information: name of passenger, name of agency, date of certification, date certification expires and disability type. If the individual plans to remain in the service area longer than 21 days, he/she must go through the eligibility process that is established for residents.

## **No Show Policy**

You will receive a no-show if your scheduled ride is not cancelled at least four (4) hours prior to the requested pick-up time. You will not be counted a no-show if the vehicle does not arrive within the agreed upon pickup window. ACT staff tracks no-shows and records them on each person's account. If you have a 10% no-show rate in a month, you may have your riding privileges suspended. ACT looks at each no-show on a case-by-case basis. Please limit your cancellations and avoid no-shows.

No-shows are added to passenger's accounts when they are more than five (5) minutes late boarding the bus. For example, if the bus arrives at 9:05 a.m. (within the agreed upon pickup window) and the estimated arrival time is 9:00 a.m. to 9:25 a.m., according to Spec-Trans policy, the passenger has five (5) minutes to board the bus. This means that the passenger should be on board no later than 9:10 a.m. If a passenger boards the bus later than 9:10 a.m., it will be considered a no-show.

If you fail to cancel your ride within four (4) hours prior to pick up time during periods of **severe weather** such as heavy snow or extreme cold, it will not be considered a no-show. However, you **MUST** cancel the trip prior to the bus arriving for your pick-up or your account will be given a no-show.

You must cancel each leg of your trip. If you no-show at your original location, you will still need to cancel your return trip as it does not cancel automatically. Each one-way trip is considered to be independent from any other trips scheduled; therefore, you are responsible for every trip you schedule.

No-show limits are as follows:

The 10% no-show rate means, for example, if you ride thirty (30) times a month and no-show three (3) times, your riding and booking privileges may be suspended for a thirty-day period. If you accumulate 10% no-shows for your rides, ACT will send you a letter that explains the appeal process.

If a no-show occurs, you will be sent a letter containing the date and time of the no-show. Each no-show must be appealed within ten (10) business days of receipt of the letter. Late appeals will not be accepted.

If there are extenuating circumstances that cause the no-show, you may call, write or E-mail to appeal the no-show (see Appeals Process beginning on page 4).

*It is recommended that passengers limit their cancellations and avoid no-shows.*

## **Appeals Process**

What Happens If My Application Is Denied or I want to appeal a No-Show, or Denial or Revocation of Service?

You may appeal if you disagree with any no show, suspension, denial of service, or revocation of service. There are three (3) opportunities to appeal. Appeals should be made in the following order:

1. Amarillo City Transit Manager
2. Deputy City Manager
3. Advisory Committee for People with Disabilities

The first appeal must be received by the Transit Manager within ten (10) business days. There are several ways to appeal. You may submit your appeal in writing and mail to:

Amarillo City Transit  
PO BOX 1971  
Amarillo, Texas 79105

You may call or have a friend, family member or care giver call 806-378-6842

Or e-mail the Transit Manager at [Judy.Phelps@amarillo.gov](mailto:Judy.Phelps@amarillo.gov)  
Or you may visit the office located at 801 S.E. 23<sup>rd</sup> – Route 4 stops at the front door

At each level of appeal, you will receive a response within ten (10) business days. If the appeal is in your favor, the no show, suspension, denial of service, or revocation of service will be revised. If the appeal is not in your favor, you will be given instructions on how to proceed with the next level of appeal. The Advisory Committee for People with Disabilities is your final level of appeal and their decision is final.

### **How Do I Schedule a Trip on Spec-Trans?**

The passenger must schedule all Spec-Trans trips in advance. Trip requests are taken from 8:00 a.m. until 5:00 p.m., seven days a week, by calling 806-378-3095 or 806-372-6234 (TDD). Trips may be scheduled from one (1) to seven (7) calendar days in advance and must be made no later than 5:00 p.m. the day prior to the ride. Reservations are accepted on Sundays and holidays by use of a recording device, but rides may not be scheduled to occur on Sundays or holidays. Same day scheduling is not accepted; therefore, calls received after 5:00 p.m. for next day service **will not** be accepted. **Changes can be made to previously scheduled rides; however, all changes must be made at least one (1) day in advance of the scheduled trip and will be granted depending on availability.** When scheduling your trip, please have the following information ready for the dispatcher before you call:

- Name of certified passenger;
- Originating address – including special directions to locate the address or door location;
- Destination address – including street directions, building and apartment/office number;
- Time you need to arrive at your destination;
- Date of trip;
- Time of return trip;
- Names of guests or personal care attendant who may be riding with you. Please let the dispatcher know if they will be using a mobility device.

All return trips must be scheduled at the same time the original trip is scheduled. **“Will Calls” are not accepted.**

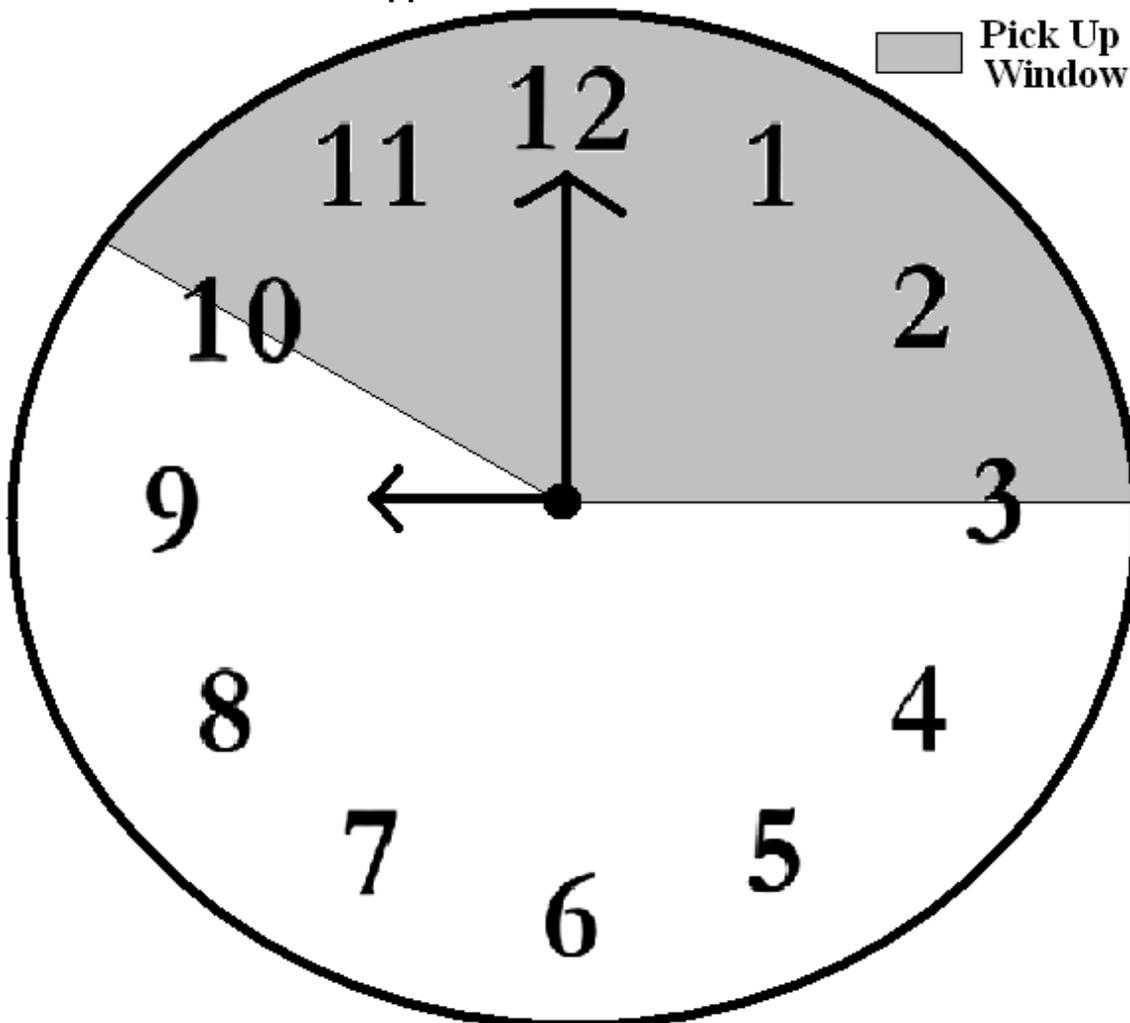
ACT understands that Spec-Trans transportation is a very important resource to you and the community. Unfortunately, ACT does not have unlimited resources and must set operational limits when public transportation is provided. In order to ensure you are ready to board the vehicle in a timely manner, all Spec-Trans passengers are encouraged to communicate with your doctor’s offices or other persons you are meeting with that a **Spec-Trans is available until 6:30 pm. If you do not board the vehicle before 6:30 p.m., the Spec-Trans vehicle will not wait and you will be required to find alternative transportation to or from your destination.**

**Please remember that all trips are scheduled on a first come first served basis.**

A passenger may request a 2:00 p.m. pick-up, but the time may not be available. The dispatcher may then ask the passenger to negotiate the pick-up time and/or return time up to an hour before or an hour after the requested time. If you have a scheduled appointment, tell the dispatcher the time so they do not negotiate a time that will make you late for your appointment.

**The dispatcher will not give you a specific time for the bus to arrive. Instead, they will give you the *estimated* twenty-five (25) minute window of time for your pickup.** For example, if you need to arrive at your destination at 10:00 a.m., the dispatcher may schedule your pick-up time for 9:00 a.m. You will not be told that your pick-up time is 9:00 a.m. Instead, you will be given the twenty-five (25) minute “pick-up window,” which, in this case, will be between 8:50 a.m. and 9:15 a.m. This means the driver will arrive anytime between 8:50 a.m. and 9:15 a.m. to pick you up. You need to be ready to board the bus at 8:50 a.m. If you have any questions regarding the pick-up window, ask the dispatcher after you schedule your trip.

**Under no circumstances are drivers allowed to make any changes to scheduled times or destinations.** These changes would affect the ability of other passengers to meet their scheduled appointments.



Once the driver arrives to pick you up; **driver will depart after waiting five (5) minutes for you to board the bus.** If you do not board the bus within five (5) minutes after the bus arrives, you will be charged a no show, which is explained in the No Show Policy on page 6. No passenger is ever required to board before the earliest time given to you by the dispatcher. In the above example, the earliest time the bus should arrive is 8:50 a.m. and you would have until 8:55 a.m. to board the bus.

The passenger or person requesting the trip(s) is responsible for notifying the dispatchers if they need to be dropped off at an alternative door due to construction. Drivers are not allowed to change a pick-up or drop-off address.

Due to an increased demand for Spec-Trans service ACT cannot make early pick-ups. If you are not ready when the vehicle arrives to pick you up for your return trip, you will be placed at the end of the schedule. Heavy passenger trip demand prevents the Transit Department from having excess capacity after the schedules are set for the day.

**Scheduling Tips:** When you call to schedule trips, have a pen and paper handy so you can write down your twenty-five (25) minute window of time. Make sure you are ready to board the bus 5 minutes before your pick-up window begins.

If you are scheduling several trips, have all of the information for each trip available before you call. This will help the dispatcher to serve you efficiently.

**Please remember, Spec-Trans is a shared ride.** This means that other passengers will be dropped-off and picked-up during the course of your trip. **When you board the bus late, the delay you cause may make another passenger late for his/her appointment.**

## Amarillo City Transit (ACT)

### Reasonable Modification of Public Transportation Services Policy

Amarillo City Transit (ACT) operates two distinct public transportation services – a traditional fixed route system and a complementary paratransit service - Spec-Trans. Both Fixed Route and Spec-Trans serve elderly, people with disabilities, and ambulatory customers. Many customers, because of their disability, are unable to navigate an accessible fixed route bus and are eligible to use the Spec-Trans service.

ACT is required by the Americans with Disabilities Act (ADA) to operate Spec-Trans in a manner that is comparable to the Fixed Routes. Both the Fixed Route and Spec-Trans have a comparable set of operating policies and procedures. These policies and procedures are designed to safely serve a diverse customer base in a cost effective and efficient manner.

ACT will consider a reasonable modification to policies, practices, and procedures to ensure public transportation is operated in an accessible manner. Requests for a modification to ACT's policies and practices may be denied if the requested modification is unreasonable, meaning:

- Would fundamentally alter the nature of the ACT's services, programs, or activities,
- Granting the request would create a direct threat to the health or safety of others,
- Without the requested modification, the individual with a disability is able to fully use ACT's services, programs or activities for their intended purpose,
- The request would cause an undue financial and administrative burden.

It is also important to remember that, "the Americans with Disabilities Act (ADA) is a civil rights statute, not a transportation or social service program statute. The ADA clearly emphasizes nondiscriminatory access to fixed route service, with complementary paratransit

acting as a “safety net” for people who cannot use the fixed route system. Under the ADA, complementary paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities. Another way of saying this is that the ADA does not attempt to meet all the transportation needs of individuals with disabilities. Section 37.123 ADA Paratransit Eligibility – Standards”

The first line of defense for each bus and each passenger is the driver. In many cases – the passengers on ACT’s vehicles are Amarillo’s most vulnerable citizens. In order to avoid a direct threat to their safety, ACT will first and foremost consider the safety of the passengers in the bus before approving a reasonable modification.

To request a modification to Amarillo City Transit’s (ACT) policies and practices, the individual or someone on their behalf must submit a request to ACT. The request must include the following information:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want ACT to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place – (Include the street or intersection or building name)
- Why is the modification needed – (Describe the circumstances that created the request)

Requests for a modification of ACT’s policies and practices may be denied if the request:

- Would fundamentally alter the nature of the ACT’s services, programs, or activities,
- Granting the request would create a direct threat to the health or safety of others,
- Without the requested modification, the individual with a disability is able to fully use ACT’s services, programs or activities for their intended purpose,
- The request would cause an undue financial and administrative burden.

When ACT denies a reasonable modification request, ACT shall offer, to the maximum extent possible, any other action (that would not result in a fundamental alteration, or direct threat, or an undue financial and administrative burden) that may enable the person to use ACT for its intended purpose.

When a request for a bus stop modification cannot be made and approved of in advance – because of a barrier which the individual with a disability was unaware of until arriving at the bus stop, ACT shall evaluate the request as the barriers are identified. The driver shall ask a supervisor to evaluate the request at the bus stop and when possible, the supervisor will make a determination at that time.

It is not discrimination under the ADA for ACT to refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

This policy is available on the City of Amarillo’s website – [www.amarillo.gov](http://www.amarillo.gov)

## **Fixed Route Modification**

Please send your Fixed Route requests to:

Mr. Brett Lawler, Fixed Route Operations Supervisor at 806-378-6860 (TTY 806-372-6234)

Or e-mail your request to [brett.lawler@amarillo.gov](mailto:brett.lawler@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Mr. Brett Lawler Fixed Route Supervisor

Please notify Mr. Lawler and indicate how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

## **Spec-Trans**

Amarillo City Transit operates Spec Trans service in a manner that allows eligible passengers to travel from their origin-to-destination. Although ACT has established a curb-to-curb service as the basic paratransit service mode, measures are taken to make sure passengers are able to travel from their origin-to-destination, beyond the curb to curb.

ACT maintains a flexible policy to provide this enhanced service to eligible passengers on a case-by-case basis when needed and appropriate to meet the origin-to-destination service requirement, so long as the needs would not fundamentally alter the nature of the service or create an undue burden.

To ensure adequate assistance will be available, passengers must let the dispatcher know that additional assistance will be needed for their trip at the time they make a reservation for Spec Trans. This will give ACT ample time to evaluate how to best meet the needs and attempt to foresee any problems that may occur during the trip.

If a passenger regularly requires assistance, they should note it in their application or call 378-3095 and request the information be added to their file. Even though ACT requests notification of assistance, if passengers need assistance, every effort will be made to provide the assistance regardless of advance notice.

To limit the amount of time the vehicle and other passengers in the vehicle are left unattended, drivers will not approach the door of a pick-up point until they can see the passenger approach the threshold. **After** the driver sees the passenger approach the threshold, the driver will exit the bus to assist the person to the vehicle as needed.

To request door to door service, notify the Spec-Trans Operations Supervisor or the dispatcher when you schedule your trip and ask the supervisor or the dispatcher to include the information in your certification file and note the information on your Spec-Trans application

Spec Trans service **DOES NOT** include any of the following:

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passengers, electric wheelchair
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden
- Apartment complexes that require an access code or card

Spec Trans service will **CONSIDER** the following:

- Gated parking lots will be carefully considered after a Supervisor determines a vehicle can safely navigate the area
- Leaving the bus unattended or losing sight of the vehicle will be carefully considered after a Supervisor determines the action can be safely completed

**ACT will not take any action that would clearly be considered unsafe to ANY person**

If a passenger requests a driver to enter a parking lot to pick them up, the bus driver will enter the parking lot and pick up the passenger at the agreed upon location (for example – door number 4 at Westgate Mall). If the driver is unable to safely enter a parking lot, the Spec-Trans passenger should meet the van at the curb of the pick-up address.

Upon request, Spec-Trans drivers will offer and provide assistance as needed for riders boarding and/or exiting the van. This includes sighted guide, assistance in climbing the steps of the van, deploying the lift, and assisting ambulatory, and wheelchair riders, depositing the fare in the farebox (upon request), assistance with a seat belt (upon request), and securing a wheelchair.

Spec-Trans passengers may bring a Personal Care Attendant with them if they require assistance beyond the scope of allowed assistance a driver can offer. PCAs may ride free of charge while accompanying the person with a disability who requires assistance.

**Spec-Trans Modification**

Submit your Spec-Trans request to:

Mr. Alan Terry, Spec-Trans Operations Supervisor at 806-378-6843 (TTY 806-372-6234)

Or e-mail your request to [alan.terry@amarillo.gov](mailto:alan.terry@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Mr. Alan Terry Spec-Trans Operations Supervisor

Please notify Mr. Terry how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

### **Complaint Process**

For more information on the City of Amarillo’s Reasonable Modification Policy and Procedures or to file a complaint contact,

Transit Manager, Ms. Judy Phelps at 806-378-6842, (TTY 806-372-6234)

Or e-mail [judy.phelps@amarillo.gov](mailto:judy.phelps@amarillo.gov)

You may submit your request or complaint in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street. The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request or complaint by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Ms. Judy Phelps

Please notify Ms. Phelps how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

## **Appeals Process**

You may appeal if you disagree with the decision on a complaint or request for reasonable modification. There are three (3) opportunities to appeal. Appeals should be made in the following order:

4. Amarillo City Transit Manager
5. Deputy City Manager
6. Advisory Committee for People with Disabilities

The first appeal must be received by the Transit Manager within ten (10) business days. You may submit your appeal as follows:

Transit Manager, Ms. Judy Phelps at 806-378-6842 (TTY 806-372-6234)

Or e-mail your appeal to [Judy.Phelps@amarillo.gov](mailto:Judy.Phelps@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or, you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Ms. Judy Phelps Transit Manager

Please notify Ms. Phelps how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

At each level of appeal you will receive a response within twenty (20) business days. If the appeal is in your favor, the reasonable modification will be implemented. If the appeal is not in your favor, you will be given instructions on how to proceed with the next level of appeal. The Advisory Committee for People with Disabilities is the final level of appeal and their decision is final.

### **How Long Does a Spec-Trans Trip Take?**

As a shared-ride system, travel time can vary depending on the number of rides booked for the day. Rides are scheduled so that your time on board the vehicle is no more than the length of time that a comparable trip would take if made on the fixed route system. Sometimes extenuating circumstances occur (for example - traffic conditions, road construction, and weather) and Amarillo City Transit has no control. Occasionally when this happens, some trips may exceed the fixed route standard.

## **Does Spec-Trans Run in Inclement Weather?**

Spec-Trans will run in inclement weather but the buses may be removed from service early if the weather becomes too severe to safely operate. This includes snow, ice, and thunderstorms. If the vans are pulled out of service early, you will need to find alternative transportation to or from your destination. Every effort will be made to communicate with Amarillo's citizens through radio and television announcements if the service is not running. Please note the vans will be running off schedule when the service is operating during inclement weather conditions. You will probably be picked up and dropped off later than your scheduled times.

During periods of severe weather such as heavy snow, ice, or extreme cold, you will not be counted a no show if your trip is not cancelled four (4) hours prior to the pick-up time. However, you **MUST** cancel the trip prior to the bus arriving for your pick-up or you will be charged a no show.

## **What Should I Do If I Need To Cancel My Trip?**

If you need to cancel your scheduled trip, be sure to call 806-378-3095 or 806-372-6234 (TDD) at least four hours prior to your scheduled trip. Failure to do so will result in you being counted a no show for the trip. Please see, No Show Policy on page 5. Dispatchers are available from 5:30 a.m. to 7:00 p.m. for cancellations, and a telephone answering machine is also available twenty-four hours, seven days a week. Please leave the information concerning the trip you wish to cancel on the answering machine. If a passenger requests, a dispatcher will return the call as soon as possible to verify the cancellation.

## **What is a No Show?**

Spec-Trans is a vital community resource. A no show happens when the bus arrives within the agreed upon pickup window and the passenger does not board within five (5) minutes, is absent, or declines to travel. A no-show for a typical ride costs Amarillo City Transit over \$45 in expense; therefore, no-shows are an inefficient use of valuable public resources. No-shows make it difficult to schedule rides and delay pickups and drop-offs. Passengers are responsible for maintaining a low no-show rate or they will be subject to suspension of service as outlined in the No-Show Policy on page 5.

## **Subscription Service**

Subscription service is available, on a limited basis, for Spec Trans passengers. Eligible passengers must make the same trip at least three (3) times per week, at the same time and with the same origin and destination. Subscription service trips are automatically scheduled. Passengers need to call at least four (4) hours prior to their trip if there is a change or a cancellation.

Passengers who do not use their subscription service for a period of 60 days will lose this service. Should they begin riding again they will have to go to the bottom of the subscription service waiting list. For more information on subscription service call the Transit office at 806-378-6843.

## How Much Does A Spec-Trans Trip Cost?

The fare for each one-way trip is:

Eligible Rider	\$1.50
Personal Care Attendant	Free
Guest adult (19 & up)	\$1.50
Guest youth (6 – 18)	\$ .75
Guest children (5 & under)	Free

All passengers must pay the proper fare each time they board the bus. Please pay only for the ride you are taking. Drivers cannot accept a fare for any other rides and cannot make change. A passenger that does not have his/her fare will not be allowed to complete their trip as scheduled.

For Spec-Trans service, a book of twenty (20) tickets can be purchased for \$30.00. Tickets are available at the Amarillo City Transit Office located at 801 E. 23<sup>rd</sup> Avenue between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or between the same hours at the cashiers, counter on the first floor at Amarillo City Hall located at 509 S.E. 7<sup>th</sup> Avenue. Tickets are non-refundable. Please have the correct amount of money necessary for the purchase, as the Transit Department does not keep change in the office.

To purchase tickets by mail **DO NOT SEND CASH** - send a check or money order to:

Amarillo City Transit  
P.O. Box 1971  
Amarillo, TX 79105-1971

Upon receipt of the check or money order the tickets will be mailed. Please be sure to include a mailing address if it is different from your street address.

### **If I Make the Same Trip Several Times Per Week, Can I Schedule All of Them With One Call?**

Yes. However, services are provided on a first come, first served basis up to seven (7) days in advance of the trip date.

### **What On Board Policies Should I Be Aware Of?**

**Open Sore and Wound Policy** When using the bus, all persons (passengers and ACT staff members) who have open sores or wounds must ensure that all sores and wounds are properly covered. Any person with open sores and wounds shall be transported unless their condition presents a direct health and/or safety threat to other persons on the bus. Any person may be refused access to public transportation if visible body fluid leakage or dripping occurs at the bus stop. The person may be asked to exit the bus if leakage or dripping occurs after they have boarded the bus. Leakage or dripping from an open sore or wound creates a health and/or safety threat to other persons on the bus.

Passengers are not allowed to consume alcoholic beverages or smoke while on board.

People who use wheelchairs are typically picked up at locations where there is a ramp. Drivers will not push a wheelchair across any steep, unpaved surface such as grass, dirt, or loose gravel. This also includes icy surfaces during the winter.

Although ACT has established curb-to-curb service as the basic paratransit service mode, measures are taken to make sure passengers get from origin-to-destination, beyond curb-to-curb. If the rider has a disability that requires assistance traveling to or from the curb, the rider may ride with a Personal Care Attendant (PCA) or request door-to-door service, please see "What is Spec-Trans" on page 1. Drivers are strictly forbidden from entering a passenger's residence or other buildings.

Limit bags to 3 or 4 small grocery size sacks, **if you can carry them and stow the items on your lap**. Carry on items must not block the aisle, or take a seat from another passenger. Do not ask drivers to load, unload, or carry shopping bags.

**Personal Care Attendants (PCA).** Passengers who require assistance beyond that provided by the operator may have a personal care attendant ride with them free of charge. The personal care attendant must be capable of caring for him/herself plus perform all tasks that are beyond the driver's boundaries but are necessary for the passenger to complete their trip. An approved Spec-Trans passenger may not ride free as a PCA for another passenger. To be able to have one PCA ride free with you, you must be **registered with us as needing a PCA**. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Spec-Trans and now need a PCA, you should call dispatch at 806-378-3095 and ask to have your eligibility changed.

**You will need to tell the dispatcher when you schedule trips that you will be traveling with a PCA and if your PCA uses a mobility device. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.**

***Amarillo City Transit does not provide personal care attendants***

## **Guests**

Passengers who wish to take guests on their trip may do so under the following circumstances: (a) the passenger arranges for the guest to ride at the same time the trip is scheduled; (b) the guest pays the appropriate fare as listed; and (c) the guest does not take the seat of another Spec-Trans certified passenger. **You may bring one guest with you provided they comply with the provisions in the above paragraph. Additional guests will be accommodated if there is enough space on the vehicle.** No unscheduled guests may board the bus.

All passengers must wear a fastened seatbelt throughout the duration of the trip. The operator is not allowed to put the bus in motion until all passengers are buckled up. Passengers that refuse to wear a seatbelt or persist in removing other passenger's seatbelts may have their service terminated.

No animals are allowed on the bus except service animals. Please see [Service Animal Policy on page 17](#).

Consistent with Department of Transportation regulations, Amarillo City Transit will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the wheelchair and its user and there is space for the wheelchair on the vehicle.

Passengers are encouraged to maintain their wheelchairs in good working condition. This includes brakes, tires, and handgrips. The wheelchair must be kept clean and free from body fluids. This is for the protection of other passengers and drivers.

For their own safety, passengers using mobility aids that cannot be secured with the vehicle's tie-downs may choose to transfer to a passenger seat.

Passengers are required to maintain appropriate and reasonable personal hygiene. Each person should be free from body fluid and odor and wear clean clothes. This is for the protection of passengers and drivers who come in close contact with one another.

Depending on the violation, passengers who are disruptive, violent or refuse to follow the rules will first receive a warning letter. If the first violation rises to a level of a direct threat to the health and safety of others as determined by any ACT supervisor, the passenger may have their riding privileges permanently revoked. If the first violation is not a direct threat to the health and safety of other passengers, the second incident will result in a thirty (30) day suspension. If the problem persists, a complete revocation of riding privileges may result.

### **Service Animal Policy**

Service animals are welcome on board any Amarillo City Transit bus and in any Amarillo City Transit facility that is open to the public.

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with the disability cannot perform for his or her self. No additional fee or deposit may be charged to transport service animals.

Emotional support dogs are not trained to perform specific tasks for passengers with disabilities. Emotional support dogs are not considered service animals as defined in the Americans with Disabilities Act.

Amarillo City Transit is not responsible for the care or supervision of a service animal. A service animal that displays vicious behavior towards other passengers or otherwise proves a direct threat to the health and safety of others will be excluded from riding the bus. Amarillo City Transit shall not make assumptions about how a particular animal will behave; each situation will be considered individually.

### **What Happens if My Appointment is Running Late?**

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call the Spec-Trans office as soon as possible. Dispatch will coordinate your request with the drivers via radio contact. You will be asked:

1. Your name
2. The time of your scheduled return trip pick-up
3. Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up at a later time. **Because schedules are set the day before, if you miss your scheduled pick-up time you will be placed on the schedule after all other passengers previously scheduled trips are**

**honored. There will be a delay of several hours before another vehicle is available to accommodate your trip.**

***Scheduling Tip:*** Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle and you having to wait to be worked back into the pickup schedule – after all other previously scheduled trips are honored.

### **What Happens If I Am Late Boarding The Bus?**

The bus will wait at the curb, for a passenger to board the bus for five (5) minutes. If the bus is able to wait and a passenger boards a bus after five (5) minutes, the passenger is required to pay the fare, as you board the bus and may also receive a no show.

### **What Should I Do If Spec-Trans is Late Picking Me Up?**

Sometimes mechanical difficulties, traffic, or scheduling problems may cause the bus to run late. Please remember, the bus has a twenty-five (25) minute window to pick-up passengers. If you have waited fifteen (15) minutes past your scheduled pick-up window, you may call 806-378-3095 to find out when the bus will arrive to pick you up. If the bus arrives more than fifteen (15) minutes past your scheduled pick-up window, please contact the office at 806-378-3095 so that consideration may be made for the Spec-Trans no show. The passenger is responsible for contacting ACT to report the no-show. The passenger may either have a no-show removed from their record, or accept a free round trip.

Please contact our office before making other arrangements for transportation. If you are unable to wait for the bus to arrive and it is necessary for you to leave, please let the dispatchers know. You will not receive a no-show if the bus would have picked you up outside of your agreed upon twenty five (25) minute window.

### **Do Spec-Trans Drivers Have Rules They Must Follow?**

Spec-Trans drivers must follow these rules of conduct:

- Conduct themselves in a courteous manner at all times.
- Operate their bus in a safe and courteous manner at all times.
- Keep their buses clean and report any mechanical problems immediately.
- Not allowed to eat or smoke while the bus is in motion.
- Consuming alcoholic beverages are strictly forbidden.
- Other drinks must be in a spill proof container.
- Pick-up and drop-off passenger at a safe location.
- Not allowed to carry objects for passengers.
- Not allowed to accept tips or gratuities.
- Not allowed to wear earplugs, earphones or headsets while driving.
- May not make or receive cell phone calls or use an “ear piece” cell phone.
- Portable AM/FM radios are not allowed in the bus.
- Must wear their seat belts (lap and shoulder) when the bus is in motion.
- Report any disruptive behavior, wheelchair malfunctions, or problems encountered while transporting any passenger.
- Under no circumstances are the drivers allowed to lift passengers. If this is necessary, personal care attendants are required to provide that assistance.

## **Identification Card**

Your identification card, which is provided when you are determined eligible for Spec-Trans, enables you to use similar services in other cities, for twenty-one (21) days. Call the transit authority in the city you are visiting to make arrangements. You must follow their rules, scheduling procedures, and pay their fares.

## **Accessible Fixed Route**

Amarillo City Transit buses are lift-equipped, and the designated stops are accessible. It may be possible and more convenient for you to ride the Fixed Route bus system for all or part of your trip. Please contact the Transit Department at 806-378-3095 for more information about Fixed Route transportation service. Panhandle Independent Living Center provides a Fixed Route presentation that introduces Amarillo City Transit to first time patrons. The information may be customized according to the needs and abilities of each group. The presentation focuses on map and timetable reading skills, system rules and regulations and a free bus ride. In order to schedule a presentation, please call the Transit Department at 806-378-3095.

## **Fixed Route Rider Program**

Spec-Trans passengers may ride a Fixed Route bus for .35 cents by presenting their Spec-Trans photo identification card when boarding any Fixed Route bus.

## **Fixed Route Travel Training**

Panhandle Independent Living Center (PILC) offers complete travel training for interested individuals who want increased freedom to travel around town on the Fixed Routes.

PILC's travel training program begins with a "get acquainted" session. After enrolling as a PILC consumer, you will discuss your travel needs. Your first day of training includes a classroom presentation about using fixed routes and learning the various routes.

Once the classroom training is completed, you are ready for the next step – field training. You will be accompanied from your home to the bus stop and board the bus. The travel trainer will ride with you on the bus and accompany you back home. Additional days of field training are provided to ensure you are capable of traveling to a chosen destination.

If you are interested in learning more about the Fixed Route travel training program you may call PILC at 806-374-1400.

## **How Can I Make Suggestions Or Comments About The Service?**

Amarillo City Transit welcomes your suggestions and comments about how Spec-Trans can better serve your needs. Please contact Amarillo City Transit at:

Mailing Address:                   **Amarillo City Transit  
P.O. Box 1971  
Amarillo, TX 79105-1971**

Street Address:                   **Amarillo City Transit  
801 S.E. 23<sup>rd</sup> Avenue  
Amarillo, TX 79103**

Route 4 has a bus stop at the front door of Amarillo City Transit Office's

Business Office Hours:

**8:00 a.m. to 5:00 p.m.**  
**Monday through Friday**

Reservation Hours:

**8:00 a.m. to 5:00 p.m.**  
**Monday through Saturday**

Reservations/Cancellations: **806-378-3095**

Judy Phelps,

Transit Manager: **806-378-6842**

E-Mail: judy.phelps@amarillo.gov

Alan Terry, Spec-Trans

Operations Supervisor: **806-378-6843**

E-Mail: alan.terry@amarillo.gov

TDD **806-372-6234**

This document is available in large print, cassette and Braille, and may be obtained at the Transit office located at 801 S.E. 23<sup>rd</sup> Ave., or by calling 806-378-3095. It is also available in Vietnamese and Spanish, and other languages upon request.

Spec-Trans service hours are from 6:30 AM to 6:30 PM. If you miss your pickup please call the dispatch office at 806-378-3095, the dispatcher will work you back into the schedule, after all other previously scheduled trips are honored. If you are not on the bus by 6:30 p.m. then you will need to arrange for alternative transportation at your own cost.

Below you will find a list of cab companies.

Yellow Cab 806-371-8294

Taxi Pros 806-350-7777

Ace's Taxi 806-676-7263

Bob's Taxi 806-373-1171

Lefleur Transportation 806-376-8715

### **Panhandle Independent Living Center Accessibility Statement**

Panhandle Independent Living Center (PILC) is accessible to individuals with disabilities through its main entry on the north side of the building facing 10<sup>th</sup> Street. Parking spaces for individuals with disabilities are available on the north side of the building. PILC is also equipped with accessible restroom facilities and meeting rooms. Individuals with disabilities who require special accommodations for a sign language interpreter or persons who do not speak English as their first language and need an interpreter must make a request with Amarillo City Transit two business days before the meeting, by telephoning 806-378-3095, or the Amarillo City Transit TDD telephone number at 806-372-6234.

Title VI Notice  
The City of Amarillo, Texas  
Amarillo City Transit

The City of Amarillo operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Amarillo.

For more information on the City of Amarillo's civil rights program and the procedures to file a complaint contact, Judy Phelps at 806-378-6842, (TTY 806-372-6234), email [judy.phelps@amarillo.gov](mailto:judy.phelps@amarillo.gov) or visit the administrative offices at 801 SE 23<sup>rd</sup> Street, Amarillo, Texas 79105. The Transit Department offices are located on Route 4 with a bus stop at the front door of the office. For more information, visit [www.amarillo.gov](http://www.amarillo.gov).

The City of Amarillo - Amarillo City Transit hereby certifies that, as a condition of receiving Federal financial assistance, it will ensure that:

No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

Interested parties are hereby afforded the opportunity to comment on the performance of Amarillo City Transit, request additional information on Amarillo City Transit's nondiscrimination obligations or file a complaint. Written comments may be submitted to the Deputy City Manager, P.O. Box 1971, Amarillo, Texas 79105.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

**Accessibility Statement**

Amarillo City Hall is accessible to individuals with disabilities through its main entry on the south side (SE 7<sup>th</sup> Avenue) of the building. An access ramp leading to the main entry is located at the southwest corner of the building. Parking spaces for individuals with disabilities are available in the south parking lot. City Hall is equipped with restroom facilities, communications equipment and elevators that are accessible. Individuals with disabilities who require special accommodations for a sign language interpreter must make a request with the City Secretary two business days before the meeting, by telephoning 806-378-3013, or the City TDD telephone number at 806-378-4229.

If information is needed in another language, contact 806-378-6842. This information is available free of any charge. You will also find Title VI information in other languages at [www.amarillo.gov](http://www.amarillo.gov).





# ***Spec-Trans Application***

**Amarillo City Transit  
June 2015**



## SPEC-TRANS APPLICATION

Thank you for your interest in Amarillo City Transit (ACT). ACT provides public transportation, in compliance with the Americans with Disabilities Act (ADA) of 1990, to citizens within the city limits of Amarillo west of Lakeside Drive.

Amarillo City Transit requires applicants for Spec-Trans service to participate in an in person interview. The interview is completed at Panhandle Independent Living Center (PILC) and is performed by ACT and PILC Staff members.

Amarillo City Transit provides the following services:

**Fixed Route Service:** This service runs on a fixed route with fixed time schedules and designated bus stops. Anyone can catch the bus from any of the approximately 500 designated stops by just showing up and boarding the bus. The benefits of riding Fixed Routes include: more independence, less cost to ride and improved mobility for persons with disabilities.

Some of the accessibility features of Fixed Route buses include: two-way radios, security cameras – record audio and video, wheelchair lifts, the Talking Bus features both audible and visual announcements of stops and major intersections along the routes, parameter seating with seatbelts for increased security and highly trained professional drivers to help you find your stop. The Transit Department also provides Trip Planning Assistance which includes where and when to get on the bus and the closest bus stop to your origin.

The Fixed Route has bus stops at Northwest Texas Hospital, the VA Hospital, BSA Hospital, all Wal-Mart's, stops around Westgate Mall including Door #4 and most of the major grocery stores. Chances are, wherever you need to go in Amarillo ACT has a Fixed Route bus stop close by.

**Spec-Trans (ADA para-transit service):** This service is for individuals with physical, cognitive or sensory disabilities that prevent them from using the Fixed Route bus system. Spec-Trans is a shared ride - public transportation not a taxi service. Spec-Trans is required to be operated in a manner that is comparable to the Fixed Route system. This means that Spec-Trans is a shared ride and if it takes 1 hour to get to a destination on Fixed Route it will take the same amount of time to reach your destination on Spec-Trans.

A disability alone does not qualify an individual for Spec-Trans service. Eligibility is not based on the applicant's disabilities, but on their functional capabilities to use the accessible fixed route bus service.

Spec-Trans eligibility can range from unconditional to conditional based on the abilities of the applicant. **If you have a disability which prevents you from using a lift-equipped Fixed Route bus some or all of the time, you may be eligible for Spec-Trans service some or all of the time. Some of your trips may only qualify for Fixed Route Service.**

The ADA requires that para-transit service be provided only to those people whose disability prevents them from getting to and from a bus stop and/or boarding the Fixed Route buses. Therefore, all applicants seeking eligibility for Spec-Trans service must participate in an in person interview process to determine eligibility.

## ADA Para-transit Eligibility Determination

The following three categories are used to determine ADA para-transit eligibility:

**Category 1:** An individual with a disability is ADA para-transit eligible if she/he is unable, as the result of a physical or mental impairment, to board, ride, or disembark from an accessible vehicle without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device).

**Category 2:** An individual with a disability is ADA para-transit eligible if she/he needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance to board, ride, and disembark from an accessible vehicle, but an accessible vehicle is not available on the regular Fixed Route bus system to the individual during regular hours of operation.

**Category 3:** An individual is ADA para-transit eligible if she/he has a specific impairment-related condition, which prevents her/him from traveling to a boarding location, or from disembarking from a location on the regular Fixed Route bus system.

A letter will be sent to you informing you of your assessment interview date and time. Within twenty-one (21) days of completing the application process (***including the assessment interview***), you will be informed of the results of your eligibility determination by letter. Please note that an application is only considered complete when all information is provided and the applicant has attended an assessment interview. Incomplete applications will be returned to the sender and the (21) twenty one days will not start until the application is completely filled out and the assessment interview is complete. If you do not receive a written determination within (21) twenty one days, you may schedule rides on Spec-Trans until you receive a letter.

Individuals who are eligible for Spec-Trans service will be given one of the following eligibilities, based upon their **functional capabilities**:

**Unconditional Eligibility:** There will be no restrictions to Spec-Trans service.

**Temporary Eligibility:** Spec-Trans service will be provided to people who are determined capable of using the accessible Fixed Route bus service, but have a temporary need for Spec-Trans. Temporary eligibility is often given to qualifying individuals who need travel training to ride the Fixed Route system independently. Temporary eligibility is granted up to 6 months. Under extenuating circumstances, temporary eligibility can be extended.

**Conditional or Trip-by-Trip Eligibility:** If an individual meets the eligibility criteria of this section, they are able to ride the Fixed Route bus service for some of their trips, but not all of them. Spec-Trans service will be provided for trips where it has been established that the person's disability prevents them from using the Fixed Route system independently. Other trips may be provided on the Fixed Route system.

## **Amarillo City Transit (ACT)**

### **Reasonable Modification of Public Transportation Services Policy**

Amarillo City Transit (ACT) operates two distinct public transportation services – a traditional fixed route system and a complementary paratransit service - Spec-Trans. Both Fixed Route and Spec-Trans serve elderly, people with disabilities and ambulatory customers. Many customers, because of their disability, are unable to navigate an accessible fixed route bus and are eligible to use the Spec-Trans service.

ACT is required by the Americans with Disabilities Act (ADA) to operate Spec-Trans in a manner that is comparable to the Fixed Routes. Both the Fixed Route and Spec-Trans have a comparable set of operating policies and procedures. These policies and procedures are designed to safely serve a diverse customer base in a cost effective and efficient manner.

ACT will consider a reasonable modification to policies, practices, and procedures to ensure public transportation is operated in an accessible manner. Requests for a modification to ACT's policies and practices may be denied if the requested modification is unreasonable, meaning:

- Would fundamentally alter the nature of the ACT's services, programs, or activities,
- Granting the request would create a direct threat to the health or safety of others,
- Without the requested modification, the individual with a disability is able to fully use ACT's services, programs, or activities for their intended purpose,
- The request would cause an undue financial and administrative burden.

It is also important to remember that, “the Americans with Disabilities Act (ADA) is a civil rights statute, not a transportation or social service program statute. The ADA clearly emphasizes nondiscriminatory access to fixed route service, with complementary paratransit acting as a “safety net” for people who cannot use the fixed route system. Under the ADA, complementary paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities. Another way of saying this is that the ADA does not attempt to meet all the transportation needs of individuals with disabilities. Section 37.123 ADA Paratransit Eligibility – Standards”

The first line of defense for each bus and each passenger is the driver. In many cases – the passengers on ACT's vehicles are Amarillo's most vulnerable citizens. In order to avoid a direct threat to their safety, ACT will first and foremost consider the safety of the passengers in the bus before approving a reasonable modification.

To request a modification to Amarillo City Transit's (ACT) policies and practices, the individual or someone on their behalf must submit a request to ACT. The request must include the following information:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want ACT to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place – (Include the street or intersection or building name)
- Why is the modification needed – (Describe the circumstances that created the request)

Requests for a modification of ACT's policies and practices may be denied if the request:

- Would fundamentally alter the nature of the ACT's services, programs or activities,
- Granting the request would create a direct threat to the health or safety of others,
- Without the requested modification, the individual with a disability is able to fully use ACT's services, programs or activities for their intended purpose,
- The request would cause an undue financial and administrative burden.

When ACT denies a reasonable modification request, ACT shall offer, to the maximum extent possible, any other action (that would not result in a fundamental alteration, or direct threat, or an undue financial and administrative burden) that may enable the person to use ACT for its intended purpose.

When a request for a bus stop modification cannot be made and approved of in advance – because of a barrier which the individual with a disability was unaware of until arriving at the bus stop, ACT shall evaluate the request as the barriers are identified. The driver shall ask a supervisor to evaluate the request at the bus stop and when possible, the supervisor will make a determination at that time.

It is not discrimination under the ADA for ACT to refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

This policy is available on the City of Amarillo's website – [www.amarillo.gov](http://www.amarillo.gov)

### **Fixed Route Modification**

Please send your Fixed Route requests to:

Mr. Brett Lawler, Fixed Route Operations Supervisor at 806-378-6860 (TTY 806-372-6234)

Or e-mail your request to [brett.lawler@amarillo.gov](mailto:brett.lawler@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Mr. Brett Lawler Fixed Route Supervisor

Please notify Mr. Lawler indicate how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

## Spec-Trans

Amarillo City Transit operates Spec Trans service in a manner that allows eligible passengers to travel from their origin-to-destination. Although ACT has established a curb-to-curb service as the basic paratransit service mode, measures are taken to make sure passengers are able to travel from their origin-to-destination, beyond the curb to curb.

ACT maintains a flexible policy to provide this enhanced service to eligible passengers on a case-by-case basis when needed and appropriate to meet the origin-to-destination service requirement, so long as the needs would not fundamentally alter the nature of the service or create an undue burden.

To ensure adequate assistance will be available, passengers must let the dispatcher know that additional assistance will be needed for their trip at the time they make a reservation for Spec Trans. This will give ACT ample time to evaluate how to best meet the needs and attempt to foresee any problems that may occur during the trip.

If a passenger regularly requires assistance, they should note it in their application or call 378-3095 and request the information be added to their file. Even though ACT requests notification of assistance, if passengers need assistance, every effort will be made to provide the assistance regardless of advance notice.

To limit the amount of time the vehicle and other passengers in the vehicle are left unattended, drivers will not approach the door of a pick-up point until they can see the passenger approach the threshold. **After** the driver sees the passenger approach the threshold, the driver will exit the bus to assist the person to the vehicle as needed.

To request door to door service, notify the Spec-Trans Operations Supervisor or the dispatcher when you schedule your trip and ask the supervisor or the dispatcher to include the information in your certification file and note the information on your Spec-Trans application

### Spec Trans service **DOES NOT** include any of the following:

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passengers electric wheelchair
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden
- Apartment complexes that require an access code or card

### Spec Trans service will **CONSIDER** the following:

- Gated parking lots will be carefully considered after a Supervisor determines a vehicle can safely navigate the area
- Leaving the bus unattended or losing sight of the vehicle will be carefully considered after a Supervisor determines the action can be safely completed

**ACT will not take any action that would clearly be considered unsafe to ANY person**

If a passenger requests a driver to enter a parking lot to pick them up, the bus driver will enter the parking lot and pick up the passenger at the agreed upon location (for example – door number 4 at Westgate Mall). If the driver is unable to safely enter a parking lot, the Spec-Trans passenger should meet the van at the curb of the pick-up address.

Upon request, Spec-Trans drivers will offer and provide assistance as needed for riders boarding and/or exiting the van. This includes sighted guide, assistance in climbing the steps of the van, deploying the lift and assisting ambulatory and wheelchair riders, depositing the fare in the farebox (upon request), assistance with a seat belt (upon request) and securing a wheelchair.

Spec-Trans passengers may bring a Personal Care Attendant with them if they require assistance beyond the scope of allowed assistance a driver can offer. PCAs may ride free of charge while accompanying the person with a disability who requires assistance.

### **Spec-Trans Modification**

Submit your Spec-Trans request to:

Mr. Alan Terry, Spec-Trans Operations Supervisor at 806-378-6843 (TTY 806-372-6234)

Or e-mail your request to [alan.terry@amarillo.gov](mailto:alan.terry@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Mr. Alan Terry Spec-Trans Operations Supervisor

Please notify Mr. Terry how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

### **Complaint Process**

For more information on the City of Amarillo's Reasonable Modification Policy and Procedures or to file a complaint contact,

Transit Manager, Ms. Judy Phelps at 806-378-6842, (TTY 806-372-6234)

Or e-mail [judy.phelps@amarillo.gov](mailto:judy.phelps@amarillo.gov)

You may submit your request or complaint in person and visit the administrative offices at 801 SE

23<sup>rd</sup> Street. The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or you may submit your request or complaint by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Ms. Judy Phelps

Please notify Ms. Phelps how you would like to be informed of the decision – a letter, an e-mail or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

You will be notified in writing of the determination of your reasonable modification request within 20 business days of the receipt of your request.

### **Appeals Process**

You may appeal if you disagree with the decision on a complaint or request for reasonable modification. There are three (3) opportunities to appeal. Appeals should be made in the following order:

7. Amarillo City Transit Manager
8. Deputy City Manager
9. Advisory Committee for People with Disabilities

The first appeal must be received by the Transit Manager within ten (10) business days. You may submit your appeal as follows:

Transit Manager, Ms. Judy Phelps at 806-378-6842 (TTY 806-372-6234)

Or e-mail your appeal to [Judy.Phelps@amarillo.gov](mailto:Judy.Phelps@amarillo.gov)

You may submit your request in person and visit the administrative offices at 801 SE 23<sup>rd</sup> Street.

The Transit Department offices are located on Route 4 with a bus stop at the front door.

Or, you may submit your request by mail to:

The City of Amarillo – Amarillo City Transit  
P.O. Box 1971  
Amarillo, Texas 79105  
Attention: Ms. Judy Phelps Transit Manager

Please notify Ms. Phelps how you would like to be informed of the decision – a letter, an e-mail, or by phone. If you do not indicate a preferred method, a letter will be mailed to the address in the original correspondence.

At each level of appeal you will receive a response within twenty (20) business days. If the appeal is in your favor, the reasonable modification will be implemented. If the appeal is not in your favor,

you will be given instructions on how to proceed with the next level of appeal. The Advisory Committee for People with Disabilities is the final level of appeal and their decision is final.

## **The Interview**

All persons applying for Spec-Trans service will be required to complete an application and participate in an in person interview. The application will be considered incomplete until the applicant attends an in person interview. ACT will provide a ride, free of charge, to and from the interview site.

ACT recommends that each applicant use this ride as an opportunity to become familiar with the scheduling procedures, 25 minute pick-up window, and vehicle boarding and alighting process. The Spec-Trans interview is the applicant's opportunity to ask system related questions so that if the applicant is found eligible for Spec-Trans service, the applicant will understand their responsibilities.

**If you have any questions or need assistance completing this form, please call:**

**Phone:** (806) 378-3095  
**TDD:** (806) 372-6234

**When completed, please return or fax this form to:**

**Fax:** (806) 378-6846  
**Mail:** Amarillo City Transit  
P.O. Box 1971  
Amarillo, TX 79105-1971  
**E-mail:** alan.terry@amarillo.gov

## **Accessibility Statement**

Panhandle Independent Living Center (PILC) is accessible to individuals with disabilities through its main entry on the north side of the building facing 10<sup>th</sup> Street. Parking spaces for individuals with disabilities are available on the north side of the building. PILC is also equipped with accessible restroom facilities and meeting rooms. Individuals with disabilities who require special accommodations for a sign language interpreter or persons who do not speak English as their first language and need an interpreter must make a request with ACT two business days before the meeting, by telephoning 806-378-3095, or the ACT TDD telephone number at 806-372-6234.

***This publication can be made available in alternate media formats and other languages by request.***

**Open Sore and Wound Policy** When using the bus, all persons (passengers and ACT staff members) who have open sores or wounds must ensure that all sores and wounds are properly covered. Any person with open sores and wounds shall be transported unless their condition presents a direct health and/or safety threat to other persons on the bus.

Any person may be refused access to public transportation if visible body fluid leakage or dripping occurs at the bus stop. The person may be asked to exit the bus if leakage or dripping occurs after they have boarded the bus. Leakage or dripping from an open sore or wound creates a health and/or safety threat to other persons on the bus.

## Amarillo City Transit Spec-Trans Application

New Application

Recertification

General information:

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial \_\_\_\_\_

Street address: \_\_\_\_\_

Name of Apartments: \_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Male:  Female:

Date of birth: \_\_\_\_\_

Primary Language  English  Spanish  Vietnamese

Other (Please Specify) \_\_\_\_\_

*Name and phone number of a relative or friend we can contact in case of emergency:*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Relationship: \_\_\_\_\_

*Do you have a caseworker?*

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

May we contact your caseworker?  yes  no

**What mobility equipment do you use?**

- manual wheelchair       walker       service animal
- power wheelchair       cane       portable oxygen
- power scooter       braces       crutches
- prosthesis       other: \_\_\_\_\_

**What limitations do you have?**

Which of the following condition(s), if any, prevent you from using the Fixed Routes  
Please check all that apply

- None       Physical (Mobility)       Physical (Other)       Visual
- Mental Illness       Brain Injury       Intellectual Impairment       Elderly/Frail
- Other \_\_\_\_\_

Briefly explain how your disability prevents you from using the Fixed Route Buses

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Is your disability or condition       Permanent       Temporary

If temporary how long is the condition expected to last \_\_\_\_\_

If you have a Disability or condition affecting your mobility, please indicate what distance you are able to travel without the assistance of another person.

- Less than 1 block       5 to 6 blocks
- 1 to 2 blocks       7 to 8 blocks
- 3 to 4 blocks       9 or more blocks

Do you have a Valid Driver's License?  Yes  No

If yes, when was the last date that you drove \_\_\_\_\_

Do you currently use fixed route bus service?  Yes  No

If yes, which routes? \_\_\_\_\_

\_\_\_\_\_

If no, why are you no longer riding the Fixed Route buses \_\_\_\_\_

\_\_\_\_\_

How does your disability affect your ability to:

Walk? \_\_\_\_\_

Stand? \_\_\_\_\_

Sit? \_\_\_\_\_

Climb up or down stairs? \_\_\_\_\_

Read? \_\_\_\_\_

Hear? \_\_\_\_\_

Communicate with others? \_\_\_\_\_

Step on or off curbs? \_\_\_\_\_

Cross streets? \_\_\_\_\_

Tolerate hot weather? \_\_\_\_\_

Tolerate cold weather? \_\_\_\_\_

Fasten/unfasten seatbelt? \_\_\_\_\_

Drive an automobile? \_\_\_\_\_

Use a telephone? \_\_\_\_\_

Summon help? \_\_\_\_\_

Ask for and remember route instructions? \_\_\_\_\_

Other \_\_\_\_\_

If you have an intellectual impairment or cognitive disability, are you able to: (check all that apply)

- Give name, address and telephone number upon request.
- Recognize a destination or landmark?
- Deal with unexpected situations or unexpected changes in routine
- Ask for, understand and follow directions
- Know what to do if the bus were to arrive late to pick you up

Consistent with Department of Transportation regulations, ACT will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the device and its user and there is space for it on the vehicle.

Spec-Trans has established curb-to-curb service as our basic service mode, however ACT is committed to ensure that passengers get from their origin to destination. Please check the one below that best describes your abilities.

- I am able to get myself to and from the curb without assistance.
- Because of my disability, I sometimes require assistance to/from the door.
- I require assistance, because of my disability, to/from the door on every ride.

Upon request, Spec-Trans drivers will offer and provide assistance as needed for riders boarding and/or exiting the van. This includes assistance in climbing the steps of the van, deploying the lift, and assisting ambulatory and wheelchair riders, depositing the fare in the fare box (upon request), assistance with a seat belt, and securing a wheelchair. If requested Spec-Trans drivers will help get passengers to/from the door.

In order to limit the amount of time the vehicle and passengers on the vehicle are left unattended, the driver will wait to approach the door of the destination until they see the passenger approach the threshold. **After** the driver sees the passenger approach the threshold, the driver will approach the passenger and assist them to the vehicle upon request.

To request this service in the future, notify the dispatcher when you schedule your trip or ask the dispatcher to include the information in your certification file or note the information on your Spec-Trans application.

Spec Trans service DOES NOT include any of the following:

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passengers electric wheelchair
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden
- Apartment complexes that require an access code or card

Spec Trans service will CONSIDER the following:

- Gated parking lots will be carefully considered after a Supervisor determines a vehicle can safely navigate the area
- Leaving the bus unattended or losing sight of the vehicle will be carefully considered after a Supervisor determines the action can be safely completed

**ACT will not take any action that would clearly be considered unsafe to ANY person**

If you require assistance beyond what the driver can give, you may bring a Personal Care Attendant (PCA) with you for free. The PCA can help you carry your personal items or groceries on the bus, lock or unlock doors.

Do you require the assistance of a PCA:  yes       no       Sometimes

If yes, you must provide your own Personal Care Attendant – *ACT does not provide personal care attendants.*

## FREQUENT DESTINATIONS

Name the three places you go most often and how you get there now?

1. Where do you shop for Groceries? \_\_\_\_\_

Address: \_\_\_\_\_

How often do you go? \_\_\_\_\_

How do you get there now? \_\_\_\_\_

Nearest Bus Stop \_\_\_\_\_

2. Where do you go for your Medical Appointments? \_\_\_\_\_

Address: \_\_\_\_\_

How often do you go? \_\_\_\_\_

How do you get there now? \_\_\_\_\_

Nearest Bus Stop \_\_\_\_\_

3. What other trips do you make? \_\_\_\_\_

Address: \_\_\_\_\_

How often do you go? \_\_\_\_\_

How do you get there now? \_\_\_\_\_

Nearest Bus Stop \_\_\_\_\_

Do you use the fixed route buses now?  yes  no

If you rode fixed route buses in the past but stopped using them, please explain

why: \_\_\_\_\_

Would your health permit you to occasionally ride on fixed route buses?  Yes  No

If yes, under what circumstances? \_\_\_\_\_

**ADDITIONAL INFORMATION**

In order for ACT to evaluate your request for eligibility, it may be helpful for us to contact a professional who is familiar with your health condition or disability and your functional abilities and limitations. Please list one or two professionals that we can contact if we need additional information. Examples of qualified professionals include:

- |                        |                               |                                     |
|------------------------|-------------------------------|-------------------------------------|
| Family physician       | Independent living specialist | Ophthalmologist                     |
| Physical therapist     | Rehabilitation specialist     | Psychiatrist                        |
| Registered nurse       | Case manager                  | Psychologist                        |
| Licensed social worker | Occupational therapist        | Orientation and mobility specialist |

\_\_\_\_\_  
(Name of qualified professional)

\_\_\_\_\_  
(Name of qualified professional)

\_\_\_\_\_  
(Type of qualified professional)

\_\_\_\_\_  
(Type of qualified professional)

\_\_\_\_\_  
(Professional's agency)

\_\_\_\_\_  
(Professional's agency)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Phone)

\_\_\_\_\_  
(Phone)

**AUTHORIZATION FOR RELEASE OF INFORMATION**

I hereby authorize the above-named professionals to provide information about my disability and abilities to use bus service to ACT and/or persons assisting ACT in determining my eligibility for Para-transit Service. I understand that this information will be used for the purpose of determining my eligibility for Para-transit Service and that the medical information about my disability will be kept confidential.

I also understand that I must participate in an in person interview so that ACT may evaluate my eligibility for Spec-Trans services.

\_\_\_\_\_  
(Signature of applicant or responsible party)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Please Print Your Name)

\_\_\_\_\_  
(Telephone Number)

## APPLICANT'S CERTIFICATION

By signing below, I hereby certify the information provided in this application is true, accurate, and complete.

I understand ACT requires applicants for Spec-Trans service to participate in an in-person interview.

I understand that providing false, incomplete, or misleading information, or refusing to participate in the in person interview is grounds for denial of Spec-Trans service.

\_\_\_\_\_  
(Signature of applicant or responsible party)

\_\_\_\_\_  
(Date)

If the application was completed by someone other than the applicant, please provide the following:

Name of person completing application: (please print) \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

*(The rest of these forms are for office use only)*

### Spec-Trans Eligibility Assessment Interview Determination

Name:		Interview Date:
Assessor(s):		
Professional Verification:		<input type="checkbox"/> Confirms <input type="checkbox"/> Contradicts / Modifies
Determination:		<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Denied
Eligibility: <input type="checkbox"/> Unconditional <input type="checkbox"/> Conditional (List Conditions Below in Applicable Column)		
Expiration Date:		
Category 1	Category 2	Category 3
Unable to independently ride accessible fixed route buses	Eligible where fixed route service is inaccessible.	Can't travel to / from fixed route bus stop.
<b>1. <u>Qualifying Inabilities:</u></b> <input type="checkbox"/> Wait <input type="checkbox"/> Get on/off bus <input type="checkbox"/> Keep balance <input type="checkbox"/> Get to seat <input type="checkbox"/> Identify bus / transfer <input type="checkbox"/> Get off at right place <input type="checkbox"/> None = Not Eligible	<b>1. <u>Can't Use Inaccessible Service</u></b> <input type="checkbox"/> Yes (Can't Use) <input type="checkbox"/> No (Can Use) = Not Eligible	<b>1. <u>Disability Prevents Travel</u></b> <input type="checkbox"/> Yes (Less than 1 block under ideal circumstances) <input type="checkbox"/> Yes (In certain circumstances) <input type="checkbox"/> No = Not Eligible
<b>2. <u>Conditions</u></b> <input type="checkbox"/> Weather <input type="checkbox"/> Variable health <input type="checkbox"/> Crowds <input type="checkbox"/> No Bench / Shelter <input type="checkbox"/> Transfer required	<b>2. <u>Uses Wheelchair?</u></b> <input type="checkbox"/> No a. Ride existing lifts standing? <input type="checkbox"/> Yes <input type="checkbox"/> No b. Can use existing lift buses? <input type="checkbox"/> Yes <input type="checkbox"/> No c. Oversized wheelchair <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>2. <u>Conditions</u></b> <input type="checkbox"/> Terrain <input type="checkbox"/> Weather <input type="checkbox"/> Variable health <input type="checkbox"/> Distance over: _____ <input type="checkbox"/> Busy intersections <input type="checkbox"/> No audible pedestrian equipment at intersection <input type="checkbox"/> Dark outside
<b>3. <u>Determination</u></b> <input type="checkbox"/> Unconditional (Item 1) <input type="checkbox"/> Conditional (Any Item 2) <input type="checkbox"/> Not Eligible	<b>3. <u>Determination</u></b> <input type="checkbox"/> If inaccessible bus or stop Conditional (Yes to a. or b.) <input type="checkbox"/> Not Eligible (No to a., b. & c. or No to 1 or Yes to c.)	<b>3. <u>Determination</u></b> <input type="checkbox"/> Unconditional (#1=1 <sup>st</sup> yes) <input type="checkbox"/> Conditional (#1=2 <sup>nd</sup> Yes) <input type="checkbox"/> Not Eligible (#1=No)
<b>4. <u>Conditions</u></b> _____ _____ _____		<b>4. <u>Conditions</u></b> _____ _____ _____

**AMARILLO CITY TRANSIT  
INTERVIEW FORM**

Date of Interview \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

New Application                       Recertification

<u>Name</u>	<u>Title</u>	<u>Company</u>
Assessor(s):		
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Background Information:**

Please Describe Your Primary Disability or Medical Condition and How it Affects Your Ability to Ride the Fixed Route Bus System:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do You Have Any Other Disabilities or Medical Conditions That Affect Your Travel on the Fixed Route Bus System? (Note physical limitations that are apparent such as gait, pace, or use of mobility aids): \_\_\_\_\_

How Long Have You Had Your Disability and / or Medical Condition(s)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are You Currently Receiving Any Treatment For Your Disability or Medical Condition? (If appropriate, what is your Prognosis?)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are you currently taking Medications? \_\_\_\_\_

\_\_\_\_\_

**Visibility:**

Are you able to ride fixed routes when it is dark outside or if there is limited visibility?

- Yes     No     Sometimes

**Are you able to:**

Ride fixed route buses if the weather is cold?     Yes     No     Sometimes

If sometimes what temperature affects your abilities  <70     <60     <50     <40     <30

Ride fixed route buses if the weather is hot?     Yes     No     Sometimes

If sometimes what temperature affects your abilities  >90     >80     >70     >60

Ride the fixed routes during inclement weather?

\_\_\_rain \_\_\_ wind \_\_\_ snow \_\_\_ ice \_\_\_     Yes     No     Sometimes

How does your disability affect you each day?     Yes     No

If No, Describe How and Under What Conditions They Vary:

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**Information About Mobility Aids:**

What Mobility Aids Do You Use:

- |                                                        |                                           |                                  |
|--------------------------------------------------------|-------------------------------------------|----------------------------------|
| <input type="checkbox"/> Manual Wheelchair             | <input type="checkbox"/> Power Wheelchair | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> Walker                        | <input type="checkbox"/> Crutches         | <input type="checkbox"/> Cane    |
| <input type="checkbox"/> Long White Cane               | <input type="checkbox"/> Service Animal   | <input type="checkbox"/> Oxygen  |
| <input type="checkbox"/> Prosthesis / Orthotics: _____ |                                           |                                  |
| <input type="checkbox"/> Other: _____                  |                                           |                                  |

When Do You Use Mobility Aids:     Full-Time     Part-Time

If Part-Time, Explain: \_\_\_\_\_

How Long Have You Been Using Your Current Mobility Equipment? \_\_\_\_\_

With Your Current Mobility Aid, What Level of Self-Sufficiency Have You Achieved?

- Dependent                       Independent                       Partial Assist

If Partial Assist, Explain:

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Spec-Trans has established a curb-to-curb service as our basic service mode, however ACT is committed to ensure that passengers get from their origin to their destination. Which statement below best describes your abilities?

- I am able to travel to and from the curb without assistance.
- Because of my disability, I sometimes require assistance to and from the door.
- I require assistance, because of my disability, to and from the door every time I ride.

Upon request, Spec-Trans drivers will offer and provide assistance as needed for riders boarding and/or exiting the van. This includes assistance in climbing the steps of the van, deploying the lift and assisting ambulatory and wheelchair riders, depositing the fare in the farebox (upon request), assistance with a seat belt and securing a wheelchair. If requested Spec-Trans drivers will assist a passenger to and from the door.

In order to limit the amount of time the vehicle and passengers on the vehicle are left unattended, the driver will wait to approach the door of the destination until they see the passenger approach the threshold. **After** the driver sees the passenger approach the threshold, the driver will approach the passenger and assist them to the vehicle upon request.

To request this service, notify the dispatcher when you schedule your trip or ask the dispatcher to include the information in your certification file.

Spec Trans service **DOES NOT** include any of the following:

- Entering a building beyond the threshold or the ground level
- Parking vehicles in a location that blocks or impedes traffic
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating house alarms
- Carrying, loading/unloading personal items
- Operating a passenger's electric wheelchair
- Any action that would fundamentally alter the nature of the service
- Any action that would create an undue burden
- Apartment complexes that require an access code or card

Spec Trans service will **CONSIDER** the following:

- Gated parking lots will be carefully considered after a Supervisor determines a vehicle can safely navigate the area
- Leaving the bus unattended or losing sight of the vehicle will be carefully considered after a Supervisor determines the action can be safely completed

**ACT will not take any action that would clearly be considered unsafe to ANY person**

Do You Need a Passenger Care Attendant to Travel With You?

- Yes
- No
- Sometimes

Mobility Aids Used for Assessment Interview: \_\_\_\_\_

Travel Information

Distance

Are you able to:

Travel to your bus stop if the stop is

Over 1 block away     Yes     No     Sometimes

Over 2 blocks away     Yes     No     Sometimes

Over 3 blocks away     Yes     No     Sometimes

Over 4 blocks away     Yes     No     Sometimes

Over 5 blocks away     Yes     No     Sometimes

6 blocks or more     Yes     No     Sometimes

How Do You Currently Travel around Amarillo? \_\_\_\_\_

Do you Travel Outside Your Home Alone? \_\_\_\_\_

If Yes, where? \_\_\_\_\_

Can You Buckle Your Own Seatbelt?                     Yes                     No

Can You Put the Fare in the Fare box By Yourself?     Yes                     No

Are You Able to Cross Streets Without Help?         Yes                     No

Do You Drive?                                                 Yes                     No

Are You Able to Ride the Fixed Route Buses?         Yes                     No

Have You Ever Used the Fixed Route Buses?         Yes                     No

Are you able to use the entire Fixed Route system or portions of the Fixed Route system (for example: a specific route or destination) \_\_\_\_\_

What prevents you from using the fixed routes? \_\_\_\_\_

If you stopped using the fixed routes, explain why?

\_\_\_\_\_

\_\_\_\_\_

How Many Blocks Is Your Home From the Nearest Bus Stop? \_\_\_\_\_ Blocks

Are There Times When You Think It Would Be Possible For You to Use the Fixed Route Buses? When? Under What Conditions? \_\_\_\_\_

Applicant's Primary Issues with Using Fixed Route Service: \_\_\_\_\_

***Personal Observations***

Observations from completing General Information, Background Information, Information About Mobility Aids, and Travel Information sections above (applicants responsiveness, comprehension, behavior, vision, etc.).

- |                                                                                                   |                              |                             |
|---------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| Can the Applicant Give Their Name?                                                                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Can the Applicant Give Their Address?                                                             | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Can the Applicant Give Their Telephone Number?                                                    | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Can the Applicant Answer Questions Without Assistance?                                            | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Would the Applicant be Able to Function appropriately if the Van Arrived Late or in an Emergency? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

**Observation Notes:**

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## **Title VI Notice**

The City of Amarillo, Texas  
Amarillo City Transit

The City of Amarillo operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Amarillo.

For more information on the City of Amarillo's civil rights program and the procedures to file a complaint contact, Judy Phelps at 806-378-6842, (TTY 806-372-6234), email [judy.phelps@amarillo.gov](mailto:judy.phelps@amarillo.gov) or visit the administrative offices at 801 SE 23<sup>rd</sup> Street, Amarillo, Texas 79105. The Transit Department offices are located on Route 4 with a bus stop at the front door of the office. For more information, visit [www.amarillo.gov](http://www.amarillo.gov).

The City of Amarillo - Amarillo City Transit hereby certifies that, as a condition of receiving Federal financial assistance, it will ensure that:

No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

Interested parties are hereby afforded the opportunity to comment on the performance of Amarillo City Transit, request additional information on Amarillo City Transit's nondiscrimination obligations or file a complaint. Written comments may be submitted to the Deputy City Manager, P.O. Box 1971, Amarillo, Texas 79105.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

### **Accessibility Statement**

Amarillo City Hall is accessible to individuals with disabilities through its main entry on the south side (SE 7<sup>th</sup> Avenue) of the building. An access ramp leading to the main entry is located at the southwest corner of the building. Parking spaces for individuals with disabilities are available in the south parking lot. City Hall is equipped with restroom facilities, communications equipment and elevators that are accessible. Individuals with disabilities who require special accommodations for a sign language interpreter must make a request with the City Secretary two business days before the meeting, by telephoning 806-378-3013, or the City TDD telephone number at 806-378-4229.

If information is needed in another language, contact 806-378-6842. This information is available free of any charge. You will also find Title VI information in other languages at [www.amarillo.gov](http://www.amarillo.gov).

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ATTACH  
POSTAGE  
HERE

AMARILLO CITY TRANSIT  
P.O. BOX 1971  
AMARILLO, TEXAS 79105-1971